Chapter 13

Social impacts

13 Social impacts

This chapter provides an assessment of the potential social impacts as a result of this proposal and identifies mitigation measures to minimise these impacts. This chapter draws on information provided in Technical Paper 6 (Social impact assessment).

13.1 Overview

The Sydney Metro West project aims to achieve positive outcomes for the surrounding community. This includes social performance outcomes outlined within the Concept (refer to *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a)) of maintaining neighbourhood amenity, access to local open space and social infrastructure networks, access to local facilities and services during construction, as well as ensuring community members are effectively communicated with throughout the construction process, and that communities and their connections to each other and to place are recognised, understood and ultimately strengthened for the future. These positive outcomes would be delivered through the construction of this proposal and future stages of the Concept.

The Sydney Metro West project would create an anticipated 10,000 direct and 70,000 indirect jobs during construction (based on Sydney Metro analysis). Of these, the proposal would generate about 700 direct construction industry jobs. In addition, opportunities for positive interventions to create community benefits in the surrounding areas would be explored.

The proposal would create positive social impacts through the implementation of Sydney Metro West plans including the Workforce development and industry participation plan, Aboriginal participation plan and related sustainable procurement requirements. These plans and requirements would achieve positive social outcomes by driving jobs, skills and diversity across the workforce and supply chain. This would support the Infrastructure Skills Legacy program to increase and extend the benefits of the government's infrastructure program to build a legacy of skills and jobs in communities across the state.

The Sydney Metro West Community Benefit Plan for major civil construction work between Westmead and The Bays would be updated to give guidance to Contractors in providing positive social outcomes through the delivery of community benefit initiatives to the Pyrmont and Hunter Street (Sydney CBD) localities. These initiatives would seek to offset negative impacts where possible. The proposal would result in temporary negative impacts to local amenity and changes to access for local social infrastructure and services. There would be potential changes to community character, a sense of and connection to place and belonging, as well as potential negative wellbeing impacts associated with construction activities, such as sensitivity to noise and vibration. These impacts are anticipated to be temporary due to the temporary nature of construction. Cumulative negative impacts to wellbeing would potentially result in construction fatigue, a cumulative sense of disruption, inconvenience and frustration.

13.2 Legislative and policy context

The Secretary's Environmental Assessment Requirements relating to social impacts, and where these requirements are addressed in this Environmental Impact Statement, are outlined in Appendix A.

The *Social Impact Assessment Guideline* (NSW Department of Planning, Industry and Environment, 2021) (SIA Guideline) provides a consistent framework and approach to the assessment of social impacts associated with all state-significant projects and developments in NSW. The SIA Guideline is considered by NSW Government to represent best practice in social impact assessment processes.

Other legislation and policies applicable to the social impact assessment include:

- International Association for Impact Assessment (IAIA) *International Principles for Social Impact Assessment Guideline* (2003) (IAIA guideline) – Informed the *Social Impact Assessment Guideline* that has been applied in this technical paper
- *Environmental Planning and Assessment Act 1979* – Establishes the framework for social and economic impacts to be considered and assessed as part of the environmental planning assessment process.

The legislative and policy context of the social impact assessment is further described in Chapter 2 of Technical Paper 6 (Social impact assessment).

13.3 Assessment methodology

The approach for the social impact assessment included:

- Preliminary desktop survey and mapping to identify existing social infrastructure and likely affected stakeholders in the area
- A preliminary scoping assessment with consideration of the area of social influence to identify potential social impacts. The preliminary scoping assessment also identified the social factors that would be carried forward for further assessment
- Development of social baselines for the study areas, describing demographic characteristics, social infrastructure and amenity, and intangible community assets of each construction site study area, including human and social capital, community cohesion, community values and connection to place of the communities
- Further assessment of potential impacts of the specified social factors set out in the SIA Guideline and identified in the preliminary scoping assessment based on their likelihood and consequence
- Identification of the significance of each identified impact based on its duration, extent and sensitivity of impact receivers
- A risk-based assessment of potential positive and negative social impacts, taking into consideration the likelihood and consequence of the potential impacts
- Identification and assessment of potential cumulative impacts on communities resulting from other major transport, construction, and urban renewal projects occurring in proximity to designated study areas
- Development of mitigation and management measures for identified potential impacts and means to enhance social benefits and realise opportunities arising for communities
- Development of a measurement approach that may be used to monitor the success of the proposal's construction process over time in social terms.

A detailed description of the methodology for the social impact assessment is provided in Chapter 4 of Technical Paper 6 (Social impact assessment).

13.3.1 Study area

The study areas were defined by the area of social influence. The area of social influence has been determined for the proposal based on consideration of:

- The activities that form part of major civil construction work between The Bays and Sydney CBD, including construction activities at the surface and tunnelling activities
- The likely scale and extent of potential direct and indirect impacts of the proposal on the social factors identified in the Social Impact Assessment Guideline. This includes indirect impacts that are generally less tangible and more commonly relate to matters such as community values, identity and sense of connection to place
- Cumulative impacts that may impact affected communities as a result of other transport, construction and major urban renewal processes underway within or near the corridor or localities
- The potentially affected built or natural features that have social value or importance located on or near the construction sites, and the social characteristics of the areas likely to be affected by the proposal, as informed by the social baseline study and other relevant technical assessments
- The community and stakeholder groups that would be most likely affected by the direct and indirect impacts, based on stakeholder and community engagement activities, and other available information sources.

Based on the above, the area of social influence has been determined as being an area within 400 metres of each construction site as described in Section 3.1 of Technical Paper 6 (Social impact assessment).

These study areas represent the areas that would potentially be most directly impacted by surface construction work, noting that in some areas, impacts extend to populations at a suburb or regional level. This is because the population of residents, visitors and workers from surrounding areas may regularly travel to or through these centres as part of their daily routines (e.g. employment, shopping, visiting cultural amenities) and therefore may experience construction impacts. The proposal study area also included communities above the tunnel alignment, to consider the potential and temporary impacts associated with tunnelling beyond the area of social influence for surface construction sites, at a corridor level.

13.3.2 Risk assessment

Social impacts vary in their nature and can be positive or negative, tangible or intangible, physically observable, or psychological. Each potential social impact that was carried forward from the preliminary scoping assessment has been assessed using a qualitative and objective based risk assessment framework which evaluates impacts based on the 'likelihood' of occurrence (defined in Table 13-1), and the 'consequence' of the potential social impact (defined in Table 13-2). A risk rating is then determined by combining the likelihood and consequence to identify the level of risk as shown in the matrix in Table 13-3.

Risk ratings range from low, medium, high to extreme and can be positive or negative. Once an initial risk rating was identified, a residual risk rating was identified based on the implementation of mitigation measures identified in this Environmental Impact Statement, which aim to avoid, minimise, manage and mitigate impacts.

Table 13-1 Likelihood levels of social impacts (NSW Department of Planning, Industry and Environment SIA Guideline 2021)

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

Table 13-2 Magnitude levels for social impacts (NSW Department of Planning, Industry and Environment SIA Guideline 2021)

Magnitude level	Meaning
Transformational	Substantial change experienced in community wellbeing, livelihood, amenity, infrastructure, services, health, and/or heritage values; permanent displacement or addition of at least 20 per cent of a community.
Major	Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time, or affecting many people in a widespread area.
Moderate	Noticeable deterioration/ improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Minor	Mild deterioration/ improvement, for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
Minimal	No to little noticeable change experienced by people in the locality.

Table 13-3 Social impact significance matrix (NSW Department of Planning, Industry and Environment SIA Guideline 2021)

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

Potential temporary social impacts associated with the proposal during construction would generally be managed through appropriate mitigation of other aspects such as noise, traffic, visual and air quality. Section 13.10.3 provides consideration of the interaction between mitigation measures for other environmental aspects which are relevant to the management of social impacts. Additional social proposed mitigation measures that are specific to the proposal have been identified in Section 13.10.2.

For reference, key mitigation plans and frameworks that relate to social impacts of the proposal include:

- Overarching Community Communications Strategy (Appendix B)
- Construction Environmental Management Framework (CEMF) (Appendix C)
- Construction Traffic Management Framework (Appendix D)
- Construction Noise and Vibration Standard (Appendix E).

The Sydney Metro West Community Benefit Plan for major civil construction work between Westmead and The Bays would be updated to provide guidance to Contractors in providing positive social outcomes through the delivery of community benefit initiatives to the Pyrmont and Hunter Street (Sydney CBD) localities. Where possible, the initiatives would seek to offset negative impacts identified.

While the residual risk rating of a small number of the predicted construction impacts remain high, impacts are predominantly temporary and would be minimised through the implementation of the plans listed above and proactive consultation. This provides a conservative estimate of the potential social impacts associated with proposal.

A full assessment and presentation of the unmitigated risk rating and proposed mitigation for each risk (if applicable) is provided in Chapter 5 and Chapter 6 of Technical Paper 6 (Social impact assessment). Further detail on the risk assessment methodology is presented in Section 3.1.3 of Technical Paper 6 (Social impact assessment).

13.4 Avoidance and minimisation of impacts

The design development of this proposal aimed to avoid and minimise potential negative social impacts by:

- Selection of tunnel boring machines to excavate the twin tunnels because they operate faster than other excavation machinery, resulting in a reduced construction timeframe and less disruption for the local community
- Minimising the amount of privately owned land needed for construction sites to reduce negative impacts on the community (where possible)
- Restricting construction vehicle timing and relevant haulage routes at the Pyrmont Station construction sites to minimise impacts to social infrastructure and local amenity.

13.5 Potential tunnelling impacts

13.5.1 Existing environment

The tunnel alignment would extend from the eastern edge of The Bays tunnel launch and support site through to the end of the turnback and stub tunnel east of the Hunter Street Station (Sydney CBD) construction sites. The area above this alignment includes a range of social infrastructure that serves residents, workers and visitors from across a broad regional catchment, ranging from Greater Sydney to international and interstate visitors.

The areas along the tunnel alignment include various heritage, cultural, or built form landmarks as well as infrastructure that serves a more localised resident and worker catchment. The broader area also includes community assets of national or global significance.

The community profile of the tunnel alignment is outlined in Section 4.2 of Technical Paper 6 (Social impact assessment) and is generally similar to the community profiles identified for the nearest construction sites.

A review of Community Strategic Plans and outcomes of related research projects identified that proposal-wide key community issues include community aspirations for liveable and vibrant neighbourhoods that are affordable and easy to get around (with need for improved public and active transport options). Community concerns include potential overdevelopment, increased population growth placing pressure on existing infrastructure, and the impacts of climate change.

13.5.2 Potential impacts

A summary of the potential social impacts associated with the tunnelling work underground from The Bays to Sydney CBD is provided in Table 13-4.

A detailed assessment of the potential social impacts is provided in Technical Paper 6 (Social impact assessment). The potential social impacts would be appropriately managed through the implementation of a Community Communication Strategy and the mitigation measures detailed in Section 13.10.2 and in Section 13.10.3. A residual social risk rating has been assigned to each potential impact in Table 13-4 after mitigation measures have been applied.

Table 13-4 Social impact assessment – Tunnelling activities

Social factor	Description of potential impacts (pre-mitigation)	Residual social risk rating (post-mitigation)
Way of life	• It is unlikely that there would be changes to living and working environments and daily routines of residents, workers, property owners, or visitors due to noise and vibration associated with tunnelling activities (refer to Chapter 7 (Noise and vibration)). Potential temporary impacts in tunnelling sections between construction sites would generally be negligible, with the exception of the shallowest sections of the tunnel where ground-borne noise and vibration would be at its greatest resulting in moderate to low impacts at a small number of receivers near Pyrmont Station and Hunter Street Station (Sydney CBD) construction sites during standard construction hours. Potentially higher impacts would be experienced at four receivers during the night-time. Potential exceedances of the human comfort criteria are likely in the Pyrmont and Hunter Street (Sydney CBD) study areas, meaning perceptible levels of vibration may occur when tunnelling work is beneath some receivers in those areas • Potential for increased community sensitivity to perceived negative impacts due to other recent, concurrent or future construction projects in the vicinity of the sites and along the corridor.	Low
Accessibility	• Potential for temporary disruption of access to and the use of existing social infrastructure, including services and civic spaces, due to potential temporary negative impacts on the amenity, from noise and vibration from tunnelling work is unlikely (refer to Chapter 7 (Noise and vibration)).	Low
Health and well being	• Minimal health and wellbeing impacts associated with construction noise and vibration from tunnelling activities, based on predicted noise and vibration levels • Potential for increased community sensitivity to perceived negative impacts and wellbeing due to other recent or future construction projects in the vicinity of the sites and along the corridor.	Low
Culture	• Communities along the tunnelling alignment may have concerns regarding the unlikely event that vibration caused by tunnelling activities and resulting vibration can harm structural integrity and safety of local heritage and other buildings above the tunnelling corridor, noting the large number of heritage buildings and high density nature of the area. The assessment has identified that vibration levels during tunnelling are predicted to comply with cosmetic damage criteria (refer to Chapter 7 (Noise and vibration)).	Low
Surroundings	• Potential for temporarily reduced amenity due to construction ground borne noise and vibration associated with tunnelling activities. Although these impacts would be minor and for a very short, temporary period of time (refer to Chapter 7 (Noise and vibration)).	Low

Social factor	Description of potential impacts (pre-mitigation)	Residual social risk rating (post-mitigation)
Livelihoods	• Increased employment opportunities in the Greater Sydney construction sector, associated with the tunnelling contract, generating a significant number of construction-related jobs • Sydney Metro will continue to implement its Workforce Development, Aboriginal and Industry Participations plans to drive jobs, skills and diversity across the workforce and supply chain. This will support the Infrastructure Skills Legacy program to increase and extend the benefits of the government's infrastructure program to build a legacy of skills and jobs in communities across the state • The Workforce Development, Aboriginal and Industry Participation plan includes requirements for delivery partners to implement targets related to skills, diversity, inspiring future talent and small business/Recognised Aboriginal business engagement • These policies and plans drive stimulus for workforce and industry opportunities including for vulnerable and underrepresented populations.	High (positive)
Livelihoods	• Property owners and tenants along the tunnelling corridors may have concerns regarding the unlikely event that vibration caused by tunnelling activities can harm structural integrity and safety of their property. The assessment has identified that vibration levels during tunnelling are predicted to comply with cosmetic damage criteria (refer to Chapter 7 (Noise and vibration)). As such, harm to structural integrity and safety of property is not likely • Potential for concerns regarding subsurface property acquisition associated with tunnelling work which would be addressed through due process for affected land-owners.	Low

13.6 The Bays tunnel launch and support site

13.6.1 Existing environment

The *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a) assessed the impacts of The Bays Station construction site to:

- Carry out the excavation of The Bays Station
- Launch and support two tunnel boring machines for the drive west to the Sydney Olympic Park metro station construction site.

The Bays Station construction site is being established under the Sydney Metro West Concept and Stage 1 planning approval.

The Bays tunnel launch and support site in this proposal would be located within a part of The Bays Station construction site. The impacts of the proposed use of The Bays tunnel launch and support site are assessed below.

In summary, the community profile of The Bays study area is defined by the following:

- Strong historic identity – The study area has strong historic links to industrialisation, namely through the former White Bay Power Station. There are currently a range of light industrial and urban services throughout the study area including car repairs, metal works and port operations
- Strong capital and connection to place – The former White Bay Power Station is an iconic landmark that embodies a range of values associated with its heritage and form. The landmark contributes to the local character and is highly valued by a range of community groups
- The Bays West transformation – The industrial waterfront parts of the study area, including White Bay Power Station, are within The Bays West area, which is subject to future major urban transformation. This is intended to include major employment areas and public spaces.

The social infrastructure near The Bays tunnel launch and support site, which is the subject of this proposal, is currently limited to several local-serving community facilities (refer to Figure 13-1).

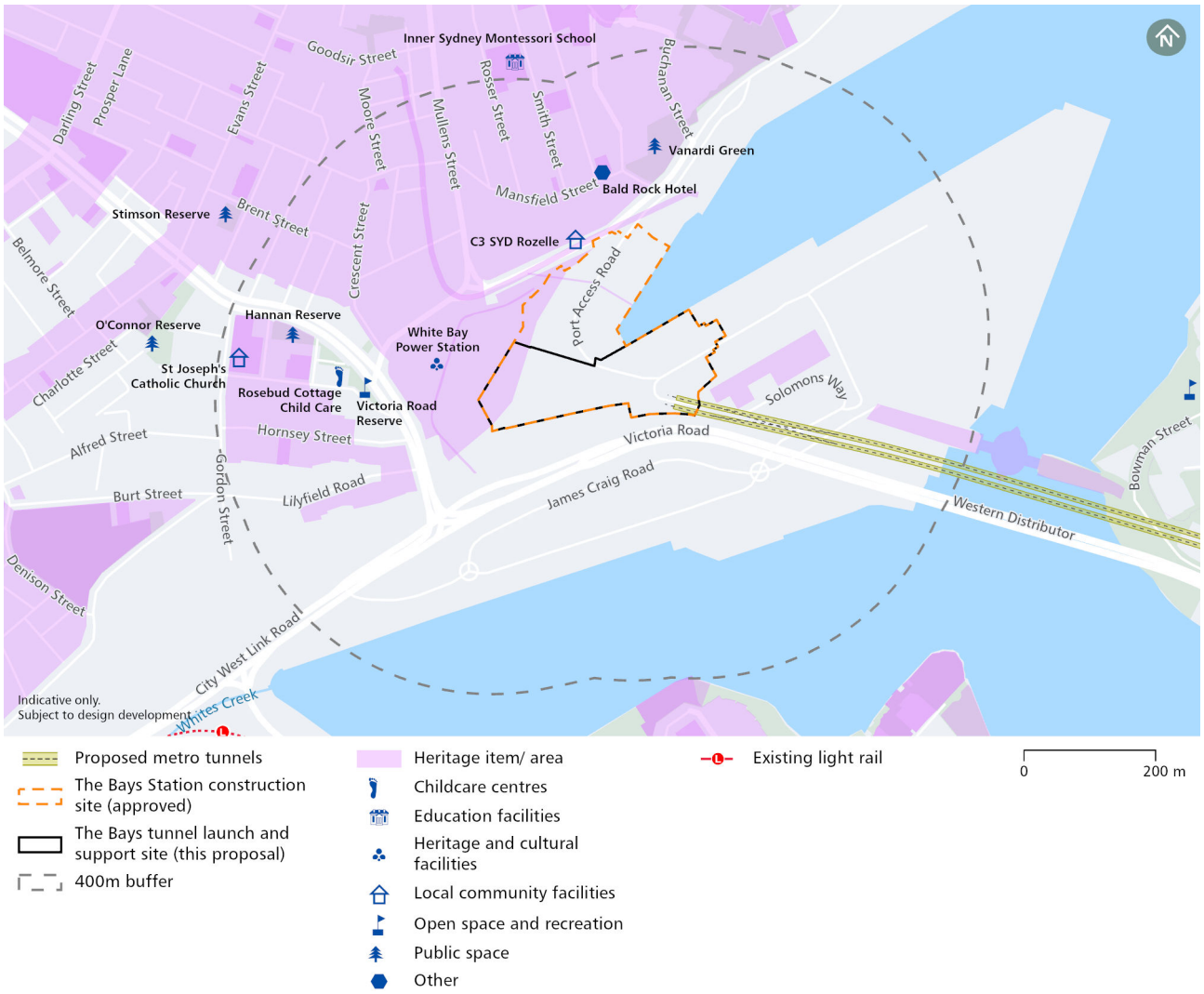

Figure 13-1 Social infrastructure near to The Bays tunnel launch and support site

13.6.2 Potential impacts

As described in Section 13.6.1, The Bays tunnel launch and support site would be located entirely within the construction footprint of The Bays Station construction site that is being established. As such, this Environmental Impact Statement only assesses the proposed use of the eastern and southern part of The Bays Station construction site to launch and support two tunnel boring machines for the drive east to the proposed Hunter Street Station (Sydney CBD) construction sites. Mitigation measures that would continue to apply to manage negative social impacts at The Bays tunnel launch and support site are included in Table 13-8.

A summary of the potential impacts which are specific to this proposal at The Bays tunnel launch and support site study area are outlined in Table 13-5.

A detailed assessment of the potential social impacts is provided in Technical Paper 6 (Social impact assessment). The potential social impacts would be appropriately managed through the implementation of a Community Communication Strategy and the mitigation measures detailed in Section 13.10.2 and in Section 13.10.3. A residual social risk rating has been assigned to each potential impact in Table 13-5 after mitigation measures have been applied.

Table 13-5 Social impact assessment – The Bays tunnel launch and support site

Social factor	Description of potential impacts (pre-mitigation)	Residual social risk rating (post-mitigation)
Way of life	• Potential disruption to daily activities, primarily for local workers and nearby residents could occur from the traffic, noise and vibration impacts associated with 24-hour construction activities at The Bays tunnel launch and support site and truck movements in the area. Spoil from tunnelling work between The Bays and Sydney CBD would be removed from this site, and concrete tunnel segments would be stored and unloaded at this site • Residential receivers to the north that are close to the site are predicted to be potentially impacted by 'low impact' construction noise at times during noise intensive work at night-time.	Medium
Accessibility	• Construction activities would be sited within the primarily self-contained industrial locality to the south – a locality which currently has low permeability for local pedestrians and vehicles. Pedestrian and vehicular access to local social infrastructure in the northern and western areas of The Bays tunnel launch and support site study area would generally not be affected by construction work (refer to Chapter 6 (Transport and traffic)).	Low
Health and well-being	• Potential impacts to health and wellbeing associated with construction noise and vibration from The Bays tunnel launch and support site, including truck movements in the study area due to removal of spoil and movement of concrete tunnel segments however, this area is currently predominantly occupied by industrial uses, and therefore these impacts of construction activity are likely to be minimal (refer to Chapter 6 (Transport and traffic)).	Low
Community	• Potential changes to community character due to construction activity affecting local community values and sense of place for Rozelle residents to the north of The Bays tunnel launch and support site, albeit this relatively small area of residential development is already heavily affected by various construction work in this study area. This can contribute to cumulative impacts due to other nearby major projects and depending on the timing of those various construction works and if those will overlap with the proposal, this impact could be prolonged • Potential for community concerns regarding possible negative impacts on community character, heritage values and sense of place that could arise about the location of The Bays tunnel launch and support site in close proximity to the iconic, listed heritage item White Bay Power Station.	Low
Culture	• The proximity of The Bays tunnel launch and support site to White Bay Power Station, which is a historic site with connections to the industrial and historical 'working class' heritage of Rozelle and Balmain, may cause community concerns about construction work and impact localised community values and place narratives associated with the area.	Low
Surroundings	• There would be some potential noise and visual amenity impacts for residents and businesses within The Bays tunnel launch and support site study area, to the north of the site (refer to Chapter 7 (Noise and vibration) and Chapter 11 (Landscape and visual amenity)). However, the study area in the immediate vicinity of The Bays tunnel launch and support site is dominated by industrial uses (e.g. Cement Australia), and therefore the impact of construction activities on issues such as local amenity, streetscape and associated sense of place and belonging, is likely to be minimal.	Medium
Livelihoods	• Increased employment opportunities in the Greater Sydney construction sector, associated with the tunnelling contract, generating a significant number of construction related jobs. This positive social risk is described in more detail in Table 13-4, as the workforce for tunnelling work is predominantly based at The Bays tunnel launch and support site.	High (positive)

Social factor	Description of potential impacts (pre-mitigation)	Residual social risk rating (post-mitigation)
Livelihoods	• There would be no acquisition of private property at The Bays tunnel launch and support site.	Low

13.7 Pyrmont Station construction sites

13.7.1 Existing environment

Regional and national level social infrastructure assets in Pyrmont include the Australian National Maritime Museum, Sydney Lyric Theatre, and the Darling Harbour entertainment and recreational precinct. The study area also includes a small number of local community infrastructure within the study area (refer to Figure 13-2).

The community profile of the Pyrmont study area is defined by the following human and social capital, community values and connections to place:

- Transformation of the Pyrmont peninsula – Historically a 'working-class' suburb, this formerly industrial area has transformed into a vibrant mixed-use precinct of homes, workplaces within the tech and media sectors, and an entertainment destination attracting international visitors. The demographic profile of the Pyrmont area has evolved to now comprise a high proportion of highly educated and skilled urban professionals and students
- Pyrmont Peninsula Place Strategy – The NSW Government's strategic planning documents envision the Pyrmont peninsula growing as an innovative, creative and cultural precinct and an engine room of the Eastern Harbour CBD. It envisages that Pyrmont would build on its media and technology jobs cluster, expand its green spaces and connections, add a variety of new quality buildings that complement or enhance the area, and introduce a diversity of housing options, to consolidate as a vibrant cultural and entertainment precinct that is linked to the rest of the city via the new proposed metro station
- High level of education and income – Residents of the Pyrmont study area enjoy a high level of education and income. Residents have a high level of education attainment, and well above the average for Greater Sydney
- Transient community and challenges to social cohesion – The Pyrmont community has a high proportion of residents that have moved to the area within the past five years. This can pose challenges for levels of social and community cohesion and mental health
- Community aspirations for vibrant and liveable city – Community consultation activities carried out by City of Sydney throughout 2018 and 2019 highlighted that a liveable, vibrant and welcoming green city, that is easy to get around is a priority for Sydney communities. Participants of a community session in Ultimo were most excited about Sydney being a vibrant, liveable and creative city, however most were concerned around the impacts of climate change and access to affordable homes, quality facilities, services and infrastructure.

Community engagement activities carried out by the City of Sydney between 2018 and 2020 identified key community issues within the Pyrmont study area. These issues include the impacts of climate change, access to and quality of facilities, services and infrastructure, housing affordability, lack of support services and development.

Figure 13-2 Social infrastructure near to the Pyrmont Station construction areas

13.7.2 Potential impacts

A summary of the potential social impacts which are specific to the Pyrmont Station study area are provided in Table 13-6.

A detailed assessment of the potential social impacts is provided in Technical Paper 6 (Social impact assessment). The potential social impacts would be appropriately managed through the implementation of a Community Communications Strategy and the mitigation measures detailed in Section 13.10.2 and in Section 13.10.3. A residual social risk rating has been assigned to each potential impact in Table 13-6 after mitigation measures have been applied.

Table 13-6 Social impact assessment – Pyrmont Station study area

Social factor	Description of potential impacts (pre-mitigation)	Residual social risk rating (post-mitigation)
Way of life	• Noise, dust and vibration caused by construction activities (e.g. drilling, rock breaking, excavation) (refer to Chapter 7 (Noise and vibration)) may impact how residents, workers, commuters and visitors in the study area carry out daily living routines. The construction sites would be located on a major road (Pyrmont Bridge Road), and an adjacent key cycle route (Union Street) for bicycle commuters accessing Sydney CBD (refer to Chapter 6 (Transport and traffic)), in a mixed use high density commercial and residential area, near recreational and tourism destination uses.	Medium

Social factor	Description of potential impacts (pre-mitigation)	Residual social risk rating (post-mitigation)
Accessibility	• Potential negative impacts on daily routines of local active commuters associated with construction activities adjacent to the footpath and cycling lanes on Union Street (refer to Chapter 6 (Transport and traffic)) • Potential impacts to access and use of social infrastructure, businesses, or other amenities in the study area if nearby to construction activities and vehicle movements along Pyrmont Bridge Road and Union Street and a reduction in available parking spaces (Union Street and Edward Street) • Potential disruption to accessibility of local social infrastructure, residential and commercial buildings and services, due to reduced parking (i.e. due to removal of parking spaces along Union Street) • Potential negative impacts to accessibility of cultural and social infrastructure associated with construction activities causing noise, vibration and dust (refer to Chapter 7 (Noise and vibration) and Chapter 19 (Air quality)). Potential facilities and services that could be impacted include recreational and open spaces such as Maybanke Recreation Centre, Jones Street Pocket Park, Bliss Early Leaning, Paradise Reserve, Elizabeth Healy Reserve, the Dunkirk, the Quarrymans Hotel, Darling Harbour foreshore, Sydney Lyric Theatre, International Convention Centre, National Maritime Museum • Potential disruption to access to daily living needs (e.g. local supermarkets, shops, pharmacies etc) associated with changes to wayfinding and streetscape due to establishment of construction sites.	Low
Community	• Minor changes to composition of the community based on the increased number of construction workers at these construction sites • Potential changes to community connection to and sense of place due to the changes to the streetscape associated with the construction activities • Potential changes to social fabric of the area associated with changed access to some community gathering places impacting the networks of local communities (e.g. the Dunkirk, the Quarryman's Hotel, Elizabeth Healey Reserve, Darling Harbour foreshore), as noise and additional traffic close to these sites may deter workers and residents from accessing these sites • Minor changes to composition of the community associated with the buildings that will be acquired to enable construction activity.	Low
Culture	• Potential changes to connection to place for local residents, workers and visitors due to changes to the appearance and uses of the site • Potential perceived negative impacts to local heritage items, associated with establishment of a construction site • Potential disruption to access to and use of cultural venues and spaces due to noise, vibration and truck movements • Possible impacts to accessibility and connectivity within Pyrmont during local festivals and other events that contribute to community cohesion and sense of place.	Low

Social factor	Description of potential impacts (pre-mitigation)	Residual social risk rating (post-mitigation)
Health and wellbeing	• Potential negative impacts on health and wellbeing associated with construction activities that generate dust, vibration, noise. There is potential for sleep disturbance for workers, residents and visitors in the area, for example, due to roadheaders operating under residential properties. Temporary 'high' noise impacts are predicted at the nearest receivers to the Pyrmont Station at some times during some of the noisiest construction scenarios. Acoustic sheds would reduce these impacts. Temporary groundborne noise and vibration impacts are also expected. These impacts are discussed further in Chapter 7 (Noise and vibration) • Potential impacts to pedestrian safety associated with increased traffic volumes on Pyrmont Bridge Road due to the construction activities and vehicle movements along Pyrmont Bridge Road and Union Street (refer to Chapter 6 (Transport and traffic)) • Potential impacts to wellbeing associated with fear of vibration causing damage to properties in the locality • Potential negative impacts to wellbeing associated with uncertainties to local businesses, residents and property owners subject to property acquisition.	Low
Surroundings	• Potential negative amenity impacts and negative visual impacts on the surroundings that may affect the community's enjoyment of the area due to the establishment of the construction sites and construction activities • Potential negative impacts on perceptions of safety (particularly at night) associated with changed sightlines due to establishment of the construction sites (e.g. hoardings, acoustic sheds, site offices), and increased numbers of unfamiliar people in the area. Additional workers in the locality, including at night, may also improve perceptions of safety by providing additional passive surveillance surrounding construction sites, including at night.	Medium
Livelihoods	• Increased employment opportunities in the Greater Sydney construction sector associated with increased construction related jobs • Sydney Metro will continue to implement its Workforce Development, Aboriginal and Industry Participations plans to drive jobs, skills, diversity across the workforce and supply chain. This will support the Infrastructure Skills Legacy program to increase and extend the benefits of the government's infrastructure program to build a legacy of skills and jobs in communities across the state • The Workforce Development, Aboriginal and Industry Participation plan includes requirements for delivery partners to implement targets related to skills, diversity, inspiring future talent and small business/Recognised Aboriginal business engagement • These policies and plans drive stimulus for workforce and industry opportunities including for vulnerable and underrepresented populations.	High (positive)
Livelihoods	• Potentially increased patronage for local businesses (e.g. cafes, supermarkets) associated with increased number of construction workers in the area • Potentially reduced patronage for local businesses (including tourism accommodation providers), cultural venues and other businesses due to noise, vibration, road closures, reduced parking • Perceived and potential negative impacts to personal and property rights, livelihoods or business viability due to property acquisitions and construction processes.	Medium

13.8 Hunter Street Station (Sydney CBD) construction sites

13.8.1 Existing environment

Community profile

As part of a regionally and nationally significant centre, the Sydney CBD study area includes state and district level items of social infrastructure and various heritage, cultural, or built form landmarks that may have significance for local communities. There is also a concentration of civic infrastructure and local social infrastructure servicing workers and local residents (refer to Figure 13-3).

The community profile of the Sydney CBD study area is defined by the following human and social capital, community values and connections to place:

- High level of education and income – Similar to The Bays and Pyrmont study area profiles, residents of the Sydney CBD study area have a high level of education and income
- Transient community and challenges to social capital in a high-density CBD context
- City-wide celebrations and events – Large scale celebrations and festivals attract high numbers of visitors to the Sydney CBD, however, they are not targeted to bring together the local CBD community and foster social cohesion at a localised level
- Night time economy – City of Sydney's night time economy (including restaurants and bars, live performance and entertainment, late night shopping and other recreation activities) is a major employer, and generates significant economic output for the city. As a result, there are workers and visitors that access Sydney CBD after hours, who may use public transport to travel within or out of the Sydney CBD. The night time economy has been impacted by public health orders related to the COVID-19 pandemic, and previously by lock-out laws on entertainment venues in Sydney CBD
- International tourism destination – Sydney CBD is an international gateway with world-class tourism attractions and many businesses in Sydney CBD rely on custom from tourists. While the COVID-19 pandemic has prevented the majority of international travel, prior to the pandemic, Sydney CBD attracted a high number of international visitors, some of whom would have stayed in the hotels and visitor accommodation within the study area
- Uncertain futures post COVID-19 pandemic – Sydney CBD has been and continues to be impacted by the COVID-19 pandemic related public health orders and consequent remote and flexible work arrangements. Coinciding with the significant impacts that the interstate and international border closures have had on the local tourism and related industries, the loss of the two key customer bases have had severe impacts on many CBD hospitality and entertainment businesses. The extended period of largely empty streets and temporary or permanent closures of various small businesses in the area have further exacerbated challenges to local cohesion and social capital in the high-density commercial area as a living and daily working environment
- New city-shaping infrastructure and development – Sydney CBD has been a key focus for public and private investment and despite the pandemic, continues to evolve. Recent major projects include the opening of the light rail along George Street that improves public and active transport connections in the city, a number of new developments by the Barangaroo waterfront, as well as various commercial, mixed-use, tourism accommodation and office towers being built across the city. The intensity of development and ongoing construction activities in the CBD area are likely to be disruptive to the local community – including their sense of connection to place.

Community engagement activities carried out by the City of Sydney between 2018 and 2020 identified key community issues within the Sydney CBD study area. These issues include access to and quality of facilities, services and infrastructure, including lack of affordable housing, short term rentals and homelessness. Population growth, overcrowding and density, the impacts of climate change and ongoing construction in the area were also identified as community issues during these community engagement activities. Strata residents identified issues related to the quality of buildings being constructed, scale of development and strata policies.

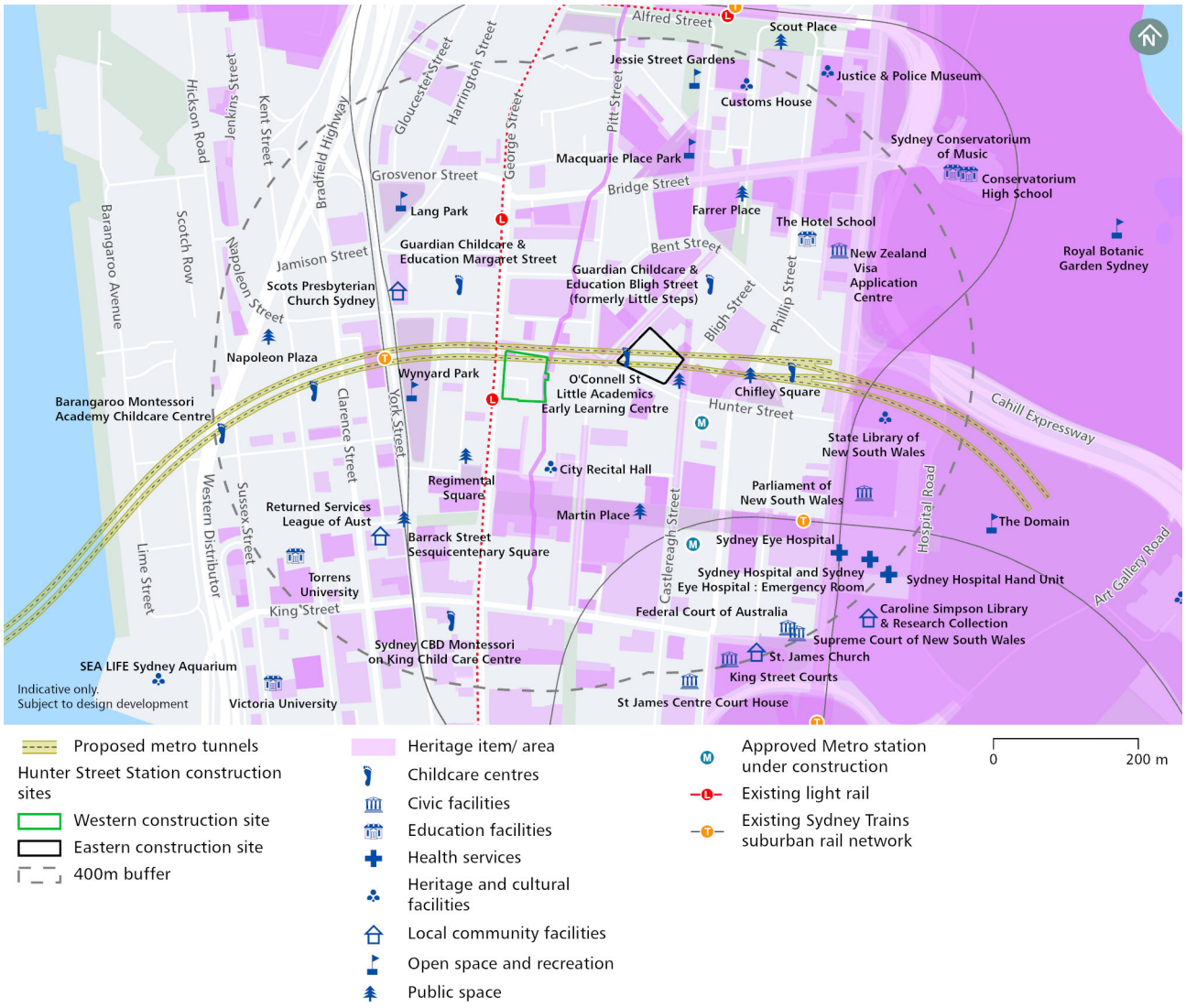

Figure 13-3 Social infrastructure near to the Hunter Street Station construction sites

13.8.2 Potential impacts

A summary of the potential impacts which are specific to the Hunter Street (Sydney CBD) study area are provided in Table 13-7.

A detailed assessment of the potential social impacts is provided in Technical Paper 6 (Social impact assessment). The potential social impacts would be appropriately managed through the implementation of a Community Communications Strategy and the mitigation measures detailed in Section 13.10.2 and in Section 13.10.3. A residual social risk rating has been assigned to each potential impact in Table 13-7 after mitigation measures have been applied.

Table 13-7 Social impact assessment – Hunter Street Station (Sydney CBD) construction sites

Social impact	Description of potential impacts (pre-mitigation)	Residual social risk rating (post-mitigation)

Way of life	• Traffic movements, noise and vibration and dust associated with construction activities (refer to Chapter 6 (Transport and traffic), Chapter 7 (Noise and vibration) and Chapter 19 (Air quality)) may affect how local workers, visitors and residents go about their daily activities
	• Disruption to way of life associated with the establishment and operation of two construction sites within Sydney CBD are likely to impact a large number of residents, workers and businesses, including:
	  • Where construction activities occur beyond normal construction hours, this could impact on the ability for the hotel guests and local residents to sleep and rest in these properties
	  • Relocation of popular vendors that are located in buildings acquired for the Hunter Street Station (Sydney CBD) construction sites
	  • Changes to daily routines associated with the establishment of hoardings, noise and vibration, and construction traffic movements adjacent to the new George Street entrance to Wynyard Station and Wynyard light rail stop on George Street and the closure of the existing underground pedestrian walkway between Wynyard Station and Pitt Street
	• Demolition of existing buildings, establishment of construction sites including hoardings and changes to wayfinding may cause disruption to daily or weekly routines associated with changes to access to social infrastructure in the area
	• A sense of disruption to users of the area which may result in inconvenience, frustration and changes to preferred daily routines due to construction activities and vehicle movements, street closures, and impacts to access to parking facilities adjacent the sites.
		High

Community	• Minor changes to composition and size of the community that use the area, based on the increased construction workers required for the proposal • Potential changes to community connection and sense of place due to the demolition of existing buildings and establishment of construction sites (e.g. establishment of hoardings) • Potential changes to community connections and social networks due to changes to access and use of some community gathering spaces due to acquisition of some properties. Minor changes to composition of the community associated with demolition of existing commercial buildings (i.e. tenants of the demolished buildings moving elsewhere), which may cause potential changes to social networks and fabric (loss of workplace connections, incidental social interactions with nearby workers, café staff etc.) • Potential changes to community connections and social networks due to changes to access to and use of some community gathering spaces due to noise, vibration and amenity impacts associated with construction. However, it is noted that various other opportunities and spaces for social interaction remain available within and just outside the 400 metre locality.	Medium

Social impact	Description of potential impacts (pre-mitigation)	Residual social risk rating (post-mitigation)

Accessibility	• Potential negative impacts to access to and use of social infrastructure, businesses and other services associated with construction activities and vehicle movements
	• Changes to accessibility due to changes to the localised road network to facilitate construction activities. This may include:
	  • Disruption to businesses and other users of the area due to temporary and partial closures of Hunter Street limiting oversize out of hours deliveries for limited periods
	  • Disruption to users of De Mestre Place, which would be permanently acquired. De Mestre Place is used as a laneway providing access to various businesses in the area, many of which would also be acquired as part of the proposal
	  • Changes to the local road network may disproportionately impact people that need car access due to experiencing limited mobility or disability (refer to Chapter 6 (Transport and traffic))
	• Changes to wayfinding associated with changes to the streetscape (demolition of existing buildings, closure of the existing underground pedestrian walkway between Wynyard Station and Pitt Street and establishment of hoardings) may disrupt daily living routines and networks of local communities
	• Potential impacts to use of infrastructure and services in the area due to construction activities may be impacted by noise, vibration and changes to amenity (e.g. child care services, medical services, Australia Post, and public and open spaces) (refer to Chapter 7 (Noise and vibration) and Chapter 11 (Landscape and visual amenity)).
		Medium

Culture	• Potential changes to connection to place for local residents, workers and visitors due to changes to appearance and uses of the sites. It is noted that heritage items on the construction sites are to be retained • The community may have concerns regarding potential negative impacts to use of local heritage and cultural elements in the broader locality (e.g. The Mint, Sydney Hospital, NSW Parliament, Customs House, St James Church, St Stephens Uniting Church, King Street Courts) associated with establishment of construction sites and potential changes to the amenity of the area due to noise, vibration and visual changes • Potential disruption to access to and use of cultural venues and spaces within the 400 metre locality of the site (e.g. City Recital Hall, Museum of Sydney) due to construction activities resulting in noise and vibration (refer to Chapter 7 (Noise and vibration)) • Possible negative impacts to accessibility and connectivity within the Sydney CBD during major events including Sydney Festival, Vivid, Art Month. Construction activities would need to be adjusted to avoid conflict with major events and festivals.	Medium

Social impact	Description of potential impacts (pre-mitigation)	Residual social risk rating (post-mitigation)
Health and wellbeing	• Potential negative impacts to health and wellbeing for workers, residents and visitors in the area, associated with construction activities that generate noise, vibration or dust (refer to Chapter 7 (Noise and vibration) and Chapter 19 (Air quality)). These would be 24-hour construction sites, and construction work may impact on sleeping routines of local residents and visitors in nearby hotels. Impacts on those receivers are predicted to be 'high' during noisy work when noise intensive equipment such as rockbreakers are being used. The human comfort criteria of vibration are also predicted to be exceeded at the nearest buildings, meaning occupants of affected buildings may be able to perceive vibration impacts at times when vibration intensive equipment is in use nearby • Potential negative wellbeing impacts associated with uncertainties for local businesses, residents and property owners associated with property acquisition, or reduced amenity surrounding popular gathering spaces in the area (due to noise, vibration, road closures etc associated with construction activities) • The impacts of COVID-19 may have created uncertainties around livelihood for local businesses and property managers/owners (retail, accommodation, food and beverage) with uncertainty about potential future patronage of city workers, tourists and social distancing requirements • Potential for increased community sensitivity and impacts to wellbeing due to other recent or future construction impacts in the vicinity of the site – residents and workforce of the locality may experience "construction fatigue".	Medium
Surroundings	• Potential negative impacts to the community's enjoyment of the area, associated with demolition of existing buildings and establishment of two construction sites, with associated vibration, noise truck movements and visual impacts • Potential negative impacts on perceptions of safety associated with changed sightlines due to establishment of hoardings, site offices - particularly at night • Potential for increased community sensitivity to impacts to surroundings due to other recent or future construction projects in the vicinity of the site.	Medium
Livelihoods	• Increased employment opportunities in the Greater Sydney construction sector associated with increased construction related jobs • Sydney Metro will continue to implement its Workforce Development, Aboriginal and Industry Participations plans to drive jobs, skills, diversity across the workforce and supply chain. This will support the Infrastructure Skills Legacy program to increase and extend the benefits of the government's infrastructure program to build a legacy of skills and jobs in communities across the state • The Workforce Development, Aboriginal and Industry Participation plan includes requirements for delivery partners to implement targets related to skills, diversity, inspiring future talent and small business/Recognised Aboriginal business engagement • These policies and plans drive stimulus for workforce and industry opportunities including for vulnerable and underrepresented populations.	High (positive)

Social impact	Description of potential impacts (pre-mitigation)	Residual social risk rating (post-mitigation)
Livelihoods	• Increased patronage for local businesses (e.g. cafes, supermarkets) associated with increased number of construction workers in the area • Potentially reduced patronage for local businesses (including several tourism accommodation providers directly adjacent the two construction sites), cultural venues and other businesses due to noise, vibration, road closures, reduced parking • Perceived and potential negative impacts to personal and property rights, livelihoods or business viability due to property acquisitions and construction processes • Potential negative impacts associated with ongoing construction in the locality, which may affect the livelihoods of some businesses that rely on a high amenity environment, with high levels of pedestrian activity, to attract patronage, including hotels, food and drink businesses and entertainment and tourism industry businesses. Some of these businesses have already been affected by recent construction in the area, such as Wynyard Station and light rail construction • In periods of 2020 and 2021 flexible and remote working arrangements increased in certain sectors of the economy as a direct result of COVID-19 public health orders. During this time local, State and International restrictions in response to the pandemic also meant that less people were travelling to Greater Sydney. Being a key employment and tourism destination, Sydney CBD experienced a related drop in daily visitor numbers compared to pre-COVID levels. The impacts of COVID-19 may have created uncertainties around livelihoods for local businesses and property managers / owners (retail, accommodation, food and beverage) with uncertainty about potential future patronage of city workers, tourists and people visiting the CBD. At the time of writing this report, there are no certainties about the duration of the pandemic and trends following the pandemic.	High
Decision making systems	• There are various consulates close to the site, as well as various legal and government agency offices, NSW Parliament and courts within the study area. Establishment of construction sites and construction activities that cause dust, vibration and noise may impact on some people's ability to access these facilities and therefore to participate in decisions that could affect their lives. This can include people from sensitive or vulnerable groups, for example elderly residents, people with disabilities, people who cannot speak English well, or at all.	Low

13.9 Cumulative impacts

Potential cumulative social impacts may occur as a result of other projects being carried out concurrently or successively in the surrounding area. Potential cumulative impacts were considered for assessment based on the likely interactions of the proposal with other projects that met the adopted screening criteria. These cumulative impacts have been considered for each social factor identified in the social impact assessment tables for the tunnel alignment (Table 13-4) and each of the three construction sites (Table 13-5, Table 13-6, and Table 13-7) consistent with the requirements for the Social Impact Assessment Guideline and are also summarised below. The approach to assessment and the other projects considered are described further in Appendix G (Cumulative impacts assessment methodology).

The cumulative impacts likely to be experienced at each construction site include:

- The Bays tunnel launch and support site – Potential cumulative impacts associated with other construction projects (e.g. WestConnex M4-M5 link (construction expected to be completed by 2023), the planned Western Harbour Tunnel (construction expected to be completed by 2024) and the future (and ongoing) transformation and revitalisation projects of The Bays West precinct and The Bays more broadly) which may result in actual and perceived reduced amenity and increased traffic congestion for residents and workers in the locality. Additionally, other concurrent major projects are likely to contribute to the cumulative impacts

within direct proximity to the construction site including the future construction and operation of the approved Glebe Island Multi-user facility (construction expected to be completed by mid-2021) and the proposed Glebe Island Concrete Batching Plant (construction expected to be completed by 2022). This may contribute to construction fatigue (a cumulative sense of disruption, inconvenience and frustration) among residents, workers and visitors in this locality. These impacts are expected to impact way of life, health and wellbeing, community character and surroundings

- Pyrmont Station construction sites – Potential for increased community sensitivity to impacts due to other recent or future development projects and related construction impacts close to the site (e.g. redevelopment of Sydney Fish Market (construction is expected to be completed by 2024)), which may cause cumulative sense of disruption, inconvenience and frustration – and for the residents and local workers to experience construction fatigue. These impacts are expected to impact way of life
- Hunter Street Station (Sydney CBD) construction sites – Potential for increased community sensitivity to way of life impacts due to other recent or future construction projects in the vicinity of the site (e.g. recent completion of the Light Rail L2 Randwick Line and L3 Kingsford Line, Brookfield Place, improvements to the entrance of Wynyard Station ongoing construction of Sydney Metro City & Southwest (construction expected to be completed by 2024) , and various other buildings completed, underway, or proposed near the site). This may cause residents, workforce and frequent visitors of the locality to experience construction fatigue. Businesses in the Sydney CBD that rely on a high amenity environment, with high levels of pedestrian activity would also experience potential cumulative impacts to livelihoods associated with ongoing construction in the locality. It is noted that the COVID-19 pandemic related border closures and public health orders have had a significant impact on these industries, due to loss of international and domestic business and leisure visitors and office workers working from home. Business owners and staff in the locality may experience uncertainties and fears regarding their current and future livelihoods and uncertainty on when tourism figures will be able to return to pre-COVID scenarios, and how the remote working trends progress.

13.10 Mitigation and management measures

The Construction Environmental Management Framework (Appendix C) describes the approach to environmental management, monitoring and reporting during construction. Specifically, it lists the requirements to be addressed by the construction contractor in developing the Construction Environmental Management Plans, sub-plans, and other supporting documentation for each specific environmental aspect. This includes standard mitigation measures.

The environmental management approach for the project is detailed in Chapter 23 (Synthesis of the Environmental Impact Statement). Under these broad frameworks and as outlined within the Concept assessment, a series of performance outcomes have been developed to define the minimum environmental standards that would be achieved during construction of the proposal (see Section 13.10.1), and mitigation measures that would be implemented during construction to manage potential identified impacts (see Section 13.10.2).

13.10.1 Performance outcomes

Construction performance outcomes were developed for the proposal as part of the Concept assessment. Performance outcomes for the proposal identify measurable, performance-based standards for environmental management. Identified performance outcomes in relation to social impacts include:

- Negative impacts on customers and the community (including transport services, amenity, noise and vibration, water management and air quality) are minimised
- Impacts on the availability and quality of public open space and social infrastructure are avoided
- Affected communities are communicated with in a clear and timely manner to enhance community benefits, reduce disruption and address community concerns
- Legacy projects are delivered to benefit local communities.

Chapter 23 (Synthesis of the Environmental Impact Statement) describes how the proposal addresses these performance outcomes. The proposal aims to achieve positive outcomes for the surrounding community by maintaining neighbourhood amenity, access to local open space and social infrastructure networks, access to local facilities and services during construction. It also aims to ensure community members are effectively communicated with throughout the construction process, and that communities and their connections to each other and to place are recognised, understood and ultimately strengthened for the future through the delivery of Sydney Metro West.

13.10.2 Mitigation measures

Mitigation measures that would be implemented to address potential social impacts are listed in Table 13-8.

Table 13-8 Mitigation measures – Social impacts

Reference	Impact	Mitigation measure	Applicable location(s)
S1	Impacts on social infrastructure	Consultation would be carried out with managers of social infrastructure located near construction sites about the timing and duration of construction work and management of potential impacts, with the aim of minimising potential disruption to the use of the social infrastructure from construction activity.	All
S2	Social impacts	The Sydney Metro West Community Benefit Plan for major civil construction between Westmead and The Bays would be updated to include the proposal area. The plan guides the development of community benefit initiatives (by Principal Contractors) during construction to make a positive contribution to the potentially affected community. The key objectives of the plan would include: • Identify opportunities to create environmental and community benefits and provide positive social outcomes • Respond to community priorities and needs in the locality of each relevant construction site.	All
S3	Impacts on events or festivals	Consultation would be carried out with festival and event organisers and operational teams within Transport for NSW in proximity to construction sites to mitigate potential impacts on the operation of the festival or event.	Pyrmont Station construction sites and Hunter Street Station (Sydney CBD) construction sites
S4	Promote local culture and identity	Consultation would be carried out with stakeholders to identify opportunities for design on construction site hoarding to reflect community values, culture and identity of the local community. Construction site hoarding would be designed in accordance with Sydney Metro Brand Design Guidelines and opportunities for public art on hoardings would be considered in locations of high pedestrian use.	All

13.10.3 Interactions between mitigation measures

Mitigation and management measures identified in other technical papers and chapters of the Environmental Impact Statement relevant to the mitigation of potential social impacts include:

- Chapter 6 (Transport and traffic) – All mitigation measures
- Chapter 7 (Noise and vibration) – All mitigation measures
- Chapter 8 (Non-Aboriginal heritage) – All mitigation measures
- Chapter 9 (Aboriginal heritage) – All mitigation measures
- Chapter 10 (Property and land use) – All mitigation measures
- Chapter 11 (Landscape and visual amenity) – Specifically mitigation measures which address the management of potential visual impacts during construction
- Chapter 12 (Business impacts) – Specifically mitigation measures which address local amenity impacts during construction.

Together, these measures would minimise the potential social impacts of this proposal. A full list of mitigation measures is presented in Chapter 23 (Synthesis of the Environmental Impact Statement).

13.10.4 Monitoring

To monitor the social impacts, Sydney Metro, together with Principal Contractors, would develop a plan to guide the monitoring activities for the proposal. The plan would:

- Include tracking and monitoring of potential offset measures identified in the Community Benefit Plan, to guide future possible community benefit initiatives to be considered for implementation
- Outline the process of appropriate monitoring and review mechanisms of social mitigation measures
- Include a community benefit register of the details of community benefit initiatives.

Sustainability Reports produced by Principal Contractors would provide monitoring and reporting updates of how the social sustainability requirements are being met and would be provided regularly to Sydney Metro.

The Sydney Metro West Overarching Community Communications Strategy would also include details about:

- Ongoing consultation with key stakeholders, local councils and other government agencies
- Provision of regular updates to the nearby communities
- A community complaints and response management system.

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