

11 Social impacts

This chapter provides a summary of the results of the social impact assessment undertaken for the Project. A full copy of the assessment report is provided as **Technical report 2 – Social**.

11.1 Introduction

This chapter aims to provide an understanding of the community context within which the Project would be undertaken, considering community perceptions, while recognising the diversity of stakeholder interests and values. **Table 11-1** sets out the SEARs relevant to social impacts and identifies where the requirements have been addressed in this EIS.

Table 11-1 SEARs

SEARs	Where addressed in this EIS
Social impacts	
Prepare a social impact assessment, considering relevant factors in Chapters 3 and 4 of the SIA Guideline (DPE, 2017).	Sections 11.2, 11.3, 11.4, and 11.5
Impacts from construction and operation on potentially affected properties and businesses, including property acquisitions/adjustments, access, amenity and relevant statutory rights.	Section 11.4 Note that this is also addressed in Chapter 10 of this EIS
Identify opportunities to use surplus or residual land, particularly for the provision of community space (passive and recreational) and ongoing maintenance of the lands.	Note that this is addressed in Chapter 10 of this EIS

11.2 Method of assessment

11.2.1 Study area

The study area for the Social Impact Assessment (SIA) was defined based on the need to consider local, community and regional impacts. The most significant potential social impacts, particularly those related to amenity, health and wellbeing, and severance and connectivity, are anticipated to occur in closer proximity to the Project area (i.e. the area within which the construction and operation of the Project would be contained). Broader scale potential impacts relate to the wider area and include improved connectivity between Redfern Station and surrounding destinations.

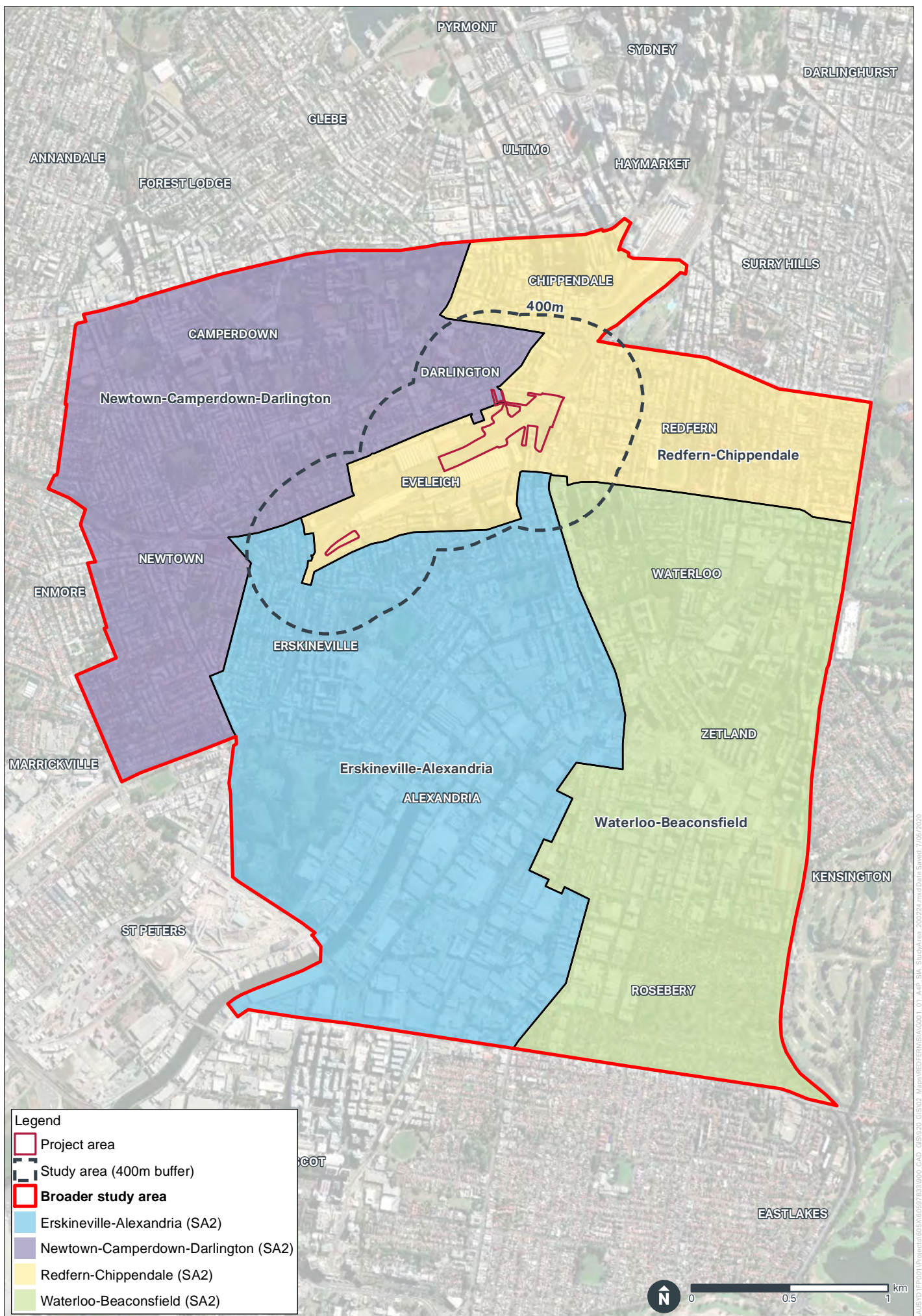
Redfern has been a centre for the Aboriginal community in Sydney since at least the late 19th century. Since this time the suburb has maintained a well-known Aboriginal identity and has been the crucible for a range of Aboriginal social movements. This is evident in the Aboriginal social infrastructure that remains in the area such as the Metro Aboriginal Land Council (MALC), the National Centre of Indigenous Excellence (NCIE), and the Aboriginal Legal Service and Aboriginal Children's Service.

The study area for the SIA is defined as:

- the study area – considers impacts within the direct vicinity (within 400 metres) of the Project area
- the broader study area – considers impacts within the Statistical Area Level 2 (SA2) geographic boundaries. SA2 levels, as defined by the Australian Bureau of Statistics (ABS), are geographical regions that reflect functional areas and represent how communities interact socially and economically. The following SA2s were chosen as they either overlapped with, or were in close proximity to the study area:
 - Redfern-Chippendale
 - Newtown-Camperdown-Darlington
 - Erskineville-Alexandria
 - Waterloo-Beaconsfield.

The Surry Hills SA2 has not been considered as part of the broader study area given only a small section of the area is captured within the 400 metre radius of the Project area. However, a community social infrastructure item (a church) has been considered as part of the assessment. Residents of Surry Hills would logically fall into the catchment of Central Station as opposed to Redfern Station.

The Waterloo-Beaconsfield SA2 was included in the broader study area given that Redfern Station is the closest interchange station. **Figure 11-1** shows the study area and the broader study area, within which the Project area sits.



11.2.2 Statutory context, policies and social impact guidelines

The assessment of social impacts is essential to the assessment of environmental impacts under both Commonwealth and NSW State environmental planning legislation, whereby 'environment' is defined to include the social environment in the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) and the NSW *Environmental Planning and Assessment Act 1979* (EP&A Act).

The SIA has been prepared with reference to relevant factors in chapters three and four of the *Social Impact Assessment Guideline for State Significant Mining, Petroleum Production and Extractive Industry Development, DPIE 2017*, (hereafter referred to as the SIA Guideline). It is noted that a significant point of difference between the extractive industry and the transport industry, is that transport is designed, built and operated for community interaction and use, where extractive industries are not. It is acknowledged that this Project is a transport related SSI and although the SIA Guideline relates to resource projects, it presents a number of techniques and methodologies for the assessment of social impacts, in order to assist in the development of a social impact assessment approach. The assessment has been undertaken to be consistent with the recommended objectives.

11.2.3 Development of the social baseline

The social baseline for the Project was developed from a number of information sources. These include:

- the forecast of customer growth for Redfern Station by 2036
- database searches collated from the Australian Bureau of Statistics (ABS) analysed at the SA2 level
- review of major development applications to inform the assessment of potential cumulative impacts on the community
- review of previous studies
- data obtained from community and stakeholder engagement.

11.2.4 Approach and methodology

In implementing the SIA Guideline, the following steps have been followed:

- identifying the area of social influence within which the Project may result in potential social impacts
- identifying the social indicators with the potential for social change resulting from the Project
- carrying out a desktop review of social indicators and other relevant data in order to create a baseline profile of the community
- carrying out community and stakeholder engagement to seek direct feedback on community views, concerns and social impacts
- predicting and analysing the extent and nature of potential social impacts, which has involved:
 - identifying and explaining the project components or activities that may result in social impacts (both positive and negative)
 - taking into consideration factors such as the spatial extent, duration, severity, and sensitivity of receptors in characterising potential social impacts
- evaluating the significance of the social impacts
- identification of residual negative social impacts, which has involved:
 - identifying the magnitude of potential social impacts resulting from the Project, and the sensitivity of the receiving community
- consideration of the potential cumulative social impacts (refer to **Chapter 23** of this EIS)

- identification of measures to be employed to mitigate and manage potential social impacts of the Project.

Assessment of significance

A relevant and robust assessment methodology has been applied to determine the significance of social impacts resulting from the Project. The impact assessment framework that was used is shown in **Figure 11-2**.

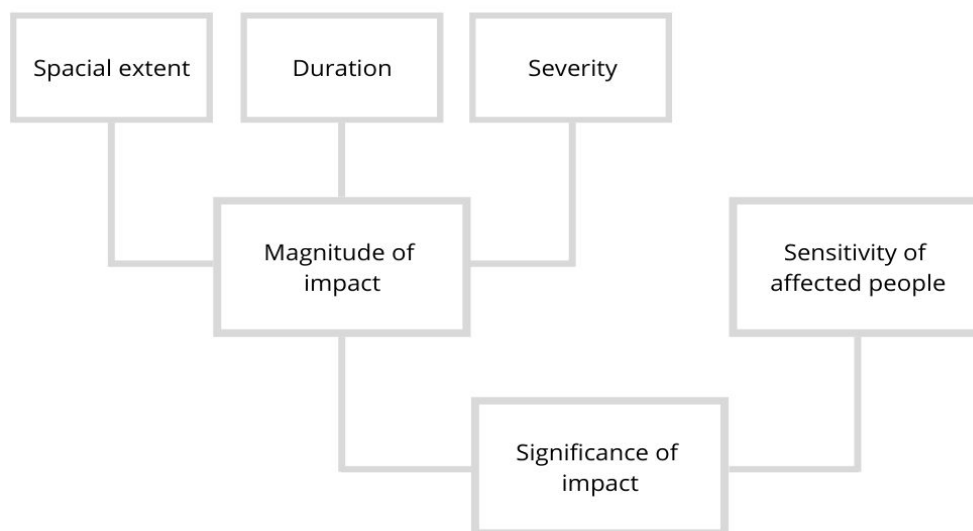


Figure 11-2 Assessment for determining significance of social impacts

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

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

The magnitude of each impact has been determined with reference to the values detailed in **Table 11-2**. The spatial extent, duration and severity of each impact was considered in determining the magnitude.

Table 11-2 Magnitude levels and their constituent levels

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

Magnitude	Definition
High	A change that dominates over existing baseline conditions. The change is widespread or persists over many years or is effectively permanent.

The sensitivity of potentially affected people was determined with reference to the values detailed in **Table 11-3**. Findings on the sensitivity of affected people were based on their ability to adapt to change, their vulnerability, the level of concern raised in feedback during community and stakeholder consultation, or changes to community identity, values, or goals.

Table 11-3 Sensitivity levels and their constituent factors

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

The assessment matrix in **Table 11-4** has been used to determine the significance of each social impact as a function of the magnitude of the impact and the sensitivity of potentially affected people. The sensitivity of the affected people refers to the susceptibility or vulnerability of people or receiving environments to adverse changes caused by the impact, or the importance placed on the matter being affected. Sensitivity of receptors is also defined by the ability for people to adapt to change.

Table 11-4 Significance of social and economic impacts

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

Community and stakeholder consultation

This SIA has been informed by the community and stakeholder engagement carried out for the Project to date. Details of the consultation activities carried out for this Project are provided in **Chapter 6** of this EIS. Local community plans have been reviewed and feedback received during consultation has been analysed to provide insights into community identity, values, priority issues and goals. A summary of these outcomes is provided in **Technical report 2 – Social**.

11.3 Existing environment

11.3.1 Area of social influence

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

Other receptors in the broader area of social influence have been selectively included in the assessment of certain impacts as relevant, such as access and connectivity, health and wellbeing and impacts relating to crime and safety.

11.3.2 Demographic profile

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

The highest growth within the study area is anticipated for the City of Sydney LGA between 2026 and 2031 (1.9%). This is due to the existing high-density nature of this area.

Census data shows a median unemployment rate of 6.5% across the broader study area, this is likely attributed to the proportionately higher tertiary student population in the area, particularly students living in Redfern-Chippendale (tertiary student population in Redfern-Chippendale comprises 22.4% compared with 9.3% in Erskineville-Alexandria). For comparison, the tertiary student population across the Greater Sydney Region is 8% (Census of Population and Housing (ABS), 2016).

In 2016, the most common mode of transport to work for residents in the broader study area was by train or tram, with 40.5% of employed persons in Redfern-Chippendale using public transport as at least one of their methods of travel to work. This infers a greater dependence on public transport in the broader study area than in Greater Sydney, where on average 22.8% of employed persons travel to work using at least one mode of public transport. Redfern Station is a key station in Sydney and the patronage forecasts for 2024 for Redfern Station is estimated to be 17,360 people during AM peak hour (includes entries, transfers and exits) and 14,120 people during PM peak hour (includes entries, transfers and exits).

The socio-economic indices for areas (SEIFA) are scores and ratings used to broadly define the relative socio-economic advantage and/or disadvantage of an area in terms of a person's access to material and social resources, and the ability to participate in society (ABS, 2016). Redfern-Chippendale and Waterloo-Beaconsfield scored lower than the study areas of Newton-Camperdown-Darlington and Erskineville-Alexandria. Redfern-Chippendale was subject to the comparatively highest level of disadvantage compared with the other SA2 areas in the broader study area, especially Erskineville-Alexandria. Overall, the SEIFA scores in Redfern-Chippendale reflect a moderate level of advantage.

A small proportion (2.5%) of residents in the study area indicated a need for assistance with core activities in the 2016 Census, less than the Greater Sydney average of 4.9%. There were also proportionately fewer residents in the study area that provide unpaid assistance to a person with a disability (6.5%), when compared with the Greater Sydney average of 11.1%.

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

Data comparisons between 2011 and 2016 show a notable change in cultural diversity in the Redfern-Chippendale SA2, with a 10.7% increase in residents born overseas, and a 0.5% decrease in the Aboriginal and Torres Strait Islander population over this period. Despite the decline, the identity of Redfern as a cultural hub for Aboriginal people prevails. This is evident in the Indigenous social infrastructure that remains in the area (refer to **Section 11.3.6**).

Other key demographic characteristics of the study area include:

- a high number of residents within the study area were born overseas (42.5%), reflecting greater cultural diversity than Greater Sydney (36.7%)
- the Aboriginal and Torres Strait Islander population within the study area is equal to the Greater Sydney average of 1.5%

- there is a much higher percentage of group households in the study area (17%), when compared with Greater Sydney (4.7%). This is likely due to the younger demographic profile and proximity to tertiary education facilities. In 2016, there were 10,342 private dwellings in the Redfern-Chippendale SA2 area, with an occupancy rate of 90.7%
- the average monthly rental payment and mortgage payments were higher than the average across Greater Sydney. This is contrasted with a lower median weekly household income in Redfern-Chippendale (\$1,562) and Waterloo-Beaconsfield (\$1,747) than in Greater Sydney (\$1,750).

11.3.3 Transport network

The existing transport networks surrounding the study area are outlined in **Table 11-5**.

Table 11-5 Transport network surrounding the study area

Public transport	
Train services	Redfern is well served by the Sydney Trains network, with a number of suburban and intercity services stopping at Redfern Station. These services are well patronised, with Redfern Station being the sixth busiest on the Sydney Trains network in 2018. The existing access arrangements do not provide accessibility for several groups of people including those with a disability, limited mobility and parents/carers with prams.
Bus services	There are eight bus routes that connect residential areas to local transport interchanges, employment and retail areas. These routes are discussed in Chapter 12 of this EIS.
Active transport network	
Cyclist connectivity	The area around Redfern Station is well connected to the Sydney Bike Network, with a mix of on-street and off-street cycling routes within 800 metres of Redfern Station. This is further discussed in Chapter 12 of this EIS.
Pedestrian connectivity	There are footpaths along the streets surrounding Redfern Station, linking to the four station entrances: on Lawson Street, at the corner of Lawson Street and Gibbons Street, Marian Street, and at the corner of Little Eveleigh Street and Lawson Street. The rail corridor through Redfern is a significant barrier to pedestrian movements in an approximate north-south direction. Pedestrian crossings of the rail corridor are limited to Cleveland Street (350 metres northeast) and Lawson Street, with no other crossings until Burren Street, adjacent to Macdonaldtown Station, 1.4 kilometres to the south-west.
Road network	
Roads	The roads adjacent to Redfern Station include a mix of local and regional roads. Additional information regarding the road network can be found in Chapter 12 of this EIS.

11.3.4 Businesses

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

Redfern Street, as well as in Darlington to the west of Redfern Station and Alexandria to the south, is home to a number of restaurants, bars and cafés. Regent Street and Botany Road also contain a variety of retail and other commercial properties. To the south of Henderson Road, Botany Road

transitions into mainly light industrial properties. Carriageworks is located 600 metres west of Redfern Station on Wilson Street, and the South Eveleigh technology and business hub is located approximately 300 m south of Redfern Station on Locomotive Street.

A list of businesses in proximity to Redfern Station is outlined in **Technical report 2 – Social**. The businesses identified in this section are indicative and not exhaustive.

11.3.5 Employment centres

Strategic centres

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

Precinct centres

The Project is the first stage of the Redfern and North Eveleigh Precinct Renewal, which is discussed in **Chapter 2** and **Chapter 10** of this EIS. The Project is pivotal to the success and connectivity of key residential, commercial and educational/research sites in the precinct. It serves a broad patronage including nearby South Eveleigh, the University of Sydney, Royal Prince Alfred Hospital, TAFE Eora and Carriageworks.

Local centres

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

11.3.6 Social infrastructure

There are several social infrastructure facilities identified within proximity to the Project area such as educational facilities, health, medical and emergency services, places of worship, community service facilities (including Aboriginal housing assistance services) and sporting and recreational facilities.

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

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

A list of social infrastructures in proximity to Redfern Station is outlined in **Technical report 2 – Social**.

11.3.7 Community identity, values and aspirations

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

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

As the study area falls within the boundaries of the City of Sydney and Inner West Council LGAs, local community plans for these councils have been reviewed. This includes City of Sydney *Sustainable Sydney 2030: Community Strategic Plan 2017-2021* (City of Sydney, 2017) and Inner West Council's *Our Inner West 2036: A community strategic plan for the Inner West community* (Inner West Council, 2018). The LGAs share a number of common themes within their defined community identity.

Key priorities across both LGAs include themes such as:

- liveability and environment, including the promotion of sustainable development and environmental management
- governance and engagement, including fostering a responsible and collaborative relationship amongst community members
- economy and employment, including support for social and creative enterprises
- cultural diversity, including the recognition and celebration of Aboriginal and Torres Strait Islander people, and the cultivation of a welcoming and inclusive community environment
- community identity and wellbeing, including creating resilient, caring and inclusive communities
- connectivity, including physically and virtually connected communities.

Redfern has historically been recognised as the cultural centre for Aboriginality in Sydney, as it has historically had a larger Aboriginal and Torres Strait Islander population when compared to other parts of the city (ABS, 2016). While there has been a decline in the Aboriginal and Torres Strait Islander population in Redfern in recent years, the identity of Redfern as a cultural hub for Aboriginal people prevails. This is evident in the Aboriginal social infrastructure that remains in the area (refer to **Section 11.3.6**).

11.3.8 Stakeholder and community consultation

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

The key issues raised by stakeholders and community members across two consultation periods in May to June, and July to August 2019 included:

- traffic, pedestrians, safety and bus connections
- heritage impacts
- concourse width, cycling routes and unpaid access
- urban design, local character and visual amenity
- amenity impacts
- concourse alignment and alternative suggestions.

11.3.9 Aboriginal community engagement

Engagement with local Aboriginal community members and stakeholder groups has also been carried out to inform the Project. Engagement with the local Aboriginal community is ongoing and would continue throughout the Project. Key focus areas for Aboriginal engagement on this Project include:

- Project design
- heritage interpretation and/or community art opportunities
- employment and procurement opportunities.

11.4 Impact assessment

11.4.1 Construction

Amenity impacts

The amenity and character of an area contributes to the community's shared identity and sense of place. Amenity refers to the sounds, look and feel of a place and the activities that take place within it. Impacts or changes to amenity during construction can include any factor that impedes, alters or enhances a resident or visitor's enjoyment of their home or daily activities. Examples include changes to noise levels, views, access to services, or changes to air quality. A summary of the significance of these impacts is in **Table 11-6**.

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

Table 11-6 Summary of significance of amenity impacts

Amenity impact	Impact summary	Significance of social impact
Traffic and access	<p>The Project would require partial road closures and the temporary diversion of roads, footpaths and cycleways, which would potentially affect traffic movements and access to the road network as well as active transport in the study area. These changes to traffic and access are described in further detail in Chapter 12 of this EIS. Impacts are considered to be minimal given appropriate diversion routes would be in place to mitigate impacts on pedestrians and cyclists.</p> <p>The shuttle bus services at Redfern Station would be permanently relocated during construction of the Project (refer to Chapter 5 of this EIS). This relocation would not significantly increase the distance pedestrians would need to travel to the station given its close proximity to the existing shuttle bus zone.</p> <p>Bus services along Gibbons Street may also experience minor delays due to construction vehicle movements and other construction activities associated with the proposed kiss and ride facility adjacent to the existing bus stop.</p> <p>It is anticipated that construction of the Project would be primarily carried out during standard Sydney Trains rail shutdown periods to aid safe construction. Two additional rail shutdown periods are proposed, including a possession across the Christmas period. During these shutdown periods, standard measures including providing alternative transport arrangements and notification would be provided to minimise impacts to the community.</p> <p>Whilst the majority of the above changes would be minimal and generally limited to the station precinct, there is the potential for certain groups</p>	<p>The magnitude of these impacts would be low, and the sensitivity of affected people would be moderate. On this basis, the significance of the overall social impact on traffic and access would be moderate-low.</p>

Amenity impact	Impact summary	Significance of social impact
	<p>to be affected to a greater degree than others. This includes vulnerable groups such as the elderly, young people and people with reduced mobility, or those people from non-English speaking backgrounds, as they may have difficulty understanding signposted diversion routes. Such impacts would be avoided or mitigated through the implementation of suitable alternative arrangements that limit disruption to existing pathways, station entrances and other local infrastructure as far as practicable.</p>	
Noise and vibration	<p>Exposure to noise and vibration has the potential to contribute to a range of impacts to people's work, recreation, social and home lives. This includes interference with daily activities or the enjoyment of these activities and interference with concentration and memory particularly with regard to children's school performance and business activity that depends on quiet environments. High levels or certain types of disruptive noise may also result in disruption of sleep and rest patterns and may create or exacerbate health concerns such as hearing impairments and cardiovascular health (elevated blood pressure). Increased levels of noise would be generated during construction of the Project. This noise would be in line with typical construction activities such as the operation and movement of heavy and light machinery, vehicles, materials and other equipment. It would also include noise generated directly by construction workers and their access to and from the Project area. Changes to noise and vibration are discussed in further detail in Chapter 13 of this EIS.</p> <p>The greatest noise impacts during day time work would be experienced during roadworks, particularly for residents of Little Eveleigh Street, Ivy Street, Marian Street, Cornwallis Street, and Rosehill Street. Residents located on the western side of Redfern Station, including Little Eveleigh Street, Lawson Street and Wilson Street are likely to experience the greatest impacts during night time work associated with the station upgrades.</p> <p>However, the implementation of mitigation measures would minimise and manage noise impacts on noise sensitive receivers where possible and could include measures such as carrying out noise intensive work during less sensitive time periods, and ensuring sensitive receivers are kept informed during construction.</p> <p>Vibration impacts during construction may affect heritage-listed items within the Project area if</p>	<p>The magnitude of these impacts and the sensitivity of affected people is likely to be high. On this basis, the significance of the overall social impact on noise and vibration is considered high.</p>

Amenity impact	Impact summary	Significance of social impact
	<p>these items fall within the minimum work distances for vibration intensive works. If these minimum working distances are complied with, no adverse impacts from vibration intensive works are likely in terms of human response or cosmetic damage. A construction noise and vibration management plan would be in place to minimise the construction traffic noise levels and reduce the risk of negative impacts occurring.</p>	
Visual amenity	<p>Visible construction elements would be expected to typically include a range of site sheds, site hoarding and fencing of work sites, car parking facilities for a variety of construction vehicles bringing in workers and materials, mobile construction equipment and lighting, equipment and plant such as elevated work platforms including cranes and scissor lifts, as discussed in Chapter 9 of this EIS.</p> <p>The Project also proposes to use part of the Gibbons Street Reserve as a laydown area for construction equipment. The aforementioned impacts would be visually prominent, but in keeping with similar temporary construction works, and would be transitory over a period of about 18 months from 2020 until completion of the Project.</p>	<p>As the visual impacts of construction would be temporary and localised, the magnitude of impact has been considered to be low. The sensitivity of community members to visual impacts has been determined to be high. There would be a moderate social impact to visual amenity during construction.</p>

Amenity impact	Impact summary	Significance of social impact
Air quality	<p>During construction, activities such as earthworks and the use of construction machinery have the capacity to generate dust and exhaust emissions, as discussed in Chapter 19 of this EIS</p> <p>Nuisance dust has the potential to affect nearby residents and sensitive receivers, such as those with respiratory illnesses. The perceived impact to air quality as a result of construction activities can also affect residents and visitors to the area by increasing anxiety and reducing their capacity to enjoy the local environment. Receivers in close proximity to construction ancillary facilities are likely to be most affected by these impacts.</p>	<p>The anticipated magnitude of air quality impacts on local amenity is considered to be low. This is based on the actual impact of construction on air quality, being akin to that of similar infrastructure projects, and further noting that impacts are expected to be effectively mitigated by measures identified in Chapter 19 of this EIS. The sensitivity of local residents has been determined to be low, in the context of the heavily urbanised surrounding environment, including arterial roads and the active rail corridor. Construction air quality impacts would be effectively mitigated by measures identified in Section 18.5 of Chapter 18 of this EIS (Air Quality). As such the social impact to amenity as a result of changes to air quality during construction are considered to be of low significance.</p>

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

Health and wellbeing

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

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

Changes to demographic profile

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

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

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

Property

The Project area sits primarily within the existing bounds of Redfern Station. Exceptions to this include the temporary and permanent use of NSW Government owned land at 125-127 Little Eveleigh Street, and construction ancillary facility locations (Gibbons Street Reserve, Sydney Trains land and land with the Eveleigh Maintenance Centre) as described in **Chapter 5** of this EIS.

A summary of the significance of these impacts is discussed in **Table 11-7**.

Table 11-7 Summary of significance of changes to property

Property impact	Impact summary	Significance of social impact
Ancillary facility 1 and 2, and the Sydney Trains Marian Street car park	Ancillary facility 1 and 2, and the Sydney Trains Marian Street car park are NSW Government owned properties that are not publicly accessible.	The social impact of using this land has been assessed as being negligible.
125-127 Little Eveleigh Street	<ul style="list-style-type: none"> The Project includes the permanent use of NSW Government owned land at 125-127 Little Eveleigh Street, which is currently under lease from the NSW Government. The business is an independent not-for-profit social organisation that provides work opportunities for marginalised, homeless and disadvantaged people. With a high proportion of disadvantaged people concentrated in central Sydney, proximity to the CBD and public transport are considered to be important to the operation of the organisation. The NSW Government is working with the leaseholder to minimise impacts to the organisation and its employees, which includes providing assistance with relocation to alternative suitable accommodation. 	The magnitude of lease discontinuation at 125-127 Little Eveleigh Street is considered to be low. The sensitivity of affected employees and the people they work with is considered to be moderate, due to their inherent vulnerability as marginalised community members and their location sensitivity. The social impact of using this land has been assessed as being moderate-low.

Property impact	Impact summary	Significance of social impact
Gibbons Street Reserve	<p>Part of Gibbons Street Reserve would be used as a laydown area for construction equipment and infrastructure. This construction ancillary facility would be accessed from Gibbons Street and would be fenced off from public use during construction.</p> <p>While community concern about the temporary loss of green space is possible, it should be noted that following the completion of work at Redfern Station, the Gibbons Street Reserve would be returned to passive recreational use for the community, in consultation with City of Sydney Council.</p> <p>In addition, alternative open space is available nearby (for example, at Daniel Dawson Reserve and Jack Floyd Reserve).</p>	<p>The magnitude of the impact has been assessed as being low. The sensitivity of receptors has been assessed as being moderate. The social impact of temporary use of the Gibbons Street Reserve during construction of the Project is therefore considered to be moderate-low.</p>
Property values	<p>The property value for residential properties is heavily influenced by liveability factors, such as local amenity, location and accessibility to transport, employment and social infrastructure. Business property values are generally driven by factors such as visibility, customer access, and proximity or access to markets or suppliers.</p> <p>Impacts to residential property values during construction are more likely to result from uncertainty about the magnitude of potential amenity, accessibility and health and wellbeing impacts. Long term property values would be more influenced by the long-term benefits of the operational Project, as perceived in the land and property markets as a result in improvements to equitable access to transport, improved pedestrian safety, and enhanced walkability provisions to Redfern Station.</p> <p>The potential for business property value impacts resulting from the Project relate mostly to temporary changes associated with construction, such as changes to passing trade, and temporary access restrictions for deliveries. These impacts are likely to be highly specific to the individual business, according to type and current location.</p> <p>Generally future movements in the value of a property are difficult to forecast as they are subject to numerous variables, including specific attributes of the property, location of the property, capital investments, demand and supply factors and other changes in the wider property market.</p>	<p>It is considered likely that residents and potential purchasers would recognise the temporary nature of construction activities, therefore limiting the magnitude of changes to property values. On this basis the magnitude of change is considered to be negligible, with sensitivity of the residents and businesses considered to be high. As such the overall social impact of the construction of the Project on property value is determined to be negligible.</p>

Considering the above, the overall significance of property impacts on the social environment is low.

Business impacts

Construction of the Project may affect businesses within the study area as a result of temporary changes in passing trade, access (due to temporary and permanent traffic and pedestrian changes), parking, and impacts to local amenity. The potential impact on business revenue would vary depending on the nature of a specific business and its location. A summary of the significance of these impacts is discussed in **Table 11-8**.

Table 11-8 Summary of significance of business impacts

Business impact	Impact summary	Significance of social impact
Passing trade	<p>Business that is generated by customers who unintentionally choose to visit a business because they see it when travelling past or decide to stop while en-route to another destination, is referred to as passing trade.</p> <p>During construction of the Project, existing pedestrian, cyclist and traffic movements, and parking provisions may alter slightly as a result of upgrades to adjacent local roads, station entrance works, footpath diversions, and to allow safe ingress and egress to the construction ancillary facilities.</p> <p>The introduction of a construction workforce along Little Eveleigh Street/Lawson Street may also improve the passing trade of some businesses, such as cafes. This could generate increased business revenue, resulting in a direct benefit.</p>	<p>The spatial extent of impacts would be local, the duration and severity of impacts would vary depending on the location and type of the business affected. On this basis, the magnitude of change is determined to be low. The sensitivity of businesses to the loss of customers would be moderate given that at least some businesses likely rely on passing trade as a key source of revenue. As such the overall social impact of changes to passing trade along Little Eveleigh Street/Lawson Street resulting from the construction of the Project would be moderate-low.</p>

Business impact	Impact summary	Significance of social impact
Parking	<p>Intermittent temporary parking loss on the Marian Street/Cornwallis Street/Rosehill Street loop, Little Eveleigh Street, Ivy Street, Gibbons Street and Lawson Street during construction may cause continued inconvenience to business customers and may encourage customers to visit a different business.</p> <p>Alternative parking within 400 metres of the lost parking spaces is, however, available for business employees and customers. Results from the community survey conducted in May-June 2019 indicated that 17.9% of respondents most often used Redfern Station for leisure purposes, and a further 6% most often use Redfern Station to visit family and/or friends, which is likely to include visiting business premises. Additionally, the most common mode of transport to work for residents in the study area was by train or tram, with 40.5% of employed persons in Redfern-Chippendale using public transport as at least one of their methods of travel to work (ABS, 2016). Of the 119 respondents to the community survey, 100 also stated that they walked to/from Redfern Station. These people are less likely to require car parking, reducing the overall sensitivity of the broader community to losses to local parking.</p>	<p>The extent of impacts to parking for businesses during construction would be local, with varying durations (as some parking loss would be permanent) and is therefore considered to be of low magnitude. The sensitivity of potentially affected people has been determined to be low, based on the location of alternative parking spaces and the general community makeup. As such, the social impact of the loss of parking on businesses during construction is considered to be low.</p>
Servicing and deliveries	<p>The delivery and dispatch of goods is an important supporting service that is vital to business operations. Disruptions to services such as rubbish collection, changes to the availability of nearby parking spaces and/or loading zones, and partial road closures or diversions could restrict or reduce servicing, delivery and dispatch opportunities for local businesses during construction of the Project. The implications of these impacts could include increased vehicle and time related costs, and potentially reduce revenue for businesses.</p> <p>In some areas (such as Little Eveleigh Street), impacts such as parking restrictions and restrictions on through traffic for non-local vehicles would likely be experienced for the majority of the construction period, with closures and diversions limited to shorter time periods, as needed. The management of services, such as rubbish collection would be managed in consultation with City of Sydney Council. Access for emergency services would be maintained during construction.</p>	<p>Anticipated impacts are likely to be intermittent and localised resulting in a low overall magnitude of change. As the provision of services and the delivery/dispatch of goods needs to take place within close proximity to businesses, the sensitivity has been determined to be moderate. The social implications of impacts to servicing and deliveries for businesses during construction of the Project is therefore determined to be of moderate-low significance.</p>

Business impact	Impact summary	Significance of social impact
Amenity	<p>Certain business types (such as cafes), rely to an extent on high levels of local amenity. Aspects that contribute to amenity include traffic, noise, visual, and air quality.</p> <p>Construction of the Project has the potential to temporarily disrupt the amenity of the areas around Redfern Station and the construction ancillary facilities.</p> <p>The severity of amenity impacts on each individual business would vary, depending on the business's proximity to construction activities and the nature of the business. Businesses that depend on a high level of amenity, such as cafes and the art gallery located on Little Eveleigh Street, and health and beauty type businesses located on Gibbons Street would be particularly affected during construction.</p>	<p>The overall construction impacts on the amenity of businesses has been determined to be of low magnitude. The sensitivity of potentially affected people differs based on business type and as such, the sensitivity of impacts would be moderate. The social implications of construction on the amenity of businesses is therefore determined to be of moderate-low significance.</p>

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

Economic impacts

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

It is anticipated that the construction workforce for this Project would consist of approximately 110 workers. These workers are considered likely to contribute to the local economy, particularly through food and beverage purchases. This would go some way to offsetting any reduction in trade through amenity or access disruptions to businesses. In terms of overall employment in the areas, despite the Project's potential contribution to local employment, the magnitude of this benefit is considered to be modest, due to the relatively small workforce required to complete the work and the fact that contractors are likely to retain staff who would travel from other parts of Sydney.

The magnitude of this effect is considered to be negligible. The sensitivity of affected people is considered to be low, considering the relatively higher proportion of unemployment in the Redfern-Chippendale SA2. As such, the employment benefits of construction would be negligible.

Access and connectivity

Construction of the Project would result in temporary impacts to the existing road, public transport and active transport networks in the local area. A summary of the significance of these impacts is discussed in **Table 11-9**.

Table 11-9 Summary of significance of access and connectivity

Access and connectivity impact	Impact summary
Property access	<p>The anticipated impacts to property access during construction of the Project would include:</p> <ul style="list-style-type: none"> • potential space constraints impacting access for residents of Marian Street/Cornwallis Street/Rosehill Street, with particular impacts for residents of 1 Marian Street, and residents on the northern side of Margaret Street • potential space constraints impacting access for residents of Little Eveleigh Street. This would include impacts to pedestrians accessing residences and commercial establishments, as well as to vehicles accessing existing off-street parking areas. There may also be impacts associated with longer walking distances as a result of changes to parking • potential impacts associated with longer walking distances as a result of temporary parking diversions for residents who use street parking on Ivy Street • potential impacts to pedestrians accessing residences and commercial developments on Lawson Street near Little Eveleigh Street as well as temporary disruptions to existing off-street parking areas. There may also be impacts associated with longer walking distances as a result of changes to parking.
Public transport	<p>During normal operations, rail-lines periodically undergo scheduled temporary closures to enable maintenance of tracks and other rail infrastructure. These temporary rail shutdowns are established and are a normal part of operations. The Project would utilise these temporary shutdowns to safely undertake works within the rail corridor. Normal train replacement services would be expected to run during these periods.</p> <p>During times when train services continue to operate at Redfern Station, train customer movement on the station platform would be temporarily affected due to the reduced space, particularly during construction of lift areas and stairway landings. The reduced space on the platform may increase customer congestion and reduce the amount of standing/waiting and passageway areas. Customers disembarking at Redfern Station may also experience increased congestion, particularly during morning peak periods.</p> <p>Construction of the Project would also require temporary periodic closure of Redfern Station during non-scheduled possession periods (approximately two), as well as a minor relocation (20 m) from Little Eveleigh Street to Lawson Street of an existing shuttle bus zone (refer to Chapter 5).</p> <p>Changes to the provision of train services during non-scheduled rail shutdowns and the relocation of bus stops has the potential to cause travel disruptions, increase travel times and affect accessibility due to changed travel routes, and the potential for additional walking times. Impacts to accessibility of platforms may cause stress associated with crowding, reduced feelings of safety, and may cause delays due to missed trains.</p>

Access and connectivity impact	Impact summary
Active transport	<p>During construction, the Project is expected to cause temporary disruptions to existing footpaths and cycling facilities outside the station, including temporary impediments to cycle thoroughfare along Little Eveleigh Street and Marian Street, and temporary removal of bicycle spaces on Little Eveleigh Street (refer to Chapter 5 of this EIS).</p> <p>Changes to the existing cycle and pedestrian network has the potential to affect commuter departure times, cause travel disruptions, increase travel durations, affect movement patterns and accessibility, and decrease safety. Depending on the length and terrain of alternative routes, people may be more inclined to take a shorter, less safe option, rather than diverting around the recommended detour route. These changes may also disproportionately affect people from non-English speaking backgrounds, as they may have difficulty understanding the signposted diversion routes.</p> <p>Work to upgrade pedestrian facilities surrounding Redfern Station would be carried out in a manner that ensures public access routes within the study area are maintained, and that pedestrian diversions are minimised. Diversions would be in place for cyclists during construction, as the existing cycleways would be temporarily unavailable.</p>
Parking and kiss and ride	<p>Amenity impacts associated with changes to parking was raised as a matter of importance during consultation by respondents who identified as local residents. Informal pick-up and drop-off activity on Marian Street and Lawson Street would at times be affected by the movement of construction vehicles, and intermittent road closures. The use of Little Eveleigh Street as an informal pick-up and drop-off zone would also be precluded by construction activities for the majority of the construction period. The intermittent, temporary and eventual permanent removal of parking and changes to road conditions resulting in changes to informal drop off and pick up activities has the potential to result in stress and frustration associated with driving to find alternative parking or stopping zones. Elderly people, those with a disability or families with young children, who may have difficulty walking greater distances, would be particularly affected if they are required to park or stop further away from their destinations. It should be noted that the Little Eveleigh Street car park would be in place before works commence on the share zone on Little Eveleigh Street to off-set the parking loss.</p>
Access to social infrastructure	<p>Access to social infrastructure is important to the amenity of an area and can disproportionately affect vulnerable community members who rely on access to essential services.</p> <p>Redfern is home to an array of Aboriginal community service facilities, most of which are located on the eastern side of the station. Access impediments to social and essential services can detrimentally affect people by limiting their access to these facilities, ultimately affecting social inclusion.</p>

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

Heritage and character

During consultation, it was identified that the local character of Redfern is of importance to the community. A summary of the significance of heritage and character impacts are discussed in **Table 11-10**.

Table 11-10 Summary of significance of heritage and character impacts

Heritage and character Impact	Impact summary
Relocation of the Platform 1 Office Building	<p>Changes to the historical fabric of Redfern Station has the potential to affect the social historical connection with the area, which has been identified as being of significant importance to the local community. Changes to heritage items and buildings can affect an individual's sense of self and their connection to place, which is an important factor that contributes to one's wellbeing.</p> <p>Relocating the Platform 1 Office building approximately 15 metres west along Platform 1 would provide an appropriate visual and historical setting for the item, by placing it in closer vicinity to Carriageworks and the Eveleigh Railway Workshops. It would also allow opportunities for future adaptation of the building, and has ensured that 125-127 Little Eveleigh Street, a contributory item within Darlington Conservation Area, is retained to provide access from the concourse to Little Eveleigh Street. The relocation has also avoided potential demolition of the building with the building also proposed to be adapted.</p>
Construction of the concourse and other platform elements	<p>During construction of the new concourse, the impact of seeing interactions between heritage items and construction machinery has the potential to cause stress and anxiety for people who value these elements highly. These impacts could also temporarily affect people's connection with the area.</p> <p>The new concourse would reference historical views that once existed when the former footbridge was in place and would enable the continued use of Redfern Station by increasing its efficiency and longevity, ensuring the station is retained as a tangible link to the construction of the line and as a major suburban station that served the Eveleigh Railway Workshops and the surrounding suburbs.</p>
Little Eveleigh Street	<p>The proposed streetscape modifications to Little Eveleigh Street would result in a beneficial impact on the aesthetic significance of Darlington Conservation Area.</p> <p>Whilst not being specifically listed as a heritage building, 125-127 Little Eveleigh Street is a contributory item within the Darlington Heritage Conservation Area. The Project includes constructing a new station entrance within the existing building at 125-127 Little Eveleigh Street. As part of the work, a significant portion of the facade would be retained. It is also proposed that the original windows of the building would be reinstated. Adaptation of 125-127 Little Eveleigh Street as part of the rail network would ensure the continued use of the building and would retain its significance within the conservation area.</p> <p>During community consultation, it was noted that retaining 125-127 Little Eveleigh Street was important for maintaining the look and feel of the area. Whilst much of the façade would be retained, construction work, and the presence and noise associated with construction machinery could potentially cause stress and anxiety in people who are concerned about the preservation of the building.</p>

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

11.4.2 Operation

Amenity impacts

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

Given the varied nature of the existing environment and potential impacts in different locations of the Project, the assessment of operational amenity impacts has been organised according to location, specifically Little Eveleigh Street and Marian Street. This reflects where the potential long-term amenity impacts are anticipated for the Project. A summary of the significance of these impacts is discussed in **Table 11-11**.

Table 11-11 Summary of significance of amenity impacts

Amenity impact	Impact summary
Little Eveleigh Street entrance	<p>During consultation, concerns were raised by the community regarding the loss of amenity, particularly regarding noise, privacy and parking for residents on Little Eveleigh Street. Many respondents questioned the street's ability to manage additional pedestrians using the street alongside cars and cyclists.</p> <p>The Project is not anticipated to significantly generate additional vehicular traffic. However, by providing a DSAPT accessible station, this could potentially increase the vehicular traffic whereby people who would otherwise not have been able to use the station prior to the upgrade works are now dropped off at this accessible station. The shared zone and new entrance at Little Eveleigh Street may also pose a higher risk between vehicle, cyclist and pedestrian interaction, given the increased pedestrian volumes. It is noted that cyclists would not have a marked cycle lane within the shared zone, however the shared zone is designed to be a safe zone for all modes of transport and pedestrians would have right of way, with a speed limit of 10km/h. The formalisation of the shared zone would require the relocation of 20 parking spaces to a new car park at the western end of Little Eveleigh Street. This relocation may result in inconvenience and reduced feelings of safety when there is an increased walking distance between destinations, especially at night. Signage would be in place to inform users of the change in traffic conditions. In shared zones drivers must give way to people walking. Speed humps may be installed at the entrance to the area to improve the safety of the shared zone as it would help identify the street as a pedestrian area.</p> <p>The improved station precinct is expected to encourage more pedestrian activity and passive surveillance, which may discourage antisocial behaviour such as graffiti and vandalism.</p> <p>The Project is not anticipated to generate significant additional vehicular traffic, and therefore negligible impacts to traffic noise around Redfern Station are expected. For most receivers along Little Eveleigh Street the use of the new car park would reduce current noise levels associated with parking cars. Short term noise events deriving from car parking activities during night time may cause sleep disturbance for some residents on Little Eveleigh Street living in proximity to the new car park. However, it is unlikely that the car park would be used frequently between 2:00 am and 5:00 am when background noise is quieter due to the rail not being operational. Therefore, it is unlikely that residents would notice the change in the acoustic environment at night as a result of the relocated car park.</p> <p>Noise from commuters walking along Little Eveleigh Street would be noticeable, However, this noise not be considered to have characteristics that would typically irritate such as low frequency or tonal components. However, the increase in the presence of people utilising the shared zone would result in an increase in footfall noise and conversations may lead to a minor increase of stress and anxiety for some residents, particularly at night.</p> <p>The shared zone upgrade to Little Eveleigh Street would provide an increased accessible space by the removal of car parking, transforming it into a pedestrian focussed public domain, with visual separation and privacy for residents using planted edge treatments and soft lighting. The street would be more 'active' with</p>

Amenity impact	Impact summary
	<p>improved lighting and upgraded wayfinding and an increase in pedestrian activity. These changes would benefit university students, visitors to Carriageworks, general commuters and users of Little Eveleigh Street.</p> <p>Impacts to air quality during the operation of the Project would be negligible as the Project would not result in a change in land use.</p>
Marian Street entrance	<p>During consultation, concerns were raised by the community regarding the loss of amenity, particularly regarding privacy for residents on Marian Street. Concerns were also expressed about road safety close to the Marian Street entrance, due to interactions between pedestrians, cyclists and vehicles, particularly with the increase of customers accessing South Eveleigh from the existing Marian Street entrance.</p> <p>The loss of parking spaces on Marian Street would likely cause an inconvenience for local residents, and place additional pressure on other surrounding car parking, particularly given that no replacement measures are proposed for the loss of these spaces. However, the reduced number of cars in the area due to the removal of existing car parking along these streets would increase the level of pedestrian and cyclist safety. Traffic signage with the speed limit would be installed to indicate that the street is a shared zone to increase safety and awareness. The Project would also offer the opportunity of expanding the walking catchment of Redfern Station and the local community. Other opportunities would include a more direct access between platforms to South Eveleigh, and surrounding suburbs such as Alexandria as these areas are key locations of employment and are home to a number of businesses. The proposed extension of the Marian Street shared zone would also enhance the customer experience and walkability along the south-east access to the Station. Access to bus services on Gibbons Street would be enhanced by the Project, with shorter travel distances between the platforms and the bus stops, via the upgraded entrance at Marian Street.</p> <p>Given that there is already a station entrance in this location on Marian Street, noise from commuters walking along Marian Street would not be considered loud relative to these existing ambient noise levels. However, the increase in the presence of people utilising the shared zone would result in an increase in footfall noise and conversations which may lead to a minor increase of stress and anxiety for some residents, particularly at night.</p> <p>During consultation privacy was raised as an issue for residents who lived on either side of the concourse, particularly the Marian Street medium rise residential building. Suggestions were made to protect privacy such as enclosing the concourse, constructing screens or planting vegetation, or lowering the aerial walkway to restrict sightlines into properties. These design considerations would be further explored during detailed design. Furthermore, the Project would provide new landscape treatments including new planting and trees for visual separation and privacy for residents.</p> <p>Increased pedestrian traffic and subsequent street lighting upgrades at the Marian Street entrance would change the visual outlook and general character of the area.</p> <p>Marian Street would be more 'active' with improved lighting and upgraded wayfinding.</p>

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

sensitivity of Little Eveleigh Street to the anticipated change is considered to be high. As such, the significance of the overall amenity impact to Little Eveleigh Street entrance would be high-moderate.

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

Crime and safety

It was established during consultation that local residents and the community place a high value on personal safety, accessibility, connectivity as well as the local character and urban design. The option for the Little Eveleigh Street connection to Marian Street presented more favourable outcomes and was the most preferred as opposed to the Wilson Street to Marian Street connection (refer to **Chapter 4** of this EIS for more information about the options and alternatives for the Project). This connection provided better accessibility, connectivity and ease of journey outcomes and was the preferred option for NSW Police from a crime safety perspective.

The selected option would direct more people onto Little Eveleigh Street, however, the detailed design of the Project would continue to investigate how to discourage crime and antisocial behaviour to improve safety and security of customers and staff. This would be undertaken in accordance with the principles of Crime Prevention through Environmental Design (CPTED) and in consultation with NSW Police and the City of Sydney.

Changes to the demographic profile

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

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

Property

There would be relatively minor changes to property in and around the Project. Areas such as the existing Marian Street car park and Gibbons Street Reserve would be restored to their existing uses once the Project is operational. An entrance to the concourse would pass through the building at 125-127 Little Eveleigh Street with part of the building available for business use.

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

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

Business impacts

Impacts to local businesses arising from the operation of the Project would be long term and permanent. These may include changes to passing trade, access, parking (for customers, employees and suppliers) and changes to local amenity. A summary of the significance of economic impacts during operation is discussed in **Table 11-12**.

Table 11-12 Summary of significance of economic impacts

Business impacts	Impact summary
Passing trade	Operation of the Project would result in changes in travel patterns for pedestrians, vehicles and public transport users, resulting in varying impacts to local businesses. It is expected that Little Eveleigh Street would experience an

Business impacts	Impact summary
	<p>increase in pedestrian traffic, particularly for students and staff accessing the University of Sydney. Given that there is already a station entrance at Marian Street, the increase of customers using this entrance would occur regardless of this Project due to external factors such as general growth in the area and the development of South Eveleigh.</p> <p>At present, neither of these areas have any businesses that appear to rely on passing trade, with the exception of 'Pride of Redfern' located on the corner of Little Eveleigh Street and Lawson Street and 'Chapter Five Espresso' and the art gallery 'Duckrabbit' located on Little Eveleigh Street. These businesses may experience a noticeable reduction in passing trade should people, such as students attending the university, choose to exit the station using the new pedestrian footbridge then travel west along Little Eveleigh Street, rather than travel via Lawson Street. However, this impact would be moderated to some extent, given that the kiss and ride and relocated bus stop are located nearby and the Project would include opportunities for signs/pedestrian wayfinding to local businesses.</p>
Changes to local traffic arrangements	<p>There would be no impact to business access during operation of the Project. Little Eveleigh Street and the Marian Street/Cornwallis Street/Rosehill Street shared zone component of the Project would maintain all existing property access arrangements, including access to off-street vehicle parking and space for waste collection.</p>
Amenity	<p>The Project enhances pedestrian access and is not expected to generate significant traffic volumes. The improved accessibility to the station may attract additional patrons, in particular people with a disability, prams or luggage who may not be able to use the station currently. These patrons would be expected to arrive on foot, bus or other non-private vehicle means. These additional patrons to the station precinct can in turn potentially affect surrounding businesses.</p> <p>The change in the acoustic environment during operation (noise emitted from the Opal card reader, car park noises and pedestrian noise), is unlikely to impact businesses within the vicinity of the Project. As discussed above, businesses on the corner of Little Eveleigh and Lawson Street may experience a noticeable reduction in passing trade should people choose to exit the station using the new pedestrian footbridge. As such, the acoustic environment may decrease near these businesses.</p> <p>The urban design components of the Project would make the area more visually appealing, which may change customers' perception of the area and therefore a willingness to come to the area. Design components could also explore opportunities for signs/pedestrian way finding to local businesses, resulting in a positive impact on local businesses.</p> <p>The Project, once operational, would not generate dust or other direct emissions and therefore would not affect the amenity of local businesses.</p>

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

Economic impacts

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

The Project is expected to contribute to economic and employment growth and support the known employment growth (such as Commonwealth Bank at South Eveleigh) surrounding the station. It provides the opportunity for new business development surrounding the station precinct and stimulation for existing businesses.

During operation, the Project would result in moderate magnitude changes to economic impacts, in an area deemed to be of low sensitivity. As such the social impact of the operational Project would be moderate-low (positive).

Access and connectivity

The operational Project would result in permanent changes to the existing road and active transport networks in the local area. During consultation, some respondents considered that there is not enough cycling infrastructure and bicycle storage facilities within the area and that accessibility to the station by bicycle could be improved.

Providing equitable access to public transport for disabled persons, parents of young children and the elderly, in conjunction with increased walkability for a greater number of prospective public transport users travelling to, from and within Redfern Station, has the potential to provide social and economic benefits to the area. A summary of the significance of access and connectivity impacts during operation is discussed in **Table 11-13**.

Table 11-13 Summary of significance of access and connectivity impacts

Access and connectivity impact	Impact summary
Public transport	<p>Respondents to the community survey expressed concern about existing levels of congestion on the concourse and platforms, particularly during peak periods. It was also noted that this crowding causes customers to miss trains. Operation of the Project would result in improved access to train and bus services surrounding Redfern Station intended to improve the experience of all passengers using the station, including less mobile people.</p> <p>Changes to the connectivity and accessibility of the public transport network have the potential to contribute to a number of direct and indirect social and health benefits, including reduced stress. Improvements to accessibility are a particular feature, with Redfern Station currently lacking provision for disabled and low-mobility customers for the majority of platforms. As people often choose to shop, visit and spend their time at convenient and accessible locations, changes to the accessibility and reliability of the public transport network may also result in benefits to businesses and social infrastructure in the study area.</p> <p>Overall, the negative operational impacts of the Project on public transport operations are limited, with substantial positive impacts, generally associated with customer amenity, convenience and safety, offering a better customer experience.</p>
Active transport	<p>Provision of the new concourse, shared zones and bicycle spaces would provide greater accessibility across the rail corridor, encouraging increased active transport and social connections within the local area. Additionally, the proposed shared zones would contribute to a better experience for customers accessing Redfern Station. In particular, this would provide benefits to people with reduced mobility such as people with mobility devices, other less mobile people, people with luggage and parents with prams.</p> <p>During consultation, some respondents suggested that creating ungated access across the rail corridor would achieve better connectivity within the local area, particularly for those who may not be station customers or do not have access to an Opal or credit card to tap on and off at either end of the concourse (which does not incur a charge).</p>

Access and connectivity impact	Impact summary
	<p>Some stakeholder groups however requested installation of the Opal barriers to create a more formalised entrance and to deter customers from not tapping on for their fare ride. Tapping on and off to access the concourse to use the cross corridor access poses a social equity issue and mitigation measures to address this may include signage to inform users that an Opal card or contactless payments (e.g. American Express, Mastercard or Visa debit or credit card), would be required to access the concourse, however, once tapped off on the other side, charges would be reversed (i.e. no charge). Existing pedestrian routes would remain available for the small group of people who do not have an Opal card or contactless payments to use the concourse. A customer education campaign would be enacted to inform the community of the process and encourage use of the concourse.</p>
Community cohesion	<p>Community cohesion refers to the connections and relationships between individuals and their neighbourhoods. Access to a diverse range of local and regional infrastructure, a variety of meeting places which encourage strong support networks, and minimal barriers to movement are key elements that contribute to cohesive communities.</p> <p>The Project not only provides connectivity between the platforms at Redfern Station and access to both Marian Street and Little Eveleigh Street, but also provides cross corridor connectivity. The Project would enable some cross-corridor connectivity benefits as it would address the existing desire line constraint. Furthermore, the Project would:</p> <ul style="list-style-type: none"> • alleviate a point of community severance (the rail corridor), which has only one existing narrow pedestrian crossing over the Lawson Street bridge • provide a connection that is away from busy roads, hence encouraging social interaction • provide ready access to the suburb of Redfern as a whole, both in and out by allowing for more connectivity for pedestrian traffic.
Road network	<p>Once operational, the Project is expected to result in only small changes to the local road network.</p> <p>The introduction of formalised kiss and ride facilities on Lawson Street and Gibbons Street would allow for additional modal access to Redfern Station. Footpath upgrades, which are also proposed as part of the kiss and ride facilities, would provide equitable access between the kiss and ride locations and the station. These facilities can also be accessed by taxis, which would further provide accessibility benefits for those who do not drive and/or are outside of walking distance to public transport.</p> <p>During operation, there would be a higher risk of vehicle, cyclist and pedestrian interactions along Little Eveleigh Street, due to the increased pedestrian volumes associated with the proposed station entrance and shared zone. However, with many pedestrians already using the road as a pathway due to the narrow width of existing footpaths on Little Eveleigh Street, the slower speed limit of 10 km/h and street treatments would help road users interact in a safer, more pedestrian-friendly way.</p>

With consideration of the overall impacts to access and connectivity discussed above, the magnitude of change is determined to be high positive given that the Project would significantly improve access to the growing precinct with significant social infrastructure, as well as to Redfern Station. The sensitivity of receivers to changes to access and connectivity would be high positive given that the provision of an additional station entrance, introducing lifts to platforms and a new concourse would allow for greater access to public transport modes and provide equitable access to the station. As such, the

overall social significance of changes to access and connectivity resulting from the operation of the Project would be high positive.

Social infrastructure

A summary of the significance of social infrastructure impacts during operation is discussed in **Table 11-14**.

Table 11-14 Summary of significance of social infrastructure

Social infrastructure Impact	Impact summary
Educational facilities	<p>Operation of the Project would improve public and active transport access and connectivity to educational facilities such as Key College, University of Sydney and TAFE NSW - Eora. This may encourage students and employees of these educational facilities to take trips that they may have been avoided due to inaccessibility, and in doing so would increase physical activity. Improved footpaths and shared zones would reduce traffic speeds, improve pedestrian safety and enhance walkability.</p> <p>The closest educational facility to the Project is The Key College located approximately 20 metres from the proposed entrance at Little Eveleigh Street. Students and teachers may experience a minor disturbance from noise impacts as a result of the operational Project from commuter noise arising from the Little Eveleigh Street entrance. This may affect the communication, productivity and concentration capacity between students and teachers. The noise assessment highlighted that the noise generated by commuters/pedestrians walking through the shared zones to and from the new station entrances and other local areas would not be loud in an absolute sense (e.g. in the context of the overall existing noise environment) at nearby residential receivers). Outcomes of noise impacts are discussed in Chapter 13 of this EIS.</p>
Care, health, medical and emergency services facilities	<p>Operation of the Project would improve public and active transport access and connectivity to the available health and emergency services. No operational noise or vibration from the Project is likely to affect the users of these facilities, given the separation between the Project and these service facilities. The Project may facilitate improved community health outcomes through better access to health, emergency and medical facilities.</p> <p>The Project would particularly benefit those groups that currently experience transport or mobility difficulties such as the elderly, youth, those with a disability, non-drivers or people without access to a private vehicle.</p>
Places of worship	<p>The operation of the Project would generally improve the public transport access and connectivity to the community and their places of worship. It would benefit those people who currently experience transport or mobility difficulties, non-drivers and people without access to a private vehicle to be able to attend their places of worship.</p>
Community service facilities	<p>Community and key Aboriginal community service facilities located near the Project would benefit from the improved transport and connections to other transport modes. The Project would also facilitate access for people in the Aboriginal community with a disability to visit an area significant to them. This would particularly benefit people who currently experience transport or mobility difficulties, non-drivers and people without access to a private vehicle.</p>
Sporting and recreational facilities	<p>The Project would provide greater accessibility across the rail corridor to a number of sporting recreational facilities within proximity to the Project and would encourage increased active transport and social connections more generally, including for vulnerable groups. The Project may also encourage the use of public transport, walking and cycling to these sporting and recreational facilities and to other cycling networks.</p>

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

Heritage and character

The community places value in the historical significance of the area as evidenced in consultation. The Project would result in positive impacts to the historical character by enhancing the community's capacity to access, appreciate and understand the values of the historical character of the area. This would ultimately create a stronger sense of connection to the space and improve the visual amenity of the area. The Project would explore opportunities to enhance the historical significance of the area such as heritage interpretation works to augment the community's sense of place and connection to the community's history. Adaptation of 125-127 Little Eveleigh Street as part of the rail network would ensure the continued use of the building and would retain its significance within the conservation area. The proposed concourse, platform canopies, stairs and lifts, have been sited at the southern end of the Redfern Station and away from significant historic structures, allowing for the majority of heritage elements at the Station to be retained.

The proposed concourse would result in indirect impacts on the aesthetic values of the Station, where the Project would affect significant views and the open feel of the station. These have been mitigated by ensuring a maximum level of transparency is achieved through the glazed and perforated metal panels on the concourse as well as the bulk and scale of the concourse which are kept to a minimum. The concourse would also provide opportunity to reference former historic views accessible from the demolished 1914 footbridge which is considered a beneficial impact. By retaining the key heritage features and majority of platform structures at Redfern Station, the Project would ensure that Redfern Station would retain its State heritage significance. Furthermore, the Project would respect and/or enhance the heritage significance by future-proofing the station's commuter demand to at least 2036, which ensures the longevity of the heritage listed station as a tangible link to the construction of the line and as a major suburban station that served the Eveleigh Railway Workshops and the surrounding suburbs.

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

11.5 Management and mitigation

11.5.1 Overview

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

Prior to construction, potential amenity impacts would be managed in line with mitigation measures identified in other relevant technical disciplines and their relevant CEMP, sub-plans and supporting documentation. The technical disciplines used to inform this assessment include:

- Traffic, transport and access
- Noise and vibration
- Visual amenity
- Heritage.

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

11.5.2 Performance outcomes

The social performance outcome for the Project are as follows:

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

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

11.5.3 Mitigation measures

A list of mitigation measures which would be implemented to manage and/or mitigate the potential social impacts of the Project are outlined in **Table 11-15**.

Table 11-15 Mitigation measures

ID	Mitigation measure	Applicable location(s)
Construction		
SE1	Implementation of the Project's Community Liaison Management Plan including engagement with residents on both Little Eveleigh Street and Marian Street, City of Sydney Council, NSW Police and other stakeholders.	Study area
SE2	<p>Construction ancillary facilities within private and public reserves and parks would be planned to minimise impacts on existing recreational and sporting infrastructure, with construction laydown areas located in areas of open space, where possible. Establishment and use of the laydown areas would consider public safety and maintaining safe access to recreational areas.</p> <p>Private and public reserves and parks proposed for the construction laydown areas would be returned to their original or improved condition following construction (or as otherwise agreed with the relevant authority).</p> <p>Public access to areas of reserves and parks not utilised for construction laydown areas would be maintained throughout construction.</p>	Ancillary facilities
SE3	TfNSW would investigate opportunities to source construction workers from the local community.	Study area
SE4	Access to properties including businesses would be maintained throughout the Project. Temporary measures such as traffic control would need to be implemented to enable this to occur.	Study area
SE5	<p>Construction activities undertaken in proximity to businesses would maintain visibility of business frontage, associated signage and access points, where possible. Temporary signage would be provided in the vicinity of a business if construction works obstruct views to the business.</p> <p>Business impacts resulting from changes to amenity or access would be managed in line with mitigation measures identified for other relevant environmental issues.</p>	Study area
SE6	<p>Engagement with the local Aboriginal community is ongoing and would continue throughout the Project. Key focus areas for Aboriginal engagement on this Project include:</p> <ul style="list-style-type: none"> Project design heritage interpretation and /or community art opportunities employment and procurement opportunities. 	Study area

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

The construction activity at and immediately surrounding Redfern Station would result in residual (negative) social construction impacts, post mitigation. However, these changes would be temporary.

Following the implementation of the mitigation measures, there would be a moderate (positive) level of residual social operational impacts from the Project.

Further consideration of cumulative impacts is discussed in **Chapter 23** of this EIS.