

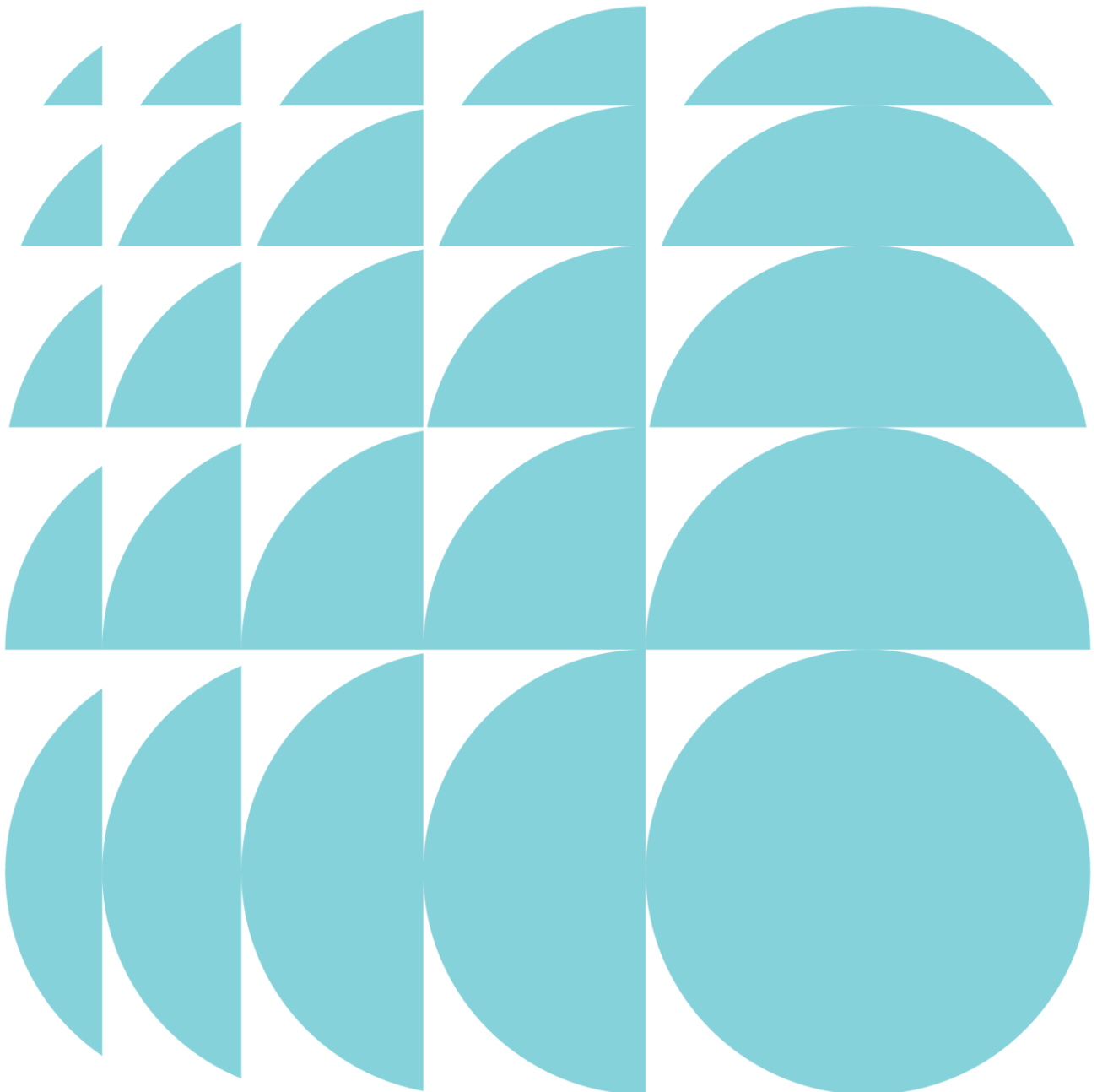
## Social Impact Assessment

241-249 Wheat Road, Sydney

Cockle Bay Park Redevelopment, Stage 2 SSDA -  
(SSD-9978934)

Prepared for DPT Operator Pty Ltd and DPPT  
Operator Pty Ltd

14 October 2021 | 2200220



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## 1.0 Introduction

### 1.1 Overview

This Social Impact Assessment has been prepared to accompany a detailed State Significant Development (SSD) Development Application (DA) (Stage 2) for a commercial mixed use development, Cockle Bay Park, which is submitted to the Minister for Planning and Public Spaces pursuant to Part 4 of the *Environmental Planning and Assessment Act 1979* (EP&A Act). The development is being conducted in stages comprising the following planning applications:

- Stage 1 – Concept Proposal setting the overall ‘vision’ for the redevelopment of the site including the building envelope and land uses, as well as development consent for the carrying out of early works including demolition of the existing buildings and structures. This stage was determined on 13 May 2019, and is proposed to be modified to align with the Stage 2 SSD DA.
- Stage 2 – detailed design, construction, and operation of Cockle Bay Park pursuant to the Concept Proposal.

The mixed-use development is proposed at 241-249 Wheat Road, Darling Harbour, Sydney, NSW. The proponent is DPT Operator Pty Ltd and DPPT Operator Pty Ltd.

The purpose of this report is to analyse the potential social impacts that may arise from the development, having regard to social trends and issues affecting the local and broader surrounding areas.

This report addresses the requirement for a Social Impact Assessment (SIA) specified in the Department of Planning, Industry and Environment’s Secretary’s Environmental Assessment Requirements (SEARs) for the project – as set out in **Section 1.2** below. It follows the principles set out in the draft *Social Impact Assessment Guideline for state significant projects* (NSW DPIE 2020).

This report includes the following components:

- Project summary and site context.
- Baseline analysis of the designated area of social influence of the development, including current and forecast population profile, and existing social infrastructure networks.
- Strategic policy context, including relevant state and local government drivers.
- Social issues and trends relevant to the proposed development.
- Community and stakeholder perspectives of relevance to the proposed development.
- Predicted social impacts of the proposed development at this location, along with recommended mitigation and enhancement measures.
- A suggested social impact monitoring and measurement plan has also been provided.

### 1.2 Assessment scope and specification – SEARs

The Department of Planning, Industry and Environment issued Secretary’s Environmental Assessment Requirements (SEARs) to the applicant on 12 November 2020 for the preparation of an Environmental Impact Statement for the proposed development. The SEARs outlines the following requirements (see **Table 1**).

**Table 1 SEARs specifications and report references**

SEARs	Where addressed in this report
19. Social impact The EIS must include a social impact assessment addressing the potential social impacts of the proposed development.	<b>Section 9.0</b>

### 1.3 The site

This state significant site is located at 241-249 Wheat Road, Sydney to the immediate south of Pyrmont Bridge, within the Sydney CBD, on the eastern side of the Darling Harbour precinct. The site encompasses the Cockle Bay Wharf development, parts of the Eastern Distributor and Wheat Road, Darling Park and Pyrmont Bridge.

The Darling Harbour Precinct is undergoing significant redevelopment as part of the Sydney International Convention, Exhibition and Entertainment Precinct (SICEEP) including Darling Square and the IMAX renewal (The Ribbon/W Hotel) projects. There are further state significant redevelopments proposed which are adjacent to this site. More broadly, the western edge of the Sydney CBD has been subject to significant change following the development of the Barangaroo precinct.

### 1.4 Project background

DPT Operator Pty Ltd and DPPT Operator Pty Ltd are undertaking a redevelopment of the existing Cockle Bay Wharf entertainment precinct (located at 241-249 Wheat Road, Sydney) to deliver a new 43-storey mixed use retail and commercial development, publicly accessible space and landbridge over the Western Distributor to connect Darling Harbour to the western edge of the Sydney CBD. This proposed development is known as “Cockle Bay Park”.

Existing development on the site comprises the Cockle Bay Wharf entertainment precinct, which includes a range of tourism-oriented restaurants, cafés, function spaces and entertainment venues. The existing three-storey building extends from the edge of the Pyrmont Bridge in the north down to the Drutt Street bridge connection in the south, and is bounded by the Darling Harbour promenade to the west and the Western Distributor to the east.

Completed in 1988, the Cockle Bay Wharf development coincided with Australia’s Bicentenary and the urban renewal of Darling Harbour. Like other projects completed within Darling Harbour in this era, such as the former Convention Centre, Exhibition Centre, Entertainment Centre and the IMAX, the existing building is due for renewal and offers a significant opportunity to reconnect Darling Harbour with the Sydney CBD.

The land is owned by the NSW Government and administered by Property NSW (formerly the Sydney Harbour Foreshore Authority), with the majority of the site currently subject to a long-term lease to the applicant (DPT Operator Pty Ltd and DPPT Operator Pty Ltd).

A State Significant Development Application was approved by the NSW Independent Planning Commission on 13 May 2019 for:

- Concept Proposal for a commercial building envelope, comprising a maximum GFA of 89,000sqm, including 75,000sqm commercial office GFA and 14,000sqm retail GFA and publicly accessible open space of 6,500sqm.
- Stage 1 works for the demolition of the existing Cockle Bay Wharf buildings and structures, the Crescent Garden to Cockle Bay Wharf enclosed pedestrian bridge and associated structure and the former monorail station and associated structure.

Approval of the Concept SSDA followed an extensive planning assessment process undertaken by the NSW Department of Planning, Industry and Environment and DPT Operator Pty Ltd and DPPT Operator Pty Ltd between 2016 and 2019. This process included an independent urban design review commissioned by the DPIE, which resulted in substantive changes to the project to improve its environmental impacts.

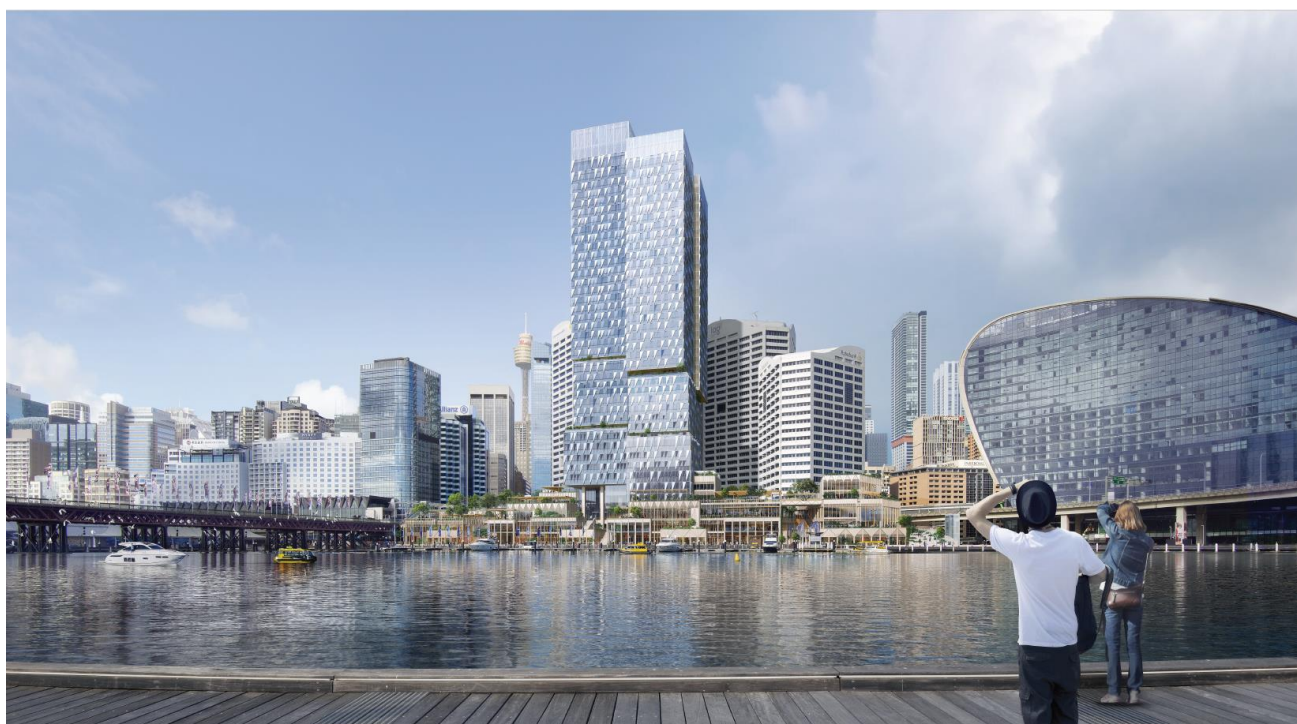
## 1.5 Proposed development

This SSDA seeks consent for the detailed development (Stage 2), based on the competition-winning scheme by Henning Larsen, comprising:

- Construction of a land bridge across part of the Western Distributor between Darling Harbour and Darling Park
- The design, construction and use of the new 43 storey mixed-use development, including:
  - Up to 89,000sqm of retail and commercial GFA
  - At least 6,500sqm of publicly accessible open space.
- Site interface works to ensure the provision of appropriate interfaces and connectivity between the new development and the Pyrmont Bridge and Darling Park towers.

This project will deliver new shops, bars and restaurants, along with a commercial office tower (including co-working uses on one of the levels) up to a maximum height of 183m, provide additional open space, and improve connectivity between Darling Harbour and the Sydney CBD.

The project seeks to enhance the waterfront and contribute to the cultural experience of Darling Harbour. An indicative image of the proposed development is shown in **Figure 1**.



**Figure 1** Indicative artist impression of proposed development

Source: Henning Larsen

## 2.0 Objectives and scope of the assessment

### 2.1 Assessment framework and methodology

Social Impact Assessment (SIA) involves the analysis of social changes and impacts on communities that are likely to occur as a result of a particular development, planning scheme, or government policy decision. The purpose of Social Impact Assessment is to assess the impacts of the development, both positive and negative, for all stages of the project lifecycle for key stakeholders and the broader affected community.

#### 2.1.1 Social Impact Assessment

The assessment of social impacts in this report has been based on *Draft Social Impact Assessment Guideline* (SIA Guideline) prepared by the NSW Department of Planning, Industry and Environment in 2020.<sup>1</sup> The SIA Guideline is considered by NSW Government to represent best practice in social impact assessment processes, and provides a consistent framework and approach to the assessment of social impacts associated with all state-significant projects and developments in NSW.

As outlined in the SIA Guideline, social impacts vary in their nature and can be positive or negative, tangible or intangible, physically observable, or psychological (fears and aspirations). Social impacts can be quantifiable, partly quantifiable or qualitative. They can also be experienced or perceived differently by different people and groups within a community, or over time.

The assessment involves a number of steps, including a baseline analysis of the existing socio-economic environment of a defined study area or areas; identifying list of stakeholders and considering their views; scoping of relevant issues; identification and assessment of potential impacts against the specified suite of factors set out in the SIA Guideline; determination of the significance of the impacts, and identification of measures to manage or mitigate the project's potential negative impacts and enhance potential benefits.

The methodology employed in preparing this SIA is designed to ensure that the social environment of communities potentially impacted by a project is properly accounted for and recorded, and anticipated impacts are adequately considered and assessed.

#### 2.1.2 Social factors for assessment

The SIA Guideline classifies social impacts in the following way, which forms the core basis of this assessment:

- **Way of life:** *how people live, get around, work, play and interact with one another on a day-to-day basis*
- **Community:** *its composition, cohesion, character, how it functions, and sense of place*
- **Accessibility:** *how people access and use infrastructure, services and facilities*
- **Culture:** *people's shared beliefs, customs, values and stories, and connections to Country, land, water, places and buildings*
- **Health and wellbeing:** *people's physical, mental, social and spiritual wellbeing*
- **Surroundings:** *access to and use of natural and built environment, including ecosystem services, public safety and security, as well as aesthetic value and amenity*
- **Livelihoods:** *including impacts on employment or business, experience of personal breach or disadvantage, and the distributive equity of impacts and benefits*
- **Decision-making systems:** *the extent to which people are able to participate in decisions that affect their lives, procedural fairness, and the resources provided for this purpose.*

Each of these categories should be assessed based both on the tangible observable impacts, as well as considering fears and aspirations of communities impacted.

<sup>1</sup> The final *Social Impact Assessment Guideline* was released by DPIE in July 2021. Given this project commenced while the draft Guideline was still in place, the draft guideline has been used for this SIA.



### 2.1.3 Assessment methodology

Stages in the preparation of this Social Impact Assessment are as follows:

- Baseline analysis of the existing socio-economic environment, involving:
  - Study area definition, including primary and secondary geographic areas likely to be impacted (see **Chapter 6.0** of this report)
  - Demographic analysis, including socio-economic characteristics of current communities and population forecast (see **Chapter 6.0**)
  - Review of relevant background information, along with relevant local and state policy frameworks (see **Chapter 0**)
- Stakeholder and community engagement: Findings of stakeholder and community consultation undertaken by the proponent have been reviewed to identify community and stakeholder aspirations and values (see **Chapter 8.0**). Community engagement projects undertaken by the City of Sydney Council that are relevant to this SIA have also been reviewed.
- Scoping of issues: Analysis of potential impacts during and post-construction, with each of the directly affected communities and other stakeholders identified in relation to the way they may be affected. Both positive and negative potential issues are identified. An SIA Scoping Checklist has been prepared at the outset of this assessment, in line with the specifications of the SIA Guideline and provided to TSA Management representatives. The scoping exercise is designed to inform what social impacts require further assessment, and the degree of assessment that is required. The scoping process has underpinned the social impact assessment in **Chapter 9.0**.
- Identification and evaluation of impacts as per the SIA Guideline parameters. This phase draws on the outcomes of the scoping stage. The social impact assessment ultimately appraises the significance of each identified (positive or negative) impact based on its duration, extent and sensitivity of impact “receivers.” This results in a social risk rating for impacts, as per the social impact significance matrix shown in **Chapter 9.0**.
- Identification of mitigation strategies to manage impacts and enhance benefits of the development.

### 2.1.4 Information sources and assumptions

Following are the key data sources and policy documents used to prepare this SIA (ordered by title):

- *ABS Census of Population and Housing 2016 (Australian Bureau of Statistics, 2016)*
- *A City for All: Social Sustainability Policy (City of Sydney 2016) and Action Plan (2018)*
- *Better Placed (NSW Government Architect, 2017)*
- *City Plan 2036: Local Strategic Planning Statement (City of Sydney, 2019)*
- *Cockle Bay Park Redevelopment Appendix J Consultation Outcomes Report (Newgate Research 2021)*
- *Creative City: Cultural Policy and Action Plan 2014 – 2024 (City of Sydney, 2014)*
- *Digital Strategy (City of Sydney, 2017)*
- *Draft Central Sydney Planning Strategy 2016 – 2036 (City of Sydney 2016)*
- *Draft Darling Harbour Urban Form Strategy (NSW Government, 2016)*
- *Draft Greening Sydney Strategy (City of Sydney, 2021)*
- *Darling Harbour Development Plan No 1. (NSW Government, 1985)*
- *Draft Sydney Development Control Plan: Open and Creative Planning Reforms (City of Sydney, 2020)*
- *Economic Development Strategy (City of Sydney, 2013)*
- *Greater Sydney Region Plan: A Metropolis of Three Cities (Greater Sydney Commission, 2017)*
- *Greener Places (NSW Government Architect, 2020)*
- *NSW Infrastructure Strategy 2018-2038 (NSW Government, 2018)*

- *OPEN Sydney: Future directions for Sydney at night* (City of Sydney, 2013)
- *Our Greater Sydney 2056: Eastern City District Plan* (Greater Sydney Commission, 2018)
- *Premier's Priorities* (NSW Government, 2019)
- *Pymont Peninsula Place Strategy* (NSW Government, 2020)
- *Request for Secretary's Environmental Assessment Requirements, Cockle Bay Wharf – Stage 2 State Significant Development Application* (Ethos Urban, 2020)
- *Social Impact Assessment Guideline, Draft* (NSW DPIE, 2020)
- *Sustainable Sydney 2030: Community Strategic Plan 2017 – 2021* (City of Sydney, 2017)
- *Sydney 24 Hour Economy Strategy* (NSW Treasury, 2020)
- *Sydney Development Control Plan 2012 (Sydney DCP)* (City of Sydney, 2012)
- *Sydney Innovation and Technology Precinct Panel Report* (NSW Government, 2018)
- *Sydney Regional Plan* (Greater Sydney Commission, 2018)
- *Sydney's Walking Future* (Transport for NSW, 2013)
- *Transport for NSW Employment Forecasts*

Assumptions applied to complete this SIA include:

- The key findings of the background studies and technical reports are accurate.
- Socio-economic data for each study area accurately reflects the community demographic profile.
- Outcomes of the community consultation and engagement undertaken to date accurately reflect community views.
- All potential social impacts to the local community and special interest groups that can reasonably be identified have been included in this report.

**A note on COVID-19:** COVID-19 is an unprecedented global health crisis and economic event that is rapidly evolving. At the current time, the research and analysis of economic and population data – such as forecasts of population or employment growth and so on – reflects a return to “business as usual” scenario, while also noting the potential impacts that may be associated with the COVID-19 virus, travel and border restrictions impacting on migration numbers, and the anticipated return to growth in economic or population indicators.

### 2.1.5 SIA report author qualifications and experience:

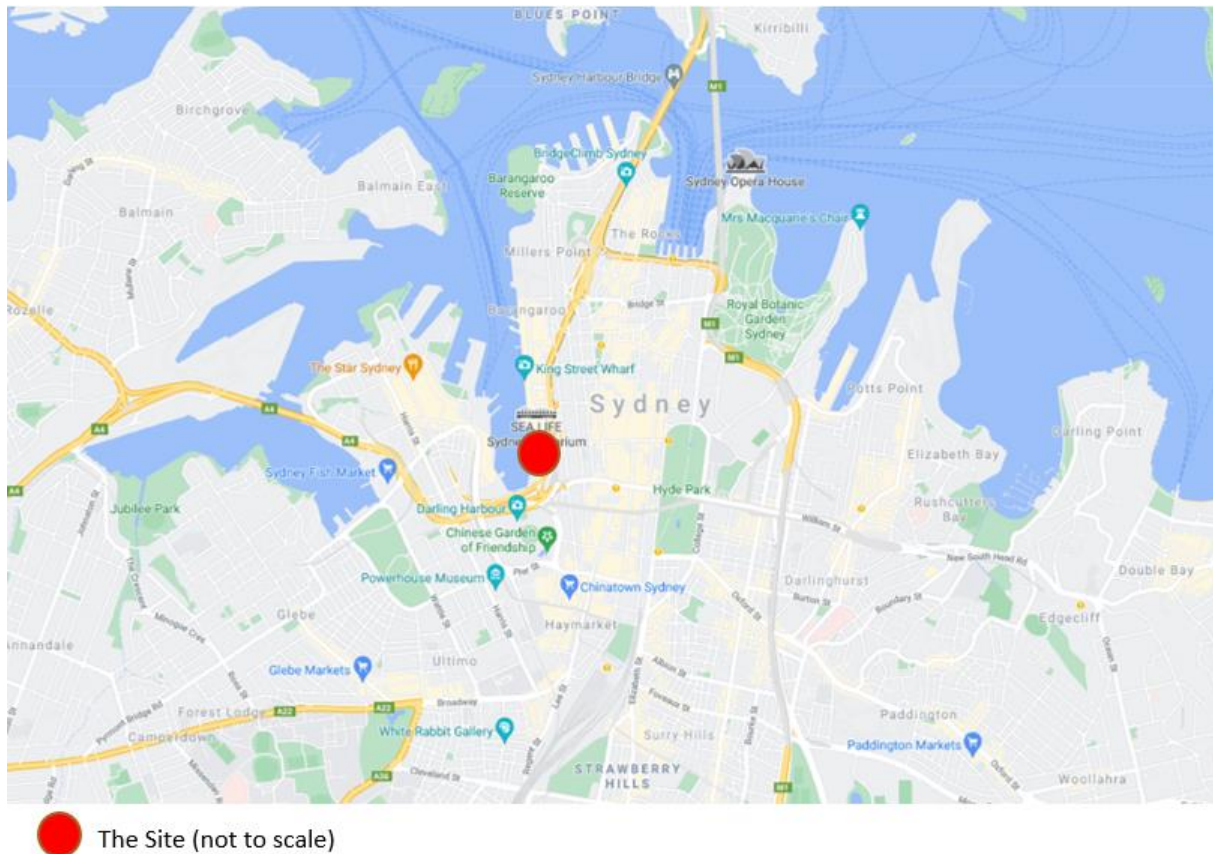
The report authors meet the qualifications and experience criteria outlined in the SIA Guideline – i.e. have qualifications in relevant social science disciplines and/ or proven experience over multiple years and competence in social science research methods and SIA practices. Biographies of team members can be provided on request.

### 3.0 Site context

#### 3.1 Site location and context

The site is located at 241-249 Wheat Road, Sydney to the immediate south of Pyrmont Bridge, within the Sydney CBD, on the eastern side of the Darling Harbour precinct.

The site's locational context is shown at **Figure 2** below.



**Figure 2** Locational context

Source: Googlemaps / Ethos Urban

#### Darling Harbour Precinct

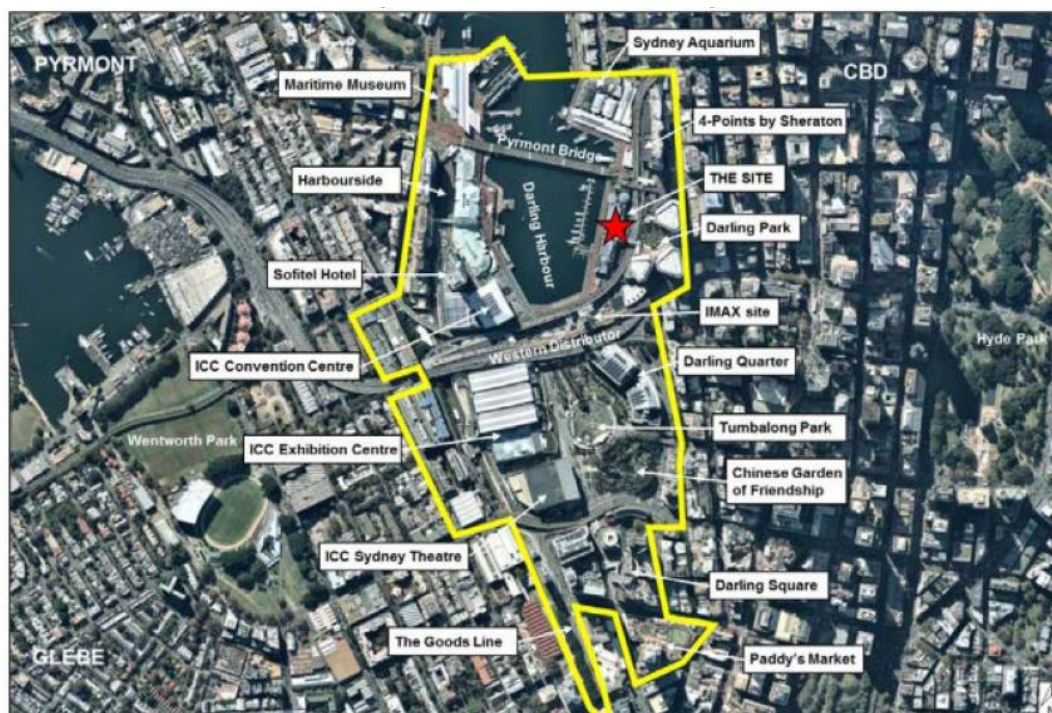
The Darling Harbour Precinct where the site is located is an entertainment and recreational precinct, which in the pre-Covid era attracted a large number of international and local tourists and visitors daily. The major tourist and cultural attractions in the area include Sydney Aquarium, Wild Life Sydney Zoo, Madame Tussauds Sydney, Australian National Maritime Museum, Chinese Garden of Friendship, Tumbalong Park, Darling Quarter Playground and cafes, and W Hotel (reopening in 2021/2022).

The area that had previously been a NSW Railways site was by the mid-to-late 1980s redeveloped as a pedestrian and tourist precinct, coinciding with Australia's Bicentenary. The area is currently undergoing urban renewal – many projects completed within Darling Harbour in the 1980s, such as the former Convention Centre, Exhibition Centre, Entertainment Centre and the IMAX, have recently been redeveloped – and along with reopening of Tumbalong Park activated the area. Further projects contributing to the revitalisation of the area include several new landmark towers in the Barangaroo precinct further north of the site, including International Towers, and Crown Sydney.

Darling Harbour is crossed by Pyrmont Bridge that serves as an active transport link between Pyrmont and Sydney CBD. The bridge is listed on the State Heritage Register.

The site's locational context within Darling Harbour is shown at **Figure 3** over page.





**Figure 3** Locational context – Darling Harbour Precinct, the site is indicated by the red star

Source: Statement of Reasons for Decision, Independent Planning Commission, NSW Government

## Sydney CBD

Sydney CBD has many layers of history and culture from all periods of Australia's history through Sydney's surviving historic buildings and landscapes, many of which are located within the locality. Sydney CBD contains buildings and precincts of state, national and world heritage significance (Sydney Opera House, Hyde Park Barracks).

Sydney CBD plays a critical role in Australia's national economy. According to the *Central Sydney Planning Strategy*,<sup>2</sup> this area helps to generate over \$108 billion of economic activity annually (nearly 8% of the total national economy), and is home to 12,000 businesses. It accommodates approximately 300,000 workers and a large proportion of City of Sydney's 610,000 domestic and international visitors each day (pre-Covid). There are currently approximately 496,900 jobs in the Harbour CBD area as a whole, and the Greater Sydney Commission has stated that this is forecast to increase to between 662,000 and 732,000 by 2036.<sup>3</sup> The major industries in this area are finance and financial services and professional and business services.

Built form and land uses of the CBD include a cluster of tall buildings, with a broad mix of uses including offices, retail, hotels, entertainment and nightlife. The locality is also a home for thousands of residents living in high-density accommodation. Sydney CBD is well connected to Greater Sydney as the centre of a radial network of suburban train lines.<sup>4 5 6</sup>

Sydney CBD has been significantly impacted by the Covid-19 pandemic related restrictions. Increasing levels of flexible and remote working have reduced the number of workers needing or wanting to come to the city each day, which has impacted local hospitality and entertainment businesses who rely on CBD workers for custom. Concurrent with the significant impacts that the interstate and international border closures have had on tourism and related industries, this has raised concerns for the future of the CBD. Provision of amenity and quality of built environment will be the key to attract future residents, and workforce and visitors back to the city area.

<sup>2</sup> City of Sydney 2020, *Central Sydney Planning Strategy 2016-2036*, p.5.

<sup>3</sup> Greater Sydney Commission 2018, *Eastern Sydney District Plan*, p.59

<sup>4</sup> City of Sydney 2020. *City Plan 2036*. City of Sydney Local Strategic Planning Statement

<sup>5</sup> Sydney Development Control Plan 2012

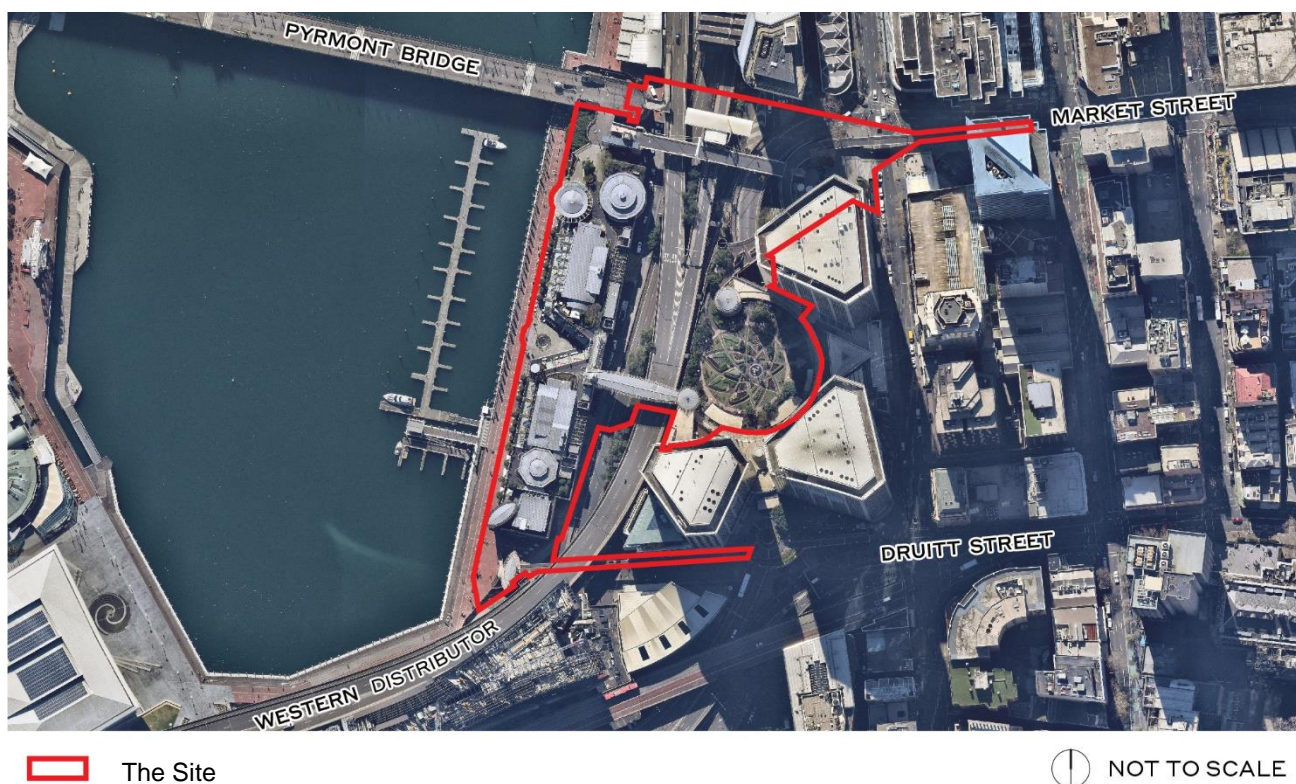
<sup>6</sup> Australian Government, Heritage places and lists, accessed via [www.environment.gov.au/heritage/heritage-places](http://www.environment.gov.au/heritage/heritage-places)

### 3.2 Existing development

The site comprises approximately 2.2 hectares of land located at the south-eastern corner of Cockle Bay, encompassing Cockle Bay Wharf and parts of the Western Distributor, Wheat Road, Pyrmont Bridge and Darling Park. The site also includes part of the pedestrian bridges connecting Darling Harbour to Market Street and DrUITT Street in the east, as well as public domain surrounding the buildings. Immediately to the east, the Darling Park commercial office precinct is also owned by the Proponent and will have a significant interface with the project.

The land is owned by the NSW Government and administered by Property NSW (formerly the Sydney Harbour Foreshore Authority), with the majority of the site currently subject to a long-term lease to the proponent.

The site's locational context is shown at **Figure 4**.

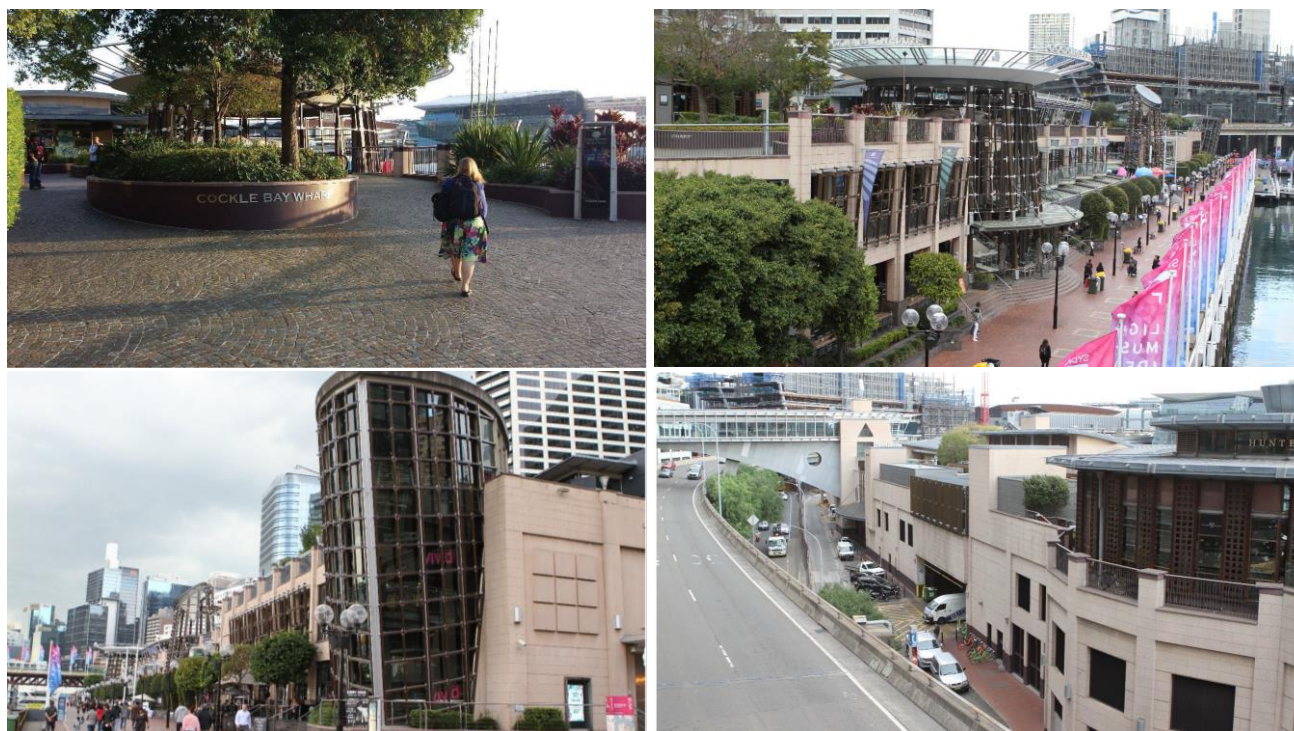


**Figure 4** Location Plan

Existing development on the site comprises the Cockle Bay Wharf entertainment precinct, which includes a range of tourism-oriented restaurants, cafés, function spaces and entertainment venues. The existing three-storey building extends from the edge of the Pyrmont Bridge in the north down to the DrUITT Street bridge connection in the south, and is bounded by the Darling Harbour promenade to the west and the Western Distributor to the east. Completed in 1988, the development coincided with Australia's Bicentenary and the urban renewal of Darling Harbour.

Like other projects completed within Darling Harbour in this era, such as the former Convention Centre, Exhibition Centre, Entertainment Centre and the IMAX, the existing building is due for renewal and serves as a significant opportunity to reconnect Darling Harbour with the Sydney CBD. Images of the existing Cockle Bay Wharf development are shown over page (see **Figure 5**).





**Figure 5** Images of the existing Cockle Bay Wharf development

Source: Ethos Urban

### 3.3 Surrounding development

The site is located in the Darling Harbour precinct bordering Sydney CBD. The development surrounding the site comprises a mix of commercial and office uses, with ground floor retail, restaurants and bars, as well as cultural and leisure attractions along with supporting tourism infrastructure and visitor accommodation. The surrounding buildings vary in style, height and age. The proposal involves significant areas of interface with the surrounding public domain in Darling Harbour, Pyrmont, and, to a lesser extent, the Sydney CBD.

## 4.0 Proposed development

### 4.1 Background

The development is being conducted in stages comprising the following planning applications:

- Stage 1 – Concept Proposal setting the overall ‘vision’ for the redevelopment of the site including the building envelope and land uses, as well as development consent for the carrying out of early works including demolition of the existing buildings and structures:
  - Concept Proposal for a commercial building envelope, comprising a maximum GFA of 89,000sqm, including 75,000sqm commercial office GFA and 14,000sqm retail GFA and publicly accessible open space of 6,500sqm.
  - Stage 1 works for the demolition of the existing Cockle Bay Wharf buildings and structures, the Crescent Garden to Cockle Bay Wharf enclosed pedestrian bridge and associated structure and the former monorail station and associated structure.

This stage was determined on 13 May 2019, and is proposed to be modified to align with the Stage 2 SSD DA.

- Stage 2 – detailed design, construction, and operation of Cockle Bay Park pursuant to the Concept Proposal.

Approval of the Concept SSDA followed an extensive planning assessment process undertaken by the NSW Department of Planning, Industry and Environment and the Proponent between 2016 and 2019. This process included a thorough process of technical studies and assessments, multiple rounds of community consultation and public exhibition of the proposal, and an independent urban design review commissioned by the Department, which resulted in the Proponent making substantive changes to the project to improve its environmental impacts.

The Proponent has undertaken extensive stakeholder engagement and community consultation, including with various NSW Government agencies to discuss design, planning, commercial, connectivity, safety and other matters.

### 4.2 Description of the proposed development

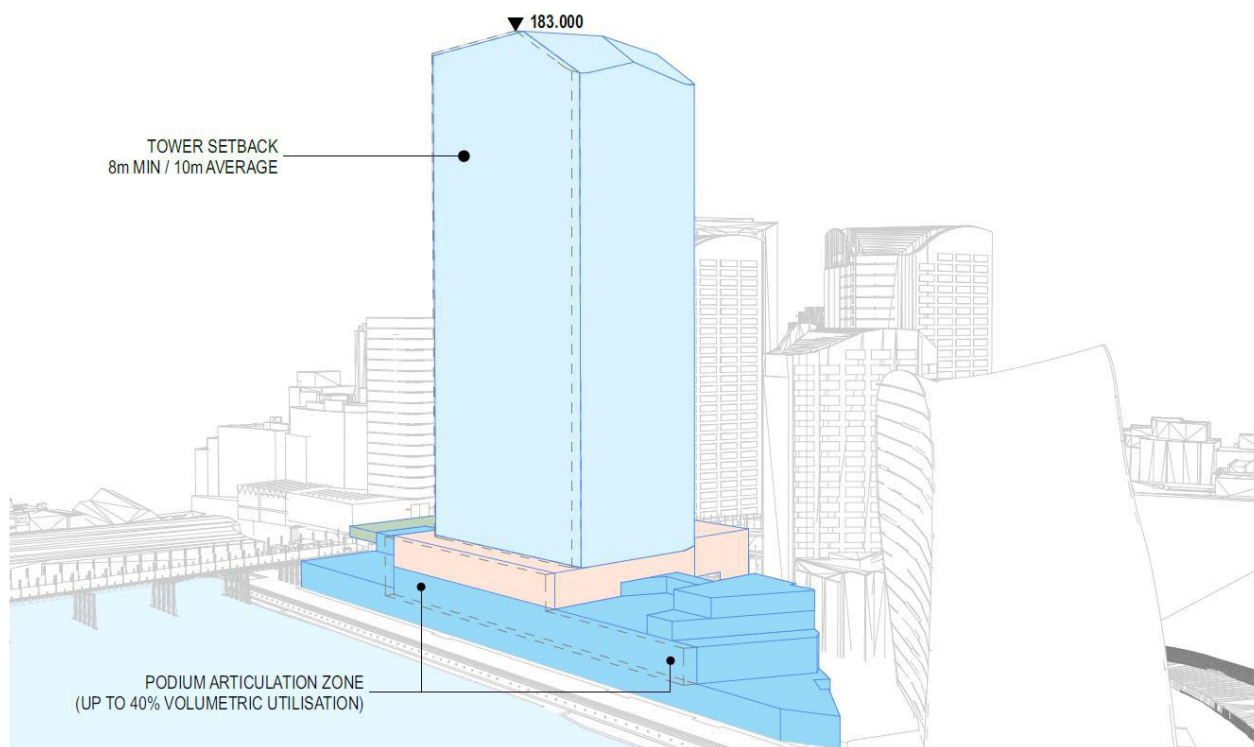
The SSD Application will seek consent for the detailed development (Stage 2), based on the competition-winning scheme by Henning Larsen, comprising:

- Construction of a landbridge across part of the Western Distributor between Darling Harbour and Darling Park.
- The design, construction and use of the new 43 storey mixed-use development, including:
  - Up to 89,000m<sup>2</sup> of retail and commercial GFA
- At least 6,500 m<sup>2</sup> of publicly accessible open space, located primarily on the northern landbridge between the new tower and the Pyrmont Bridge and Sussex Street.
- Site interface works to ensure the provision of appropriate interfaces and connectivity between the new development and the Pyrmont Bridge and Darling Park towers.

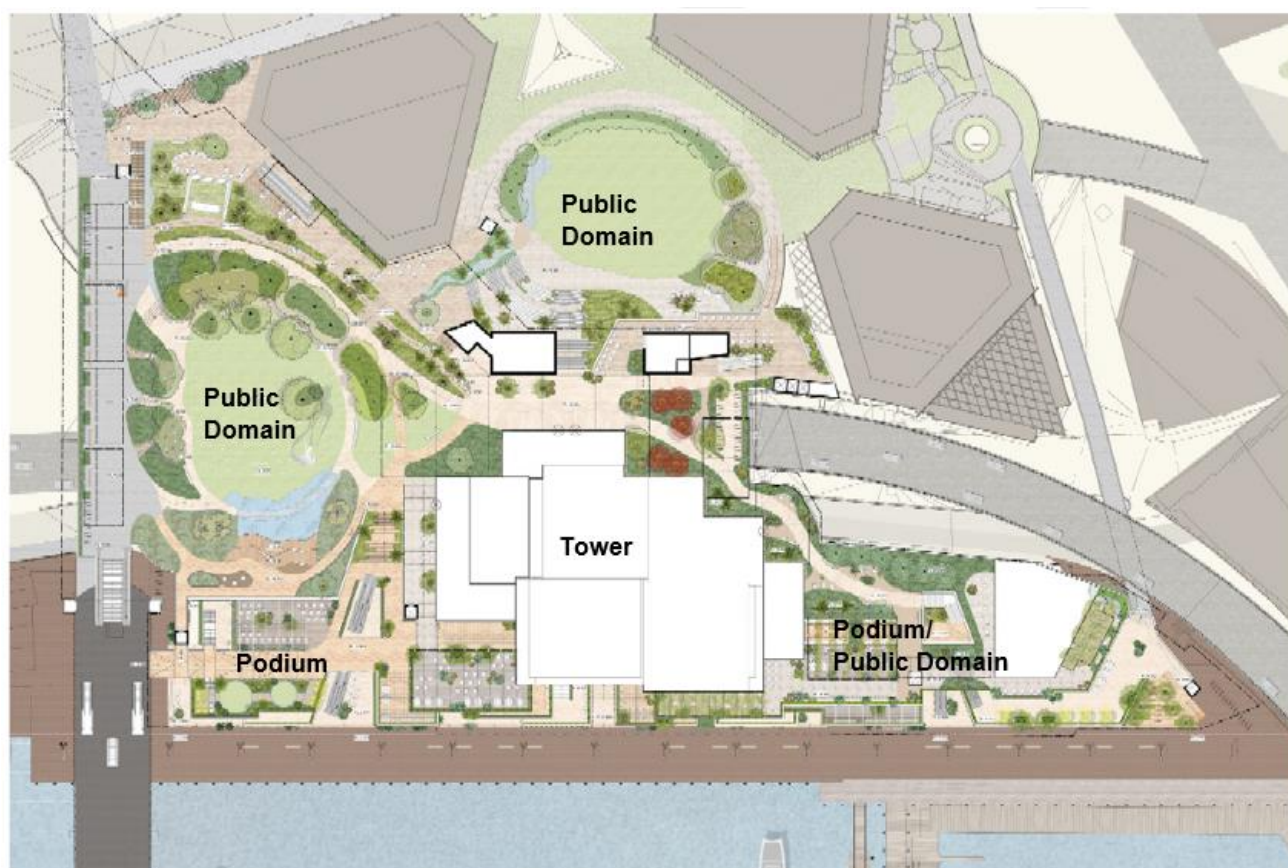
The proposed development will significantly alter the existing built form and public domain on the site.

The building envelope approved under the Concept Proposal (as described in **Section 4.1**, and shown on **Figure 6** and **Figure 7** over page) comprises a podium form addressing the Darling Harbour promenade, a large expanse of public open space spanning across the Western Distributor to Sussex Street, and a tower form comprising a mid-podium with the tower above chamfered at the top to minimise overshadowing of surrounding public places.

Two existing pedestrian bridges over the Western Distributor will be demolished as part of the redevelopment, making way for a deck and large publicly accessible open space over the motorway. A third footbridge connecting the CBD with Cockle Bay (at Druitt Street) will be upgraded.



**Figure 6** Axonometric view of approved building envelope from north-west (top) and south-west (lower)  
Source: Ethos Urban



**Figure 7** Site arrangement  
Source: Henning Larsen/McGregor Coxall



In accordance with the Design Excellence Strategy approved under the Concept DA, an Invited Architectural Design Competition was undertaken between September and December 2019 to select the highest quality architectural, landscape and urban design solution for the Stage 2 SSDA. Henning Larsen were selected by the Jury as the winner of the design competition and designers of the scheme most capable of achieving design excellence.

The Architectural Design Report prepared for the SSDA describes the project as:

*“Cockle Bay Park aims to be a transformative project redeveloping the Cockle Bay Wharf into a new precinct that will reconnect the city centre to Darling Harbour. --- Cockle Bay Park is designed to be both a human scale destination and a true urban icon on the skyline ---.”*

Built form of the proposal is a unique mix of a large public park, human scale retail village, and a city scale tower broken by green terrace cuts. The proposal is designed for the climate, public space is designed as a journey, and connects the CBD with the harbour. Key principles of the built form, as per the Architectural Design Report, are as follows:

- **Open to the water:** enhance views through the site of the harbour and water by positioning the tower's core to the south.
- **A protected outdoor space:** provide open and inviting retail spaces through introducing an elevated outdoor street that is open to the environment and connects key destinations within the development.
- **Maximised daylight:** further providing open and amenable spaces through creating three breaks in the podium form to enable daylight to penetrate retail and public spaces and provide enhance through-site access between the public park, retail and waterfront.
- **Human scale designed for the city:** modulating the built form at the podium level to take on the feeling of a village. The scale of the podium transitions softly to the sky by dividing the mass of the tower in vertical volumes, rather than adopting a typical podium-and-tower model.
- **A new kind of tower:** breaking up the form of the tower above the podium into four clusters that vary the built form and contribute to the visual interest of the skyline.
- **Connecting Darling Park to the future:** providing a high-technology and highly articulated building façade that functionally floats between retail and office and is tailored to passively angle out the sun depending on its location to the sky.

We note the scale and magnitude of development - whilst daylight is maximised for the users of this site, the development would potentially lead to subsequent shade and loss of sunlight for surrounding sites. The EIS and associated design assessments confirm that the project will comply with the overshadowing parameters set for this project under the Stage 1 Concept Approval.

The proposal is estimated to support the creation of up to approximately 3,332 job years during the life of the project, making a significant contribution to employment in the sector.

## 5.0 Strategic policy context

This chapter identifies the key social drivers for this site, based on a review of the key state and local policies and strategies. The following key documents have been reviewed:

- *A City for All: Social Sustainability Policy* (City of Sydney 2016) and *Action Plan* (2018)
- *Better Placed* (NSW Government Architect, 2017)
- *City Plan 2036: Local Strategic Planning Statement* (City of Sydney, 2019)
- *Creative City: Cultural Policy and Action Plan 2014 – 2024* (City of Sydney, 2014)
- *Digital Strategy* (City of Sydney, 2017)
- *Draft Central Sydney Planning Strategy 2016 – 2036* (City of Sydney 2016)
- *Draft Darling Harbour Urban Form Strategy* (NSW Government, 2016)
- *Draft Greening Sydney Strategy* (City of Sydney, 2021)
- *Darling Harbour Development Plan No 1*. (NSW Government, 1985)
- *Draft Sydney Development Control Plan: Open and Creative Planning Reforms* (City of Sydney, 2020)
- *Economic Development Strategy* (City of Sydney, 2013)
- *Greater Sydney Region Plan: A Metropolis of Three Cities* (Greater Sydney Commission, 2017)
- *Greener Places* (NSW Government Architect, 2020)
- *NSW Infrastructure Strategy 2018-2038* (NSW Government, 2018)
- *OPEN Sydney: Future directions for Sydney at night* (City of Sydney, 2013)
- *Our Greater Sydney 2056: Eastern City District Plan* (Greater Sydney Commission, 2018)
- *Premier's Priorities* (NSW Government, 2019)
- *Pymont Peninsula Place Strategy* (NSW Government, 2020)
- *Sustainable Sydney 2030: Community Strategic Plan 2017 – 2021* (City of Sydney, 2017)
- *Sydney 24 Hour Economy Strategy* (NSW Treasury, 2020)
- *Sydney Development Control Plan 2012 (Sydney DCP)* (City of Sydney, 2012)
- *Sydney Innovation and Technology Precinct Panel Report* (NSW Government, 2018)
- *Sydney Regional Plan* (Greater Sydney Commission, 2018)
- *Sydney's Walking Future* (Transport for NSW, 2013)

**Table 2** over page synthesises the findings of a review of state and local policies, strategies and documents that articulate the desired social, cultural and economic outcomes relevant to the proposed development.

The following key policy themes relevant for this site were identified:

- Sydney CBD as a nationally significant economic centre, driving demand for high quality commercial floorspace
- Enhancing amenity and accessibility for CBD workers
- Diversifying economic, cultural and social activities within City of Sydney LGA
- Renewed activation, diversification and growth of night time economy in Sydney CBD
- Darling Harbour as a recreational and entertainment precinct
- Walkability, accessibility, and connectivity
- Demand for additional green infrastructure
- Supporting community wellbeing and liveability

**Table 2 Strategic policy review**

Policy theme	Summary	
<b>Sydney CBD as a nationally significant economic centre, driving demand for high quality commercial floorspace</b>	<ul style="list-style-type: none"> <li>Both state and local planning strategies recognise Sydney CBD's significant contribution to the productivity of both NSW and Australia as a whole and prioritise employment growth in the CBD. To strengthen the economy of Sydney CBD into the future, commercial floorspace in the area will need to be renewed to meet contemporary tenant demands and continue to attract globally significant organisations.</li> <li>It is estimated that by 2036, there will be an additional 200,000 people working in Sydney LGA. It is a Council priority to ensure that new development delivers adequate commercial and office floorspace in order to accommodate for an increased workforce, and secure the economic growth of Greater Sydney, NSW, and Australia.</li> <li>The City of Sydney Council recognises Sydney CBD as Australia's global city and the leading knowledge-based economy in the nation. To maintain this competitive position, the City aims to ensure "offerings of diverse employment floor space, in the right locations, and at a range of price points" by driving and accommodating growth and density.</li> <li>The Innovation Corridor, that Darling Harbour sits within, is a priority network of specialised industry hubs in state and local planning directions. By prioritising space for specialised and knowledge-based industries and mixed-use precincts with high amenity, the corridor aims to consolidate Sydney CBD's fringe as a global knowledge hub.</li> <li>Eastern City District Plan notes that the creative and digital industries and business support services in this corridor are important to the competitiveness and attractiveness of Greater Sydney and need to be fostered and supported</li> <li>Pymont neighbourhood, adjacent the site across the Darling Harbour, is one of the fastest growing jobs hubs in Greater Sydney, harnessing its position in the Innovation Corridor to become a leader in tourism, entertainment, education, and creative technology industries.</li> </ul>	<ul style="list-style-type: none"> <li><i>NSW Infrastructure Strategy 2018-2038 (NSW Government, 2018)</i></li> <li><i>City Plan 2036: Local strategic planning statement (City of Sydney, 2019)</i></li> <li><i>Sydney Innovation and Technology Precinct Panel Report (NSW Government, 2018)</i></li> <li><i>Pymont Peninsula Place Strategy (NSW Government, 2020)</i></li> <li><i>Economic Development Strategy (City of Sydney, 2013)</i></li> <li><i>Our Greater Sydney 2056: Eastern City District Plan, Greater Sydney Commission (2018)</i></li> </ul>
<b>Enhancing amenity and accessibility for CBD workers</b>	<ul style="list-style-type: none"> <li>Policy highlights the critical importance of a high amenity CBD to attract a high calibre, global knowledge economy workforce and businesses. This is a key driver for the Sydney CBD – Sydney's premier commercial office location.</li> <li>Improving public domain quality and amenity for workers is a key foundation for Sydney's continuing successful growth and development.</li> <li>Enhancing CBD amenity is premised on "direct investment in infrastructure, assets, services, events and activity to improve the amenity, liveability and functioning of the City," as per the City's Economic Development Strategy.</li> <li>The Strategy also highlights: "The City has a role to play in the long-term growth of the sector through the creation of a liveable city to attract the skilled professional workforce that the sector relies upon."</li> </ul>	<ul style="list-style-type: none"> <li><i>Our Greater Sydney 2056: Eastern City District Plan, Greater Sydney Commission (2018)</i></li> <li><i>Economic Development Strategy (City of Sydney, 2013)</i></li> </ul>
<b>Diversifying economic, cultural and social activities within City of Sydney LGA more broadly</b>	<ul style="list-style-type: none"> <li>Sydney CBD's global economic role is supported by its high amenity and liveability, as well as its entertainment, cultural, tourist and conference facilities.</li> <li>According to state and local policy, City of Sydney LGA should function socially/culturally as a 'city of villages' and economically as a 'network of sectors, markets, and high-performance clusters'. It is vital that each community, is a space to live, study and learn, shop, create, play, and work with a distinct civic character.</li> <li>Policy highlights the need for affordable spaces for start-ups and other small businesses in order to promote and diversify commercial activities in the Central City. 'Opportunity spaces', low-rent office space, and hubs with affordable and accessible digital tools and technology to attract and nurture local talent to encourage business innovation and economic</li> </ul>	<ul style="list-style-type: none"> <li><i>Our Greater Sydney 2056: Eastern City District Plan, Greater Sydney Commission (2018)</i></li> <li><i>Draft Central Sydney Planning Strategy 2016 – 2036 (City of Sydney 2016)</i></li> </ul>

Policy theme	Summary	
	growth. Creation of temporary and long-term creative workspaces is encouraged in policy.	
<b>Renewed activation, diversification and growth of night time economy in Sydney CBD</b>	<ul style="list-style-type: none"> <li>A more robust night-time economy in Sydney CBD is supported by Council policy. Development should diversify night-time social and recreational options and contribute to a safe and welcoming public realm.</li> <li>State and local policy recognises that improving and diversifying the night-time economy in Sydney CBD will support the ongoing growth of the area as an employment and tourism destination, by improving amenity for workers and visitors.</li> <li>The City of Sydney Council recognises that successful global cities offer “a wide choice of leisure and entertainment, and a rich mix of private and public attractions for a diversity of ages, lifestyles, and cultures, including families” (pg. 12). It is a Council priority to match the diversity of choices available during the day into the evening and create a viable transition between daytime and night-time economies.</li> <li>A 24 hour economy is seen as vital in post-pandemic recovery, through economic development concentrated in night time hubs that are vibrant, diverse, and create a feeling of community connectedness.</li> </ul>	<ul style="list-style-type: none"> <li><i>OPEN Sydney: Future directions for Sydney at night (City of Sydney, 2013)</i></li> <li><i>Sydney 24 Hour Economy Strategy (NSW Treasury, 2020)</i></li> <li><i>Draft Sydney Development Control Plan: Open and Creative Planning Reforms (2020)</i></li> </ul>
<b>Darling Harbour as a recreational and entertainment precinct</b>	<ul style="list-style-type: none"> <li>The Darling Harbour Development Plan No. 1 confirms the precinct’s role as a recreational and entertainment hub. It encourages the development of tourist, educational, recreational, entertainment, cultural, and commercial facilities within the area.</li> <li>The precinct is recognised as one of the key cultural and night-time economy centres of the Eastern City District.</li> <li>The City of Sydney Council, in recognising Sydney’s status as an international gateway, supports Darling Harbour’s role in providing world-class tourism attractions and sustained investment in cultural infrastructure, icons, amenities, and public spaces.</li> </ul>	<ul style="list-style-type: none"> <li><i>Darling Harbour Development Plan No. 1 (NSW Government, 1985)</i></li> <li><i>Our Greater Sydney 2056: Eastern City District Plan, Greater Sydney Commission (2018)</i></li> <li><i>City Plan 2036: Local strategic planning statement (City of Sydney, 2019)</i></li> </ul>
<b>Walkability, accessibility, and connectivity</b>	<ul style="list-style-type: none"> <li>The City of Sydney Council is prioritising improved walkability by increasing the safety and comfort of streets, providing direct, pleasant, sociable, and interesting walking connections, and enabling businesses and services to deliver the needs of local communities within easy walking distance. With greater than 92% of trips being walking in the Sydney CBD each day, meeting demands for connectivity, safety, and natural amenity are vital to promote walking and meet current and future demand.</li> <li>Major centres such as Sydney CBD play a key role in meeting the employment, education and goods and service needs of their communities, while delivering social and economic benefits. It is a state and local priority to deliver a “30 minute city” where employment and education opportunities, daily living needs and housing are accessible to each other in 30 minutes or less via public transport. The GSC is committed to delivering a well-connected city which is safe and walkable, and which optimises community use of infrastructure.</li> <li>The Greater Sydney Commission recognises that providing adequate infrastructure to support population growth is essential to delivering a liveable, productive and sustainable community. Investment in public transport projects, including Sydney Metro will improve business-to-business connections and enhance the attractiveness of the Sydney CBD as a commercial centre.</li> <li>Delivering seamless linkages between Darling Harbour and surrounding precincts informs planning and built form priorities for the area. Specifically, the NSW Government envisions Cockle Bay as retaining a</li> </ul>	<ul style="list-style-type: none"> <li><i>City Plan 2036: Local strategic planning statement (City of Sydney, 2020)</i></li> <li><i>Our Greater Sydney 2056: Eastern City District Plan, Greater Sydney Commission (2018)</i></li> <li><i>Better Placed, NSW Government Architect (2017)</i></li> <li><i>Draft Darling Harbour Urban Form Strategy (NSW Government, 2016)</i></li> <li><i>NSW Infrastructure Strategy 2018-2038 (NSW Government, 2018)</i></li> </ul>

Policy theme	Summary	
	sense of openness to the bay, enhancing pedestrian access and the experience of visitors using the public promenade and waterway.	<ul style="list-style-type: none"> <li>• <i>City Plan 2036: Local strategic planning statement</i> (City of Sydney, 2019)</li> </ul>
<b>Demand for additional green infrastructure</b>	<ul style="list-style-type: none"> <li>• State and local governments have recognised the importance of green and open spaces in supporting liveability, social sustainability and wellbeing as the community grows.</li> <li>• It is a vision of the Greener Places framework to “create a network of attractive, new, and upgraded environments, routes, and spaces” which “improve the quality of our urban and rural environments as well as help adapt and mitigate the effects of climate change”. The Sydney Green Grid Strategy identifies opportunities for improving Sydney’s green infrastructure in the CBD through increasing connectivity between Sydney CBD and surrounding suburbs.</li> <li>• It is a priority of the NSW Premier to ‘green our city’ by increasing the proportion of homes in urban areas within 10 minutes’ walk of quality green, open space and public space, and by increasing the tree canopy and green cover across Greater Sydney by planting 1 million trees by 2022. It is identified in the Premier’s Priorities that green and public places support population health and wellbeing, environmental resilience and thriving local economies.</li> <li>• Council’s policy framework encourages a greener and more accessible Sydney through the improvement of civic spaces and amenities as the city’s population increases. Council recognises that high density development needs to be supported by high quality, accessible green spaces within walking distance.</li> <li>• Council advocates for Greener buildings, designed to promote, encourage and foster significant greening as part of all new developments. To achieve targets, property, representing 61 per cent and largest proportion of land use, must provide at least 28 per cent greening including 20 per cent as tree canopy cover.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Sustainable Sydney 2030</i> (City of Sydney, 2017)</li> <li>• <i>Greening Sydney Strategy</i> (City of Sydney, Draft, 2021)</li> <li>• <i>Greener Places, NSW Government Architect</i> (2020)</li> <li>• <i>Premier’s Priorities, NSW Government</i> (2019)</li> <li>• <i>Sydney Green Grid, NSW Government Architect</i> (2017)</li> </ul>
<b>Supporting community wellbeing and liveability</b>	<ul style="list-style-type: none"> <li>• Sydney is a fast-growing global city which relies on social sustainability and community resilience to pull together in times of stress and crisis. The City of Sydney Council is committed to providing adaptable social infrastructure and maximising the use of existing infrastructure in order to ensure equitable access and respond to the needs and aspirations of the entire community.</li> <li>• The Greater Sydney Commission recognises the importance of socially-connective spaces in building resilient communities. Well-planned social infrastructure, educational facilities and communal spaces can assist in fostering “healthy, culturally rich, and networked communities that share values and trust and can develop resilience to shocks and stress” (pg. 33).</li> <li>• Key directions of the ‘Resilient Sydney’ strategy includes ensuring that every Sydneysider feels that they belong in their city, with equal access to “engage in society, the economy, and all the city has to offer” (pg. 61).</li> <li>• It is a priority of the City of Sydney Council’s A City for All strategy to create “a liveable city [which] supports high quality of life and wellbeing” (A City for All, pg. 27). Members of the community should have access to a diverse range of facilities and services within a vibrant local neighbourhood which supports their daily needs.</li> <li>• The City’s most recent <i>City Plan 2036</i> aims to encourage wellbeing, liveability and social connectedness by providing ‘great places and spaces designed for people of all ages and abilities’.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>City Plan 2036: Local strategic planning statement</i> (City of Sydney, 2020)</li> <li>• <i>A City for All: Towards a socially just and resilient Sydney</i> (City of Sydney, 2019)</li> <li>• <i>Practitioner’s Guide to Movement and Place</i> (NSW Government Architect, 2020)</li> <li>• <i>Resilient Sydney: A Strategy for City Resilience</i> (Metropolitan Councils of Sydney, 2018)</li> <li>• <i>Eastern City District Plan</i> (Greater Sydney Commission, 2018)</li> </ul>



## 6.0 Local social context

This section provides an analysis of the existing social characteristics of the community within the identified study areas to better understand the communities that may be impacted by the proposed development. This includes both resident and worker populations using the areas. Assumptions of visitor communities have also been made to further illustrate the social context surrounding the site and likely receivers of the development.

### 6.1 Key findings

A review of the local social context for the proposed development has highlighted the following considerations relevant for the proposed development:

- Close to 10,000 residents live in the Primary Study Area, likely to experience most of the construction and operational impacts as well as some of the benefits associated with the development. About 55,000 residents live in the broader Secondary Study Area.
  - The population of the PSA and SSA is currently characterised by young residents - primarily consisting of student and young workforce service age groups - are highly educated or attending education institutions, and on higher than average median household incomes.
  - The resident community of the study area is highly culturally and linguistically diverse – the majority of the PSA (74%) and SSA (64%) residents speak languages other than English at home. This includes a large and diverse Asian community, among a range of other cultures.
  - A large proportion of the residents have moved to the area only recently – 71% of the SSA residents had a different address 5 years ago; 35% have moved here within the past year.
  - Households in the PSA and SSA tend to be small (lone person or couple families with no children) or group households. The majority of households live in high-density apartments and are renting their dwelling.
  - Forecast population estimates for the SSA project that the resident population for the region will increase by +17,300 residents between 2021 and 2036, at a higher growth rate than the Greater Sydney average, and adding up to a total population of 72,450 by 2036. The majority of the growth is expected to be within the 20-59 year old groups.
- The large worker population of the PSA (71,250) and the SSA catchments (455,660) within the LGA is characterised by a high proportion of individuals employed in the Financial and Insurance, and the Professional, Scientific, Tech sectors (employing about half of the workforce in total).
  - Nearly half (48%) of the City of Sydney area workers are between 25-39 years old. The local worker population is less diverse than the residents – about half (51%) of City of Sydney area workers were born in Australia, and 63% speak English only at home.
  - Employment forecasts show that the PSA is forecast to increase by +11,320 workers between 2021 and 2036, and the SSA that includes the Sydney CBD by additional +82,720 workers, equating to a total workforce of over half a million (538,380) by 2036. Given the strong establishment of knowledge based sectors in the PSA and SSA, forecasts estimate that employment growth will largely continue in these sectors.
- In addition to the resident and worker populations, the Sydney CBD and Darling Harbour areas were accessed by a high volume of visitors and students each day prior the Covid-19 pandemic, who come to the city to shop, be entertained, to learn, to visit friends and/or to conduct personal or corporate business.
- The Sydney CBD locality comprises a concentration of social infrastructure. As a regionally and nationally significant centre, there are a number of state and district level social infrastructure, open spaces and various heritage, cultural, or built form landmarks within walking distance from the proposal site. Whilst the locality primarily functions as an employment and visitor destination, there are a number of local level social infrastructure and community assets located withing walking distance of the site.
- The project site is located at the interface of four significant east-west active transport connectors between the Sydney CBD, Darling Harbour and Pyrmont. The site is walkable from three train stations serviced by all metropolitan lines. The site is also accessible via a number of local and regional bus routes, light rail stops, and within walking distance of ferry services, as well as three future metro station sites.

## 6.2 Community profile

### 6.2.1 Study area definition: areas of social influence

For the purposes of the Social Impact Assessment, study areas have been defined taking into consideration the need to factor in both local social impacts and those likely to occur on a broader scale.

To assess the local and regional community profiles, the study areas have been defined using ABS Statistical Areas (SA1<sup>7</sup>) boundaries, while Transport for NSW Travel Zone (TZ) boundaries that best align to the identified geographical catchments have been used to assess the local worker profile.

Two key study areas have been identified for the study:

- A Primary Study Area (PSA) has been defined to represent the local community within 500m of the site, which is considered most likely to experience some of the localised social impacts.
- A Secondary Study Area (SSA) is considered necessary for the purposes of this study, due to the broader impacts and benefits that the proposed development will likely have on the surrounding community.

The PSA and SSA have been benchmarked against the social profile of residents living within the City of Sydney and Greater Sydney areas.

#### Primary Study Area

For this assessment, a Primary Study Area (PSA) has been defined to represent the local community within the immediate area of the site likely to experience some of the localised social impacts. This typically includes residents living or working within a short walk (~500m radius) of the subject site (**Figure 8**). The area has been defined using SA1 boundaries which intersect and are mostly confined with the 500m radius from the site. Note that due to the SA1 boundaries that data is available for, the PSA includes the areas of Darling Harbour, and areas of the CBD that are situated west north of Liverpool Street, south of King Street, and west of George Street.

There are likely to be localised social impacts relating to the immediate surrounds of the site, for example impacts associated with the construction phase of the proposed development (i.e. changes to amenity, access, noise, air quality etc).

Longer term impacts such as increased activity in the area are also anticipated to occur within the Primary Study Area, as well as likely changes to community sense of place, or perceptions of safety.

#### Secondary Study Area

The Secondary Study Area (SSA) has been considered for the purposes of this study due to importance of the broader context in which the site is located, to determine broader social impacts and benefits of the development. For the purposes of this analysis, an SSA has been identified as an amalgamation of three City of Sydney villages (as defined by the City of Sydney Council) including:

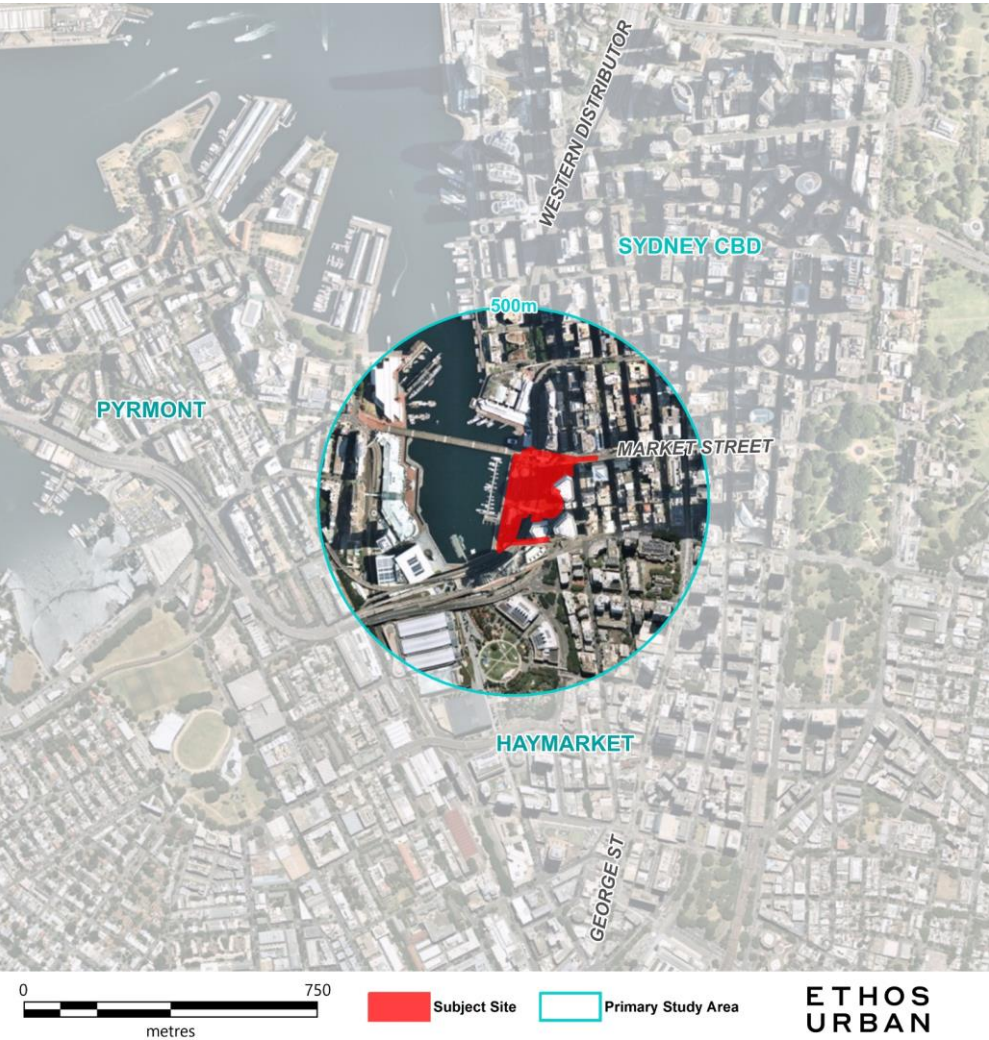
- CBD and Harbour village
- Chinatown and CBD South village
- Harris Street village.

The precincts have been defined using SA1 boundaries, and Travel Zone boundaries which intersect and are mostly confined within the defined catchment.

Map showing the boundaries of the SSA is shown over page (**Figure 9**).

<sup>7</sup> The ABS Statistical Areas Level 1 (SA1s) are designed to maximise the spatial detail available for Census data. Most SA1s have a population of between 200 to 800 persons with an average population of approximately 400 persons. This is to optimise the balance between spatial detail and the ability to cross classify Census variables without the resulting counts becoming too small for use. SA1s aim to separate out areas with different geographic characteristics within Suburb and Locality boundaries.





**Figure 8** Primary Study Area, indicative area  
Source: Ethos Urban



**Figure 9** Secondary Study Area  
Source: Ethos Urban



## 6.2.2 Community profile summary

This section provides an overview of the existing social context surrounding the site. An overview of the demographic and socio-economic profile of study areas are compared to the City of Sydney LGA and Greater Sydney benchmarks below, and in **Appendix A**. The resident profile is based on 2016 ABS Census of Population and Housing data and estimates of the 2021 population, with consideration to the latest official ABS 2020 Estimated Resident Population (ERP) figures. Employment figures are based on estimates sourced from Transport for NSW employment projections.

**Table 3** shows the key figures across the geographies analysed for this study and highlights the large number of potential receivers of the project.

**Table 3 Community profile – population summary**

	PSA	SSA	City of Sydney	Greater Sydney
<b>Resident population (2021)</b>	9,650	55,150	252,290	5,485,010
<b>Worker population (2021)</b>	71,250	455,660	654,480	2,902,180
<b>Total Population (2021)*</b>	80,900	510,810	906,770	8,387,190

Source: Ethos Urban, based on ABS ERP 2020, and Transport for NSW

\*Note that in addition to the regular resident and worker populations in each area (and counted in above table), the Sydney CBD area is also accessed by a high volume of visitors each day. This includes domestic and international tourists, business visitors, students, shoppers, people visiting friends and family in the area, and others.

The City of Sydney Council estimates that 1.3 million people overall accessed the City area on an average day prior the Covid-19 pandemic, including local residents, workers and visitors. For the purposes of the visitor count, the council estimates that “on any given day, more than 629,000 visitors and students come to the city to shop, be entertained or inspired, to learn, to visit friends and/or to conduct personal or corporate business.” Based on these City of Sydney Council estimates, the daily (pre-Covid) visitor figures in the LGA overall were similar to worker figures. The same ratio is likely to apply for the PSA and SSA. Compared to Greater Sydney overall, resident population forms only a small proportion of the users of the area.

Note that the daily worker population and visitor estimates are based on pre-Covid figures.

### 6.2.3 Resident population profile

The key findings of the community profile within the PSA are highlighted below:

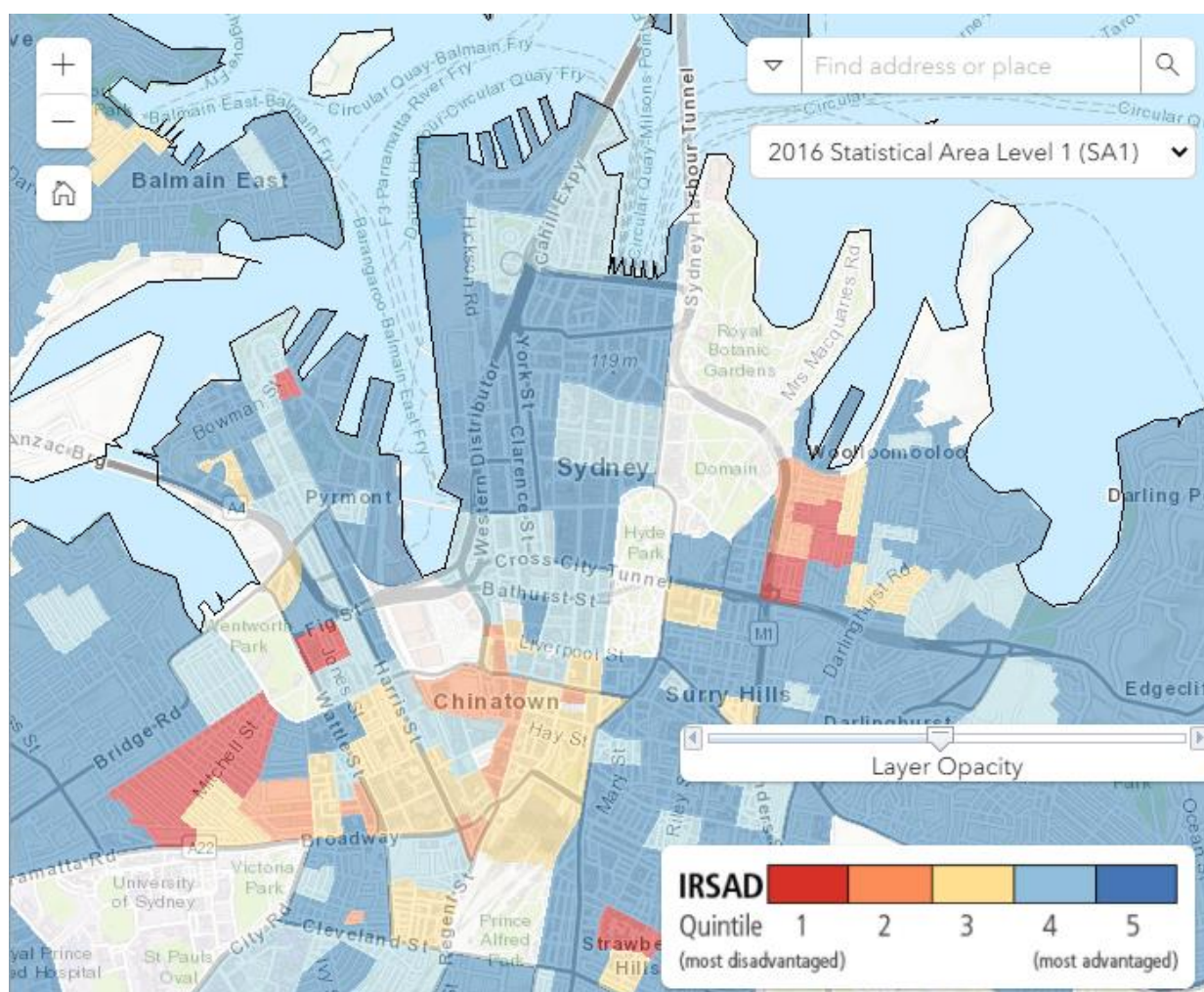
- **A younger age profile by comparison to Greater Sydney.** The PSA has a median age of 30.0, similar to the SSA of 31.0, but lower than the Greater Sydney median of 36.0. The younger median age in the PSA and SSA is driven by a high share of persons aged 25-34 years in each respective study area. This includes a total representation of persons of 45% in the PSA, and 37% in the SSA of persons aged 25-34 years, which is more than double to Greater Sydney at 16%. The PSA has only a small share of children and young people aged below 18 years (5.3%), and residents over the age of 60 (5.6%). This data demonstrates that the PSA is largely characterised by young adults.
- **The PSA is culturally and linguistically diverse, where 82% of residents are overseas born.** This includes, 16% of residents born in Thailand, 13% in Indonesia, and 12% in China. Only 18% of PSA residents were born in Australia, and 27% in the SSA. This is notably lower compared to the 62% of Australian born residents across Greater Sydney. As majority of the Primary Study Area residents are born overseas, there is a high share of people that speak other languages at home including Thai (16%), Mandarin (15%), Indonesian (12%), and Korean (7.0%). Only 26% of the PSA and 36% of SSA residents speak English only at home.
- **About a third of PSA residents (33%) are currently attending education.** Similarly 30% of SSA residents are currently attending education, reflecting the proximity to major education providers in the area. (Greater Sydney benchmark is at 25%). Of those attending education in the PSA, 32% are studying at university or other tertiary facility, and 22% are attending a technical or other educational institution.
- **Large proportion of the residents have moved to the area only recently** – 71% of the SSA residents had a different address 5 years ago; 35% have moved here within the past year. PSA figures are similar.
- **There is a high share of lone person and group households** by comparison to Greater Sydney. The PSA has a total representation of 27% for lone person households, and a high 22% for group households. For comparison, 22% of the Greater Sydney households are occupied by lone persons, while only 4.6% are group homes. Notwithstanding, there still remains a prominent share of family households in the PSA and SSA at 51% and 52% respectively. These family homes are primarily couples without children (31%). The share of families (couple or single parent) with children is lower at 15%, which is notably lower than the Greater Sydney average of 49%. This data corresponds with the age profile of the area where there is a strong share of 18–35-year-old persons, who will typically reside in group home settings due to affordability constraints, or young singles and professionals who choose to live alone.
- **The primary dwelling type is flats, units or apartments** within both the PSA (99%) and the SSA (95%). This dwelling structure is typical of an inner city CBD location, that is characterised by a high density built environment. Within Greater Sydney, only 28% of dwellings are flats, units or apartments by comparison.
- **Of occupied private dwellings, 73% are rented within the PSA,** while 66% are rented within the SSA. This is nearly double the rate of Greater Sydney where only 35% of dwellings are rented. Home ownership in the PSA and SSA is low where only 27% and 33% of dwellings are mortgaged or owned outright, respectively. This data highlights that both Study Areas are not characterised by owner occupiers, likely due to affordability constraints of a being a high profile inner city area within and adjacent to the Sydney CBD.
- **High annual household income** within the PSA, with a median annual household income of \$104,700, some 14% higher than the Greater Sydney median of \$92,200. The median income of the SSA is similar to that of the PSA.

### 6.2.4 Socio-economic advantage and disadvantage

The Socio-Economic Indexes for Areas (SEIFA) are produced by the Australian Bureau of Statistics to describe various aspects of advantage and disadvantage, in terms of people's access to material and social resources, and their ability to participate in society. While the Study Areas are generally relatively wealthy, there are areas across the two study areas, primarily concentrated within the Southern CBD, Haymarket and Ultimo areas that have higher than average levels of relative disadvantage.

In considering SEIFA scores, the ABS recommends the relative advantage or disadvantage of an area should be used as a contextual variable only. This means that while some SA1s show higher levels of advantage, this does not suggest that all individuals within this area are advantaged, and vice versa.

The Index of Relative Disadvantage factors in issues such as income, employment, occupation, education, housing and English proficiency, and is plotted over the page (**Figure 10**).



**Figure 10** Distribution of socio-economic advantage and disadvantage

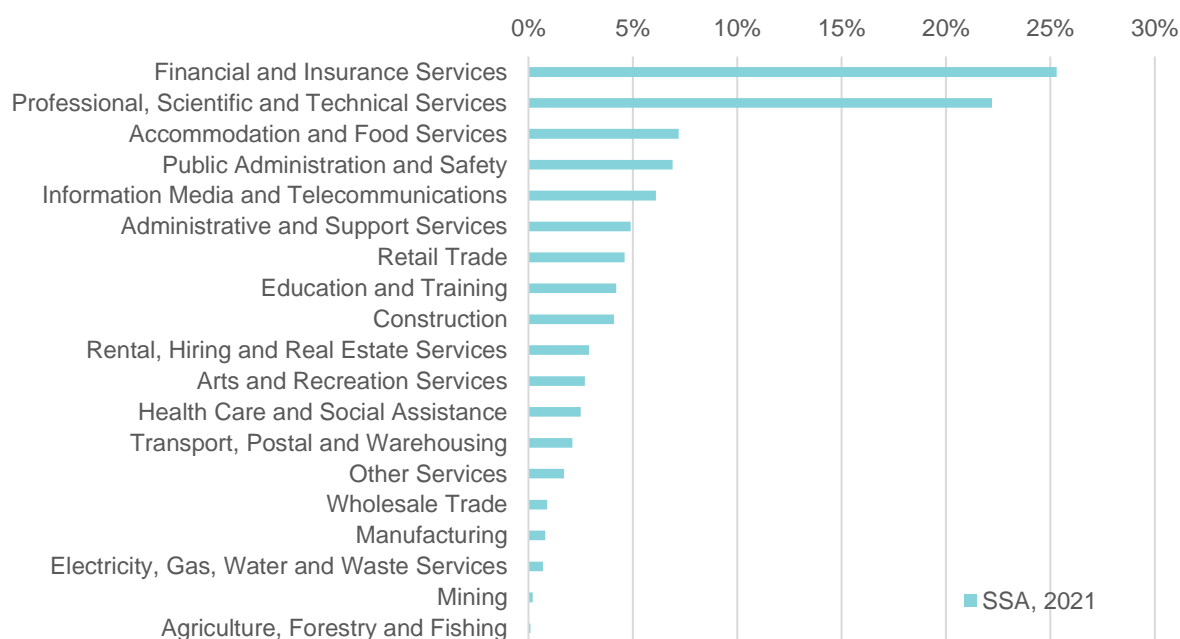
Source: ABS Census of Population and Housing (2016)

## 6.2.5 Worker profile

Worker estimates for the PSA and SSA have been assessed with reference to official estimates and forecasts prepared by Transport for NSW. Key findings of the employment figures include:

- There is an estimated 71,250 workers in the PSA as of 2021, accounting for 16% of the total SSA workforce at 455,660 for the same period.
- Within both study areas, jobs are typically concentrated in knowledge intensive industries, including a large representation of jobs within financial and insurance services, and professional, scientific and technical services. In fact, over 91% of jobs within both the PSA and SSA are within white collar industries.

A breakdown of the current industry profile in the SSA is shown in **Figure 11** below.



**Figure 11 SSA – Industry of Employment**

Source: Transport for NSW, Ethos Urban

Analysis completed for another study reveals that there is a concentration of 25-39 year old people in the City of Sydney area workforce. Nearly half (48%) of City area workers are in the age group, compared to 37% across Greater Sydney overall. The City area workforce is somewhat less diverse than the resident population, with half of workers (51%) born in Australia, and nearly two thirds (63%) speaking in English only at home.

## 6.3 Population forecasts

### 6.3.1 Resident population forecast

Resident population estimates and forecasts have been prepared for the SSA and City of Sydney LGA, with reference to Transport for NSW official projections, and rebased to the latest ABS 2020 population figures. Population forecasts have been broken down by age, and are shown in **Table 4** and **Table 5** over page.

Current estimates of the 2021 population show that the SSA has a resident population of 55,150, accounting for 21.6% of the City of Sydney LGA's population at 252,290 persons for the same year.

Forecast population estimates for the SSA project that the resident population for the area will increase by +17,300 residents between 2021 and 2036, equating to a total population of 72,450. This level of growth represents an average annual increase of 1.8%, per annum, which is higher than the forecast growth rate for Greater Sydney of 1.5% per annum for the same period. Characteristics of population growth by age within the SSA include:

- Significant growth of middle-aged persons, including an additional +5,230 residents aged 35-49.

- Prominent increase in young adults aged 20-34 years at +2,370 residents.
- An increase of +2,840 persons aged below 15 years, demonstrating continual growth of families with children.
- Small share of growth in elderly residents aged over 85 years, at +630 persons.

The projected SSA population growth will account for 36.9% of estimated growth in the City of Sydney LGA, which is forecast to increase by +46,880 residents between 2021 and 2036. In total, the City of Sydney LGA resident population is forecast to grow to 299,170 by 2036, increasing at an average annual rate of 1.1% per annum.

Similarly to the SSA, a large share of growth within the City of Sydney area is forecast to occur in residents aged 35-49 years, at +17,000 new residents. Notably, forecasts estimate a decline in young adults aged 20-34 years (-3,010 persons), but will however still account for 36% of the resident population in 2036. This decline is likely driven by a number of factors, including housing affordability constraints in inner city areas for young persons, and a forecast decline in migration as a result of COVID-19.

**Table 4 Population forecast, SSA age profile 2021-2036**

SSA	2021		2036		2021 to 2036
	No.	%.	No.	%.	
0-4 years	2,730	5%	3,790	5%	+1,060
5-9 years	1,190	2%	2,210	3%	+1,020
10-14 years	920	2%	1,680	2%	+760
15-19 years	1,430	3%	1,760	2%	+330
20-34 years	23,920	43%	26,290	36%	+2,370
35-49 years	12,460	23%	17,690	24%	+5,230
50-59 years	5,110	9%	7,290	10%	+2,180
60-69 years	3,880	7%	5,440	8%	+1,560
70-74 years	1,500	3%	2,170	3%	+670
75-84 years	1,580	3%	3,080	4%	+1,500
85 years and over	420	1%	1,050	1%	+630
<b>Total</b>	<b>55,140</b>	<b>100%</b>	<b>72,450</b>	<b>100%</b>	<b>+17,310</b>

Source: ABS 2020, Transport for NSW, Ethos Urban

**Table 5 Population forecast, City of Sydney LGA age profile 2021-2036**

City of Sydney LGA	2021		2036		2021 to 2036
	No.	%.	No.	%.	
0-4 years	12,300	5%	15,640	5%	+3,340
5-9 years	5,440	2%	9,070	3%	+3,630
10-14 years	4,330	2%	7,040	2%	+2,710
15-19 years	7,670	3%	8,550	3%	+880
20-34 years	110,270	44%	107,260	36%	-3,010
35-49 years	56,060	22%	73,060	24%	+17,000
50-59 years	23,100	9%	30,230	10%	+7,130
60-69 years	17,420	7%	22,470	8%	+5,050
70-74 years	6,730	3%	8,910	3%	+2,180
75-84 years	7,010	3%	12,510	4%	+5,500
85 years and over	1,960	1%	4,420	1%	+2,460
<b>Total</b>	<b>252,290</b>	<b>100%</b>	<b>299,160</b>	<b>100%</b>	<b>+46,870</b>

Source: ABS 2020, Transport for NSW, Ethos Urban



### 6.3.2 Employment forecast

Worker estimates for the PSA and SSA have been assessed with reference to official estimates and forecasts prepared by Transport for NSW.

- Employment forecasts show that the PSA is forecast to increase by +11,320 workers between 2021 and 2036, increasing at an average annual rate of 1.0% over the period.
- The SSA includes the Sydney CBD, Australia's largest and most prominent employment activity and business centre nationally. As such, the SSA is forecast to support ongoing and significant employment growth over the next 15 years, including an additional +82,720 workers, equating to a total workforce of over half a million (538,380) by 2036.
- Given the strong establishment of knowledge based sectors in the PSA and SSA, forecasts estimate that employment growth will largely continue in these sectors. Financial and insurance services, and professional, scientific and technical services industries is estimated to account for over half of employment growth in both the PSA and SSA.

A detailed employment profile for both the PSA and SSA is shown in **Table 6** below.

**Table 6 SSA – Employment forecasts, PSA and SSA worker industry profile 2021-2036**

	PSA		SSA		Change (2021-36)	
	2021	2036	2021	2036	PSA	SSA
Agriculture, Forestry and Fishing	20	20	300	350	-	50
Mining	130	140	1,080	1,240	10	160
Manufacturing	770	880	3,460	3,970	110	510
Electricity, Gas, Water and Waste Services	60	60	3,110	3,570	-	460
Construction	3,460	3,890	18,520	20,840	430	2,320
Wholesale Trade	500	570	3,990	4,580	70	590
Retail Trade	3,940	4,430	20,840	23,460	490	2,620
Accommodation and Food Services	6,560	7,370	32,820	36,930	810	4,110
Transport, Postal and Warehousing	890	1,010	9,360	10,740	120	1,380
Information Media and Telecommunications	1,880	2,180	27,610	33,190	300	5,580
Financial and Insurance Services	23,230	27,020	115,220	138,490	3,790	23,270
Rental, Hiring and Real Estate Services	1,210	1,460	13,270	15,550	250	2,280
Professional, Scientific and Technical Services	14,410	16,760	101,310	121,770	2,350	20,460
Administrative and Support Services	3,700	4,450	22,460	26,340	750	3,880
Public Administration and Safety	3,350	4,020	31,390	36,800	670	5,410
Education and Training	2,830	3,370	19,250	23,730	540	4,480
Health Care and Social Assistance	1,590	1,890	11,410	14,060	300	2,650
Arts and Recreation Services	1,110	1,240	12,380	13,930	130	1,550
Other Services	1,610	1,810	7,860	8,850	200	990
<b>Total</b>	<b>71,250</b>	<b>82,570</b>	<b>455,660</b>	<b>538,380</b>	<b>+11,320</b>	<b>+82,720</b>

Source: Transport for NSW, Ethos Urban

## 6.4 Local social infrastructure context

A review of the existing local social infrastructure has been undertaken to inform the Social Impact Assessment. An overview of the local social infrastructure context is provided below, identifying key social infrastructure within a local 800m catchment of the site (a distance equivalent to a 10-15-minute walk). A map illustrating the approximate area is shown in

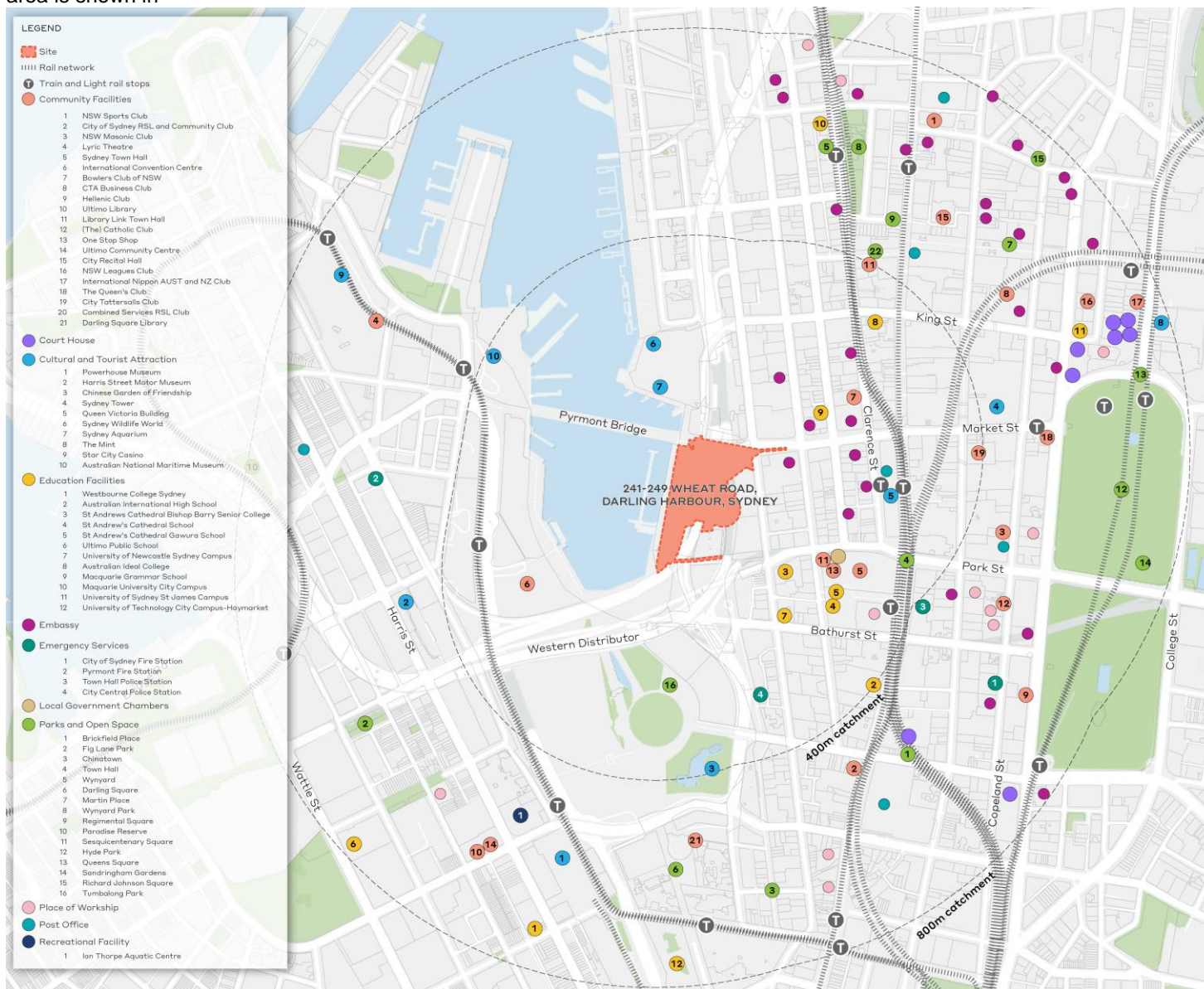


Figure 12 over page.

The Sydney CBD locality comprises a concentration of social infrastructure. As a regionally and nationally significant centre, there are a number of state and district level social infrastructure and various heritage, cultural, or built form landmarks within walking distance from the site, for example Sydney Town Hall, the Powerhouse Museum, National Maritime Museum, the International Convention Centre, and the Queen Victoria Building. There are various other historic sites and monuments distributed within the locality.

The locality also includes popular open spaces, such as Darling Harbour foreshore, Tumbalong Park, and Town Hall Square. While the locality primarily functions as an employment and visitor destination, there is a range of social infrastructure located within walking distance of the site, such as a small number of childcare centres, schools and medical centres. The City of Sydney Council's community assets in the walking distance include the Darling Square library, Town Hall library link and Community Service Hub, and Ultimo Community Centre.

The following social infrastructure relevant to the project is identified as being within walking distance of the site:

- **Parks, open space and recreational facilities:** There are several parks and open spaces within 800 meters of the site of varying significance. Some of the most accessible for this site include Tumbalong Park, Town Hall Square, Darling Harbour and Barangaroo Foreshores, and Darling Park.
- **Community facilities:** There are five community facilities within walking distance of the site, including Town Hall library link, Town hall Community services hub, Ultimo Library, Ultimo Community Centre, and the Darling Exchange library. Note that there are numerous privately owned community and social spaces within the study area on top of the public provision.
- **Cultural facilities and tourist attractions:** The Site is located on the perimeter of Darling Harbour, a popular tourist and cultural destination. The site therefore includes a host of significant creative and cultural facilities, including the Powerhouse Museum, National Maritime Museum, Harris Street Motor Museum, the Chinese Garden of Friendship, Sydney Wildlife World, Sydney Aquarium and the International Convention Centre facilities.
- **Emergency services:** Emergency services within walking distance of the site include fire stations in Sydney and Pyrmont, and City Central and Town Hall Police Stations.
- **Health care facilities:** There are some medical centres and primary care services within the walking distance of the site. The closest are bunched around George Street South, next to Town Hall Square and the Pitt Street Mall precinct. MyHealth Darling Square, MyHealth Sydney CBD, and World Square CBD Medical Centre are some of the most significant and proximate to the site.
- **Childcare facilities:** There are numerous childcare facilities located throughout the 800m catchment, spread throughout Pyrmont, Ultimo, Darling Square and Sydney CBD. Many of these services, particularly in the CBD, cater towards city workers.
- **Educational facilities:** There are a range of educational facilities near the site. Primary and secondary schools include St Andrew's Cathedral School, Ultimo Public School, Australian International high School and Macquarie Grammar School. Many major metropolitan universities have CBD campuses in proximity, including the University of Sydney, University of Technology, Macquarie University, and the University of Newcastle.
- **Places of worship:** places of worship catering for all major religious and denominational beliefs are located in proximity to the site. These include the St Andrew's Cathedral, Central Baptist Church, St Peter Julian's Catholic Church, The Great Synagogue, St George's Presbyterian Church of Eastern Australia, Pitt Street Uniting Church, St James Church, and Darling Exchange Muslim Prayer Room.
- **Civic facilities:** there are numerous civic facilities in walking distance to the site, including Sydney Town Hall, numerous post offices and local, district, and supreme courts, and large number of embassies located in the Sydney CBD area.



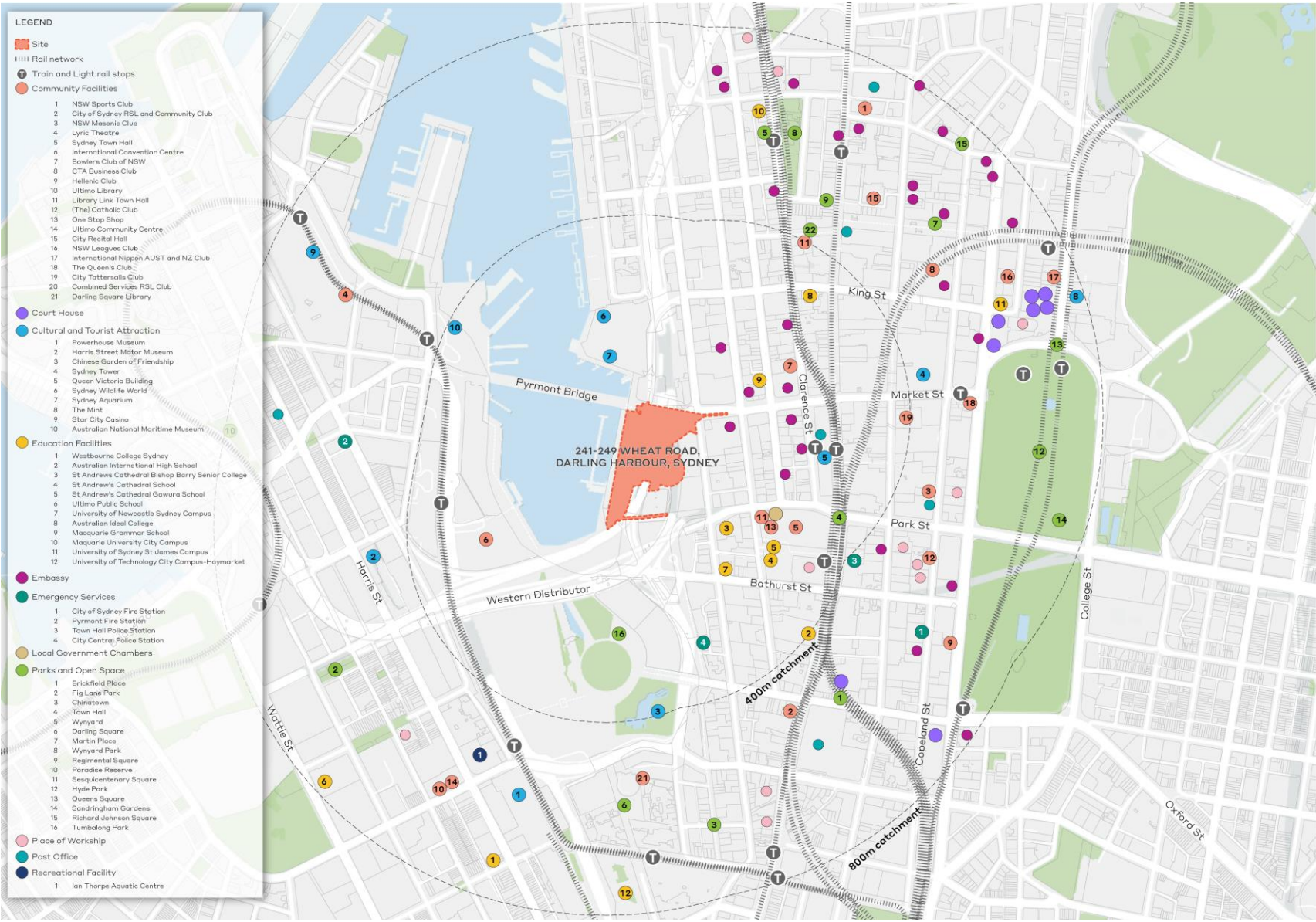


Figure 12 Social infrastructure context

Source: Ethos Urban

## 6.5 Transport and accessibility

The project site sits at the interface of four significant east-west active transport connectors between the Sydney CBD, Darling Harbour and Pyrmont, comprising the Pyrmont Bridge, King Street shared path, Market Street pedestrian overpass and the Druitt Street pedestrian bridge. Cycle connections, including the popular Kent Street and Liverpool Street Cycleways, and the Pyrmont Bridge, interact with the site.

The site is walkable from both Town Hall Station (approximately 400m from the site) and Wynyard, Martin Place, St James and Museum Station's (within 800m from the site). These stations are serviced by all metropolitan lines. The South East Light Rail is accessible from George Street, and the Inner West Light Rail from the Convention Centre and Pyrmont Bay stops. Ferry Services are also within walking distance at Barangaroo Wharf and Pyrmont Bay.

The site is also accessible via a number of local and regional bus routes. These routes primarily travel along priority corridors, the most proximate including Clarence Street, Kent Street, Druitt Street, and Elizabeth Street. Major interchanges connect Light Rail, Heavy Rail, and Bus services at Wynyard and Town Hall.

We note that Sydney Metro currently has three new metro stations under construction in the CBD (at Pitt Street, Martin Place, and the Barangaroo headland), and further stations proposed in Sydney CBD (near Hunter Street) and Pyrmont (near Pyrmont Bridge Road) that will further enhance the public transport connectivity to the area.

## 7.0 Local social issues and trends

This chapter provides an assessment of the current social context relevant to the proposed redevelopment.

Key drivers for the development arising from the analysis are as follows:

- The potential to enhance the cultural significance and characteristics of the locality and the Sydney CBD and Darling Harbour more broadly, through design, provision of public open space, and improvements to streetscape and pedestrian amenity and wayfinding.
- Provision of amenity and public open space would support wellbeing and social cohesion of local worker and resident communities, and is much needed in order to attract workforce and visitors back to the Sydney CBD that has seen significant drop of users and visitors due to the Covid-19 pandemic.
- The potential to further cement the role and character of the Darling Harbour and surrounds as a premier commercial and cultural destination, with associated city, state and national economic benefits, by contributing to contemporary commercial and office space within a landmark development.
- The potential to contribute to the growing diversification and activation of the Sydney CBD and Darling Harbour at night.

### 7.1 Transformation of the Sydney CBD

#### 7.1.1 Sydney CBD and Darling Harbour as key visitor and tourist destinations

Sydney CBD is an international gateway with world-class tourism attractions. There are established tourism facilities and attractions close to the site, including Sydney Aquarium, Wild Life Sydney Zoo, Madame Tussauds Sydney, Australian National Maritime Museum, Chinese Garden of Friendship, Tumbalong Park, Darling Quarter Playground and cafes, and IMAX theatre (reopening in 2021). Views of Darling Harbour are also culturally significant, and contribute to the cultural identity of the Sydney CBD.

Many businesses in Sydney CBD rely on custom from tourists, including hotels, hospitality, entertainment, tour operators and cultural infrastructure. While Covid-19 has prevented the majority of international travel, prior to the pandemic, Sydney CBD and Darling Harbour were central destinations for tourists, attracting 8 million domestic and international visitors in 2016<sup>8</sup>.

The high number of tourism accommodation guests and other visitors in this area will drive demand for social and cultural infrastructure and amenities that are publicly accessible, including spaces with free Wifi and public seating, for example.

#### 7.1.2 Transformation of Darling Harbour and surrounds

The area surrounding the site has been a nexus of change, resulting in a mix of architectural styles from heritage buildings to state-of-the-art entertainment infrastructure. A former NSW Railways industrial site, Darling Harbour was by the mid-to-late 1980s transformed into a pedestrian and tourist precinct, coinciding with Australia's Bicentenary. The Harbour has since functioned as an entertainment and recreational precinct, attracting a large number of international and local tourists and visitors daily.

The area is currently undergoing urban revitalisation, upgrading older buildings to enhance the precinct and consolidate its role as the city's tourism and entertainment hub. Many projects completed within Darling Harbour in the 1980s, such as the former Convention Centre, Exhibition Centre, Entertainment Centre and the IMAX, have recently been redeveloped – and along with the reopening of Tumbalong Park, have re-activated the area. Large-scale projects in the broader district, such as several new landmark towers in the Barangaroo precinct further north of the site (including the International Towers, and Crown Sydney), and the proposed redevelopment of the Harbourside Shopping Centre to the West, will further transform the precinct.

<sup>8</sup> Our Greater Sydney 2056: Eastern City District Plan (Greater Sydney Commission, 2018)

The transformation of the Cockle Bay Wharf site in the context of recent and planned developments will complete and enhance the synthesis of the precinct, integrating with the built form of the harbour valley and connecting the precinct more intimately with Pyrmont, Barangaroo and the CBD.

### 7.1.3 Reactivation and diversification of Sydney's night-time economy

Across the Sydney CBD each year, large scale celebrations and festivals are planned across different venues and public spaces programmed throughout the year (Vivid, New Years Eve, Chinese New Year, Christmas Carols in Martin Place, Sydney Festival etc). These events attract high numbers of visitors to the Sydney CBD, however they are not targeted to bring together the local CBD community and foster social cohesion at a localised level.

At the same time, the diversity of night time activities in the CBD area is limited, as restaurants, cafes, entertainment options and retail shops in the area close to the site tend to rely on workers for trade – and are less likely to be open after 7pm or on weekends.

City of Sydney Council has recognised the need to diversify the night-time economy within the Sydney CBD, to enhance the activation and vibrancy of the area. This policy direction is reinforced in the Eastern City District Plan, which states:

*“Cultural, entertainment, arts and leisure activities must continue to be provided to build a more diverse and competitive offering in these sectors.*

*The Harbour CBD's attractiveness is further reinforced by night-time activities, from popular food precincts, clubs, venues and small bars to lifestyle activities like cinemas and 24-hour gyms.*

*Protecting and diversifying the night-time economy in appropriate locations is an essential component of the CBD's growth”*

The City's aspirations for Darling Harbour as an entertainment precinct is reinforced in the OPEN Sydney: Future directions for Sydney at night policy. The combination of an end of lockout laws and the imperative of maintaining and enhancing economic prosperity in the post-COVID economy cements the precinct's pivotal role in Sydney's fast-expanding night-time economy.

### 7.1.4 Ongoing reinforcement of Sydney CBD as an internationally significant centre

The site is located adjacent to the Sydney CBD, which plays a nationally significant social, economic and cultural role. In 2018/19, City of Sydney area generated around \$140 billion of economic activity annually (representing over 7% of the Australian economy)<sup>9</sup>. Sydney CBD contains a large number of national headquarters for multinational and Australian companies and has a high concentration of commercial office space and high value knowledge jobs.

However, Sydney CBD is currently constrained by both its location on a harbour and by existing planning controls, and it is a state and local priority to unlock employment opportunities and economic growth in the area.

Through its *Central Sydney Planning Strategy*, City of Sydney Council aims to support the economic, social and cultural primacy of the CBD area, and enable its ongoing growth. Key Council aspirations for Central Sydney include:

- Prioritising employment growth and increasing employment capacity;
- Providing for employment growth in new tower clusters;
- Ensuring infrastructure supports growth to sustain a resilient city with high liveability;
- Reaffirming Council's commitment to design excellence to reinforce Sydney's status as a city characterised by high design quality.<sup>10</sup>

<sup>9</sup> City of Sydney website <https://www.cityofsydney.nsw.gov.au/business-economy>

<sup>10</sup> City of Sydney 2016, *Central Sydney Planning Strategy*, p.37.



### 7.1.5 Public domain improvements

Improving CBD amenity for workers, visitors and residents is a key policy driver at state and local levels, and the site offers significant potential to contribute to the improved public domain character of the locality. Council's policy framework encourages a greener and more accessible Sydney through the improvement of civic spaces and amenities as the city's population increases.

Currently, public space in Sydney is restricted by a street allocation that prioritises motor vehicles and non-electric buses, causing noise and air pollution, crowded footpaths, and disconnected cycleways. Low cross-city connectivity between harbour foreshore and parklands fragments the city's open spaces, and low numbers of young children and older adults in the CBD area indicate low provision of welcoming and inclusive spaces.<sup>11</sup>

The City of Sydney Council envisions an improved public realm that is green, welcoming, captures the city's identity, and protects and enhances space for walking, cycling, and gathering. This site has the potential to contribute to the city's urban amenity improvements by increasing high quality public open space, greening, and improving the accessibility and connectivity of the city's East-West connections from Darling Harbour through to Town Hall Square, whilst reducing the accessibility and amenity impacts of the Western Distributor motorway.

### 7.1.6 New city-shaping infrastructure and development

Sydney CBD has been a key focus for public and private investment and despite the pandemic, continues to evolve. Recent major projects include the opening of the light rail along George Street that improves public and active transport connections in the city, a number of new developments by the Barangaroo waterfront, Darling Harbour and Darling Square redevelopment, as well as various commercial, mixed-use, tourism accommodation and office towers being built across the city.

Some of the key upcoming projects include Sydney Metro new metro stations under construction in the CBD, and Central Station Precinct Renewal, extending the CBD to the south. The intensity of development and ongoing construction activities in the CBD area are likely to be disruptive to the local community however – including their sense of connection to place. Visitor and community surveys suggest that people see construction completion as a key to improve their experience of the Sydney CBD.<sup>12</sup>

### 7.1.7 Driving greener futures

Urban environments that incorporate green elements, through public spaces and green building design, improve the quality of life and wellbeing for workers and residents interacting with these spaces. Both State and local governments have recognised the importance of sustainable design and green open spaces for social sustainability and wellbeing, especially as density and populations grow.

The benefits of greening were recognised by the World Health Organisation (WHO), who link urban green space with better health and wellbeing outcomes by helping combat air pollution, noise, chronic stress, and insufficient physical activity<sup>13</sup>. The WHO appreciates the link between availability of urban green space and better health and wellbeing for everyone, but in particular for economically deprived communities, children, pregnant women, and senior citizens. Further, the City of Sydney Council identifies that green infrastructure is essential for managing heat and other climate and environmental issues in urban areas, while increasing happiness and reducing incidences of disease and illness<sup>14</sup>.

The City of Sydney Council's Greener Places framework, supported by the GSC Sydney Green Grid Strategy, aims to create a network of upgraded urban spaces and civic amenities that support social cohesion and gathering, while increasing Sydney's green canopy. The NSW Premier's aim to plant 5 million trees by 2030, and the Council's target of 40 percent greening in the CBD environment, can only be met through greener open spaces that are accessible, connected, and integrated with high density commercial development. The benefits for the environment, including reducing the urban heat island effect, and helping to increase sense of belonging and thus decrease loneliness, demonstrate the physical, mental health, and social benefits of greening in urban spaces.

<sup>11</sup> Sydney: A City for People: Public Space and Public Life Study (City of Sydney, 2020: Page 34).

<sup>12</sup> City of Sydney Visitor Profile and Experience Survey (EY Sweeney, 2017)

<sup>13</sup> World Health Organization, *Urban green spaces and health: a review of evidence* (2016) Page 40

<sup>14</sup> Greening Sydney Strategy (Draft), City of Sydney, 2021.

Ecologically sustainable building design elements such as energy efficient lighting systems, a high-performance façade system designed to reduce solar heat gains, and passive and biophilic design components, can contribute to workforce and broader community health and wellbeing – as well as the environment. With private property representing 61 per cent of all land use in the City, it will have to provide at least 28 per cent of greening to meet Council targets and make a tangible improvement in the City's greener future.

## 7.2 Live and work trends influencing CBDs

### 7.2.1 Uncertain futures post Covid-19

Sydney CBD has been significantly impacted by the Covid-19 pandemic related lockdowns and consequent remote and flexible work arrangements. Coinciding with the significant impacts that the interstate and international border closures have had on the local tourism and related industries, the loss of the two key customer bases have had severe impacts on many Sydney CBD hospitality and entertainment businesses. The extended period of largely empty streets and temporary or permanent closures of various small businesses in the area have further exacerbated challenges to local cohesion and social capital in the high-density commercial area as a living and daily working environment.

Key urban thinkers such as Richard Florida believe that the cities will continue to flourish considering the high concentration of amenity and functioning as focal points for people to meet and mingle. Provision of amenity and quality of built environment will be the key to attract future residents, and workforce and visitors back to the city area.

### 7.2.2 Co-working and hybrid working

Co-working is a major trend in workplace economics which sees workers from different companies assemble in a neutral space; sharing facilities, communal areas, and even desks without long-term leases. Coworking in Australia has emerged as both a fully-fledged real estate sector in its own right, as well as a concept that alludes to changing work styles and modern office behaviour.

With millennials expected to make up three quarters of the Australian workforce by 2025, these digital natives embrace a flexible daily routine and expect that lifestyle to be accommodated within the workplace, as a site for collaboration, digital interacting, life-long learning, and socialising. With a downward effect on the price per desk, up to 4% of current commercial workspace is currently taken up by flexible coworking.<sup>15</sup>

Looking to the future, although Covid-19 caused a temporary decline in the industry, it is rapidly rebounding as employers are equipped with the tools to work more flexibly, and workers demand more flexible spaces but miss the casual interactions and knowledge sharing office spaces provide. With a projected market share of 30% by 2030,<sup>16</sup> coworking is a dominant trend shaping the character of workplaces in Sydney's CBD.

## 7.3 Wellbeing in a CBD context

### 7.3.1 Demand for commercial offices that support wellbeing

Workplace design can play a significant role in influencing levels of work stress, which is associated with ill health, including cardiovascular disease and mental illness. Increasingly, businesses, are placing greater emphasis on workplace amenity including "zen rooms" and "wellness hubs" where employees can restore, relax and concentrate without distraction.

Office design, materials and layout can also have both positive and negative outcomes. For example, the use of natural materials such as wood and stone, rather than concrete and laminates, has been shown to increase

<sup>15</sup> OfficeHub 2019. *The Australian Coworking Market Report 2018/2019*. <https://www.office-hub.com/au/wp-content/uploads/2019/09/The-Australian-Coworking-Market-Report-2018-2019-by-Office-Hub.pdf>

<sup>16</sup> Property Council of Australia 2020, *How will COVID-19 Change Coworking?*, <https://info.propertycouncil.com.au/property-australia-blog/how-will-covid-19-change-coworking>.

creativity, and the integration of indoor plants and views of greenery can improve perceptions of air quality, concentration, satisfaction and productivity in the workplace.<sup>17</sup>

Other developments in this area, such as those referenced above, include significant investments in worker wellbeing. Redevelopment of this site to include facilities, spaces and design elements to support worker wellbeing and satisfaction, as well as access to quality public open space, will enhance the health, productivity and resilience of the workers at this site.

### 7.3.2 Social cohesion in a CBD context

Communities with higher social capital tend to have healthier, highly educated populations that enjoy improved happiness, democratic governance and less crime. Wellbeing and health studies point to the need for human connection to support good mental health and sense of purpose,<sup>18</sup> however community building takes time.

High transiency of the City of Sydney area community – a large number of new people moving in and many moving out each year - manifests in low scores of some community cohesion measures. Only 44% of City of Sydney area residents surveyed in 2018 felt being part of the community in their local area<sup>19</sup>.

This is likely to be further pronounced in the local PSA and SSA community, where nearly three quarters (71%-76%) of the residents have moved to the area within the past five years, majority were born overseas, and many (64-74%) of the area residents speak a language other than English at home. The Sydney CBD locality is also characterised by a very large number of workers and visitors in the area every day. As residents form only a small proportion of the overall CBD area “users”, this is likely to contribute to the anonymous and potentially isolating experience of city living.

### 7.3.3 Importance of ‘third spaces’ in community building

Third places is a term coined by sociologist Ray Oldenburg and refers to places where people spend time between home (‘first’ place) and work (‘second’ place). They are locations where we exchange ideas, have a good time, and build relationships. The most effective ones for building real community seem to be physical places where people can easily and routinely connect with each other: churches, parks, recreation centres, hairdressers, gyms and even fast-food restaurants. Third places have a number of important community-building attributes; informal conversation is the main activity and most important linking function.<sup>20</sup>

Social infrastructure and public space plays an integral role in the ongoing social sustainability of the area and can strengthen communities as they grow. Cred Consulting has identified following physical elements or “social connectors” which can facilitate the creation of social capital: Social infrastructure, Street life and meeting places, Sharing spaces and places, Education and learning, and Transport.

Whilst the City of Sydney Council has provided world-class community facilities - such as the Darling Square library - in the area, community engagement activities have highlighted concerns if various forms of infrastructure is able to meet the needs of the growing population. It is critical to ensure that there is a further sufficient supply of well-connected, flexible and accessible spaces to support the projected population growth.

<sup>17</sup> Sander, L 2018, “Why good design alone won’t attract millennials to your company,” in *The Conversation*, <https://theconversation.com/why-good-design-alone-wont-attract-millennials-to-your-company-87505>

<sup>18</sup> Greater Sydney’s Social Capital (Cred for Greater Sydney Commission, 2017)

<sup>19</sup> City of Sydney website, [news.cityofsydney.nsw.gov.au/articles/majority-of-city-residents-satisfied-with-their-life-overall](https://www.cityofsydney.nsw.gov.au/articles/majority-of-city-residents-satisfied-with-their-life-overall)

<sup>20</sup> Butler, Dias (Brookings, 2016) “Third places” as community builders

## 8.0 Community and stakeholder perspectives

The following section provides an overview of the community and stakeholder consultation undertaken to inform the proposed development, including engagement activities and outcomes. The purpose of this section is to highlight values and aspirations relevant to the proposed development.

### Key findings

- The proponent has engaged with a broad range of stakeholders. Key priorities and concerns raised by the stakeholders and community include:
  - Building context with the cityscape (harbour, surrounds, Pyrmont Bridge)
  - Glare and heat for nearby buildings
  - Building proximity to the foreshore, and potential congestion
  - Community activation of public spaces to make it appealing for a range of users, and safe
  - Entertainment spaces and facilities for people of all ages
  - Passive vs active community spaces – balance between quiet and green, and places to socialise and exercise
  - Pedestrian connectivity, including people with limited mobility
  - Public art to incorporate program of temporary and permanent public art installations
  - Meaningful recognition of Aboriginal culture and places – including art, signage, storytelling, landscaping, dining, educational elements
  - Site sustainability
  - High quality connectivity with Druiitt Street
- Engagement undertaken by City of Sydney Council has identified that Sydney communities prioritise a liveable and welcoming green city with quality public spaces, that is affordable, and easy to get around. City of Sydney communities want a vibrant city, with diverse cultural, entertainment and shopping options. People also desire a city with a future focused economy that is supported by digital infrastructure to support the creation of new jobs and changing customer needs. Sydney CBD visitors and workers have however highlighted that ongoing construction in the area is a key issue negatively impacting their overall experience and enjoyment of the area.

### 8.1 Engagement to inform the Concept SSDA (Stage 1 DA)

Approval of the Concept SSDA for this site followed an extensive planning assessment process undertaken by the NSW Department of Planning, Industry and Environment and the Proponent between 2016 and 2019. This process included a thorough process of technical studies and assessments, multiple rounds of community consultation and public exhibition of the proposal, and an independent urban design review commissioned by the Department, which resulted in the Proponent making substantive changes to the project to improve its environmental impacts.

### 8.2 Engagement to inform this SSDA (Stage 2 DA)

To inform the preparation of this SSDA, the proponent has engaged Newgate Research to undertake targeted consultation with a range of stakeholders, in order to address the SEARs. The consultation activities are shown in Figure 13. This section summarises the engagement activities and outcomes outlined in Cockle Bay Park Redevelopment Appendix J Consultation Outcomes Report (Newgate Research 2021).





**Figure 13 Summary of engagement process following Stage 1 DA**

Source: Cockle Bay Park Redevelopment Appendix J Consultation Outcomes Report (Newgate Research 2021)

### Community engagement strategy

The International Association of Public Participation (IAP2) framework was used to design the consultation strategy. The project commenced consultation with the community in 2018 to 2021. The process to engage with the community and stakeholders included activities to:

- inform the community and stakeholders,
- consult the community and stakeholders, and
- involve the community and stakeholders.

## Agency and stakeholder meetings

Meetings and information exchange with stakeholders and agencies have been completed in regards to a wide range of proposal planning. Table below lists the consultations.:

**Table 7 Stakeholder consultations**

	Type of consultation	Date	Issues raised	How resolved
City of Sydney Council	Correspondence Meetings	Various	Stakeholder	DIP workshops Stakeholder contributions as per the following Management Plans: <ul style="list-style-type: none"> <li>• Construction Management Plan</li> <li>• Stormwater and Flood Management Plan</li> <li>• Public Art Plan</li> <li>• Utility Services Impact Assessment</li> <li>• Cyclist Movement</li> <li>• Visual Impact Assessment</li> </ul>
Sydney Water	Correspondence Meetings	Various		Stakeholder contributions as per the Stormwater and Flood Management Plan
Transport for NSW	Correspondence Meetings	Various	<ul style="list-style-type: none"> <li>- Traffic movements/network</li> <li>- Landbridge Design</li> </ul>	<ul style="list-style-type: none"> <li>• Stormwater and Flood Management Plan</li> <li>• Western distributor Impact Assessment</li> <li>• Traffic Impact Assessment</li> <li>• Accessibility Report</li> <li>• Geotechnical</li> <li>• Cyclist Movement</li> </ul>
Place Management NSW	Correspondence Meetings			Stakeholder contributions as reflected in the Public Art Plan
Ausgrid				Construction Management Plan
Heritage Council NSW	Correspondence Meetings			Outcomes reflected in the Cultural Heritage Interpretation Strategy
Local Aboriginal community members	Correspondence Meeting	11 February 2021		Outcomes reflected in the Cultural Heritage Interpretation Strategy

In addition to the above stakeholders, Sydney Airport and Fire and Rescue NSW have also been engaged.

### 8.3 Community engagement activities

A number of personas were developed to capture the future community of Cockle Bay Park. Each group has a particular lens through which they view the site:

- Kids
- Teenagers
- Young people
- People with disabilities or impaired mobility
- Families
- Workers
- Aboriginal people

The consultations have helped the proponent to understand user needs, with feedback from participants about their preferred activities thought the precinct.

Engagement activities (as shown in Figure 13) were undertaken through a combination of online and face-to-face workshops, with several streams of engagement running concurrently, all of which fed into a briefs prepared for the Design Excellence Competition:

- A Citizens' Panel to guide the design principles for the public domain elements of the site
- A disabilities group workshop to guide the design principles for people with a disability moving through the site
- Discussions with Aboriginal community
- Discussions with stakeholder groups and government agencies.

Other communication tools and activities included:

- August 2021 community newsletter provided an overview of the updated design, noting community engagement in the design competition and next steps in the planning process. The newsletter was delivered by DanD to 1,925 mailboxes in the surrounding area to the site, namely Sussex Street, Market Street, Wheat Road, Day Street, Darling Drive, and Murray Street.
- Community correspondence was sent to the following groups, encouraging them to participate in the project and raise any issues they may have regarding the design:
  - Site neighbours: The Ribbon, Helm Bar
  - Close neighbours to the site: existing tenants at Cockle Bay Wharf and Darling Park; Body Corporate of the Astoria Towers and residents who had 2017 view impact surveys completed
  - Community organisations: Pyrmont Action Group; City of Sydney Historical Association; Council of Pyrmont Ultimo Associations; Haymarket Chamber of Commerce
- Project website has been live since 2018 and its address is <https://cocklebaypark.com.au/>. It provides a feedback form for people to contact the project team if they have questions or require further information.

## 8.4 Community engagement outcomes

This section summarises the feedback received from the community and various stakeholders.

### 8.4.1 Citizen panel

Six key insights emerged from across Citizen panel findings in 2019, that informed the design:

- Cockle Bay is exclusive, but not in a good way
- Cockle Bay acts as a barrier to the city and Darling Harbour
- Cockle Bay's greatest attributes are overwhelmed by concrete
- Cockle Bay is not a place where Sydneysiders feel proud... yet
- The future Cockle Bay is a place of permanence and enduring value to the community
- Cockle Bay is its own place in need of a recognisable identity.

The panel suggested:

- A natural, green amphitheatre overlooking the water
- Activity space for play, recreation and personal transport (cycling)
- Place to celebrate Aboriginal heritage and to tell stories ("Like the Chinese gardens but Indigenous")

The panel reconvened in 2021 to discuss the updated design of the development and various feedback was offered regarding overall site design, overall site design, pedestrian access, and connection to water's edge, public parks and open spaces, retail and entertainment offering, connection to country. In general, the panel felt that current design has considered their original feedback 'Well' (35%), or 'Very well' (40%).

While the views of the panel varied, some people expressed potential improvement in the following areas (based on the material that they were provided):

- The landscaping and the variety of connecting paths were endorsed.
- Improvements to ensure that the Druitt Street end isn't 'dark and dingy'.
- Participants were keen to ensure good management of pedestrian traffic; and people using entertainment areas, retail areas, relaxing areas - all in the one space. People might be using the space for different reasons, and this could cause congestion.
- Participants suggested that the escalators must be covered, otherwise 'they'll get wet and rust and break'. Participants noted their experience with public lifts is they're often out of order, so the maintenance of lifts is critical. Lifts, stairs, escalators should be located near one another.
- Participants were keen to ensure that the park does not feel too much like a 'business park'. Participants suggested more terrace style seating or rock landscapes, and places for people to 'just hang out'.
- The large open spaces look a bit bare, and there is broad agreement that the park could be greener, but not too much more. Participants love the native planting proposals with a connection to country.
- Participants said that active spaces would be good, for example basketball hoops, skate ramps, physical chess, or dog access. It needs to be a bustling, vibrant park, with diversity in activity.
- There was high level support for the Aboriginal connection - they believe it makes it unique with features that no other park in Sydney has. This could evolve and the stories could change over time.
- It was noted that as much as the park is for the locals, it's also for tourists.
- Participants thought it was important to check that the selected native plants don't cause common allergies.
- The residents who live in the area stressed the need to manage noise levels from the site appropriately. There have been problems with the noise from the cinema in the area, which is a source of unease for residents.
- The provision of affordable food and beverage and entertainment options is important to residents. Having a lot of variety, whether it's pizza or fine dining, and a place to get ice cream or drinks, is also important. Steer away



from clothes and non-food stores. Residents suggested relaxing environments, including entertainment where people can go with their families or friends, entertainment venues with live music or a play centre for the children.

- There was a consistent theme of needing to consider relaxing environments including seasonal entertainment, constantly keeping the area fresh and active.

#### **8.4.2 Community groups**

Community groups were consulted in 2019 and 2021:

- A meeting A meeting with the Astoria Tower Strata Committee was held Friday 10 September, where following themes were raised:
  - Retail and entertainment offering, noting concerns over particularly noisy venues given their proximity to the site, and a dislike of nightclubs
  - Potential site activity noise
  - Impacts to Sussex Street, during both construction and operations
  - Impact of the tower, including glare, light, views and sustainability
  - Viability of tenanting the tower post-pandemic
  - Impacts on Crescent Garden.
- Pyrmont Action Group raised following themes in 2021:
  - Proximity and scale of new building to foreshore pedestrian area
  - Pyrmont bridge
  - Parkland and public spaces
  - Entertainment areas
  - Architecture and design
  - Lighting and security
  - Shadowing and glare from the tower
  - Maintenance of park and open spaces
  - Community facilities, such as sports uses.

#### **8.4.3 Aboriginal community engagement**

An Aboriginal owned strategy and design agency Balarinji was engaged to advise on how Aboriginal culture and values could be integrated in the overall project and design. A number of local Aboriginal stakeholders were engaged to develop a set of cultural design principles that the project team could use to help guide and highlight opportunities for Aboriginal culture to contribute to design.

A set of Cultural Design Principles as recommendations was developed as a result, in order for the proposal to make a Connection with Country:

- Using native plants throughout the landscaping, including seasonal planting and plants common to the area
- Providing a variety of gathering spaces in different locations and orientations for different climate conditions
- Introducing a range of water elements across the site reflecting a natural stream and gullies in the landscape design
- Incorporating Indigenous art and stories – graphics in the ground and vertical surfaces

#### **8.4.4 People living with disabilities**

Targeted activities to understand priorities of people living with disabilities were also undertaken to inform the design. Key take away from this consultation were:

- Participants wanted the experience to be interactive and playful, but respectful of boundaries, and suggested pop-up installations to celebrate history and culture that are interactive.
- Pathways should allow direct movement through the site for those using the area as an area to transit through, but winding pathways should also be provided that take advantage of the view and allow a more relaxed, meandering experience for those coming to visit and play.
- Recommendation to the use of vegetation and plantings to tell the story of place and Aboriginal and European culture. These also serve as sightlines for those with vision impairment and areas to calm the senses for those with cognitive impairment.
- Recommendation for the installation of technology, embedded in infrastructure to assist with wayfinding, and that add to the experience by sharing history and stories of people and place
- Ensure architecture is art, both functional and beautiful, and that it enhances rather than impedes movement. There should be consideration of the management of sound for those with hearing impairments and light/shadow and sightlines for those with visual impairment.

## 8.5 Outcomes of broader LGA-wide consultation undertaken by City of Sydney Council

Between 2018 and 2020, City of Sydney Council undertook a large number and variety of community engagement activities to inform the development of Council's next Community Strategic Plan and a vision for Sydney in 2050, and these are discussed below. These findings are in line with community views discussed in the current version of the City of Sydney Community Strategic Plan, *Sustainable Sydney 2030*.

### 8.5.1 City of Sydney Wellbeing Survey 2018 (City of Sydney Council 2018)

City of Sydney Council regularly undertakes a survey among its residents to understand community perceptions on social, cultural and environmental factors affecting quality of life in the local government area. So far, three waves of Wellbeing Survey data collection have been undertaken, in 2011, 2015 and 2018.<sup>21 22</sup> The survey results are weighted by respondents gender, age and neighbourhood ('village area') and provide a generally robust understanding of City area residents views on various topics. Results of the latest wave of data collection show that:

- Residents have typically chosen to move to the LGA to be close to transport (78%), workplace or study (70%), parks and greenery (63%) and places to socialise (64%).
- People notice and appreciate the availability of social infrastructure - for example Green Square Library's opening improved library access satisfaction in the Green Square neighbourhood from 55% in 2015 to 80% in 2018.
- While residents are generally active in enjoying cultural activities, 85% reported barriers to community or cultural participation. Lack of time, cost and perceived shortage of suitable or interesting activities were mentioned most often.
- Social cohesion indicators point to a disconnect in aspirations and reality of the community – whilst 90% of City residents appreciate a diverse society, 95% are willing to help neighbours and levels of trust are high, only half have face to face contact with other people in their area at least weekly and about as many are not confident that neighbourly help is available when required. Social isolation and barriers to participate in public life are experienced more often by people living with disability, culturally and linguistically diverse people and younger age groups.

### 8.5.2 Community engagement to inform the Sydney 2050 vision (City of Sydney Council 2018-2020)

City of Sydney Council has undertaken a large number and variety of community engagement activities to inform the development of its next Community Strategic Plan and vision for Sydney in 2050.<sup>23</sup> The engagement activities and targeted workshops included:

<sup>21</sup> City of Sydney website, [news.cityofsydney.nsw.gov.au/articles/majority-of-city-residents-satisfied-with-their-life-overall](https://www.cityofsydney.nsw.gov.au/articles/majority-of-city-residents-satisfied-with-their-life-overall)

<sup>22</sup> City of Sydney Community Wellbeing Indicators Report 2019 (City of Sydney Strategy and Urban Analytics Unit, 2019)

<sup>23</sup> City of Sydney website, <https://www.cityofsydney.nsw.gov.au/vision-setting/planning-sydney-2050-what-we-heard>

- A survey of over 5,000 people
- 33 pop-ups at events and libraries, including a disability expo at Sydney Town Hall, Wayside Chapel and 3 community housing forums
- 12 community sessions including 2 in Mandarin, 1 in Spanish and 1 with apartment residents
- Workshops with: First Peoples of Australia; small business community; cultural and nightlife sectors; the City's advisory panels (disability and inclusion, Aboriginal and Torres Strait Islander, retail, design, public art, curatorial, nightlife and creative sector); and multi-disciplinary stakeholders
- 23 workshops with young people
- Creative and community leadership programs – I am Sydney and Emerging Civic Leaders with YVote
- Community and business group briefings.

The main themes of community priorities identified were:

- A city for people. People want a city that is green with trees and plants, has quality public spaces and different types of housing that is affordable. It is a socially supportive community that is safe, and inclusive.
- A city that moves. People want to be using public transport, walking and bikes to move around. There is a reduction of cars, where streets and public spaces are easily accessible to people. The city is welcoming, and people can readily get to where they need to go.
- An environmentally responsive city. People overwhelmingly want a response to climate change. They want a city with sustainable waste management and use of resources. People want to see a reduction in emissions, greater recycling and reusing of products and changes to how we use our city to reduce our impact on the environment.
- A lively, cultural and creative city. People want a vibrant city, weaving its culture, heritage, entertainment and bold ideas through the workings of the city. The city has diverse shopping and entertainment options and a lively nightlife that includes many options. Locals and visitors gather for events and cultural experiences using public spaces.
- A city with a future focused economy. People want a city that is supported by digital infrastructure that sustains the creation of new jobs and allows businesses to respond to changing customer needs. People are optimistic about the opportunities that will be available in terms of education, jobs, innovation and the economy

*Outcomes of the Sydney 2050 community sessions with Sydney CBD residents:*

Outcomes of the Sydney 2050 community sessions in Sydney Town Hall, and the Museum of Contemporary Art, and a strata residents session at 150 Pitt Street likely reflect the views of the CBD area residents, relevant for the locality. In total these sessions were attended by 89 people.

Results of the sessions show that residents desire Sydney to have a quality integrated and active transport network, more and improved facilities, services and infrastructure, and a vibrant, liveable and creative city. A high proportion of comments from participants in Sydney CBD related to a “car free city”, “less cars” and driverless cars; “bustling vibrancy & diversity”, “access to culture” and “a far greater and vibrant night life”.

Some people noted they were excited about future projects such as the new Town Hall Square, Art Gallery of NSW extension, the light rail and improvements to train stations. Things that strata residents were excited about included more green buildings, stronger strata communities, electric vehicles and the light rail.

Some residents identified worry around access to and quality of facilities, services and infrastructure. This included concerns around lack of affordable housing, short term rentals/ Air BnB and an increase in homelessness. People were also concerned about population growth, overcrowding and density, as well as the impacts of climate change. The strata residents group voiced fears related to the quality of buildings being constructed, scale of development and strata policies.

### 8.5.3 City of Sydney Visitor profile and experience survey 2017

City of Sydney Council commissioned a visitor survey in 2017, which was conducted across various locations across the LGA. N=3,741 persons were interviewed overall. The survey found that social and leisure activities as well as business purposes were the main reasons for the majority of people visiting the inner city area. Positive satisfaction ratings across the city were most often driven by strong food and beverage offerings and an inviting and safe atmosphere. It was found that opportunity to optimise the city's shopping and entertainment offerings is crucial, with diverse shopping and Food & Beverage options identified as key opportunities amongst residents and visitors. The southern CBD area (adjacent the proposal site) was found to attract a younger profile both during the day and at night likely due to its proximity to tertiary education institutions in the area. Despite their satisfaction with the southern CBD shopping offer, visitors felt the variety of shops could be improved. Respondents also highlighted that ongoing construction in the area is a key issue negatively impacting their overall experience and enjoyment of the area.<sup>24</sup>

## 8.6 Data considerations for this assessment

We note that the community and stakeholder perspectives are primarily based on engagement activities that require an active interest to participate. This may lead to over-representation of the voices of certain community or stakeholder groups (for example, middle-aged and older women tend to have time and interest to participate in community meetings) and underrepresentation of others, and may not represent the diversity of views in the community.

However, the proponent-led consultation regarding this SSDA and Council approaches appear well considered and engagement activities broad enough to gauge and represent a range of community views to adequately inform the Social Impact Assessment.

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<sup>24</sup> City of Sydney Visitor profile and experience survey (EY Sweeney 2017)



## 9.0 Social Impact Assessment

### 9.1 Assessment framework and scope

This SIA has been prepared based on the *Draft SIA Guideline* (NSW DPIE 2020) to address the SEARs.

This assessment considers the potential impact on the community and social environment should the social impacts envisaged occur, compared to the baseline scenario of the existing use of the site and social context.

The purpose of this social impact analysis is to:

- Identify, analyse and assess any likely social impacts, whether positive or negative, that people may experience at any stage of the project lifecycle, as a result of the project
- Investigate whether any group in the community may disproportionately benefit or experience negative impacts and proposes commensurate responses consistent with socially equitable outcomes
- Develop social impact mitigation and enhancement options for any identified significant social impacts.

Ultimately, there can be two main types of social impacts that may arise as a result of the proposed development. First, direct impacts can be caused by the project which may cause changes to the existing community, as measured using social indicators, such as population, health and employment. Secondly, indirect impacts that are generally less tangible and more commonly related to matters such as community values, identity and sense of place. Both physically observable as well as psychological impacts need to be considered.

This study has identified the following key social factors relevant to the assessment of social impacts of the project:

- Way of life
- Health and wellbeing
- Accessibility
- Community
- Culture
- Surroundings
- Livelihoods
- Decision-making systems.

### 9.2 Key affected communities

This assessment covers both the 400m Primary Study Area (PSA), which is expected to experience social impacts associated with the temporary construction activities and some of the future operational impacts, as well as the broader social localities (Secondary Study Area, City of Sydney area, Greater Sydney) that are likely to experience the resulting benefits from the operational phase of the project. The Primary and Secondary Study Areas are shown in **Chapter 6.0**.

Key communities to experience social impacts and/or benefits of the project can be grouped as follows:

- Local residents
- Local workers
- Neighbouring businesses and institutions
- Visitors to Sydney CBD and Darling Harbour Precinct
- Active transport users of Pyrmont Bridge
- Users of Western Distributor
- Temporary construction workers in the area.

Note that the scale of impacts of this site are in many instances considered to be high due to the high-density nature and very large number of receivers in the area. As described in the social context overview (**Chapter 6.0**), approximately 71,250 people work and 10,000 reside in the Primary Study Area alone. The Darling Harbour and Sydney CBD areas also draw a significant number of visitors (tourists, business visitors, shoppers, students, people visiting family or friends, etc) or through-commuters daily (noting the Pyrmont Bridge active transport link is a key cycling route for bicycle commuters accessing Sydney CBD<sup>25</sup>, and Western Distributor users).

Overall, this adds up to a significant number of daily users of the locality, and is likely to include various sensitive or vulnerable groups (children, elderly, people with limited mobility, and others) accessing the area daily - either to visit, work, or as residents.

### 9.3 Impact assessment factors and responses

The following section sets out the assessment of social impacts arising from the proposed development and recommended responses, including measures to enhance social benefits and mitigate potentially negative impacts, across the suite of factors set out in the DPIE SIA Guideline. The assessment has been based on the information available to date, and is primarily a desktop study, informed by a review and analysis of publicly available documents relevant to the project.

#### 9.3.1 Evaluation principles

The SIA Guideline classifies social impacts in the following way, which forms the core basis of this assessment:

- **Way of life:** *how people live, get around, work, play and interact with one another on a day-to-day basis*
- **Community:** *its composition, cohesion, character, how it functions, and sense of place*
- **Accessibility:** *how people access and use infrastructure, services and facilities*
- **Culture:** *people's shared beliefs, customs, values and stories, and connections to Country, land, water, places and buildings*
- **Health and wellbeing:** *people's physical, mental, social and spiritual wellbeing*
- **Surroundings:** *access to and use of natural and built environment, including ecosystem services, public safety and security, as well as aesthetic value and amenity*
- **Livelihoods:** *including impacts on employment or business, experience of personal breach or disadvantage, and the distributive equity of impacts and benefits*
- **Decision-making systems:** *the extent to which people are able to participate in decisions that affect their lives, procedural fairness, and the resources provided for this purpose.*

The evaluation includes a risk assessment of the degree of significance of risk, including the envisaged duration, extent, and potential to mitigate/enhance and likelihood of each identified impact. The social impact significance matrix provided within the DPIE Draft *Social Impact Assessment Guidelines (2020)* (see **Table 10**) has been adapted for the purposes of undertaking this social and impact assessment.

Each impact has been assessed and assigned an overall risk that considers both the likelihood of the impact occurring and the consequences should the impact occur. The assessment also sets out recommended mitigation, management and monitoring measures for each identified matter.

<sup>25</sup> City of Sydney Bicycle count explorer, accessed 07 September 2021, <https://experience.arcgis.com/experience/7fe4798902f64068819586a1035e26ba>

**Table 8** Defining magnitude levels for social impacts

Magnitude level	Meaning
Transformational	<ul style="list-style-type: none"> <li>Substantial change experienced in community wellbeing, livelihood, amenity, infrastructure, services, health, and/or heritage values;</li> <li>permanent displacement or addition of at least 20% of a community.</li> </ul>
Major	<ul style="list-style-type: none"> <li>Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time, or affecting many people in a widespread area.</li> </ul>
Moderate	<ul style="list-style-type: none"> <li>Noticeable deterioration/ improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.</li> </ul>
Minor	<ul style="list-style-type: none"> <li>Mild deterioration/ improvement,</li> <li>for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.</li> </ul>
Minimal	<ul style="list-style-type: none"> <li>No noticeable change experienced by people in the locality.</li> </ul>

**Table 9** Defining likelihood levels of social impacts

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

**Table 10** Social impact significance matrix

Likelihood	Magnitude				
	Minimal	Minor	Moderate	Major	Transformational
Very unlikely	Low	Low	Low	Medium	Medium
Unlikely	Low	Low	Medium	Medium	High
Possible	Low	Medium	Medium	High	High
Likely	Low	Medium	High	High	Very high
Almost certain	Medium	Medium	High	Very high	Very high

Source: NSW Department of Planning and Environment, 2020, Technical Supplement to support the Social Impact Assessment Guideline for State-significant projects (Draft).

### 9.3.2 Impact assessment and responses by social factor

#### Way of life

##### Potential impacts

##### During construction:

- Temporary negative impacts to way of life associated with the noise, dust and vibration caused by the construction activity across the site, which may result in disruption and associated inconvenience for local residents, local businesses, and other workers and visitors in the immediate vicinity. The impacts may disproportionately impact the following groups:
  - High density residential and office buildings and high use leisure area in close proximity to the site.
  - Various sensitive groups (children, elderly, people with limited mobility, and others) likely to be accessing Sydney CBD daily – either to visit, work, or as residents.
- A sense of disruption to users of the area related to establishment of the construction site and movement of construction vehicles that may result in changes to preferred way of life routines (e.g. preferred choice of transport modes, time and length of commute):
  - These impacts are likely to be felt particularly by local workers, residents, and visitors, as well as users of the Western Distributor, Pyrmont Bridge and surrounding streets.
  - Disruption to users of the area associated with the potential impacts on the key cycling route for bicycle commuters accessing Sydney CBD, which may result in inconvenience, frustration and changes to daily way of life routines.
- Potential disruption to access to and use of gathering places in the area (e.g., Darling Harbour foreshore, Crescent Garden park, existing restaurants within the Cockle Bay Wharf precinct) due to noise, dust, vibration, hoardings etc may cause inconvenience and frustration and change of usual daily or weekly routines – for example reduced opportunities for local office workers to have lunch and take breaks outdoors.
- Cumulative potential way of life impacts associated with other development projects close to the site, which have the potential to increase community sensitivity. This may cause a cumulative sense of disruption, inconvenience and frustration - residents and local workers experiencing "construction fatigue".

It is noted that the acoustic assessment prepared for this SSDA concludes that noise impacts associated with the project will be negligible given the inherent noise levels on surrounding roadways which is likely to mask the worst impacts of the construction noise for any sensitive receivers (Acoustic Logic, 2021, pp. 16-18). Whilst the traffic noise can "mask" the construction noise, the project would nevertheless contribute to the overall noise levels in the locality, and related cumulative impacts to wellbeing. A community survey undertaken by City of Sydney (2017) indicates that ongoing construction in the CBD area is a key issue negatively impacting on overall experience and enjoyment of the area.

However, this project is not responsible for resolving the matter of widespread noise in the area. The construction impacts are temporarily adding to permanent noise levels, in a way that will be 'negligible'. The implementation of suggested mitigation measures, as summarised below and per the Construction Management Plan, and ongoing consultation to track for 'construction fatigue' will be critical for successfully mitigating increased impact on residents' way of life.

##### During operation

- Improvements to way of life and daily routines for local workers and residents associated with the delivery of a high quality, contemporary mixed-use development. Specifically, the proposed development would result in:
  - Potential improvements to working environments for the tenants of the proposed buildings. The construction of the proposed mixed-use development in accordance with Design Excellence Strategy would potentially lead to improved work performance, staff and visitor satisfaction.
  - The provision of interfaces and connectivity between the new development and the Pyrmont Bridge and Darling Park towers has the potential to enhance convenience and improve the daily living routines of workers and visitors of the proposed buildings.



- New pedestrian connections between Pyrmont Bridge, the site, and Sydney CBD have the potential to enhance convenience and improve the daily living routines of residents, workers and visitors using the active transport networks in the area. Connectivity has been one of the issues raised during community consultation sessions – people see it both a concern, and an opportunity for this site (Newgate Research 2021).
- New retail and leisure uses to be delivered on site have the potential to improve accessibility to such uses for workers and visitors to the area.
- The provision of at least 6,500m<sup>2</sup> of publicly accessible open space in this project has the potential to enhance opportunities for recreation and social interaction for workers, residents and visitors to the area. This open space, associated with the construction of a landbridge across part of the Western Distributor between Darling Harbour and Darling Park, could increase the relatively limited green space provision in the high-density inner city area. Community consultation outcomes show that the provision of the park is seen as a key benefit of this development (Newgate Research 2021).

## Responses / mitigation measures

### During construction:

- Implement mitigation measures set out in the Construction Management Plan to reduce the impacts associated with noise and vibration and visual amenity during the construction phase.
- Implement the Construction Traffic Management and Pedestrian Management Plan.
- Implement mitigation measures included in other technical reports, including Noise and Vibration Assessment, Air Quality Assessment, Construction Traffic Management Plan and Visual Impact Analysis.
- Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided. Engagement should explore opportunities to minimise impacts and to understand community attachment to the sites and venues impacted.
- Continue to consult with the Council, adjacent businesses, TfNSW, and other key stakeholders, to minimise impacts and cumulative impacts.

### During operation:

- Develop and implement a Operational Plan of Management.
- Deliver the new or improved through site accessways and connection points to the site to enhance the connectivity to the surrounding neighbourhood (e.g. public transport stops, Darling Harbour, Darling Square and Sydney CBD).
- Conduct detailed analysis of noise emissions associated with tenancy uses as part of individual development applications.

## Summary:

<b>Overall impact</b>	<p>Potential for disruption to daily routines of residents, workers and visitors during the construction phase of the proposal. Significant disruption due to the large number of workers, visitors and residents in the locality, and cumulative impacts to way of life due to presence of other construction activities in the locality.</p> <p>Overall improved access to high quality mixed-use office, retail and publicly accessible open space uses at this site would have a significant social benefit once operational.</p> <p>Social impact ratings associated with the change to Way of Life are considered High with following overall ratings:</p> <p>Construction: High (Likely Major) - negative</p> <p>Operation: High (Likely Major) - positive</p>
<b>Duration</b>	Operational benefits are long term, construction impacts are temporary (estimated as approximately 48 months).

<b>Severity/ sensitivity</b>	High sensitivity due to presence of high density residential and office buildings and high use leisure area in close proximity of the site, and various sensitive groups (children, elderly, people with limited mobility, and others) likely to be accessing Sydney CBD daily.
<b>Extent</b>	Construction impacts would mainly impact the workers, residents and visitors of the Primary Study Area.  Operational impacts, such as access to new retail offering, contemporary office space, and a publicly accessible park would benefit the residents, workers and visitors from across the Secondary Study Area and beyond.
<b>Potential to mitigate/ enhance</b>	Construction impacts would need to be proactively mitigated due to the high-density environment. During operation, there is a high ability for workers, visitors and local community to adapt to new facilities on the site, due to their proposed quality and design.

## Accessibility

### Potential impacts

#### During construction:

- Temporary negative impacts to accessibility associated with the noise, dust and vibration caused by the establishment of the construction site and construction activity across the site, which may result in impacts to access to and use of social infrastructure and recreational destinations in this area (e.g. Darling Harbour foreshore, museums and tourist attractions along the harbour, the Darling Crescent park).
- Potential impacts to accessibility due to increased traffic movements and congestion along key roads in the locality due to construction activities and vehicle movements in the area. This can potentially impact access to and use of social infrastructure, businesses, or other amenity in the area.
- Potential impacts to accessibility from closing footpath and cycling lanes connecting Pyrmont Bridge and Market Street for construction activities would affect the daily routines of local active commuters. These proposed changes to access routes for pedestrians and bicycle users are significant given that Pyrmont Bridge is a key cycling connection between the Inner West and Sydney CBD.
- The construction of a land bridge across part of the Western Distributor has the potential to impact on the daily routines of commuters using the Western Distributor.
- Potential disruption to access to local residential and commercial buildings, businesses and open space in the area due to reduced availability of parking opportunities due to pressure from construction worker vehicles and movements.
- Potential wayfinding and streetscape impacts associated with establishment of the construction site (including hoardings) and construction activities that could disrupt ease of access for local residents, workers, and visitors in the area. It is noted that the proponent has undertaken technical studies to address wayfinding during the operational phase of the development, however this has not yet been prepared for the construction phase.

#### During operation

- The provision of additional office capacity and retail and leisure uses on this site has the potential to improve accessibility to diverse uses in a prime CBD location, close to jobs and other amenity, and that is accessible by various modes of active and public transport, reducing the need for workers and visitors to rely on private vehicles.
- The provision of new pedestrian connections delivered by this project has the potential to enhance connectivity and convenience for residents, workers, and visitors using the active transport networks in the area.
- The provision of at least 6,500m<sup>2</sup> of publicly accessible open space in this project would increase access to public open green space with desirable water views. This open space, associated with the construction of a landbridge across part of the Western Distributor between Darling Harbour and Darling Park, is a rare opportunity to increase green space provision in the high-density inner-city area. Provision of green open space is seen as a key benefit of this development by local community (Newgate Research 2021).

- Increases in additional vehicle traffic during operation are expected to be negligible as there will not be additional parking capacity created (Traffic Impact Assessment, Aurecon, 2021).

It is noted that there are currently no additional parking spaces proposed for the development (Traffic Impact Assessment, Aurecon, 2021). However, as such, should users of the site choose to use private vehicles, there will be existing car spaces made available in the adjacent Darling Park development carpark.

As such, the development would discourage accessing Sydney CBD by private vehicles and encourage public and active transport access to the site. This would support City of Sydney Council's targets stipulated in its Community Strategic Plan that seek to increase the proportion of public and active transport trips to the area (in lieu of private vehicles).

- The provision of 502 bicycle parking spaces and extensive end of trip facilities (948 lockers, 160 showers) is expected to encourage choice of active transport modes to access this site (Green Travel Plan, Aurecon, 2021). However, it is noted that architectural investigations have determined that additional cycling connections across the Western Distributor are not feasible in this development (Cycling Assessment, Arup, 2021).
- While it is positive that the proposal encourages accessing the site by public and active transport modes, there is however a potential for increased traffic movements and traffic or pedestrian congestion in the streets and Darling Harbour foreshore surrounding the site based on the significant volume of workers, visitors, delivery and other services accessing this building, noting that the development can accommodate up to an estimated 7,500 office, retail and leisure workers on an ongoing basis and a large number of visitors daily (estimated total 18,000 of visitors to the site), once operational. Congestion in the area, in particular concern that the building would encroach on the pedestrian experience of the Darling Harbour promenade, is among the concerns of the local community consulted regarding the design of the proposed development (Newgate Research 2021).

## Responses / mitigation measures

### During construction:

- Implement mitigation measures set out in the Construction Management Plan to reduce the impacts associated with noise and vibration and wayfinding during the construction phase.
- Implement mitigation measures included in other technical reports, including Noise and Vibration Assessment, and Air Quality Assessment.
- Implement a Construction Traffic Management and Pedestrian Management Plan.
- Explore potential for internal and external wayfinding strategies to ensure that the site and surroundings remain legible and walkable for users of the site during both construction and operation.
- Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided.
- Engage with stakeholders (incl local business owners) and explore opportunities to retain easy access to daily living needs, amenity and services.

### During operation:

- Develop and implement a Plan of Management for the proposed development to identify opportunities to enhance access and convenience for workers and visitors to the proposed development, to enhance safety and to manage any traffic and transport issues as they arise.
- Ensure adequate wayfinding and pedestrian connections to active transport links and public transport stops in the locality to support active and public transport use to access the site (see the Wayfinding & Signage Strategy, Strategic Spaces, 2021). It is noted that the Accessibility Report prepared for this SSDA (Morris Goding Access Consulting, 2021) recommends extensive wayfinding consideration and accessible design for the operational phase of the proposal.

Implement the Green Travel Plan (Aurecon, 2021), including monitoring frameworks.

- Identify opportunities to activate publicly accessible space delivered on the site in ways that are welcoming to all community members and can encourage social gatherings and casual social interaction between local workers, residents and visitors to the site.
- Identify opportunities to include offerings in the retail mix that are affordable and accessible for various community groups.
- Ensure the buildings and proposed open space follows universal design principles and can be enjoyed by people of all ages and abilities.

### Summary:

<b>Overall impact</b>	<p>Potential changes to access for local social infrastructure and services – e.g. cultural and tourism infrastructure and local gathering places within the locality – and attendant sense of disruption and inconvenience. Changes to localised road network, including Pymont Bridge active transport link, and Darling Harbour foreshore. Significant disruption due to the large number of workers, visitors and residents in the locality.</p> <p>Overall improved access to a new publicly accessible open space, work spaces and retail offering at this centrally located site that is well connected to existing active and public transport infrastructure would have a significant positive benefit to community once operational.</p> <p>Social impact ratings associated with the change to Accessibility are considered High with following overall ratings:</p> <ul style="list-style-type: none"> <li>• Construction: High (Likely Major) - negative</li> <li>• Operation: High (Likely Major) - positive</li> </ul>
<b>Duration</b>	Operational benefits are long term, construction impacts are temporary (estimated as approximately 48 months).
<b>Severity/ sensitivity</b>	High sensitivity due to presence of high density residential and office buildings and high use leisure area in close proximity of the site, and various sensitive groups (children, elderly, people with limited mobility, and others) likely to be accessing Sydney CBD daily. High sensitivity due to temporary impacts on high-use active transport and road infrastructure in the area
<b>Extent</b>	<p>Construction impacts would impact the workers, residents and visitors of the Primary Study Area, as well as users of the Pymont Bridge and Western Distributor.</p> <p>Operational impacts, such as access to new retail offering, contemporary office space, and publicly accessible park would benefit the residents, workers and visitors from across the Secondary Study Area and beyond.</p>
<b>Potential to mitigate/ enhance</b>	Construction impacts would need to be proactively mitigated due to the high-density environment and potential impacts on Pymont Bridge, Darling Harbour foreshore and Western Distributor users. During operation, there is a high ability for workers, visitors and local community to adapt to new facilities on the site, due to their proposed quality and design.



## Community, including its composition, cohesion, character

### Potential impacts

#### During construction:

- The construction period may temporarily disrupt or change the existing local community surrounding the site, including:
  - Impacts to size and composition: significantly increased numbers of construction workers in the area due to the estimated 3,332 job years of employment this project will create, which has the potential to change the composition of the local area. However this impact is likely to be minor to moderate, noting that the area sees a large number of 'anonymous' visitors and through-commuters daily, and there is a presence of construction workers in the Sydney CBD due to various construction projects in the area.
  - Impacts to how the community functions: increased numbers of construction workers required for this project has the potential to impact on perceptions of safety in the area due to 'strangers' in the area, however noting that area generally has a high number of worker population and 'anonymous' through commuters/ visitors in general, and that construction workers in the CBD area is not an uncommon sight.
  - Impacts to sense of place: Changes to the streetscape due to construction activities has the potential to impact community connection to and sense of place.
- Potential impacts to social fabric of the area associated with changed access to community gathering places and social infrastructure, that may impact the networks of local communities (e.g. the Crescent Garden park (a popular lunch spot for local workers), access to the Darling Harbour foreshore, venues within the Cockle Bay Wharf precinct and surrounds (e.g. Home nightclub) that would be permanently closed or relocated, and others)

#### During operation

- Potential changes to the community profile associated with the proposal accommodating up to an estimated 7,500 office, retail and leisure workers on an ongoing basis, and the new retail offerings are likely to attract a new set of customers to the area (estimated total 18,000 of visitors to the site). It is noted that the site is situated within the Sydney CBD, an established high-density economic centre, and simultaneously in the Darling Harbour entertainment precinct, and the proposed building is in line with strategic drivers for the site.
- Provision of contemporary high-density office space in this area can catalyse new social and professional networks among the workforce of the new facilities (office tower, co-working spaces, retail hub).
- Potential benefits to community cohesion and functioning associated with the delivery of high quality office and retail floorspace at this location, which reflects contemporary office design standards to support worker wellbeing.
- Potential benefits to community cohesion in the high-density area associated with 6,500m<sup>2</sup> of publicly accessible open space and other gathering places (such as cafes and restaurants) generated by the project, catalysing enhanced opportunities for social interaction for workers, residents and visitors to the area. Such spaces act as "third spaces" where community members can relax and socialise outside of their homes and workplaces help meet the increased need driven by the high-density office uses on the site itself, and by the overall high-density working and living environment in the locality, and could help support community cohesion in this area.

Community consultation report shows that the open parklands with a variety of areas designed for different activities and enhanced entertainment areas with expectations of variety in terms of type of retailer, cuisine and price point were highly attractive features of the design (Newgate Research 2021).

### Responses / mitigation measures

#### During construction:

- Implement mitigation measures set out in the Construction Management Plan to reduce the impacts associated with the construction phase.
- Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be

provided. Engagement should explore opportunities to minimise impacts and to understand community attachment to the sites and venues impacted.

During operation:

- Implement a Plan of Management for the proposed development to identify opportunities to enhance access and convenience for workers and visitors to the proposed development, and to manage safety issues as they arise.
- Publicly accessible spaces can facilitate social gatherings and casual social interaction and enhance community cohesion. Community would like to see entertainment or recreational facilities to offer something for people of all ages; children, teenagers, families, and adults (Newgate research 2021). Ensure retail offerings include a range of options and are welcoming to all community members. Ensure outdoor and indoor gathering spaces are welcoming to all community members, and offer a range of activities for people of all ages.
- Explore opportunities to maximise the value of the new public spaces through design elements, programming and activation that invite residents, workers, visitors and the broader community to the new precinct (e.g. seating, markets).
- Explore opportunities to include high quality internal gathering spaces, breakout spaces and other design elements to support worker wellbeing within the proposed development.

**Summary:**

<b>Overall impact</b>	<p>Potential changes to community character, and sense of place and belonging associated with changes to streetscape and construction activity, and disruption or change to access to some existing community gathering spaces (including the Crescent Garden park, and existing venues within the Cockle Bay Wharf precinct), and addition of new facilities and gathering spaces once operational.</p> <p>The redevelopment of the site, if impacts associated with construction and operation of the site are well mitigated, can support positive social outcomes for the community.</p> <p>Social impact ratings associated with the change to Community are considered Medium to High with following overall ratings:</p> <ul style="list-style-type: none"> <li>• Construction: Medium (Possible Moderate) - negative</li> <li>• Operation: High (Likely Major) – change could be perceived either as positive or negative, depending on the receiver</li> </ul>
<b>Duration</b>	Operational benefits are long term, construction impacts are temporary (estimated as approximately 48 months).
<b>Severity/ sensitivity</b>	High sensitivity due to presence of high density residential and office buildings and high use leisure area in close proximity of the site, and various sensitive groups (children, elderly, people with limited mobility, and others) likely to be accessing Sydney CBD daily.
<b>Extent</b>	<p>Construction impacts would mainly impact the workers, residents and visitors of the Primary Study Area.</p> <p>Operational impacts, such as access to new retail offering, contemporary office space, and publicly accessible park would benefit the residents, workers and visitors from across the Secondary Study Area and beyond.</p>
<b>Potential to mitigate/ enhance</b>	Construction impacts would need to be proactively mitigated due to the high-density environment. During operation, there is a high ability for workers, visitors and local community to adapt to new facilities on the site, due to their proposed quality and design.

## Culture: shared beliefs, customs, values and stories, and connections to land, places, buildings

### Potential impacts

#### During construction:

- Changes to appearance and uses of the site due to the construction period has the potential to change connection to place for local residents, workers and visitors (e.g. loss of the environment built to celebrate the bicentennial, nostalgia for patrons of the Home nightclub or visitors of other venues on the site).
- Establishment of the construction site has the potential to impact access to and use of local heritage and cultural elements, including:
  - Pyrmont Bridge is a heritage-listed bridge and the more contemporary pedestrian connection to the bridge will be demolished and reconstructed as part of the works.
  - The Corn Exchange building on the corner of Sussex and Market streets, across the street from the site is a state heritage listed building.
- Possible impacts to accessibility and connectivity within the Sydney CBD during major events, for event attendees. Sydney CBD is a venue for major events, including Sydney Festival, Vivid, Art Month and other events that contribute to community cohesion and sense of place. These events may possibly need to be moved to alternate locations and/ or need road or footpath adjustments, and/or construction activities may need to be adjusted to avoid conflict with the festivals.

#### During operation:

- Potential positive impacts associated with the construction of the proposed mixed-use development in accordance with Design Excellence Strategy. The design solution for the proposed development was a result of an international Architectural Design Competition, and would deliver highest quality architectural, landscape and urban design in this highly visible and prominent location. This will be an improvement over the current outdated look and feel of the site and has a potential to improve the sense of place of local workers, residents and visitors, as well as contribute to place narratives associated with the ongoing development of the area and reinforcing the Sydney CBD, Darling Harbour and surrounds as internationally significant and attractive economic and tourism destinations.
- Local Aboriginal stakeholders were consulted to inform the design and landscape of the site. Community consulted on the design of this site generally welcomes inclusion of such elements - Indigenous design elements had strong appeal, were culturally relevant and were found to have the potential to create a unique positioning for the development if given a strong focus. However respondents noted that such design or programmatic elements need to be meaningful and genuine. (Newgate Research 2021)
- Potential negative impacts associated with the establishment of the proposed office tower that is of notably taller height compared to the existing structures on and surrounding the site, albeit compliant with the height set under the Stage 1 Concept Approval. The proposed tower would at certain times of the day overshadow nearby buildings and open space, including the future Town Hall Square which could become a popular meeting place in the CBD. However, it is noted that this is consistent with Stage 1 Concept Approval and none of the additional overshadowing breaches the conditions of consent.
- The provision of at least 6,500m<sup>2</sup> of publicly accessible open space in this project has the potential to improve sense of place due to improved quality and design of open space in the area. This open space could increase spaces for gathering and events in this prominent, highly visible, and accessible location.
- Increased activation of the site due to notable increased capacity and re-design has the potential to facilitate new places narratives and improved connection to place.

## Responses / mitigation measures

### During construction:

- Explore opportunities to utilise the hoardings to exhibit artwork or photography of local culture and heritage to reduce visual impact of construction activity and catalyse improved connection to place at the site during the construction phase (see Public Art Strategy prepared for this SSDA, Cultural Capital, 2021)
- Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided. Engagement should explore opportunities to minimise impacts and to understand community attachment to the sites and venues impacted.
- Sydney CBD and Darling Harbour host a number of major events. Consultation would need to be carried out with festival and event organisers to mitigate potential impacts on the operation of the festivals or events.
- Implement the Archaeological Excavation Methodology and Aboriginal heritage guidelines (Aboriginal Cultural Heritage Assessment Report, Artefact, 2021).
- Implement the Heritage Interpretation Strategy prepared as part of this SSD application (Weird Phillips Heritage and Planning, 2021).

### During operation:

- The PSA and SSA residents and workers are a culturally and linguistically diverse community. There may be a need to consider opportunities for culturally appropriate spaces within the development e.g. prayer rooms to support diversity/inclusion, as well as spaces for cross-cultural learning. It is noted that these would be provided by the tenants themselves within their own fit outs.
- Ensure outdoor and indoor gathering spaces are welcoming to all community members. Consider opportunities to improve connection to place through programming the publicly accessible spaces to include the broader community, including for cultural celebrations.
- Consider opportunities for native plantings and soundscapes inspired by Australian environments. Incorporate Aboriginal and Torres Strait Islander cultural heritage into the design of indoor and outdoor spaces, and potentially naming that reflects Indigenous place names (see Public Art Strategy prepared for this SSDA, Cultural Capital, 2021)

## Summary:

<b>Overall impact</b>	<p>Potential changes to connection to place due to changes to the appearance and use of the site, potential disruption or change to use of cultural infrastructure and heritage items in the locality.</p> <p>The redevelopment of the site to highest architectural standard, if impacts associated with construction and operation of the site are well mitigated, can however contribute to new place narratives and reinforce the Sydney CBD, Darling Harbour and surrounds as internationally significant and attractive economic and tourism destinations.</p> <p>Social impact ratings associated with the change to Culture are considered Medium to High with following overall ratings:</p> <ul style="list-style-type: none"> <li>• Construction: Medium (Possible Moderate) - negative</li> <li>• Operation: High (Likely Major) – change could be perceived either as positive or negative, depending on the receiver</li> </ul>
<b>Duration</b>	Operational benefits are long term, construction impacts are temporary (estimated as approximately 48 months).
<b>Severity/ sensitivity</b>	High sensitivity due to presence of high density residential and office buildings and high use leisure area in close proximity of the site, and cultural importance of this area. High sensitivity due to various sensitive groups (children, elderly, people with limited mobility, and others) likely to be accessing the Sydney CBD daily.



Responses / mitigation measures	
<b>Extent</b>	<p>Construction impacts would impact past and current workers, residents and visitors of the Primary Study Area, many of whom may be from Greater Sydney, or beyond.</p> <p>Operational impacts would be experienced by past, current and future residents, workers and visitors to the area, who may be from Greater Sydney, and beyond.</p>
<b>Potential to mitigate/enhance</b>	Construction impacts would need to be proactively mitigated due to the high-density environment. During operation, there is a high ability for workers, visitors and local community to adapt to new facilities on the site, due to their proposed quality and design.

## Surroundings – amenity

### Potential impacts

#### During construction:

- The establishment of the construction site, including hoardings, has the potential to create negative amenity impacts, including:
  - Visual impacts on the surroundings. It is noted that the location is highly visible from the three towers of the Darling Park complex, various areas of the Darling Harbour foreshore, and hotels across the Harbour.
  - Potential impacts on perceptions of safety in the area due to changes in sightlines.
- Impacts on amenity of the area associated with vibration, dust, noise, and truck movements associated with construction activity, including:
  - Reduced amenity and opportunities for enjoyment of the surroundings, for example for people that typically use the Crescent Garden or the foreshore for breaks, leisure, exercise, and commuting.
  - Local community may have concerns that vibration generated by construction activities can cause harm (e.g. cracks) to local heritage (Pyrmont Bridge, Corn Exchange) and other buildings.
- Potential amenity impacts due to increased activation of the locality from an increased number of construction workers in the area - approximately 3,332 job years of employment are expected to be created to deliver this project, of which many of these will be construction workers.
- Impacts on amenity associated with the removal of existing trees and foliage on the site. This may affect amenity and walkability of the area, particularly for users of the Darling Harbour foreshore.

#### During operation:

- Permanent changes to the streetscape through establishment of buildings of notably taller height compared to the existing structures at the site and neighbouring office towers. The proposed tower would be visible from various vantage points around the harbour, with potential impacts including:
  - The tower will partly overshadow the Crescent Garden Park, adjacent the site, that is a popular lunch spot for local workers.
  - The tower would block some water views from the existing Darling Park office towers, and will impact existing westerly views from the residential Astoria Tower nearby the site.
  - The proposed tower would (partly) overshadow nearby buildings and open space. For example, the tower will partly overshadow the planned Town Hall Square - a prominent future plaza, intended to provide an important communal open public space and gathering space in the CBD area – albeit within an acceptable range. It is noted that none of the overshadowing breaches the conditions of consent.
  - The tower would produce glare, and although in keeping with the dense inner city context, it is noted in the Reflectivity Report prepared for this SSDA that solar glare may impact on traffic, pedestrians, and surrounding buildings (ARUP, 2021, page 16).
- Potential positive impacts associated with the construction of the proposed mixed-use development in accordance with Design Excellence Strategy. The design solution for the proposed development would deliver highest quality

architectural, landscape and urban design in this highly visible and prominent location, and is likely to provide improved amenity and enjoyment of surroundings for local workers, visitors and residents. Built form of the proposal is described as a unique mix of a large public park, human scale retail village, and a city scale tower broken by green terrace cuts. The proposal is designed for the climate, public space is designed as a journey, and connects the CBD with the harbour.

- In particular, the provision of at least 6,500m<sup>2</sup> of publicly accessible open space in this project has the potential to improve amenity and enjoyment of surroundings in a high-density inner city area. This open space, associated with the construction of a landbridge across part of the Western Distributor between Darling Harbour and Darling Park, could increase spaces for gathering and events in a high amenity, waterside location.
- Increased activation of the site due to increased capacity and re-design has the potential to improve perceptions of safety in the surroundings.
- Potential for increased traffic movements and traffic or pedestrian congestion in the streets and Darling Harbour foreshore surrounding the site associated with workers, visitors, delivery and other services accessing this building, noting that the development can accommodate up to an estimated 7,500 office, retail and leisure workers on an ongoing basis and a large number of visitors daily (estimated total 18,000 of visitors to the site).
- Whilst the community welcomes the proposed park and recreational uses in the area, and thinks that Cockle Bay Wharf is overdue for a revamp, there are also various concerns that the community has expressed in relation to the building design. The concerns are generally associated with the scale of the tower and how it fits within the existing cityscape. Community has expressed concerns that the buildings in the proposal are insensitive to the harbour, it's immediate surrounds, and to the heritage listed Pyrmont Bridge. People also have concerns regarding potential glare, heat, noise, impacted views, and potential congestion along Darling Harbour with the building encroaching onto the promenade. (Newgate Research 2021)

## Responses / mitigation measures

- Implement mitigation measures set out in the Construction Management Plan to reduce the impacts associated with the construction phase.
- Implement mitigation measures included in technical reports, including Noise and Vibration Assessment, Air Quality Assessment, Construction Traffic Management Plan and Visual Impact Analysis.
- Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided.
- Explore opportunities to utilise the hoardings to exhibit artwork or photography of local culture and heritage to reduce visual impact of construction activity and catalyse improved connection to place at the site during the construction phase.
- Explore and identify opportunities for public art and play elements throughout the site for the operational phase of the site.
- Community has raised the issue of safety in the area, in particular at night (Newgate Research 2021.) As the park is likely to be accessed outside of daylight hours, ensuring adequate lighting, clear sightlines and other CPTED measures will support safety outcomes, by implementing the recommendations of the CPTED assessment prepared for this SSDA (Ethos Urban, 2021).
- Ensure the proposed open space follows universal design principles and can be enjoyed by people of all ages and abilities.
- Open space planning in high density needs to give consideration to accommodating a range of uses in a limited space. Explore opportunities to minimise conflict between users and with neighbours (e.g. noise and complaints).
- Implement the Green Travel Plan to encourage active and public transport use by future residents and tenants of the site, and to reduce traffic and congestion impacts across the precinct.
- Develop and implement a Plan of Management for the proposed development to identify opportunities to enhance access and convenience for workers and visitors to the proposed development during its operation, to enhance safety and to manage any traffic and transport issues as they arise.

<b>Summary:</b>	
<b>Overall impact</b>	<p>There would be significant amenity impacts associated with construction. However, it is noted that the construction site would be located in the Sydney CBD, which is frequently undergoing construction activity and consequent changes to the streetscape.</p> <p>Provision of high quality architectural buildings, publicly accessible park and space at this prominent location can have a positive benefit to surroundings if elements of the proposal are supported by the local community. However, it is noted that the change to the appearance of the site would be significant and may not appeal to all current residents, workers and visitors to the area.</p> <p>Social impact ratings associated with the change to Surroundings and amenity are considered Very High with following overall ratings:</p> <ul style="list-style-type: none"> <li>• Construction: Very high (Almost certain Major) - negative</li> <li>• Operation: Very high (Almost certain Transformational) - change could be perceived either as positive or negative, depending on the receiver</li> </ul>
<b>Duration</b>	Operational benefits are long term, construction impacts are temporary (estimated as approximately 48 months).
<b>Severity/ sensitivity</b>	High sensitivity due to presence of high density residential and office buildings and high use leisure area in close proximity of the site, and various sensitive groups (children, elderly, people with limited mobility, and others) likely to be accessing Sydney CBD daily.
<b>Extent</b>	<p>Construction impacts would mainly impact the workers, residents and visitors in the Primary Study Area.</p> <p>Delivery of the new landmark building and associated publicly accessible open spaces would benefit the residents, workers and visitors to the area, who may be from Greater Sydney and beyond.</p>
<b>Potential to mitigate/ enhance</b>	<p>Construction impacts would need to be proactively mitigated due to the high-density environment. Ongoing contact and engagement will be crucial to ensure stakeholders are informed about all changes that may impact them throughout the project. Further to this, the proposed Construction Management Plan will be crucial to ensure that any foreseeable construction impacts are mitigated prior to them arising.</p> <p>During operation, there is a high ability for workers, visitors and local community to adapt to new facilities on the site, due to their proposed quality and design. A proposed Plan of Management for the proposed development would be important to identify opportunities to enhance access and convenience for workers and visitors to the proposed development during its operation, to enhance safety and to manage any traffic and transport, or other issues as they arise.</p>

## Health and wellbeing

### Potential impacts

#### During construction:

- Potential wellbeing impacts for residents, workers and visitors in the area, associated with construction dust, noise and vibration. Note particularly impacts on health and wellbeing of more sensitive users of the area, e.g. residents, workers and visitors that may have existing respiratory conditions, or are sensitive to noise or vibration.
- Potential impacts for pedestrian safety, associated with construction activities and vehicle movements, including the rerouting of traffic from the Western Distributor to local streets.
- Potential impact to health and wellbeing of local commuters, associated with temporary disruption to access of active transport infrastructure (in particular Pyrmont Bridge and Market Street), and resulting in reduced opportunity for physical activity.
- Potential impacts to health and wellbeing due to changes to or loss of opportunities for social interaction (e.g. restaurants and venues within the Cockle Bay Wharf precinct and surrounds, the Crescent Garden, and Darling Harbour foreshore).
- Potential for increased community sensitivity and impacts to wellbeing due to other recent or future construction impacts in the vicinity of the site (e.g., other redevelopment projects in the Darling Harbour area, Haymarket, Pyrmont and Sydney CBD), with the potential impact of residents and local workers experiencing "construction fatigue".

It is noted that the acoustic assessment prepared for this SSDA concludes that noise impacts associated with the project will be negligible given the inherent noise levels on surrounding roadways which is likely to mask the worst impacts of the construction noise for any sensitive receivers (Acoustic Logic, 2021, pp. 16-18). Whilst the traffic noise can "mask" the construction noise, the project would nevertheless contribute to the overall noise levels in the locality, and related cumulative impacts to wellbeing.

As noted in 'Way of Life', this project is not responsible for resolving the matter of widespread noise in the area. The construction impacts are temporarily adding to permanent noise levels, in a way that will be 'negligible'. The implementation of suggested mitigation measures, summarised below, and ongoing consultation and communications will be critical for successfully mitigating impact on residents' wellbeing.

#### During operation:

- New pedestrian connections between Pyrmont Bridge, the site, and Sydney CBD have potential positive health and wellbeing impacts by enhancing convenience that can encourage uptake and use of active transport modes for commuting and physical activity by residents, workers and visitors of the area.
- The provision of at least 6,500m<sup>2</sup> of publicly accessible open space in this project has the potential to create wellbeing impacts (physical and mental health benefits) associated with access to green space open space. Primarily delivered with the construction of a landbridge across part of the Western Distributor between Darling Harbour and Darling Park, the project has the potential to enhance opportunities for recreation and social interaction for workers, residents and visitors to the area, noting the limited opportunities for enjoyment of green open spaces in high density inner city areas.

### Responses / mitigation measures

#### During construction:

- Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided.
- Implement mitigation measures set out in the Construction Management Plan to reduce the impacts associated with the construction phase.
- Implement Construction Traffic Management and Pedestrian Management Plan.

- Implement mitigation measures included in other technical reports to support the SSDA, including but not limited to Noise and Vibration Assessment, Air Quality Assessment, and others.
- Collaborate with the Council, adjacent businesses, TfNSW etc to coordinate works to minimise impacts and cumulative impacts.

#### During operation:

- Explore opportunities for seamless integration of the site with existing active transport networks in the area
- Implement the Green Travel Plan to encourage active and public transport use by future workers and visitors to the site, and to reduce traffic and congestion impacts across the precinct.
- Ensure the proposed open space follows universal design principles and can be enjoyed by people of all ages and abilities. Consider providing for diversity of recreation opportunities to enable a range of activities.
- Open space planning in high density needs to give consideration to accommodating a range of uses in a limited space. Explore opportunities to minimise conflict between users and with neighbours (e.g. noise and complaints).
- Ensure high quality design in relation to the landscape setting, amount of vegetation and shade, condition of facilities, and equipment.
- As the park is likely to be accessed outside of daylight hours, ensuring adequate lighting, clear sightlines and other CPTED measures will support safety outcomes.
- Explore opportunities to incorporate health and wellbeing uses in the retail component of the site.
- Identify opportunities to include fresh and healthy food offerings in the retail mix.

#### **Summary:**

<b>Overall impact</b>	<p>Potential wellbeing impacts associated with aspects of construction activity (e.g., sensitivity to noise and vibration), and wellbeing impacts associated with construction activities adjacent the Pyrmont Bridge active transport link, which may reduce opportunities for or discourage physical activity. Impacts would be significant due to the large number of workers, visitors and residents in the locality, and potential cumulative impacts to health and wellbeing arising due to other construction activities in the locality.</p> <p>Overall improved amenity and provision of publicly accessible green space would have a significant positive benefit to community, once the site is operational. The redevelopment of the site, if impacts associated with construction are well mitigated, will ensure positive health and wellbeing outcomes for the community.</p> <p>Social impact ratings associated with the change to Health and Wellbeing are considered High with following overall ratings:</p> <ul style="list-style-type: none"> <li>• Construction: High (Likely Moderate) - negative</li> <li>• Operation: High (Likely Major) - positive</li> </ul>
<b>Duration</b>	Operational benefits are long term, construction impacts are temporary (estimated as approximately 48 months).
<b>Severity/ sensitivity</b>	High sensitivity due to presence of high density residential and office buildings and high use leisure area in close proximity of the site, and various sensitive groups (children, elderly, people with limited mobility, and others) likely to be accessing Sydney CBD daily.
<b>Extent</b>	<p>Construction impacts would mainly impact the workers, residents and visitors of the Primary Study Area.</p> <p>Operational impacts, such as access to the new publicly accessible park and active transport links would benefit the residents, workers and visitors from across the Secondary Study Area and beyond.</p>



<b>Potential to mitigate/enhance</b>	Construction impacts would need to be proactively mitigated due to the high-density environment. During operation, there is a high ability for workers, visitors and local community to adapt to new facilities on the site, due to their proposed quality and design.
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## Livelihoods

### Potential impacts

#### During construction:

- Potential positive impacts for livelihoods from the establishment of the construction site and corresponding increase in construction workers include:
  - Increased access to employment opportunities within the construction, manufacturing, and goods and services sectors during the construction phase. Establishment of this construction site is estimated to generate 3,332 jobs years of employment throughout the community. While some of these jobs will be temporary, project-based work is typical to the sector.
  - Potential improved viability of businesses in the area associated with trade from construction workers (for example for cafes and shops in the locality).
- Potential negative impacts for livelihoods due to the establishment of the construction site and associated activities include:
  - Potential reduced patronage for local businesses, based on loss of customers who are currently working at or otherwise visiting the existing buildings on the site.
  - Reduced patronage for local businesses, cultural and tourism attraction venues, tourism accommodation providers and other businesses in the area due to loss of amenity, noise, vibration, dust, road closures, reduced parking and other impacts associated with the construction activities.
- Potential cumulative economic impacts due to the establishment of the construction site and construction activities in the area. These impacts include:
  - Potential loss of work opportunities and clientele for the accommodation (e.g. Hyatt Regency adjacent the site), food and drink, entertainment and tourism attraction providers in the area, in the context of the impacts that the Covid 19 pandemic restrictions and disruptions have had on these industries. In particular in the context of the Sydney CBD that has seen some of the most dramatic losses of customers due to loss of international and domestic business and leisure visitors and office workers working from home.
  - Potential loss of clientele for the office owners adjacent the site, where offices near a construction site would be less desirable to be leased, in the context of the impacts that the Covid 19 pandemic restrictions have had on the Sydney CBD and reduction in office use due to a large number of workers directed to or choosing to working from home, and may lead to offices downsizing and looking for alternative locations. Noting that the Darling Park commercial office precinct adjacent the site is also owned by the Proponent and the temporary business loss has been considered.

#### During operation:

- Potential positive impacts from expanded capacity of the site. The proposal will support up to an estimated 7,500 office, retail and leisure jobs on an ongoing basis, making a significant contribution to employment in the highly-accessible Sydney CBD, and noting the context of expansion of the Sydney CBD towards Haymarket and Pyrmont. As this is a mixed-used development, the job opportunities would be available across several sectors, and potentially accessible to various groups within the community.
- Increased activation of the site due to increased capacity and re-design has the potential to increase patronage for other local businesses in the area.

**Responses / mitigation measures**

- Implement Communication and Engagement Strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided.
- Consider developing and implementing social procurement and employment practices (e.g. targeted employment of vulnerable groups during the construction and operational phase of the development) in order to amplify social benefit associated with livelihoods generation.
- Collaborate with the Council, adjacent businesses, TfNSW etc to coordinate works to minimise cumulative impacts.

**Summary:**

<b>Overall impact</b>	<p>Increased employment opportunities in the construction industry. Increased employment opportunities in this location in the retail and office industries, once operational.</p> <p>Potential changes to viability of businesses in the area associated with amenity impacts and change of foot traffic in the locality (during construction, and operation).</p> <p>Individuals may perceive negative impacts in relation to their personal and property rights and livelihoods during the construction and operational phase, regardless of due process, legal protections and just compensation terms being in place.</p> <p>Social impact ratings associated with the change to Livelihoods are considered High with following overall ratings:</p> <ul style="list-style-type: none"> <li>• Construction: High (Almost certain Moderate) - change could be experienced either as positive or negative, depending on the receiver</li> <li>• Operation: High (Almost certain Major) - change could be experienced either as positive or negative, depending on the receiver</li> </ul>
<b>Duration</b>	Operational benefits are long term, construction impacts are temporary (estimated as approximately 48 months).
<b>Severity/ sensitivity</b>	Sensitivity would depend on the profile of the contractors and workforce on this site, and nearby businesses. Due to high-density nature of the Sydney CBD area, this could include various vulnerable groups.
<b>Extent</b>	<p>Construction impacts would mainly impact the workers, residents and visitors of the Primary Study Area.</p> <p>Operational impacts, such as access to new retail offering, contemporary office space, and publicly accessible park would benefit the residents, workers and visitors from across the Secondary Study Area and beyond.</p>
<b>Potential to mitigate/ enhance</b>	Construction impacts would need to be proactively mitigated due to the high-density environment. During operation, there is a high ability for workers, visitors and local community to adapt to new facilities on the site, due to their proposed quality and design.

**Decision-making systems****Potential impacts**During construction:

- Potential negative impacts associated with establishment of a construction site (e.g. establishment of hoardings) and construction activities (e.g. drilling, concrete mixing, vehicle movements etc) that generate dust, vibration and noise. There are various consulates, City of Sydney local government chambers and offices, Town Hall Square (a key civic site for protests and demonstrations), various Courts and other government offices within walking distance from the site. Establishment of a construction site and construction activities may impact on some people being able to easily access and participate in decisions that affect their lives.

During operation:

- Potential negative impacts associated with delivery of the proposed office tower that is of notably taller height compared to the existing structures at the site and neighbouring buildings. The proposed tower would overshadow nearby buildings and open space, albeit at an acceptable level as what was established in the Stage 1 Concept Approval. The tower will also partly overshadow the future Town Hall Square - a prominent future plaza, intended to provide an important communal open public space and gathering space in the CBD area. It is noted that the overshadowing would be minimal, and that none of the overshadowing breaches the conditions of consent.

**Responses / mitigation measures**

- Undertake ongoing engagement to involve stakeholders in decisions that affect them, and keep them informed of the information that affects how they go about their lives, work and business operations. Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided.
- Opportunity to create mechanism for easy and regular feedback and responding to questions, such as Community Reference Group, an online engagement webpage, and engaging social media channels with prompt responses to queries and concerns.
- Collaboration with the Council, adjacent stakeholders, TfNSW, will be critical to minimising impacts. Proactive engagement prior to major distributions will help stakeholders communicate with the communities and customers.
- Implement mitigation measures set out in the Construction Management Plan to reduce the impacts associated with the construction phase.

**Summary:**

<b>Overall impact</b>	<p>Potential impacts to decision-making systems associated with potential changes to the accessibility of various consulates and other government and social infrastructure in the locality.</p> <p>Social impact ratings associated with the change to access to Decision-Making Systems are considered Low to Medium with following overall ratings:</p> <ul style="list-style-type: none"> <li>• Construction: Low (Unlikely Minor) – negative</li> <li>• Operation: Medium (Unlikely Moderate) - negative</li> </ul>
<b>Duration</b>	Operational impacts are long term, construction impacts are temporary (estimated as approximately 48 months).
<b>Severity/ sensitivity</b>	High sensitivity due to high density CBD environment. Various sensitive groups (elderly, people with disabilities, people with limited English skills) are likely to be accessing Sydney CBD for decision making purposes. Various sensitive groups (children, elderly, people with limited mobility, and others) may be accessing Sydney CBD for using civic open space.
<b>Extent</b>	Construction and operational impacts could impact local communities, as well as workers and visitors to the consulates, local government from across the Greater Sydney and beyond.
<b>Potential to mitigate/ enhance</b>	Construction impacts would need to be proactively mitigated due to the high-density environment. Any changes to access routes for consulates, courts and government infrastructure (should this occur) needs to be mitigated through close consultation and clear communication with managers of social infrastructure and nearby communities.

## **9.4 Monitoring and management framework**

To monitor and measure the ongoing impact of the proposed development on relevant stakeholders and the surrounding community, the following framework is recommended:

### **During construction**

- Development of a Construction Management Plan that includes complaints handling procedure for identifying and responding to community issues related to construction impacts.
- Development of a Communications Strategy that detail the processes and communication strategies to ensure that key stakeholders are advised and consulted about major changes and disruptions, and the process for providing feedback and further consultation during the Project.

### **During operation**

- Continued consultation with relevant stakeholders, to identify emerging social issues and trends.
- Development and implementation of an operational Plan of Management that mandates data collection (e.g., user surveys) to enable ongoing monitoring of the performance of the proposed facilities over time.

## 10.0 Summary of Social Impacts: Concluding comments

In order to address the requirement of the SEARs for the proposed Cockle Bay Park Redevelopment, an assessment of the social impact categories, as defined within the *Draft Social Impact Assessment Guideline* (DPIE, 2020) has been undertaken with consideration to the issues identified through the baseline analysis for the site of the proposed development.

Each social factor is appraised with a significance of the impact based on the likelihood and magnitude of the change that would occur in that category, if the proposed development would be delivered. Overall, the significance level of impacts identified in relation to the proposal range from being Low to Very High. Some of these impacts would be experienced as negative, and some as positive, some are subjective, depending on the receiver.

### Key challenges identified with the proposed development relate to:

- Temporary impacts to surroundings and amenity during the construction phase of the Cockle Bay Park Redevelopment. Changes to amenity may relate to environmental factors such as noise, traffic and parking, vibration, views and air quality. As the surrounding context of the development is also undergoing significant redevelopment activity, users of this site may be experiencing “construction fatigue” and hence more sensitive to cumulative impacts. These impacts will be managed in accordance with legislation and regulation, through a Construction Management Plan to be developed in consultation with the contractor.
- Temporary impacts to accessibility and way of life associated with disruption due to the construction phase, such as changes to wayfinding, pedestrian and bicycle accessibility and daily routines for workers, residents and users of the locality, including users of the Pyrmont Bridge and Western Distributor.
- As the site is located in a high density CBD environment, the area is likely to be accessed by a large number of sensitive receivers who could be more sensitive to changes to environmental factors, accessibility and routines. This could include children, elderly, people with limited mobility, people experiencing illness, disability or distress, and others.
- Due to the scale and magnitude of the development it will have a significant permanent impact upon surroundings. Whilst delivering an architectural landmark, the magnitude of the proposed tower would lead to subsequent shade and loss of sunlight for some surrounding buildings and open spaces, once operational. The scale of the development may also contribute to overcrowding and congestion in the area, if not mitigated by appropriate traffic, wayfinding and sustainable travel measures. Those impacts associated with the scale of the proposed buildings have also been raised by the community as the key issues related to the proposal (Newgate Research 2021).

### The most significant social benefits of the proposal relate to:

- Supporting the transformation of Darling Harbour and Central Sydney delivering significant economic value and employment opportunity for Greater Sydney residents, driving productivity and international competitiveness. Further social benefits are associated with delivery of significant amount of commercial floorspace at an easily accessible location, close to various types of public transport and within walking distance of daily living needs and amenity in Sydney CBD.
- Supporting the transformation of Darling Harbour as an internationally renowned commercial and cultural destination, by delivering an architectural landmark building, including a human scale retail village. The proposal has the potential to enhance the cultural significance and characteristics of the locality through its design, provision of public open space, and improvements to streetscape and pedestrian amenity and wayfinding.
- The proposal would also contribute to the growing diversification and activation of the Sydney CBD and Darling Harbour at night.
- Improved access to open space. The proposed development would deliver at least 6,500 m<sup>2</sup> of publicly accessible open space, co-located with retail and office uses, in a prominent location, and well accessible by public and active transport. This is a rare opportunity to increase green space provision in the high-density inner city area, where opportunities to deliver notable amounts of green open space are generally limited. The planned park at this location is both visually prominent, and well-activated through linkages to retail uses and local street network, to maximise the utilisation of the park. High quality, activated open space at this site has the potential to support worker, resident and visitor wellbeing, increased opportunities for physical activity, and



new opportunities for social interaction and build social cohesion within the largely anonymous CBD environment.

- Potential positive impacts to community connection associated with increased opportunities for social interaction between workers, residents and visitors to the area due to provision of new public and commercial spaces for people to meet and gather, including:
  - At least 6,500 m2 of publicly accessible open space, as discussed above.
  - Retail services on the site, which may facilitate casual encounters and encourage workers and visitors to the site to interact.
  - Potential benefits to community cohesion associated with increased pedestrian activation on the site, including through site links, catalysing new opportunities for community interaction and connection.

The green spaces, pedestrian access, enhanced retail and entertainment offering, and Indigenous design elements are supported by the community consulted regarding the design of the site (Newgate Research 2021).

Provision of amenity and public open space would support wellbeing and social cohesion of local worker and resident communities, and is much needed in order to attract workforce and visitors back to Sydney CBD that has seen significant drop of users and visitors due to remote-working trends and border closures related to the Covid-19 pandemic.

**The overall long-term benefit of the proposed development is considered to be positive, and most negative impacts can be mitigated through implementation of a robust Construction Management Plan, Operational Plan of Management, and ongoing consultation with the local community and relevant stakeholders.**

## Appendix A. Community Profile – Resident population

Category	Primary Study Area	Secondary Study Area	City of Sydney LGA	Greater Sydney
<b><u>Income</u></b>				
Median individual income (annual)	\$34,020	\$37,460	\$49,670	\$37,460
Variation from Greater Sydney median	-9.2%	0.0%	32.6%	na
% of persons (15 years or older) earning \$1,000pw or more	34.1%	38.8%	48.3%	37.3%
Median household income (annual)	\$104,700	\$104,680	\$100,450	\$92,200
Variation from Greater Sydney median	13.6%	13.5%	8.9%	na
% of Households earning \$2,500pw or more	35.2%	36.3%	35.4%	31.8%
<b><u>Age Structure</u></b>				
0 years	0.7%	0.7%	0.9%	1.2%
1-2 years	1.3%	1.3%	1.4%	2.6%
3-4 years	0.8%	0.9%	1.1%	2.6%
5-6 years	0.5%	0.6%	0.9%	2.6%
7-11 years	0.9%	1.2%	1.7%	6.2%
12-17 years	1.0%	1.3%	1.9%	6.9%
18-24 years	19.7%	19.7%	16.7%	9.6%
25-34 years	44.9%	37.1%	33.1%	16.2%
35-49 years	18.8%	20.3%	21.7%	21.3%
50-59 years	5.7%	7.5%	9.0%	12.3%
60-69 years	3.6%	5.7%	6.5%	9.4%
70-84 years	1.7%	3.2%	4.3%	7.1%
85 years and over	0.3%	0.5%	0.9%	1.9%
Males	51.5%	50.5%	51.8%	49.3%
Females	48.7%	49.4%	48.2%	50.7%
Total persons	7,840	45,680	208,370	4,823,900
Median Age (years)	30.0	31.0	32.0	36.0
<b><u>Country of Birth</u></b>				
Australia	17.8%	26.8%	45.1%	61.9%
Aboriginal and Torres Strait Islanders	0.2%	0.5%	1.2%	1.4%
Other Major English Speaking Countries	6.1%	7.9%	12.8%	7.6%
Other Overseas Born	76.1%	65.3%	42.0%	30.5%
% speak English only at home	26.4%	36.4%	58.7%	62.5%
<b><u>Previous Address</u></b>				
Same address as 1 year ago	64.2%	64.8%	67.8%	83.9%
Different address 1 year ago	35.8%	34.9%	31.8%	16.0%
Same address as 5 year ago	23.6%	28.0%	31.4%	56.6%
Different address 5 year ago	76.4%	71.3%	67.7%	42.9%
<b><u>Household Composition</u></b>				
Couple family with no children	31.4%	31.8%	29.7%	23.8%
Couple family with children	10.5%	11.8%	10.9%	37.5%
Couple family - Total	41.9%	43.6%	40.6%	61.3%
One parent family	4.3%	4.9%	4.7%	11.1%
Other families	4.4%	3.2%	1.9%	1.3%
Family Households - Total	50.6%	51.7%	47.2%	73.7%
Lone person household	27.0%	29.5%	37.3%	21.7%
Group Household	22.4%	18.8%	15.5%	4.6%
<b><u>Dwelling Structure (Occupied Private Dwellings)</u></b>				
Separate house	0.2%	0.4%	2.0%	57.2%
Semi-detached, row or terrace house, townhouse etc.	0.2%	4.2%	19.8%	14.0%
Flat, unit or apartment	99.4%	95.2%	77.6%	28.2%
Other dwelling	0.1%	0.2%	0.5%	0.5%
Occupancy rate	85.5%	84.3%	88.1%	92.3%
Average household size	2.6	2.4	2.1	2.8
<b><u>Tenure Type (Occupied Private Dwellings)</u></b>				
Owned outright	13.4%	16.5%	14.5%	30.0%
Owned with a mortgage	13.5%	16.6%	20.5%	34.2%
Rented	72.8%	66.3%	64.3%	35.1%
State or territory housing authority	0.1%	2.5%	7.8%	4.2%
Housing co-operative/community/church group	0.4%	1.6%	1.4%	0.5%
Other tenure type	0.4%	0.6%	0.7%	0.7%

Category	Primary Study Area	Secondary Study Area	City of Sydney LGA	Greater Sydney
<b><u>Attending Education (% of those attending)</u></b>				
Pre-school	1.2%	1.8%	2.7%	6.9%
Infants/Primary Total	3.8%	5.7%	8.8%	32.2%
Government	66.7%	68.3%	68.8%	68.4%
Catholic	12.7%	9.9%	15.1%	19.7%
Other	20.6%	21.8%	16.1%	11.9%
Secondary Total	4.6%	5.4%	7.1%	25.0%
Government	37.9%	54.8%	43.9%	54.8%
Catholic	5.2%	10.4%	23.9%	26.4%
Other	56.9%	34.8%	32.1%	18.9%
Technical or Further Educational Institution	22.2%	17.2%	11.4%	7.6%
University or other Tertiary Institution	32.0%	44.1%	57.1%	24.2%
Other type of educational institution	36.3%	25.7%	12.9%	4.0%
% of total population attending education	32.5%	29.5%	24.5%	25.2%
<b><u>Highest Level of Education Completed (% of population aged 15 years and over)</u></b>				
Year 12 or equivalent	89.2%	88.4%	86.1%	67.5%
Year 9-11 or equivalent	7.4%	8.8%	11.2%	26.7%
Year 8 or below	1.9%	1.6%	1.8%	4.4%
Did not go to school	1.4%	1.1%	0.8%	1.5%
<b><u>Highest Level of Non-School Qualification</u></b>				
Postgraduate degree	18.5%	20.1%	20.7%	13.9%
Graduate diploma or certificate	2.2%	2.6%	3.8%	3.4%
Bachelor degree	50.0%	49.9%	49.3%	36.4%
Advanced diploma or diploma	19.7%	17.5%	14.1%	17.7%
Certificate	9.6%	9.9%	12.2%	28.6%
% of persons with non-school qualifications (persons 15 years and above) - excludes not-stated and inadequately described	58.7%	57.7%	59.8%	52.7%
<b><u>Employment Status</u></b>				
Unemployed/ looking for work	5.5%	6.5%	6.0%	6.0%
Labour force participation rate	76.4%	72.6%	73.5%	65.6%
<b><u>Need for Assistance</u></b>				
With Need for Assistance	7.4%	6.9%	2.4%	4.9%
No Need for Assistance	88.4%	87.7%	84.6%	88.7%
Need not stated	4.2%	5.4%	13.0%	6.4%

<b><u>Top 10 Countries of Birth</u></b>	<b><u>Primary Study Area</u></b>	<b><u>Secondary Study Area</u></b>	<b><u>City of Sydney LGA</u></b>	<b><u>Greater Sydney</u></b>
1	Australia (17.8%)	Australia (26.8%)	Australia (45.1%)	Australia (61.9%)
2	Thailand (15.9%)	China (15.0%)	China (11.2%)	China (5.0%)
3	Indonesia (13.4%)	Thailand (11.0%)	England (5.2%)	England (3.4%)
4	China (12.0%)	Indonesia (7.8%)	Thailand (3.7%)	India (2.9%)
5	Korea South (7.5%)	Korea South (5.3%)	New Zealand (3.0%)	New Zealand (1.9%)
6	India (4.8%)	England (3.4%)	Indonesia (2.9%)	Vietnam (1.8%)
7	England (2.6%)	India (3.3%)	Korea South (1.9%)	Philippines (1.7%)
8	Taiwan (2.1%)	Malaysia (2.0%)	India (1.5%)	Lebanon (1.2%)
9	Vietnam (1.9%)	Hong Kong (2.0%)	United States of America (1.5%)	Korea South (1.1%)
10	Hong Kong (1.9%)	Japan (2.0%)	Hong Kong (1.3%)	Hong Kong (0.9%)

<b><u>Top 10 Languages Spoken at Home</u></b>	<b><u>Primary Study Area</u></b>	<b><u>Secondary Study Area</u></b>	<b><u>City of Sydney LGA</u></b>	<b><u>Greater Sydney</u></b>
1	English (26.4%)	English (36.4%)	English (58.7%)	English (62.5%)
2	Thai (15.7%)	Mandarin (16.3%)	Mandarin (11.3%)	Mandarin (5.1%)
3	Mandarin (15.4%)	Thai (10.7%)	Thai (3.6%)	Arabic (4.3%)
4	Indonesian (11.6%)	Indonesian (6.7%)	Cantonese (3.3%)	Cantonese (3.1%)
5	Korean (7.0%)	Cantonese (5.3%)	Indonesian (2.5%)	Vietnamese (2.2%)
6	Cantonese (4.3%)	Korean (4.8%)	Spanish (2.0%)	Greek (1.7%)
7	Hindi (2.2%)	Japanese (1.9%)	Korean (1.8%)	Hindi (1.4%)
8	Vietnamese (2.0%)	Spanish (1.9%)	French (1.4%)	Italian (1.4%)
9	Spanish (2.0%)	Vietnamese (1.6%)	Vietnamese (1.2%)	Indo Aryan - other (1.3%)
10	French (1.6%)	Hindi (1.6%)	Italian (1.2%)	Korean (1.3%)