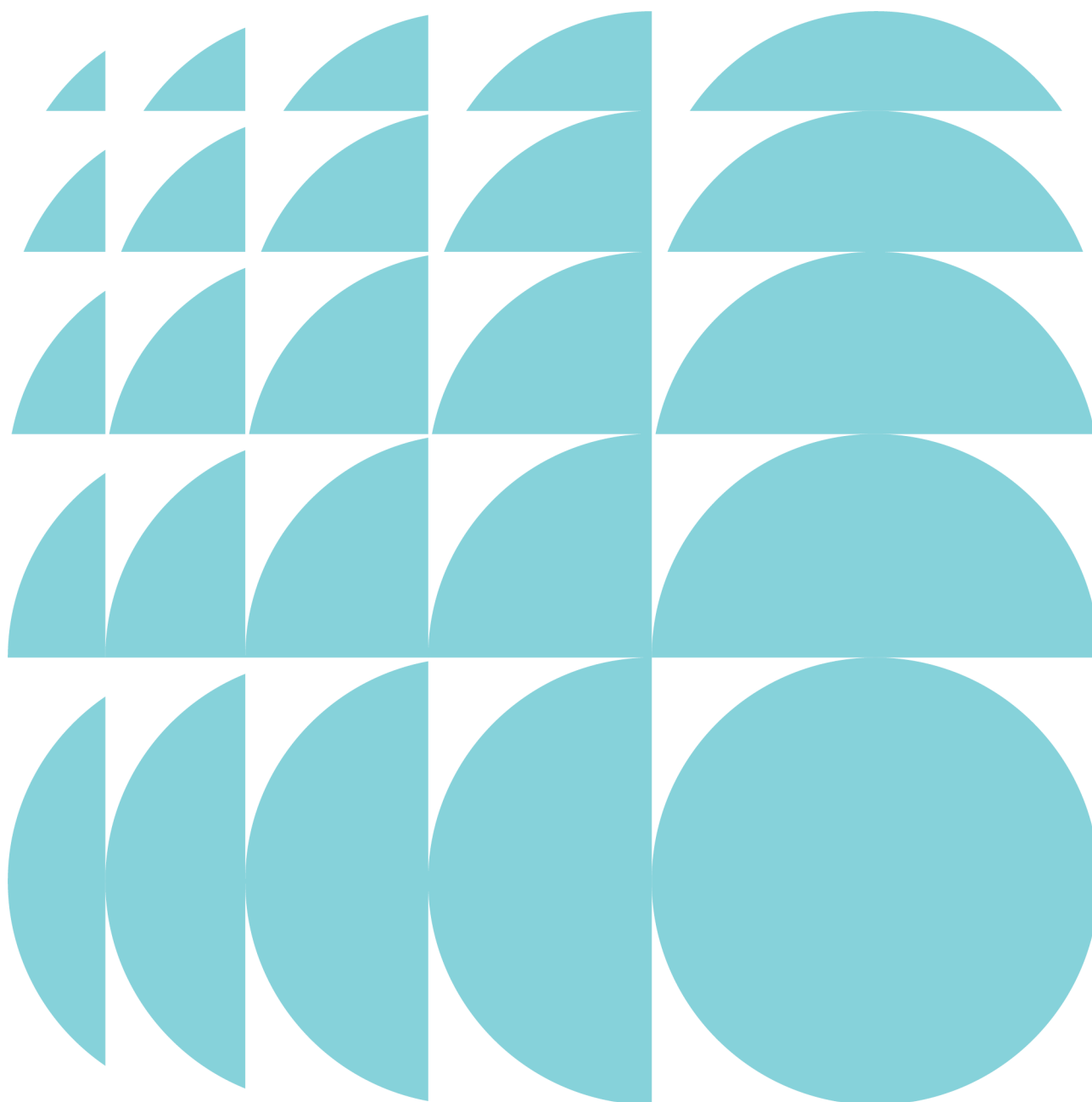


Major civil construction between The Bays and Sydney CBD

Environmental Impact Statement 2021

Technical Paper 6

Social impact assessment



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This Social Impact Assessment (SIA) contains all relevant information, has been prepared as per legal and ethical obligations, and is not false or misleading - under the assumption that the key findings of the background studies and technical reports are accurate.

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Glossary

Human capital: The knowledge, skills and attributes an individual or community possesses and regards as a resource or asset, encompassing education, training and creativity, along with other attributes linked to productivity.

It is noted that for the purposes of this assessment report, a relatively narrower interpretation of human capital has been applied, based on Census data on communities' level of educational attainment, income and employment.

Social capital: The networks, connections and relationships in a society that enable its members to trust each other and work together. High levels of social capital are characteristic of a well-functioning, socially sustainable society.

Social cohesion: A core feature of an inclusive, socially sustainable society indicated by positive relationships and strong bonds among its members, measured through levels of generalised trust, reciprocity and sense of belonging.

Social impact: The net effect of an activity on a community and the wellbeing of its members.

Social Impact Assessment (SIA):

- 'Social impacts' generally refer to the consequences that people experience when a new project brings change. The SIA aims to identify, predict and evaluate likely social impacts arising from a project and propose responses to the predicted impacts. The SIA assesses projects from the perspectives of people (classed as individuals, households, groups, communities, or organisations). (NSW DPIE, Social Impact Assessment Guideline for State Significant Projects, July 2021).
- The processes of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans and projects) and any social change processes affected by those interventions (City of Sydney, 2018).

Social infrastructure ('community infrastructure'): Infrastructure assets that deliver social services and other community uses, including schools, hospitals, childcare centres, libraries and sport and recreation facilities. The term can also be used to broadly encompass the networks of facilities, places, spaces, programs, projects and services that sustain a communities' quality of life and wellbeing.

Social sustainability: A core aspect of sustainability (along with environmental, economic and governance aspects) that encompasses the social conditions of life and societies' potential to meet the needs of current generations without compromising those of future generations. A socially sustainable city or society is one that sustains individual and community wellbeing and resilience, providing people with equitable opportunities to thrive. It describes a range of factors that impact wellbeing, quality of life and people's ability to realise their potential, including universal and equitable access to quality housing, education and employment opportunities, health services and other social infrastructure, human rights and good governance, opportunities for civic participation, levels of social inclusion and connectedness, trust and a sense of belonging.

Wellbeing: A positive state of being for individuals or communities, taking account of a range of social, environmental, economic and psychological or perception-based factors that impact quality of life, social progress and resilience. Wellbeing may be measured through 'community wellbeing indicators' – a broad suite of factors typically including financial security, employment and education, health, social connectedness, perceptions of safety and belonging, and perceptions of access to opportunities to prosper and flourish.

1.0 Introduction

1.1 Sydney Metro West

Sydney Metro West will double rail capacity between Greater Parramatta and the Sydney CBD, transforming Sydney for generations to come. The delivery of Sydney Metro West is critical to keeping Sydney moving and is identified in a number of key strategic planning documents including the *Greater Sydney Region Plan: A Metropolis of Three Cities – connecting people* (Greater Sydney Commission, 2018a).

The once-in-a-century infrastructure investment will have a target travel time of about 20 minutes between Parramatta and the Sydney CBD, link new communities to rail services and support employment growth and housing supply.

Stations have been confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pyrmont and Hunter Street (Sydney CBD). The main elements of Sydney Metro West are shown in **Figure 1**.

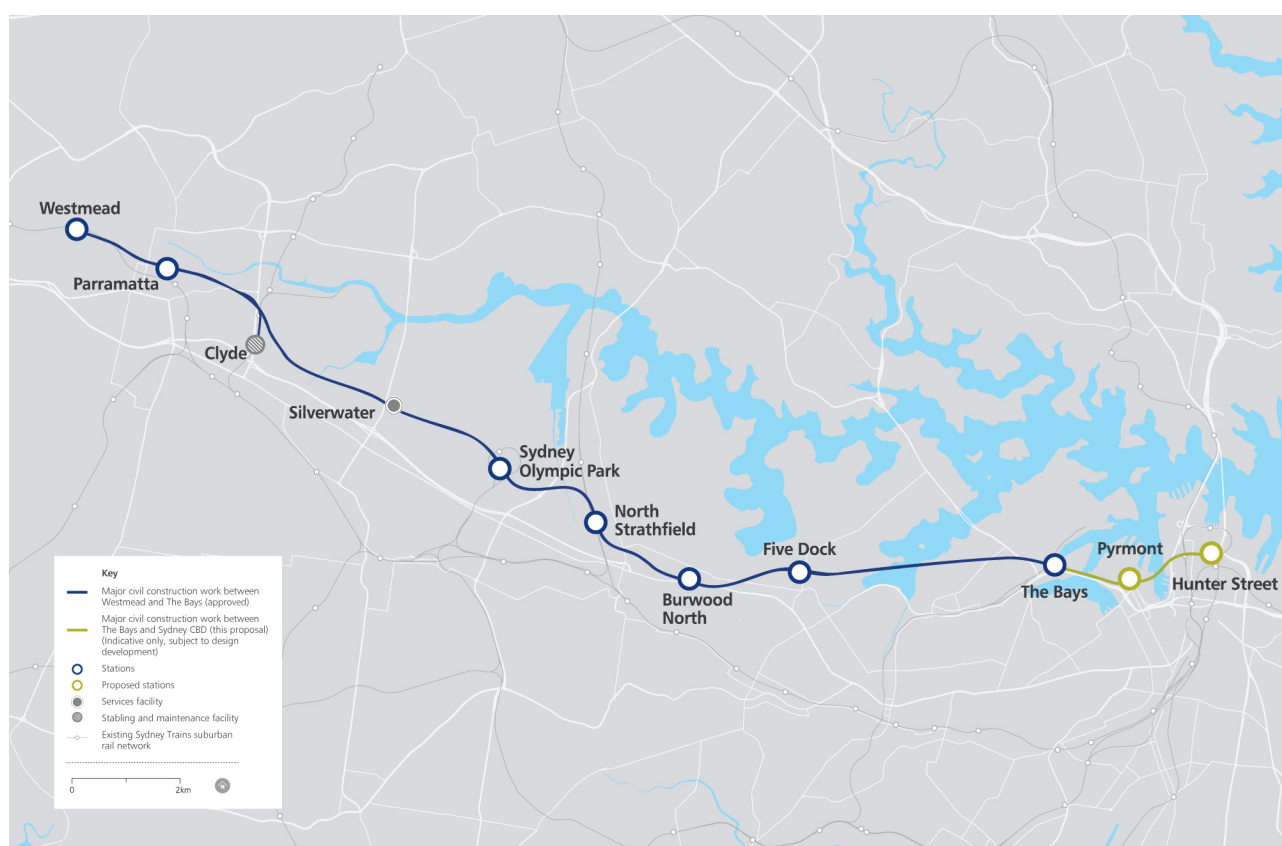


Figure 1 Sydney Metro West alignment between Westmead and Hunter Street in the Sydney CBD

The planning process for Sydney Metro West is being assessed as a staged infrastructure application under section 5.20 of the *Environment Planning and Assessment Act 1979*.

The Sydney Metro West Concept and major civil construction for between Westmead and The Bays (Stage 1 of the planning approval process for Sydney Metro West), application number SSI-10038, were approved on 11 March 2021.

The Concept is described in Chapter 6 of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a) and includes:

- Construction and operation of new passenger rail infrastructure between Westmead and Sydney (CBD), including:
 - Tunnels, stations (including surrounding areas) and associated rail facilities
 - Stabling and maintenance facilities (including associated underground and overground connections to tunnels)
- Modification of existing rail infrastructure (including stations and surrounding areas)
- Ancillary development.

Major civil construction work for Sydney Metro West between Westmead and The Bays (Stage 1 of the planning approval process) is described in Chapter 9 of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a) and includes:

- Tunnel excavation including tunnel support activities between Westmead and The Bays
- Station excavation for new metro stations at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock and The Bays
- Shaft excavation for services facilities
- Civil work for the stabling and maintenance facility at Clyde.

Stage 2 of the planning approval process (this proposal) includes all major civil construction work including station excavation and tunnelling between The Bays to Sydney CBD.

Future planning applications for Sydney Metro West will include tunnel fit-out, station building and fit-out and operation of the line between Westmead to Sydney CBD. The associated potential impacts are being assessed and will be presented within the Environmental Impact Statement currently being prepared for 'Sydney Metro West - Rail infrastructure, stations, precincts and operations' (Stage 3 of the planning approval process for Sydney Metro West). Sydney Metro West - Rail infrastructure, stations, precincts and operations is assessed in this Environmental Impact Statement only in relation to potential cumulative impacts with this proposal, where relevant (see **Chapter 5.0** of this Technical Paper).

1.2 Overview of the proposal

This proposal would be located largely underground in twin tunnels. Indicative locations of the proposed alignment and stations are shown in **Figure 2** over page.

The proposal would involve major civil construction work between The Bays and Sydney CBD including:

- Enabling work such as demolition, utility supply to construction sites, utility adjustments, and modifications to the existing transport network
- Tunnel excavation including tunnel support activities
- Station excavation for new metro stations at Pyrmont and at Hunter Street, in the Sydney CBD.

The surface construction work and haulage routes at station and shaft excavation sites are intended to occur across a period of about three years. Additional stages of Sydney Metro West will extend beyond this timeframe.

The proposal is further described in Chapter 5 (Project description) of the Environmental Impact Statement.



Figure 2 Overview of Sydney Metro West between The Bays and Sydney CBD

The Bays Station construction site is being established under the Sydney Metro West Concept and Stage 1 planning approval described in *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a). This included the use of the 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.

This Technical Paper 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. There would be minimal surface ground disturbance associated with this work. However, there may be cumulative impacts in conjunction with the work on the approved construction site.

1.2.1 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.

1.3 Purpose and scope of this Technical Paper

1.3.1 Purpose and scope of this Technical Paper

This Social Impact Assessment Technical Paper is one of a number of Technical Papers that form part of the Environmental Impact Statement for major civil construction work between The Bays and Sydney CBD. The purpose of this Technical Paper is to provide an assessment of the potential social impacts of the proposal on the community and social environment, both across the corridor and within individual construction site localities.

This assessment considers a social impact assessment study area that extends into the 'localities' 400 metres around the construction sites and 'corridor' along tunnel alignment of the proposal. The study area is further defined in **Section 3.1.1**.

This technical paper responds directly to the Secretary's Environmental Assessment Requirements outlined in **Section 1.4**, and has been prepared with consideration of the NSW Department of Planning, Industry and Environments *Social Impact Assessment Guideline for State Significant Projects (NSW DPIE 2021)* (the SIA Guideline).

The objectives of this technical paper include:

- Describe the existing environment (i.e. social baseline)
- Assess the potential social impacts
- Assess cumulative impacts
- Identify measures to mitigate and manage the identified potential impacts.

1.3.2 Structure of this Technical Paper

The structure of this Technical Paper is outlined below:

- **Chapter 2.0** presents relevant legislative and policy context to this proposal
- **Chapter 3.0** documents the methodology for this assessment
- **Chapter 4.0** details the existing social context
- **Chapter 5.0** provides an assessment of the potential social impacts of this proposal during construction, including cumulative impacts
- **Chapter 6.0** identifies mitigation and management measures.

1.4 Secretary's Environmental Assessment Requirements

The Secretary's Environmental Assessment Requirements were issued on 7 July 2021. The requirements specific to the social impact assessment, and where these requirements are assessed in this Technical Paper, are outlined in **Table 1**.

Table 1 Secretary's Environmental Assessment Requirements – Social

Key issue and desired performance outcome	Secretary's Environmental Assessment Requirements	Where addressed in this Technical Paper
6. Social The proposal provides socially sustainable outcomes. The proposal maximises the social and economic welfare of the community. The proposal delivers better development outcomes by minimising negative social impacts and enhancing positive social impacts on affected communities.	1. Potential social impacts of the proposal, in accordance with the DPIE Social Impact Assessment Guideline, including but not limited to: <ol style="list-style-type: none"> Consideration of the principles in Section 1.2 of the Guideline. 	See Chapter 3.0 – Assessment methodology, and Chapter 5.0 – Social Impact Assessment
	<ol style="list-style-type: none"> Consideration of Satisfying the Review Questions in Appendix C of the Guideline. 	See Appendix E – Review questions
	<ol style="list-style-type: none"> Considering the social impacts that the project may have on people's <ul style="list-style-type: none"> Way of life Community Access to and use of infrastructure, services and facilities Culture Health and wellbeing Surroundings Livelihoods, and Decision-making systems. 	See Chapter 5.0 – Social Impact Assessment
	<ol style="list-style-type: none"> The distributive equity of impacts and benefits, i.e. the ways in which different social groups may experience the project, paying particular attention to vulnerable groups. 	See Chapter 5.0 – Social Impact Assessment
	<ol style="list-style-type: none"> Assessing positive, negative and cumulative social impacts. 	See Chapter 5.0 – Social Impact Assessment
	2. Identify management, mitigation and monitoring measures to minimise negative social impacts and identify potential opportunities for positive social outcomes.	See Chapter 5.0 – Social Impact Assessment, and Chapter 6.0 – Mitigation and management

In support of seeking the Secretary's Environmental Assessment Requirements, the *Sydney Metro West Scoping Report – Major civil construction from The Bays to Sydney CBD* (Sydney Metro, 2021) identified a number of investigations and further assessments relevant to this Technical Paper. How the Technical Paper addresses these matters is provided in Table 2.

Table 2 Investigations and further assessments identified in Scoping Report – Social impact (Sydney Metro, 2021)

Investigations and further assessments	Where addressed in this Technical Paper
6.10 Social impacts and community infrastructure	
Include a social baseline analysis, which will:	
a) Define the Area of Social Influence for work covered by this proposal	See Section 3.1 and Chapter 4.0
b) Develop a demographic profile of the study area's communities that may be influenced by work covered by this proposal	See Chapter 4.0 and Appendix B
c) Identify stakeholders, including communities and socially sensitive receivers, that may be affected	See Chapter 4.0 and Chapter 5.0
d) Identify tangible (social infrastructure) and intangible (human and social capital, community cohesion, community values and connection to place) community assets and provide a general understanding of the local social environment within the study area	See Chapter 4.0 and Appendix A
e) Review community strategic plans and social plans relevant to each construction site to identify community values and aspirations along the corridor of this proposal	See Chapter 4.0 and Appendix C
An assessment of potential social impacts for work covered by this proposal which will:	
a) Assess the significance and likelihood of potential social impacts, both positive and negative	See Chapter 5.0
b) Recommend measures to mitigate potential social impacts	See Chapter 5.0 and Chapter 6.0
c) Assess residual potential social impacts including identification of the significance and likelihood of residual social impacts.	See Chapter 5.0

2.0 Legislation and policy context

The legislative and policy context in the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a) would broadly apply to the social impact assessment for the major civil construction work between The Bays and Sydney CBD. The legislation, policy and guidelines that are relevant to this proposal are summarised in **Table 3**.

Table 3 Relevant legislation, policy and guidelines

Legislation/ policy/ guideline	Brief description	Relevance to proposal
International legislation and guidelines		
International Association for Impact Assessment's (IAIA) International Principles for Social Impact Assessment guideline (2003) (IAIA guideline)	<p>The IAIA guideline defines Social Impact Assessment as:</p> <p>“The process of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment” (2003, p.5).</p> <p>As outlined in the IAIA guideline, social impacts vary in their nature and can be positive or negative, tangible or intangible, quantifiable, partly quantifiable or qualitative. Social impacts can also be experienced or perceived differently by different people and groups within a community.</p>	The IAIA Guideline has informed the <i>Social Impact Assessment Guideline</i> that has been applied in this technical paper.
State legislation and guidelines		
<i>Environmental Planning and Assessment Act 1979</i>	The act establishes the framework for assessing all types of development in New South Wales. The objects of the <i>Environmental Planning and Assessment Act 1979</i> include the need to promote the social and economic welfare of the community and to include social considerations in decision-making about environmental planning and assessment.	This proposal is being assessed under Part 5 of the <i>Environmental Planning and Assessment Act 1979</i>
Social Impact Assessment Guideline for State Significant Projects (2021) (the SIA Guideline)	<p>The 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 the NSW Government to represent best practice in social impact assessment processes.</p> <p>Prior to the release of the SIA Guideline in July 2021, the NSW Government had released a Social Impact Assessment – Guideline for resource projects (2017) which was adaptively applied to the SIA for Stage 1 of Sydney Metro West (see Westmead to The Bays and Sydney CBD Environmental Impact Statement: Concept and Stage 1, Technical Paper 6: Social Impact Assessment).</p> <p>Key differences between the SIA Guideline (2021) and the Guideline for resource projects (2017) include:</p> <ul style="list-style-type: none"> • Changes to the scoping phase (this involves the identification of potential social impacts arising from the project to identify a preliminary assessment of each impact and the proportionate level of assessment, as well as to identify opportunities to refine the project to address potential social impacts). • Changes to the classification of categorisation of social impacts (i.e. way of life, community, accessibility, culture, health and wellbeing, surroundings, livelihoods and decision making systems) • Changes to the consideration of cumulative impacts defined as spatial (occurring over the same area), temporal (varying over time) and linked impacts (involving more complex interactions where one impact may trigger another). Rather than considering cumulative impacts as a separate category, under the SIA Guideline (2021) these are now assessed under each social factor. 	This guideline is referenced in the Secretary's Environmental Assessment Requirements for this proposal and has been applied to this assessment of potential social impacts.

3.0 Assessment methodology

3.1 Overview

The Social Impact Assessment has been prepared on the basis of an extensive background review of documentation and engagement with Sydney Metro to obtain additional insights. It has involved the following phases:

Phase 1 – Definition of the study areas and preliminary scoping of issues

This phase considers the potential social impacts arising from the proposal in relation to the social factors identified in the SIA Guideline. The scoping exercise is designed to inform what social impacts require further assessment, and the degree of assessment that is required, and includes the following steps:

- Definition of the study areas – The ‘areas of social influence’. For each construction site, this is generally an ‘area of social influence,’ defined as the locality, being an area within 400 metres of the site. These localities represent the geographies/populations most directly impacted by surface construction work, tunnelling work and haulage routes, noting that in some areas, impacts extend to populations at a suburb or regional level. Impacts associated with tunnelling beyond the area of social influence for surface construction work have been considered at a proposal-wide level. The study areas used in this Technical Paper are outlined in **Table 4** below and further discussed in **Section 3.1.1**
- Preliminary desktop survey and mapping of the locality to identify existing regional, district and local social infrastructure assets and likely affected stakeholders in the areas
- Completion of a preliminary scoping assessment – With consideration of the areas of social influence for the proposed construction sites and preliminary understanding of characteristics of the communities within the areas of social influence - to identify potential social impacts on the social factors set out in the SIA Guideline (see **Section 3.1.2**). Potential impacts were informed by social impacts identified in the *Technical Paper 6 (Social Impact Assessment) for the Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a), and published research relating to comparable national and international projects (see **Appendix D**)
- Identification of potential cumulative impacts on communities resulting from other major transport, construction, and urban renewal projects occurring in proximity to designated localities.

Table 4 Study area definitions

Study area	Description	Where it is applied in this assessment
Proposal	<p>The proposal refers to major civil construction work between The Bays and Sydney CBD including:</p> <ul style="list-style-type: none"> • Enabling work such as demolition, utility supply to construction sites, utility adjustments, and modifications to the existing transport network • Tunnel excavation including tunnel support activities • Station excavation for new metro stations at Pyrmont and Sydney CBD (including the Pyrmont Station construction sites and the Hunter Street Station (Sydney CBD) construction sites). <p>The proposal study area includes the three localities and the tunnel alignment.</p>	This has been used throughout this Technical Paper to assess the proposal as a whole.
Locality	<p>Study area within 400 metres of each of the construction sites at The Bays, Pyrmont and Hunter Street (Sydney CBD), which represent the geographies / populations which may be potentially most directly impacted by surface construction work, tunnelling work and haulage routes.</p>	<ul style="list-style-type: none"> • Chapter 4.0 - Social baseline study, including community profile, intangible and tangible community assets • Chapter 5.0 Social Impact Assessment

Study area	Description	Where it is applied in this assessment
Locality aggregation	Study area comprised of an aggregation of the three localities (areas within 400 metres of each construction site). This has been included for comparison purposes between localities.	<ul style="list-style-type: none"> Chapter 4.0 - Social baseline study, community profiles
SA2 corridor	Study area comprised of an aggregation of the four Census Statistical Area level 2 (SA2) areas along the tunnel alignment. This study area has been included to identify the social baseline context for the assessment of the proposal-wide tunnelling activities.	<ul style="list-style-type: none"> Section 4.2.1 – Community profile
Suburb	Study area used to describe where the spatial extent of social impacts on communities is generally broader than the locality. For example, where a construction site is in a locality frequented by populations from other areas who would be impacted. In this Technical Paper, 'suburb' refers to a conceptual geography not necessarily aligned to actual suburb boundaries.	<ul style="list-style-type: none"> Chapter 4.0 – Social baseline study Chapter 5.0 – Social Impact Assessment
Region	Study area used in the Social Impact Assessment to reflect potential social impacts on a broader community, compared to locality or suburb-level communities. This geography is applied where a construction site is within or proximate to a locality frequented by regional populations, for example a key employment centre, or a locality in which there is regional or national infrastructure or services (e.g. Sydney CBD). A 'region' typically comprises several Local Government Areas (LGAs).	<ul style="list-style-type: none"> Chapter 4.0 – Social baseline study Chapter 5.0 – Social Impact Assessment

Phase 2 – Social Impact Assessment

This step is based on the outcomes of the scoping stage and includes the assessment of potential social impacts and the evaluation of residual impacts following the implementation of mitigation and management responses.

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

Community and social profiling

- Refinement of social baselines for the study areas, describing demographic characteristics, social infrastructure and amenity, and intangible community assets of each construction site locality – Including human and social capital, community cohesion, community values and connection to place of the communities (**Chapter 4.0** of this Technical Paper). The preparation of the social baselines involved the following:
 - Analysis of ABS Census data (2016) to prepare resident community profiles for the construction site localities (The Bays, Pyrmont, Sydney CBD), based on data for ABS Census Statistical Area level 1 data collection districts¹ (SA1s). A group of SA1s have been chosen as the closest approximation of the 400 metre catchment around each construction site. In several instances, this 400 metre catchment crosses several SA1 boundaries. In these instances, data for relevant agglomerations of SA1s has been used to prepare representative community profiles for each locality
 - Analysis of ABS Census Place of Work Destination Zone (DZN) data² (2016) that best align with the locality. Place of Work data provides information on where a person goes to work. As Pyrmont and Sydney CBD are major employment centres, and social impacts related to construction activities at these construction sites are likely to affect workers as well as residents, this Technical Paper includes the number of workers in each locality in the social baseline overview. This includes all people who work in those areas, including workers who live outside the study areas

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

Note that the % calculations have been rebased to exclude people that did not respond the particular question.

² Place of Work data provide information on where a person goes to work. DZN boundaries have been designed by the ABS following consultation with each State/Territory Transport Authority. Destination Zones do not concord with Statistical Areas Level 1 (SA1s) but they do aggregate to Statistical Areas Level 2 (SA2s).

- Aggregation of the data of the three localities for a holistic understanding of the profile of the resident and worker communities most directly impacted across the corridor
- Preparation of a community profile for Census Statistical Area level 2 (SA2) data collection districts³ that best align with the corridor between The Bays and Sydney CBD. This profile is relevant to the consideration of impacts related to tunnelling activities along the corridor and the broader likely catchment to experience the impacts of the construction activities overall. Maps illustrating selected geographies for community profiles are provided in **Section 3.1.1**
- Further refinement and mapping to identify existing regional, district and local social infrastructure (tangible community assets). The following social infrastructure types have been identified as relevant to the social impact assessment, and have been mapped for each locality:
 - Local community facilities – This includes facilities that are targeted for localised community use, and provide spaces for programming by diverse sectors of the community, such as community groups and service providers. Local community facilities provide spaces and uses to meet community demands, e.g. access to support services, information and referral, and spaces for lifelong learning, active living, arts and creative programs. Local community facilities may include libraries, community centres, senior citizens centres and so on
 - Education facilities – This category includes primary, secondary and combined schools, tertiary education facilities (e.g. TAFEs, university campuses) and other vocational education providers (e.g. colleges)
 - Health services – This category includes hospitals and primary health services (e.g. general practices, community health centres). It does not include pharmacists, allied health professionals and other individual health care professionals, although where there is a concentration of these services within a locality it is acknowledged
 - Heritage and cultural facilities – This category includes a range of creative and cultural facilities such as maker spaces accessible to the public, space for professional artistic development (e.g. rehearsal rooms, artist studios) and spaces for performance/audiences (e.g. theatres, cinemas, exhibition space). It also includes heritage facilities that provide spaces for community participation in cultural and heritage activities (e.g. workshops, talks, education spaces)
 - Open space and recreation – This category includes open space (land that has been reserved for the purpose of recreation and sport, preservation of natural environments, and provision of green space, e.g. parks, sportsgrounds, reserves) and facilities that enable participation in sport and recreation (e.g. dedicated recreation centres, outdoor sports courts)
 - Childcare centres – These facilities are purpose-built or fitted out for the provision of early childhood education and care. The majority of provision is via the private and not-for-profit sector
 - Hotels – This category includes establishment providing accommodation, meals, and other services for travellers and tourists. Although not traditionally considered “social infrastructure” hotels provide an important service which supports the visitor economy
 - Civic facilities – This category includes facilities that serves the general public by supporting participation in civic or democratic life, including NSW Parliament, law courts and consulates
 - Public space – This category includes outdoor public gathering spaces that are not otherwise classified as open spaces, such as plazas and squares
 - Other – This category includes significant historical monuments or other points of interest as relevant to the social impact assessment which are not included in the above categories.
- These maps are provided in Chapter 4.0 of this Technical Paper. Itemised lists of the community assets (social infrastructure) identified within each locality, by type, are available in Appendix A
- Desktop review of a range of documents and data sources to inform the context and understanding of the study area characteristics, including community character, values and concerns (refer to **Section 3.3** for key sources)

³ Statistical Areas Level 2 (SA2s) are designed to reflect functional areas that represent a community that interacts together socially and economically. They consider Suburb and Locality boundaries to improve the geographic coding of data and often reflect one or more related suburbs. SA2s generally have a population range of 3,000 to 25,000 persons, and have an average population of about 10,000 persons. SA2s are aggregations of whole SA1s.

- Analysis of information obtained directly from potentially affected community stakeholders to further understand community values and concerns, through a review of outcomes of engagement to date (refer to **Section 3.2**), engagement with Sydney Metro, and other available sources (refer to **Section 3.3**).

Social impact assessment

- Further assessment of potential impacts of the specified social factors set out in the SIA Guideline, and in terms of their likelihood and consequence (see **Chapter 5.0**). This assessment has been based on the issues scoped in Phase 1 of the assessment and a scoping workshop with representatives of Sydney Metro to discuss the outcomes
- The social impact assessment ultimately appraises the significance of each identified impact based on its duration, extent and sensitivity of impact “receivers.” This results in rating the impacts, as per the social impact significance matrix shown in **Section 3.1.3**

Assessment of and social significance ratings for the likely impacts of the proposal have been decided in the context of the social impact assessment ratings assigned in the *Technical Paper 6 (Social Impact Assessment) for the Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a). These ratings were based on published research relating to comparable national and international projects to test and justify the likely level of significance of the potential impacts (see **Appendix D**)

- Further assessment of potential cumulative impacts on communities resulting from other major transport, construction, and urban renewal projects occurring in proximity to designated localities (**Chapter 5.0**)
- Development of mitigation and management measures for identified potential impacts and means to enhance social benefits and realise opportunities arising for communities (**Chapters 5.0 and 6.0**)
- Development of a measurement approach that may be used to measure the success of the proposal’s construction process over time in social terms (**Chapter 6.0**).

Further detail on key steps in the methodology are detailed below.

3.1.1 Study area definition: Area of social influence

The area of social influence has been determined for the proposal based on the 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 SIA 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 proximate to 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 technical assessments that inform the Environmental Impact Statement
- 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, this assessment has considered the following ‘areas of social influence’, as depicted in **Figure 3**:

- The ‘locality’ is spatially defined as a 400 metre catchment around each construction site (i.e. The Bays tunnel launch and support site, Pyrmont Station construction sites, and Hunter Street Station (Sydney CBD) construction sites), and is a proxy for five minutes walking distance. This is identified as the geographic area in which communities are most likely to experience social impacts from the proposal
- ‘Suburb’ is applied through the social impact assessment where the spatial extent of social impacts on communities is generally broader than the locality. For example, where a construction site is in a locality frequented by populations from other areas who would be impacted. In this Technical Paper, ‘suburb’ refers to a conceptual geography not necessarily aligned to actual suburb boundaries

- 'Region:' In some instances, the 'area of social influence' is extended to a 'region' to reflect potential social impacts on a broader community, compared to locality or suburb-level communities. This geography is applied where a construction site is within or proximate to a locality frequented by regional populations, for example a key employment centre, or a locality in which there is regional or national infrastructure or services (i.e. Sydney CBD). A 'region' typically comprises several Local Government Areas (LGAs).

The areas of social influence potentially impacted by the proposal according to the geographies identified above may vary across the length of the corridor.

To further clarify the application of these geographies or areas of social influence where the construction site would be located within a regional centre (for example, Sydney CBD), the social impacts of construction work are likely to extend beyond the 400 metre catchment. 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, such as employment, shopping, visiting cultural amenity, and are therefore likely to experience construction impacts. This approach is reflected throughout the impact assessment chapter (**Chapter 5.0**).

The maps in **Figure 3** and **Figure 4** show the geographies used to develop community profiles for this study.

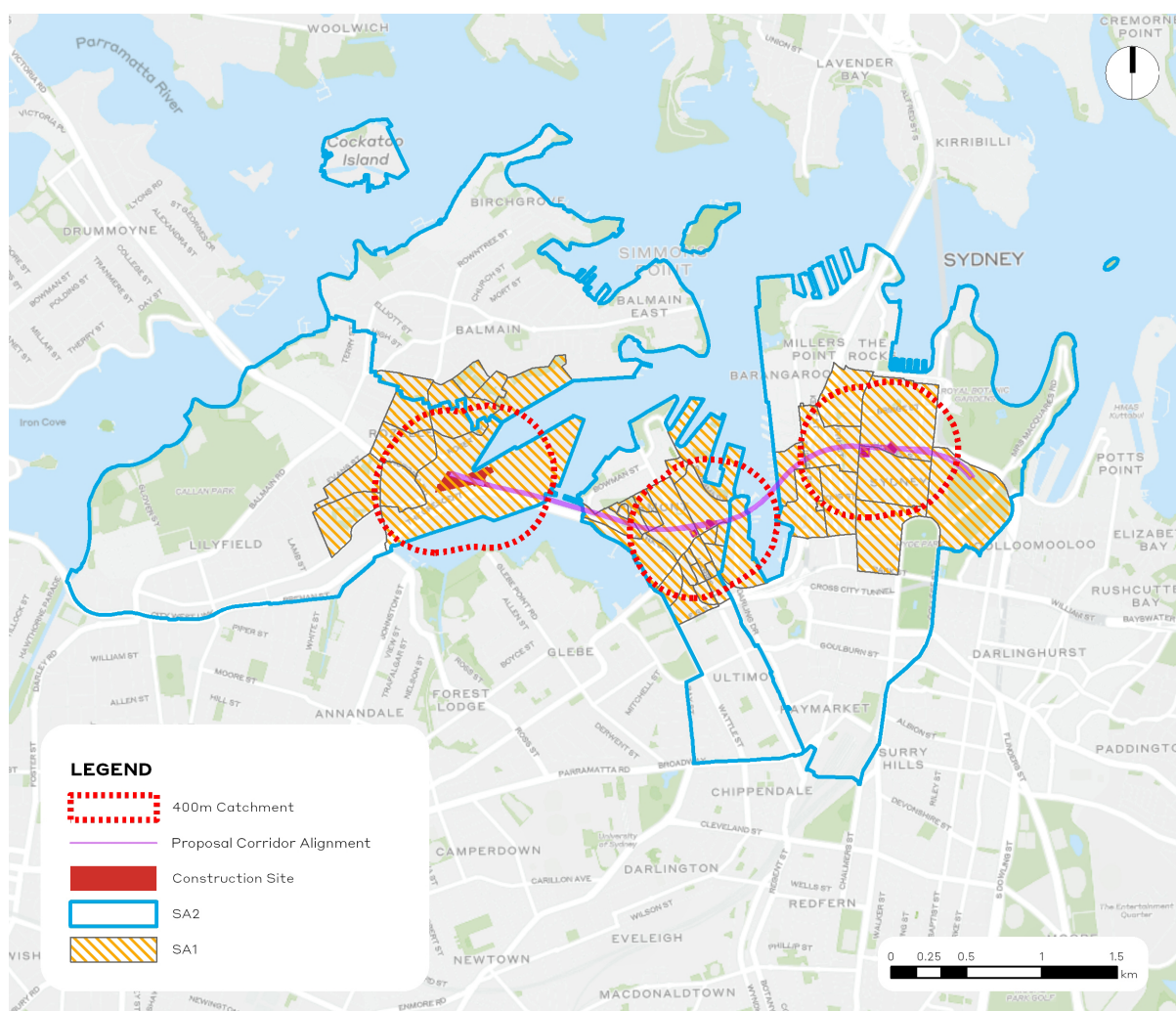


Figure 3 SA1 and SA2 Census collection districts across the proposal tunnel alignment and localities – for resident population profile

Source: ABS 2016, Sydney Metro, and 400m boundaries by Ethos Urban.

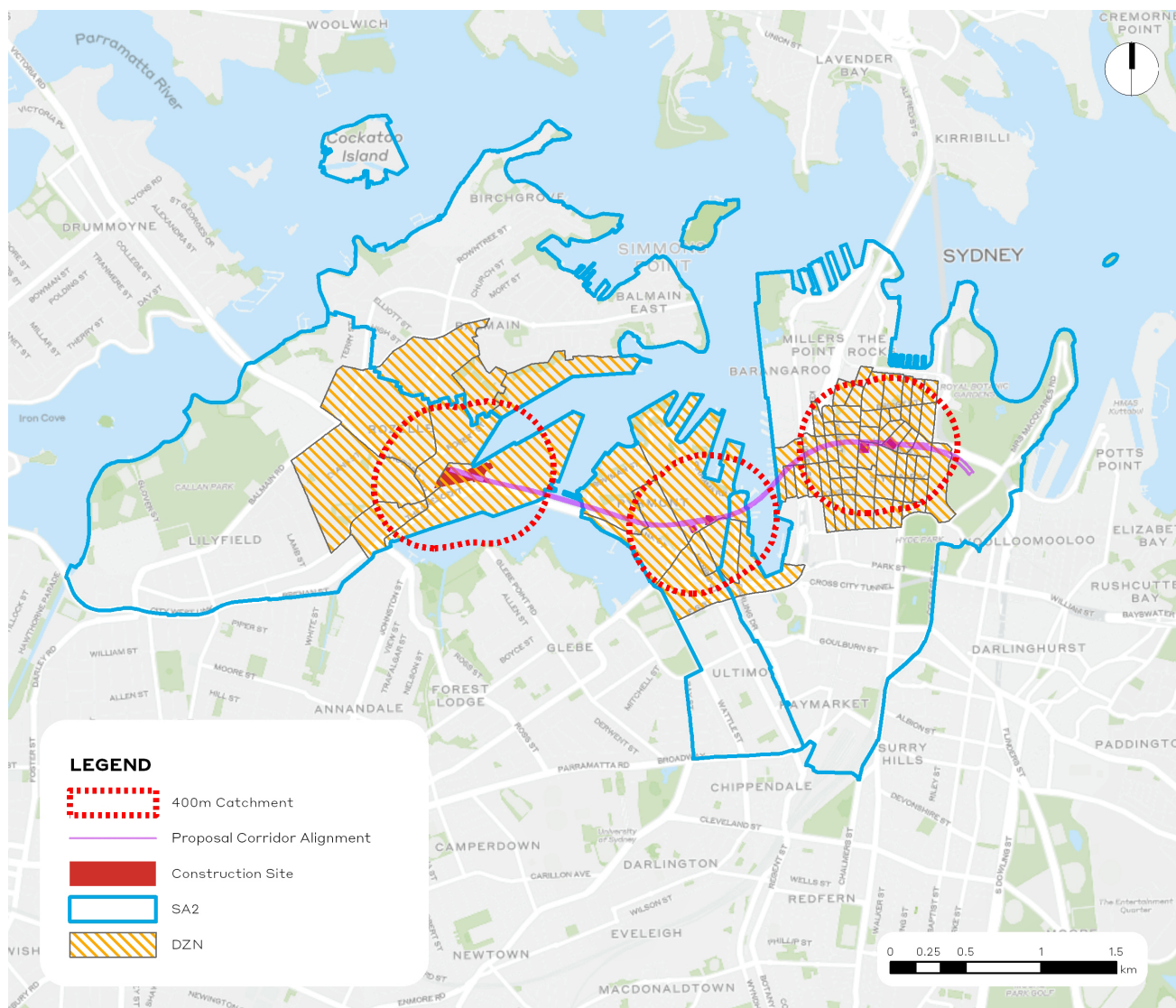


Figure 4 DZN and SA2 Census collection districts across the proposal tunnel alignment and localities – for worker profile

Source: ABS 2016, Sydney Metro, and 400m boundaries by Ethos Urban.

3.1.2 Social factors for assessment

The SIA Guideline classifies social factors that may be impacted by the construction activities in the following way:

- **Way of life** – How people live, get around, work, play and interact with one another each day
- **Community** – Its composition, cohesion, character, how it functions, resilience, and people's sense of place
- **Accessibility** – How people access and use infrastructure, services and facilities (private, public, or not-for-profit)
- **Culture** – Both Aboriginal and non-Aboriginal - people's shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings
- **Health and wellbeing** – People's physical, mental, social and spiritual wellbeing – especially for people vulnerable to social exclusion or substantial change, psychological stress (from financial or other pressures), access to open space and effects on public health
- **Surroundings** – Access to and use of natural and built environment, including ecosystem services (shade, pollution control, erosion control), public safety and security, as well as aesthetic value and amenity

- **Livelihoods** – Including people’s capacity to sustain themselves through employment or business
- **Decision-making systems** – The extent to which people can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms.

The above classification forms the core basis of this assessment.

As outlined in the SIA Guideline, social impacts vary in their nature and can be positive or negative, tangible or intangible, physically observable, or psychological (fears and aspirations). Social impacts can be quantifiable, partly quantifiable or qualitative. They can also be experienced or perceived differently by different people and groups within a community, or over time. Each of the above social factor categories are assessed based both on the tangible observable impacts, as well as considering fears and aspirations of communities impacted.

3.1.3 Evaluation of impacts – stages and definitions

Following the principles of the SIA Guideline, and as noted in **Section 3.1**, this assessment has been carried out in two key stages:

- Phase 1 – The preliminary scoping assessment. This step considers the potential social impacts arising from the proposal in relation to the social factors identified in the SIA Guideline. The scoping exercise is designed to inform what social impacts require further assessment, and the degree of assessment that is required. The preliminary scoping considers the duration, extent, scale and sensitivity of potential social impacts to prioritise impacts to be further assessed in Phase 2 of the Social Impact Assessment (see **Table 5**) how those impacts should be assessed and to what level of detail
- Phase 2 – The impact assessment. This step is based on the outcomes of the scoping stage, and includes the assessment of potential positive and negative social impacts and the evaluation of residual impacts following the implementation of mitigation and management responses. The scoping phase has been used to focus the subsequent social impact assessment on the most relevant and important issues for each locality within the proposed corridor and ensures the scale of assessment required is proportionate to the importance of the expected impacts.

The diagram in **Figure 5** shows the process for determining the social impact significance rating used in this Technical Paper.

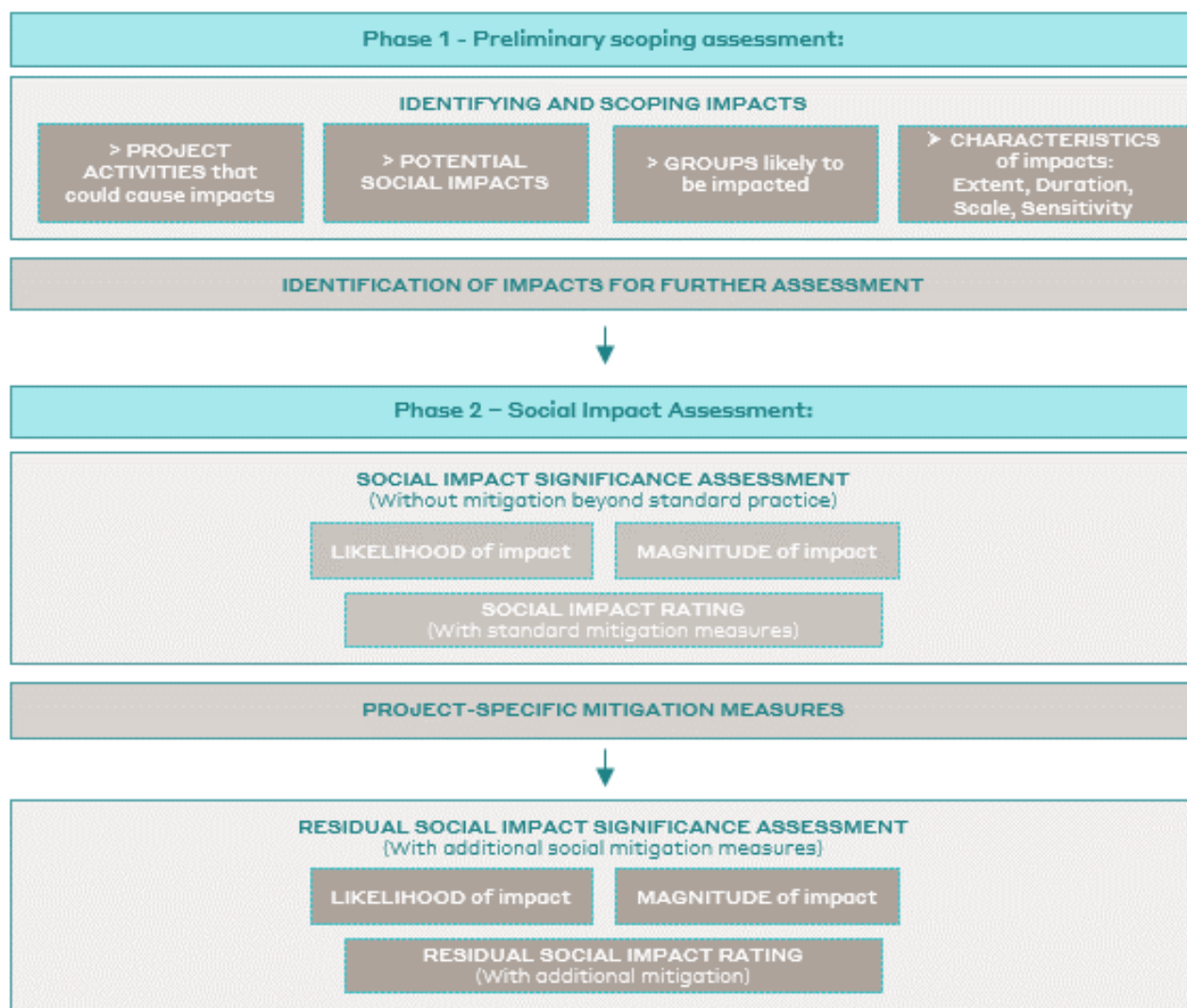


Figure 5 Assessment framework for determining the significance rating of social impacts

Table 5 Impact characteristic definitions

Characteristic	Definition*	Effect examples (indicative only)
Extent	<p>Which location(s) and people are affected? (e.g. near neighbours, local, regional, future generations)*</p> <p>The geographies applied in this Technical Paper are:</p> <ul style="list-style-type: none"> • Locality. • Suburb level • Region. <p>Refer to Sections 3.1 and 3.1.1 for a more detailed explanation of study geographies.</p>	<ul style="list-style-type: none"> • Impacts occur within construction site only • Impacts occur within beyond the construction site boundary, within the nearby locality • Impacts occur on large geographical area (for example, suburb or region, or larger). • Impacts would have ripple effects on multiple locations
Duration	<p>When is the social impact expected to occur? Will it be time-limited (e.g. over particular project phases) or permanent?</p>	<ul style="list-style-type: none"> • Specific project phase – e.g. impacts occur only during construction phase • Life of the project or longer – e.g. operational impacts of the project • Permanent impact
Severity or scale	<p>What is the likely scale or degree of change? (e.g. mild, moderate, severe) Scale or degree of change from the existing condition as a result of an impact.</p>	<ul style="list-style-type: none"> • Impacts affect a large proportion of a population group • Scale or degree of change from existing conditions is substantial • Will take substantial time and effort to reverse or ameliorate • Ecological or community function, process, health, lifestyle or livelihood is expected to change substantially or be substantially disrupted
Sensitivity or importance	<p>Who specifically is expected to be affected (directly, indirectly, and/or cumulatively), including any vulnerable people?*</p> <p>How sensitive/ vulnerable (or how adaptable/ resilient) are affected people to the impact, or (for positive impacts) how important is it to them?</p> <p>This might depend on the value they attach to the matter; whether it is rare/unique or replaceable; the extent to which it is tied to their identity; and their capacity to cope with or adapt to change.</p>	<ul style="list-style-type: none"> • Disturbance of listed heritage, including Aboriginal heritage • Impacts on sensitive receivers (for example, hospital, school, residential area) • Unique or widely recognised asserts or values will be disturbed
Level of concern/ interest	<p>How concerned/ interested are people? Sometimes, concerns may be disproportionate to findings from technical assessments of likelihood, duration and/or intensity.</p>	<ul style="list-style-type: none"> • Concerns regarding livelihoods, impacts on social gathering places, homes, places of work, heritage buildings

* These definitions are adapted based on the NSW Department of Planning, Industry and Environment SIA Guideline (2021). Note that we have considered likely groups or stakeholders to be affected separately from the geographical extent, and likely concerns, fears and aspirations are considered as separate impacts, where relevant.

For the second stage of assessment, an assessment of positive and negative impacts of the proposal was completed (**Chapter 5.0** of this Technical Paper). First, an assessment of social impacts without additional social impacts mitigation or management measures (as defined in **Chapter 6.0**) was completed, then the impacts were re-assessed, following the application of additional social impacts mitigation measures. For the purposes of this assessment, ‘without mitigation’ represents the potential social impact without any specific social mitigation measures above and beyond what has already been included in the design of the proposal, or what is standard practice for construction management (e.g. dust suppression).

To assess the potential negative impacts, a risk assessment was carried out to determine the overall significance rating of the potential social impact firstly without mitigation. As part of this assessment, consideration was given to:

- The likely population to be affected, separately for each component of the proposal
- The timing of the potential social impact
- The impact characteristics that were assessed during the scoping phase (extent, duration, scale, sensitivity)
- The potential level of significance of the potential social impact, considering the likelihood and magnitude of the potential social impact.

The SIA Guideline definitions of the magnitude levels used are provided in **Table 6**. The definitions of likelihood levels are provided in **Table 7**. The social impact significance rating was then determined by combining the magnitude and likelihood to identify the level of risk as shown in the matrix in **Table 8**, as specified in the SIA Guideline.

Based on the outcomes of the assessment, additional mitigation and management measures are identified and the assessment is then completed once again based on the implementation of these additional measures. The ‘with mitigation’ assessment provided in **Chapter 5.0** of this Technical Paper is to be read as a preliminary assessment only, which will be subject to further review following further community and stakeholder engagement.

Sydney Metro West is a NSW Government project which has undergone community engagement through the development and release of strategic planning and transport policies, and through the development of the Sydney Metro West Concept. The decision-making systems of the government provide the mechanisms for people to have their say, and provide for complaint, remedy and grievance mechanisms. As such, decision making systems have only been addressed broadly in this Technical Paper within other social factors.

Table 6 Defining 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	Little noticeable change experienced by people in the locality.

Table 7 Defining 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 8 Social impact significance matrix (NSW Department of Planning, Industry and Environment SIA Guideline 2021)

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

3.2 Stakeholder and community engagement

Key stakeholders for Sydney Metro West include (but are not necessarily limited to):

- Directly impacted communities
- State government agencies (including but not limited to the Department of Planning, Industry and Environment, Greater Sydney Commission, other sections of Transport for NSW, NSW Environment Protection Authority, Infrastructure NSW, Port Authority of NSW, NSW Environment Protection Authority, NSW Treasury, NSW Department of Education, NSW Health, Heritage NSW, Heritage Council of NSW)
- Local government (Inner West Council and the City of Sydney)
- Public utilities near Sydney Metro West
- Local Aboriginal Land Councils and Aboriginal stakeholders
- Key local stakeholders such schools, peak bodies, business and industry groups, schools and sporting associations
- Major landowners
- The broader community.

The following engagement with stakeholders and the community for this proposal has been carried out to date:

- Public exhibition of the Scoping Report for this project in May 2021, accompanied by media release and media announcement, with wide ranging television, radio, newspaper and online coverage
- Distribution of 25,500 newsletters providing an update on this proposal distributed to residents in Pyrmont and the Sydney CBD to inform residents and businesses about the station locations and the broader Sydney Metro West project
- Email update to 30,700 people who have subscribed for Sydney Metro updates
- Distribution of 2,150 'Introducing your local place manager' cards to properties adjoining the Pyrmont Station and Hunter Street Station (Sydney CBD) construction sites. Place managers are dedicated community relations specialists who provide a vital role in maintaining close and ongoing contact with local communities and stakeholders. Place managers are a key point of contact between the proposal and the community and are available to answer questions and receive feedback and/or complaints from the community
- Engagement with government agencies and other key stakeholders, including:
 - Planning focus meeting to provide information on this proposal and the scope of this Environmental Impact Statement, and to assist agencies in their response to the Department of Planning, Industry and Environment in relation to issues relevant to the Secretary's Environmental Assessment Requirements
 - Presentations to the Heritage, Traffic and Transport and Bays West Traffic Management Working Groups
- Targeted phone interviews were conducted by Sydney Metro Place Managers in July 2021 to help inform the Social Impact Assessment for Sydney Metro West Stage 2 (the Proposal subject to assessment in this Technical Paper) and Stage 3 of the planning approval process for Sydney Metro West ('Sydney Metro West - Rail infrastructure, stations, precincts and operations'). N=51 targeted interviews were completed with residents living near future metro stations along the project tunnel alignment from Westmead to Sydney CBD. Survey results highlighted that:
 - 'Access to public transport' was among top mentioned local area features important for the respondents
 - The greatest perceived benefit of Sydney Metro West is strengthening 'Accessibility to other parts of Sydney'; followed by 'Shorter travel times for socialising or recreation', and 'Better access to shopping or businesses'
 - 'Respite periods from construction work and noise', 'Clear and timely information', 'Maintaining access to local services and businesses', and 'Measures to reduce traffic impacts' were seen as the most important mitigation measures during the construction phase
 - Respondents aspirations associated with Sydney Metro West were related to increased access to other areas in Sydney; and revitalisation and development of station precincts
 - Respondent concerns and fears were related to disruption of sleep caused by night work, loss or parking in local areas, cumulative traffic impacts, noise impacts on working from home, vibration impacts on heritage items and other buildings, dust, traffic control and pedestrian safety, and emotional toll on local communities
 - Recommendations included proactive mitigation of impacts, limiting construction hours, reduction of vehicle movements, noise impacts, staging of work, and provision of clear information on project elements.

However, only n=7 respondents from the Pyrmont locality, and n=5 from The Bays area responded, and none (n=0) from Sydney CBD. As the survey results are presented across the total sample, the survey outcomes hence may not be representative of all relevant views (including those of vulnerable or marginalised groups) within the project localities subject to this technical paper.

Further information on engagement activities is available in Chapter 4 (Stakeholder and community engagement) of the Environmental Impact Statement.

Further community and stakeholder engagement is planned during the public exhibition of the planning application of the major civil construction work including station excavation and tunnelling between The Bays and Sydney CBD. Community and stakeholders would have the opportunity to comment both via NSW Governments Planning Portal and Sydney Metro interactive portal. The Social Impact Assessment findings may be amended based on the community feedback received during exhibition, if required.

3.3 Information sources and assumptions

This assessment has been informed by a range of information and documentation. Key documents used include:

Demographic data:

- ABS Census 2016 – SA1 level demographic data for study areas
- ABS Census 2016 – SA2 level demographic data for study areas
- ABS Census 2016 – Destination Zone level place of work data for study areas
- ABS Estimated Resident Population figures

Local government strategies, plans and research projects:

- City of Sydney 2012, *Sydney Development Control Plan 2012*
- City of Sydney 2017, *Sustainable Sydney 2030: Community Strategic Plan 2017-2021*
- City of Sydney 2017, *Visitor profile and experience survey 2017* (prepared by EY)
- City of Sydney 2018-2020, *Community Engagement Insights Report, Planning for Sydney 2050* (prepared by Astrolabe Group)
- City of Sydney 2018, *City of Sydney Wellbeing Survey 2018*, news.cityofsydney.nsw.gov.au/articles/majority-of-city-residents-satisfied-with-their-life-overall
- City of Sydney 2020, *City Plan 2036 - City of Sydney Local Strategic Planning Statement*
- Inner West Council 2018, *Our Inner West 2036: A community strategic plan for the Inner West community*
- Inner West Council 2018, *Community Satisfaction Research* (prepared by Micromex Research 2018)

NSW Government strategies, plans and research projects:

- NSW Government 2020, *Draft Pyrmont Peninsula Place Strategy*
- NSW Government 2020, *Phase 1 Engagement Report, Pyrmont Peninsula Place Strategy*
- NSW Government 2021, "White Bay Power Station," *The Bays Precinct Sydney*, thebayssydney.nsw.gov.au/destinations/white-bay-power-station/

Social Impact Assessment guidelines:

- International Association for Impact Assessments, 2003, *International Principles for Social Impact Assessment Guideline*
- NSW Department of Planning, Industry and Environment, 2021, *Social Impact Assessment Guideline for State Significant Projects*

Sydney Metro West reports:

- Sydney Metro, 2020c, *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD – Technical Paper 6 (Social Impact Assessment)*
- Sydney Metro, 2020a, *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD*
- Sydney Metro, 2020b, *Sydney Metro West Westmead to The Bays and Sydney CBD – Submissions Report*
- Sydney Metro, 2021, *Sydney Metro West Scoping Report – major civil construction between The Bays and Sydney CBD*

Review of comparable national and international metro projects

- Please see Appendix D for further detail

Assumptions applied to complete this SIA include:

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

A note on COVID-19: *COVID-19 is an unprecedented global health and economic event that is rapidly evolving. At the current time, the research and analysis of economic and population data – such as forecasts of population or employment growth and so on – reflects a return to “business as usual” scenario, while also noting the potential impacts that may be associated with the COVID-19 virus, travel and border restrictions impacting on migration numbers, and the anticipated return to growth in economic or population indicators. These potential impacts and related uncertainties have been further discussed in Chapter 4.0 – Social baseline study.*

3.4 Social Impact Assessment author qualifications and experience

The Technical Paper authors meet the qualifications and experience criteria outlined in the *Social Impact Assessment Guideline* (NSW Department of Planning, Industry and Environment, 2021) – i.e. have qualifications in relevant social science disciplines and/ or proven experience over multiple years and competence in social science research methods and SIA practices. Team qualifications & professional affiliations have been provided on page 2 of this Technical Paper.

4.0 Social baseline study

4.1 Introduction

This section describes the existing social context of the proposed corridor and construction site localities. It describes the following:

- Community profiles – Key demographic characteristics including age, income, employment, cultural and linguistic diversity, household structure, relative levels of advantage and disadvantage, and transport and access, including journey to work travel patterns
- Community assets – Both tangible (social infrastructure) and intangible (human and social capital, community cohesion, community values and connection to place)
- Community engagement – Including the outcomes of community and stakeholder engagement undertaken by Sydney Metro to date which is relevant to this assessment
- Community values and aspirations – Based on a review of Community Strategic Plans and outcomes of related research projects. Community Strategic Plans are overarching Council policy documents that are prepared on the basis of extensive community engagement, so provide insights into issues important to communities along the proposal corridor.

4.2 Proposal wide overview

The tunnel alignment would extend from the eastern edge of The Bays Station box through to the end of the turnback and stub tunnel east of the Hunter Street Station (Sydney CBD) construction sites. This section identifies key community characteristics, along with social issues and trends that may be relevant for the proposal from a social perspective. Demographic data and worker population figures are based on the 2016 ABS Census data. The current annual population figures are drawn from the ABS Estimated Resident Population (ERP) figures.

4.2.1 Community profile

The proposal study area comprises the construction site 'localities' at The Bays, Pyrmont and Hunter Street (Sydney CBD), along with the tunnel alignment between them. The community profile for the proposal study area has been provided in two parts:

- Summary statistics representing an aggregation of the demographic data of each of the three localities along the proposal study area (i.e. localities surrounding The Bays tunnel launch and support site, Pyrmont Station construction sites and Hunter Street Station (Sydney CBD) construction sites)
- Demographic profile of the broader statistical areas (SA2s) along the whole tunnelling alignment, that comprise the construction sites, their immediate localities and the tunnelling sections between these localities (see **Figure 3** above). For the purpose of clarity, the area described by this profile is referred to as the SA2 corridor.

See **Section 3.1.1** for further definition and maps showing these study areas.

Table 9 over page shows the key figures across the study areas, and highlights the large number of residents and workers potentially impacted by the proposal.

Table 9 Community profile – population summary*

	The Bays locality	Pymont locality*	Hunter Street (Sydney CBD) locality*	Aggregation of the three localities	Broader population along the tunnelling corridor (SA2 figures)
Resident population (2020 ERP)	5,670	11,380	4,720	21,770	90,610
Worker population (2016 DZN)	3,800	21,900	178,980	204,620	368,080

Source: Ethos Urban; ABS Census 2016, ABS ERP 2020.

*Note that in addition to the regular resident and worker populations in each area, the Pymont and CBD localities are also accessed by a high volume of visitors each day. This includes domestic and international tourists, business visitors, students, shoppers, people visiting friends and family in the area, and others.

In 2017, City of Sydney's visitor profile and experience survey suggested that approximately 55% of non-residents accessing the two localities are visitors – i.e. do not work in the vicinity. Extrapolated based on the above 2016 worker numbers, Pymont locality would have been accessed by an estimated 27,000 (non-worker & non-resident) visitors daily and Sydney CBD locality by an estimated 220,000 visitors daily. This brings the total aggregated user figures of the three localities to over 470,000 potential receivers daily.

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

Below is the summary of the profile of the community living along the whole tunnelling corridor, in two parts: the Locality Aggregation – aggregated results of the three station localities; and the demographic profile of the broader SA2 statistical areas along the proposal corridor. Demographic profiles of the three individual station site localities have been discussed separately (see **Sections 4.3.2, 4.4.2, 4.5.2**). Detailed tables with resident and worker profile statistics for all three localities and the two aggregations are available at **Appendix B**.

Demographics related to the proposal 'localities' – aggregated results of the three localities

The following summary statistics represent aggregation of demographic data for the three localities along the proposal. The figures below primarily draw from the 2016 Census with the exception of the current annual population figures, which draw from ERP.

The key findings of the demographic analysis for the aggregated localities along the proposal corridor are as follows:

Resident population:

- In 2020, the population for the aggregated station construction site localities was approximately 21,770. Between 2010 to 2020, the population of the aggregated localities increased by +3,000 persons. This is an average of +300 additional residents each year or an average annual growth rate of 1.5 per cent. Between, 2019 and 2020, the population decreased by -220 residents, with half of this population decline occurring in the Pymont locality
- The median age of the aggregated localities was 34.0 years, which was relatively young compared to the median age of Greater Sydney at 36.0 years. The Bays locality (36.0 years) and the Sydney CBD locality (35.0 years) had slightly older populations, compared to Pymont locality that was slightly younger (32.0 years)
- Across the aggregated localities, 5.7 per cent of residents needed assistance in their day to day lives due to disability, which was higher than the Greater Sydney average (4.9 per cent). The Pymont locality had the highest share of residents with need for assistance (7.4 per cent), while The Bays locality had the lowest share (2.6 per cent). To determine disability, ABS data for 'core activity need for assistance' was used to determine the numbers of people who need help or assistance in their day-to-day lives in one or more core activity areas of self-care, mobility or communication, due to disability, a long-term health condition or old age. These groups may be more vulnerable to social impacts from major projects, due to potential changes to local access affecting their routines, social and community networks or the local community character and amenity

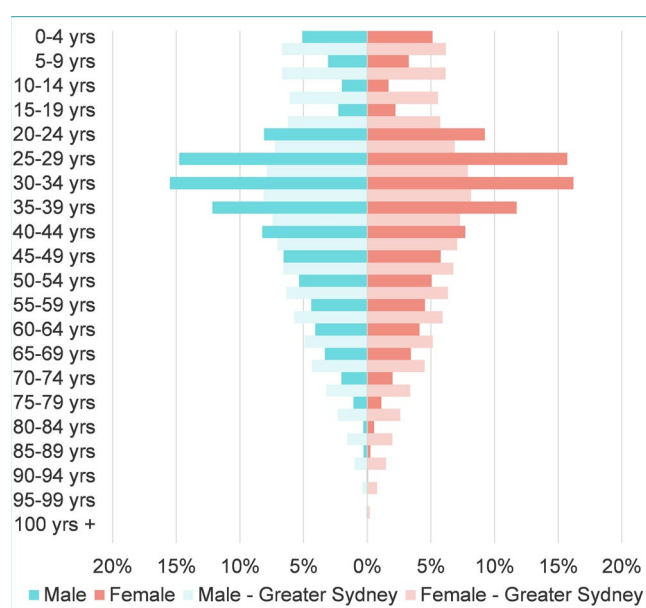


Figure 6 Age structure: Construction site aggregated localities

Source: ABS 2016

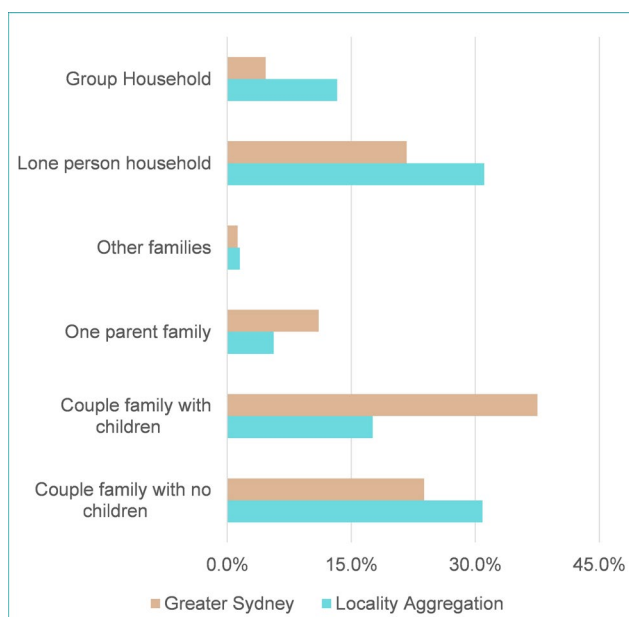


Figure 7 Household types: Construction site aggregated localities

Source: ABS 2016

- Across the aggregated localities, 61 per cent of residents spoke only English at home, similar to the share of households in Greater Sydney at 63 per cent. Comparatively, in The Bays locality 86 per cent of residents speak only English at home
- Stability of residence tended to be slightly lower in the aggregated localities than the Greater Sydney average, with only 36 per cent of residents across the localities living in the same address as in 2011, five years prior the Census, compared to 57 per cent in Greater Sydney. The Bays locality had the highest stability of residence along the proposal (45 per cent). The aggregated localities also tended to include slightly more residents that were living overseas a year prior the Census (2015), or in 2011 compared to the Greater Sydney benchmark, with residents in localities in the eastern extent of the proposal more likely to be overseas in those years
- Across the aggregated localities, active transport (i.e. walking or cycling) was the most common mode of travel (35 per cent) for the employed residents when travelling to work, followed by public transport (27 per cent) and vehicle, including cars, trucks or motorbikes (26 per cent). By contrast, residents in Greater Sydney tended to use vehicles to get to work (59 per cent) with only 23 per cent relying on public transport and 5 per cent using active transport modes. Active transport was more common in Pyrmont and the Sydney CBD, likely due to the high number and diversity of jobs in proximity to these locations. By contrast, public transport and private vehicle use was more common in the western extent of the proposal
- Lone person households and couple families with no children formed the highest share of household types in the aggregated localities (both at 31 per cent), in contrast to the share of lone person households in Greater Sydney overall at 22 per cent, and couples at 24 per cent (**Figure 7**)
- The majority of households within the aggregated localities were living in flats, units or apartments (79 per cent), with most of these concentrated in Pyrmont locality and Sydney CBD locality. This share was well above the share in Greater Sydney (28 per cent). Most of the remaining dwellings were semi-detached, row or terrace house, townhouses which was primarily concentrated in The Bays locality. Very few households within the aggregated localities were living in separate houses, and nearly all of these dwellings were in The Bays locality
- Over half of households in the aggregated localities were renting their dwellings (60 per cent), which was well above the share in Greater Sydney (35 per cent), while a lower share of dwellings were owned outright or with a mortgage compared to Greater Sydney. Across the three localities, it was common for dwellings to be rented in the Sydney CBD locality and Pyrmont locality. Home ownership rates (owned outright or with a mortgage) was highest in The Bays locality

- Overall, households across the aggregated localities were relatively financially advantaged compared to households in Greater Sydney. Households in The Bays locality recorded the highest median household income, while residents within the Pyrmont locality were the lowest, albeit well above the Greater Sydney benchmark.

Figure 8 to Figure 11 compare the locality study areas with Greater Sydney against key demographic characteristics, including average household size, percentage of couple families with children households, median age, percentage of residents speaking a language other than English at home and percentage of dwellings that are apartments.

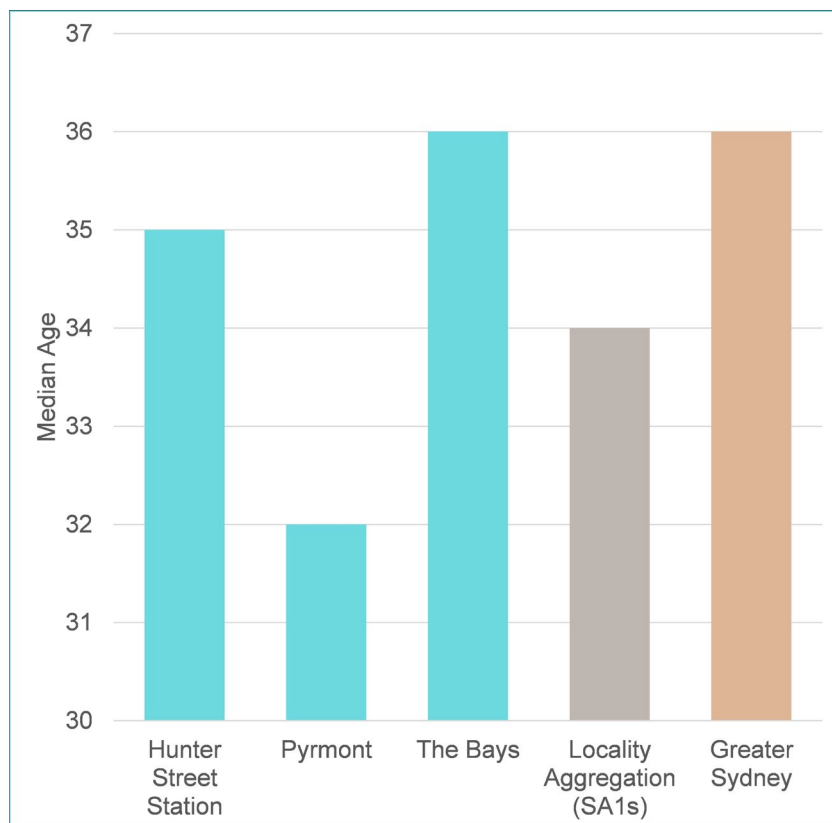


Figure 8 Median age, by locality

Source: ABS, 2016.

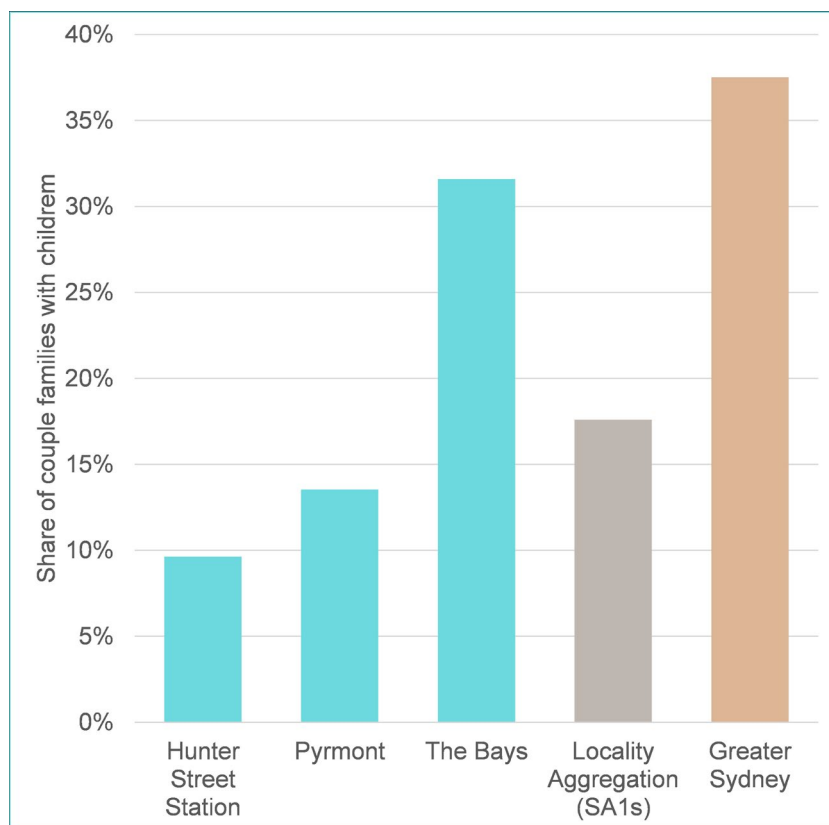


Figure 9 Percentage of households that are couple families with children by locality

Source: ABS, 2016.

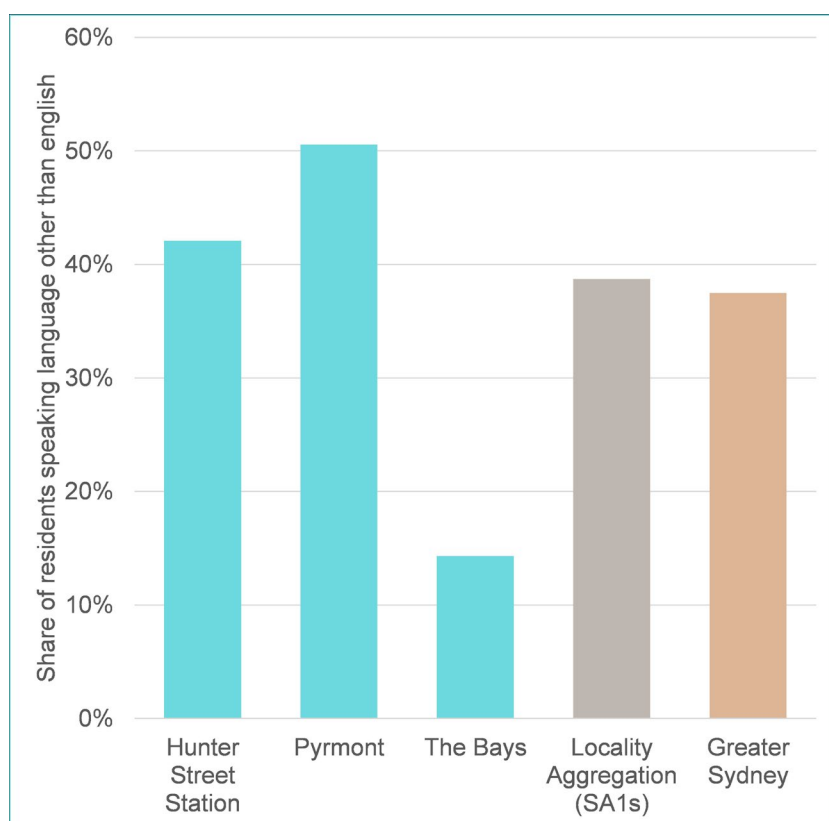
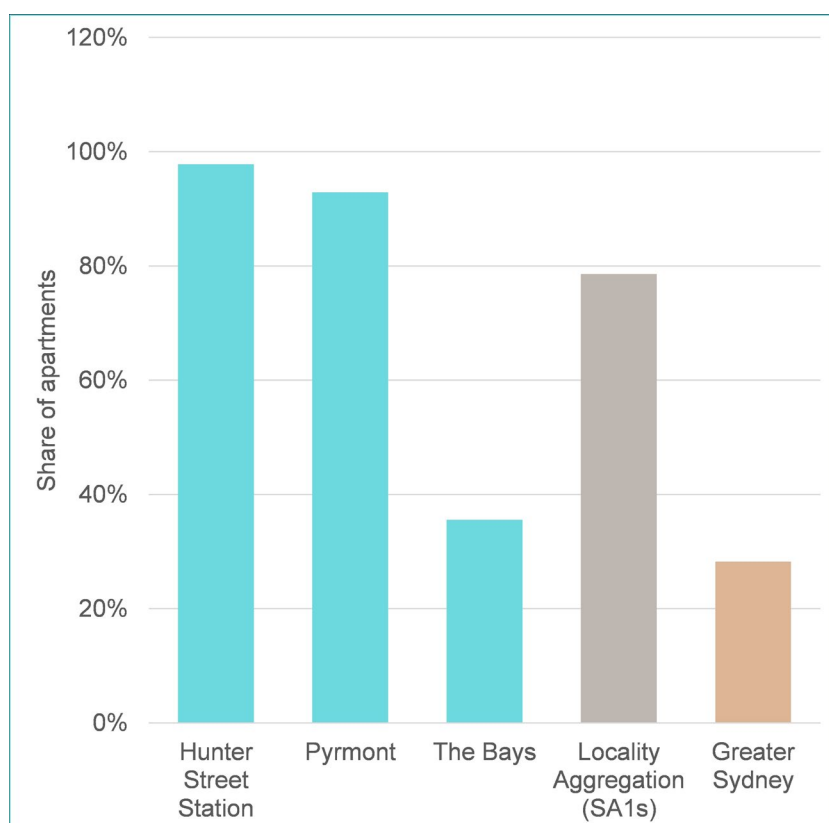


Figure 10 Percentage of residents speaking a language other than English at home, by locality

Source: ABS, 2016.

**Figure 11** Percentage of dwellings that are apartments, by locality

Source: ABS, 2016.

Worker population:

- In 2016, there were 204,620 workers within the aggregated localities, with the overwhelming majority employed in the Sydney CBD locality. The majority of these workers were working in knowledge industries (59 per cent). Population servicing (18 per cent) and traditional office (14 per cent) sectors had the next largest share of workers. The largest industries of employment were financial and insurance services (27 per cent) and professional, scientific, and technical services (25 per cent). All other industries had a share of employment below 10 per cent
- Public transport was the most common mode of travel to workers in the aggregated localities (69 per cent). By contrast, only 24 per cent of workers in Greater Sydney overall used public transport to get to and from work. The public transport user share was highest amongst those working in the Sydney CBD locality, with workers in The Bays locality having the lowest share of public transport use. Vehicle use (cars, trucks or motorbikes) was relatively low among the workers in the aggregated localities (15 per cent) compared to the Greater Sydney benchmark (58 per cent).

Demographic profile of the broader SA2 statistical areas along the tunnel alignment – the SA2 corridor

This community profile is an aggregation of all SA2 Census collection districts aligned with the proposed construction sites and the proposed tunnelling corridor, including the following areas from west to east: Balmain (SA2); Lilyfield - Rozelle (SA2); Pyrmont – Ultimo (SA2); and Sydney - Haymarket - The Rocks (SA2). As shown on **Figure 3** (see **Section 3.1.1**), this is a larger corridor (or study area) compared to the locality aggregation of SA1 Census collection districts discussed in the section above.

The key findings of the demographic analysis are as follows:

Resident population:

- In 2020, there were approximately 90,610 residents living within the SA2s along the tunnel alignment, or “SA2 corridor”. Between 2010 and 2020, the population of the SA2 corridor increased by around +16,420 residents. This implies an average growth of +1,640 persons each year and an average annual rate of 2.0 per cent. In contrast to the individual localities, the tunnelling corridor experienced an increase in population between 2019 to 2020, with around +360 additional residents
- The median age of the SA2 corridor was 33.0 years, with most of the corridor having populations relatively younger compared to Greater Sydney. Two thirds of the corridor population were aged 18-49 years, reflecting the large student and young workforce cohort in the area. The largest age group was 25 to 34 years, which accounted for 28 per cent of the population. The share of residents below the age of 18 years was well below the Greater Sydney benchmark
- There were high levels of cultural and linguistic diversity along the SA2 corridor. Less than half of all residents (43 per cent) were born in Australia, which was well below the Greater Sydney benchmark (62 per cent)
- The average household size was smaller in the SA2 corridor (2.4 persons per household) than the Greater Sydney benchmark (2.8). This was due to the higher share of couple family with no children, lone person households and group households in the SA2 corridor, compared to Greater Sydney. Couple family with no children (30 per cent) and lone person households (30 per cent) were the most common household type. Couple family with children accounted for 19 per cent of households in the proposal corridor SA2s, well below the Greater Sydney benchmark of 38 per cent. Group households accounted for 14 per cent of household types

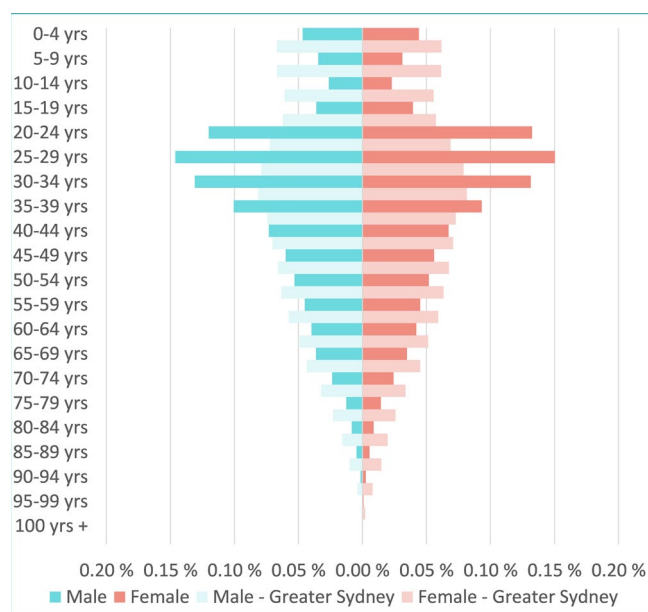


Figure 12 Age structure: SA2 corridor

Source: ABS, 2016

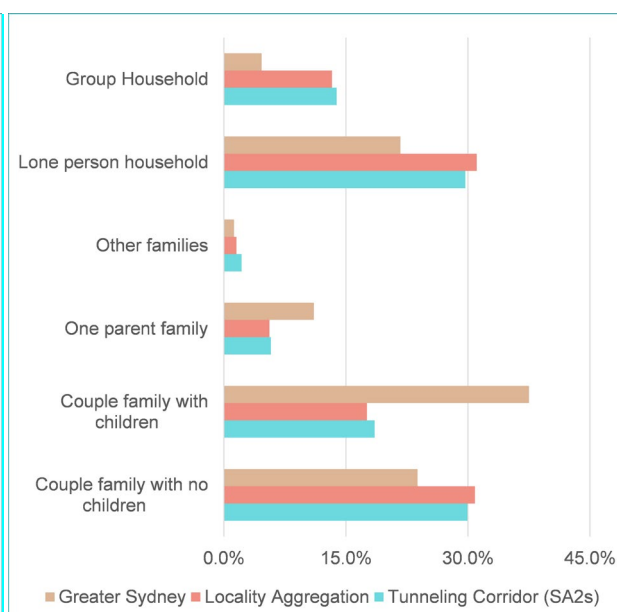


Figure 13 Household types: SA2 corridor

Source: ABS 2016

- Approximately a quarter of residents within the SA2 corridor were attending education institutions, and 42 per cent of these residents attending university. This was followed by 18 per cent of the attenders at other types of educational institutions, and 14 per cent attending infants/primary school
- In terms of transport and access, residents across the corridor SA2s have relatively good access to Sydney’s public transport and road network, including proximity to Sydney CBD, and connections to major employment centres. As a result, across the SA2 corridor, residents used on a mix of modes of travel to get to work. 32 per cent of employed residents in the SA2 corridor use public transport to commute, while 28 per cent walk or cycle to work. This was followed by vehicles (including cars, trucks or motorbikes), used by 26 per cent. By contrast, residents in Greater Sydney tend to rely on private vehicles to get to and from work

- The majority of dwellings in the SA2 corridor were apartments (70 per cent), followed by semi-detached, row-, town- or terrace houses (24 per cent)
- The western SA2s of the proposal tended to have a relatively higher level of advantage across indicators of socio-economic advantage (i.e. SEIFA indexes⁴), whereas eastern SA2s, particularly around Sydney CBD, had relatively lower levels of advantage.

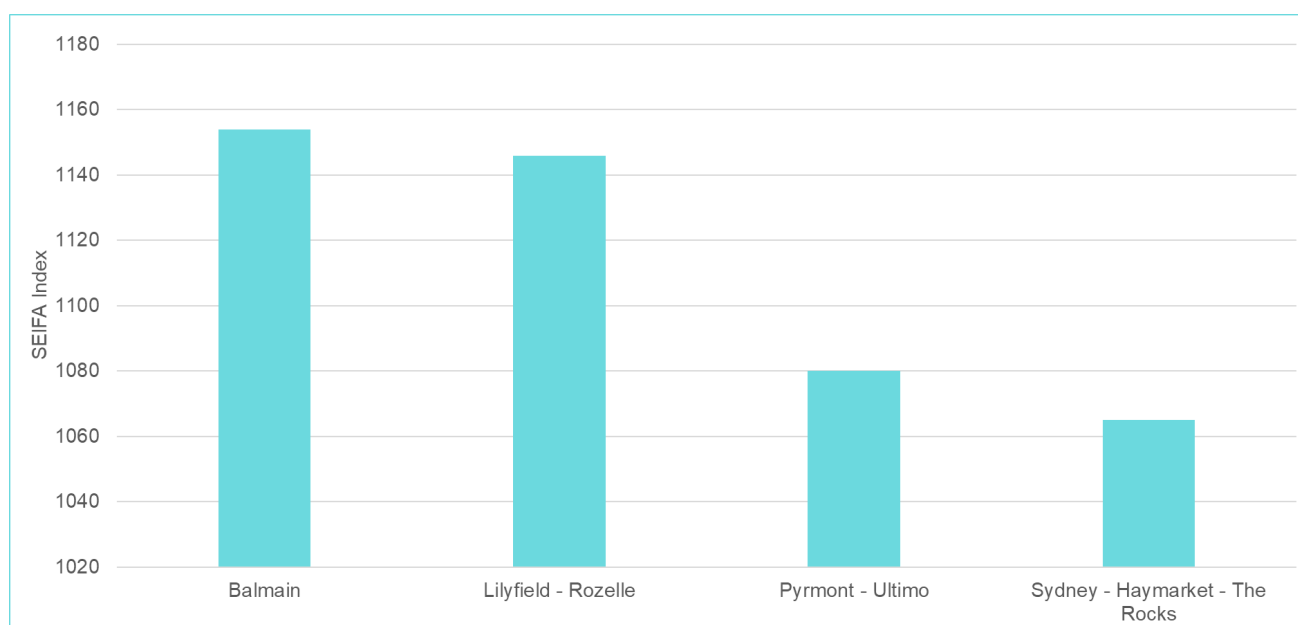


Figure 14 SEIFA scores across the SA2 corridor*

Source: ABS, 2016

Note: SEIFA data shown applies to SA2 Census collection districts, which represent the most appropriate geography for comparing relative advantage and disadvantage across localities.

Worker population:

- In 2016, there were 368,080 workers within the SA2 corridor. Over half (53 per cent) of these workers are employed in the knowledge sectors, followed by population serving sectors (20 per cent) and traditional office sectors (15 per cent). The financial and insurance services industry accounted for 24 per cent of jobs, followed by professional, scientific and technical services (22 per cent). The remaining industries of employment all had a share of jobs below 10 per cent
- The majority of workers travelled to work using public transport (67 per cent) followed by vehicle (16 per cent). The remaining modes of travel (including active transport) were all below 10 per cent.

4.2.2 Community assets (tangible) – social infrastructure

The proposal corridor comprises construction sites in The Bays (a former container and cruise ship terminal and future commercial precinct), Pyrmont (an entertainment and media business precinct), and the Sydney CBD (the historical and main commercial centre of Greater Sydney).

Due to the regional importance of Pyrmont and the Sydney CBD, the proposal corridor 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.

⁴ The Socio-Economic Indexes for Areas (SEIFA) are produced by the Australian Bureau of Statistics to describe various aspects of advantage and disadvantage, in terms of people's access to material and social resources, and their ability to participate in society. SEIFA, or the Socio-economic indexes for areas, is a suite of four summary measures that have been created from Census information. This includes the Index of Relative Disadvantage that factors in issues such as income, employment, occupation, education, housing and English proficiency. A SEIFA score is standardised against a mean of 1000, with a standard deviation of 100.

The localities along the proposal corridor include various heritage, cultural, or built form landmarks, including State Library of NSW, Parliament of NSW, Australian National Maritime Museum, Museum of Sydney, Customs House, City Recital Hall, Sydney Lyric Theatre, Sydney Hospital, Sydney Tower, Martin Place, and the Darling Harbour recreational precinct. Many of these facilities are within walking distance of the construction sites. The localities along the proposal corridor also include infrastructure that serves a more localised resident and worker catchment – including open spaces, community centres, recreation facilities, childcare centres, medical centres and cultural facilities.

The broader SA2 corridor (defined as an aggregation of SA2s) also includes community assets of national or global significance, including Sydney Opera House, the Museum of Contemporary Art Australia, The Rocks, Royal Botanic Gardens, Hyde Park, Sydney Town Hall, Sydney Fish Market, Sydney Aquarium, Anzac Bridge, and many others.

Detailed maps of social infrastructure provision across the corridor localities have been included under each relevant station locality section of the social baseline analysis. **Appendix A** includes lists of the mapped social infrastructure.

4.2.3 Community assets (intangible)

This section provides a summary of intangible community assets across the proposal corridor (being human and social capital, community cohesion, community values and connection to place). The analysis below is based on an analysis of community demographics, high level analysis of relevant media sources, and a review of key social and community issues identified by local councils through their social plans and community strategic plans.

Young communities: The concentration of jobs and urban amenities in the inner city of Sydney attracts a large number of young people who move to Sydney to study or for lifestyle and/or employment reasons. This can include young people from suburban areas of Greater Sydney, regional NSW, interstate as well as migrants from overseas. As a result, the population of the three localities include a very high concentration of 25-49 year residents. Over half of the residents within the construction site localities are in this age bracket, 1.5 times the Greater Sydney overall rates. Within this group, Pyrmont and Sydney CBD localities have a higher proportion of the 25-34 year old residents that can be described as ‘young workforce’.

High human capital (i.e. educational attainment and income): The localities along the proposal corridor have a relatively high level of human capital when compared to the rest of the Greater Sydney. Educational attainment is high, 87 per cent of the residents aged 15 or over have completed Year 12 and 63 per cent have non-school qualifications (including a very high proportion of university degrees), compared to 68 per cent and 53 per cent in Greater Sydney overall, respectively. Unemployment rates in the localities were lower than the Greater Sydney average, and labour force participation rate was 80 per cent. Over half of the employed study area residents were in professional or managerial roles, nearly 1.5 times the rate in Greater Sydney overall. High human capital is reflected in the household incomes, and the annual median household incomes were well above the Greater Sydney average within all three construction site localities.

Challenges to social capital in transient communities: The Pyrmont and Sydney CBD localities are characterised by a high proportion of residents that have moved to the area within the past five years. This can pose challenges for levels of social cohesion and connection to place, as community building takes time. More than half of these relatively new members of the community are also recent arrivals from overseas, many of whom do not necessarily have the social support networks associated with family and friends available to them in Sydney.

Making connections can be further challenged by the employment-centre and visitor destination typology of both localities, where the daily number of workers and visitors to the area is notably higher than the number of residents. Whilst there are various city-wide celebrations and festivals across different venues and public spaces programmed within the Sydney CBD throughout the year, these are primarily targeted at the broader community and visitors.

Community aspirations for a liveable, climate-resilient and vibrant city, supported by infrastructure: Key community aspirations identified across the corridor include liveable and vibrant neighbourhoods that are affordable and easy to get around - with need for improved public and active transport options. Key concerns relate to fear of overdevelopment, pressure on existing infrastructure related to increased population growth and the impacts of climate change. The construction and complete delivery of Sydney Metro West would support these goals by increasing accessibility to different parts of Greater Sydney via a sustainable transport option.

Transformation and future growth of the localities: Both The Bays and Pyrmont have historically been ‘working-class’ suburbs centred around industry that have evolved now to comprise a high proportion of highly skilled urban professionals. Pyrmont now hosts a cluster of media and technology sectors, while the area surrounding White Bay Power Station is proposed to be turned into Australia’s leading, world class technology hub.⁵ Both areas enjoy waterfront locations, heritage areas, and close proximity to the Sydney CBD, making them desirable for future development. Proximity to the amenity and the State Government targets for employment and population growth in the City of Sydney LGA continue to support the growth in the Sydney CBD area.

The intensity of development and ongoing construction activities in the Pyrmont and Sydney CBD areas are likely to be disruptive to the local community, can cause cumulative negative social impacts, and the local communities may experience “construction fatigue”. Community feedback received by Sydney Metro related to the major civil construction work between Westmead and The Bays indicates that communities within proximity to the WestConnex construction sites (i.e. The Bays locality) may have similar concerns.

COVID-19 impacts and uncertain futures: 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 key employment and tourism destinations, Pyrmont and the Sydney CBD experienced a related drop in daily visitor numbers compared to pre-COVID levels. This is likely to have impacted tourism and entertainment businesses in these locations.

The decline in visitors to the Sydney CBD during outbreaks of COVID-19 in 2020 and 2021 is likely to have impacted local hospitality and entertainment businesses who may rely on CBD workers for custom. This trend is mirrored by lower commercial occupation rates in the Sydney CBD in 2021 compared with 2019 (Property Council of Australia 2021⁶). At the time of writing this report, there are no certainties about the duration of the pandemic and trends following the pandemic.

Key urban thinkers such as Professor Richard Florida⁷ believe that the cities will continue to flourish considering the high concentration of amenity and functioning as focal points for people to meet and mingle. Provision of amenity and quality of built environment will be the key to attract future residents, and workforce and visitors back to the city area⁸.

4.2.4 Community engagement

Community engagement activities undertaken to date for this proposal are outlined in **Section 3.2**.

In addition to engagement activities undertaken during the public exhibition of the scoping report for this proposal, in 2019 Sydney Metro invited feedback stakeholders and the community on including Pyrmont as a strategic station option as part of Sydney Metro West.

Stakeholders and the community were provided an opportunity to provide feedback by way of an online survey or in writing via email. This was advertised through website updates, letterbox drops and emails to local community members and stakeholders. Briefings were also offered to key stakeholders, state government agencies and local councils.

⁵ NSW Government 2021, “White Bay Power Station,” *The Bays Precinct Sydney*, <<https://thebayssydney.nsw.gov.au/destinations/white-bay-power-station/>> accessed 13 July 2021

⁶ Property Council of Australia 2021 website, <<https://research.propertycouncil.com.au/blog/fluctuating-work-week-in-cbds>> accessed 06 September 2021

⁷ Richard Florida is University Professor, Professor of Economic Analysis and Policy at the Rotman School of Management and Distinguished Scholar-in-Residence, School of Cities, University of Toronto. Florida has held professorships at George Mason University and Carnegie Mellon University and taught as a visiting professor at Harvard and MIT. Florida earned his Bachelor’s degree from Rutgers University and his Ph.D. from Columbia University. His research provides unique, data-driven insight into the social, economic and demographic factors that drive the 21st century world economy. Source: www.rotman.utoronto.ca/FacultyAndResearch/Faculty/FacultyBios/Florida, accessed 06 September 2021

⁸ Edward Gunts, “Building Back?: Richard Florida Outlines His Vision for a ‘Post-Pandemic City’” 10 May 2021. ArchDaily. Accessed 06 Sep 2021. <<https://www.archdaily.com/961337/building-back-richard-florida-outlines-his-vision-for-a-post-pandemic-city>> ISSN 0719-8884

The survey results indicated:

- Strong support for more public transport options in the area
- Support for increased development density around public transport
- Support for the opportunities a metro station could bring to Pyrmont in terms of urban growth and renewal.

Written feedback highlighted the benefits a metro station could bring to Pyrmont. This included urban renewal, employment growth, development and tourism. Feedback further underlined the importance of Pyrmont as a major employment hub connecting The Bays, Ultimo and Sydney CBD, and that a metro station could draw further companies and organisations to the suburb and encourage investment and development.

4.2.5 Community values and aspirations

A review of Community Strategic Plans and outcomes of related research projects has been undertaken to identify community values and aspirations along the proposal corridor. Community Strategic Plans are overarching Council policy documents that are prepared on the basis of extensive community engagement, and therefore provide further insights into issues important to the communities.

Key community issues identified across the corridor 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 relate to concern of potential overdevelopment, increased population growth placing pressure on existing infrastructure, and the impacts of climate change. The findings by each relevant Council have been discussed within each section on construction sites below.

4.3 The Bays tunnel launch and support site

The Bays Station construction site is being assessed and approved as part of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a). This included a description of the existing social context.

This social context environment has been altered due to the existing construction work for The Bays Road Relocation Project for Sydney Metro West and Rozelle Interchange construction work for WestConnex. Following conclusion of The Bays Road Relocation work and Rozelle Interchange construction work, The Bays Station construction site is being established under the Sydney Metro West Concept and Stage 1 planning approval.

The existing environment remains consistent in that the community profile of the site is unlikely to have changed, and no private property acquisition will have taken place. The changes include reduced amenity (i.e. higher noise levels, increased traffic volumes, truck movements) associated with the establishment of The Bays construction site as part of Stage 1 of the planning approval process for Sydney Metro West, Western Harbour Tunnel construction and Rozelle Interchange construction work for WestConnex. A summary of the current and planned projects in proximity to The Bays tunnel launch and support site is included at **Section 4.3.7** below.

It is also important to note that, should this proposal be approved, the construction work will start in 2023. By this time, the work on the approved major construction work between Westmead and The Bays would have progressed. In particular, the approved tunnelling work westwards from The Bays to Sydney Olympic Park, supported at the approved The Bays Station construction site, would overlap with the tunnelling work in this proposal for a period of approximately six months until approximately mid-2024. The assessment of the proposed overlap in impacts are included in the cumulative impacts assessment within the assessment of each social factor (refer to **Chapter 5.0**).

4.3.1 Urban and social context

The Bays tunnel launch and support site would be located within Port Authority land at White Bay. Adjacent to the construction site is the iconic former White Bay Power Station which, over the years, has been the subject of several revitalisation plans, however none have been confirmed.

Located two kilometres west of the Sydney CBD and within the Inner West Council area, The Bays Precinct comprises 5.5 kilometres of waterside harbour front and 95 hectares of primarily government-owned land across the suburbs of Rozelle, Balmain and Balmain East. Over the coming years, the construction of the Rozelle Interchange

and other parts of the WestConnex project will provide links to the M4 Motorway and M5 Motorway. It will also include the conversion of the former Rozelle rail yards into new public open space and parkland.

The entire locality is expected to undergo significant urban renewal through a government-driven transformation plan in coming years, which will see the area developed further as a high density urban residential and mixed-use precinct.

4.3.2 Community profile

For the purposes of demographic analysis, The Bays locality comprises of the SA1s that best fit the 400 metre catchment surrounding The Bays tunnel launch and support site. The figures below primarily draw from the 2016 Census with the exception of the current annual population figures, which draw from ERP. For the purposes of this analysis The Bays locality profile has been benchmarked against the aggregation of the three station localities within the proposal corridor, or against the Greater Sydney average, where relevant.

The key findings of the demographic analysis for The Bays locality are as follows:

Resident population:

- In 2020, the population of The Bays locality was 5,670, which was well below the population of the Pyrmont locality (11,380) and slightly above the population of the Sydney CBD locality (4,720). Between 2010 to 2020, the population of The Bays locality had the smallest overall increase with an additional +630 residents. This implies an average annual increase of 63 persons at an average annual growth rate of 1.2 per cent. Between 2019 and 2020, had the smallest decline in population across all localities, with around 40 fewer residents
- The population of The Bays locality was relatively older, with a median age of 36.0 years, which was above the median age of localities across the corridor at 33.0 years (refer to **Figure 15**), and on par with the Greater Sydney average. Compared to the other two localities, The Bays locality had the largest overall share of persons aged 35 to 49 years
- In The Bays locality, 2.6 per cent of residents needed assistance in their day to day lives due to disability, which was lower than within the other localities, or the Greater Sydney average (4.9 per cent)
- In 2016, 20 per cent of all residents of The Bays locality were attending an educational institution, including preschool, primary and secondary school, university, TAFE or other educational institutions. Of the residents attending an educational institution, the majority were attending primary or secondary school and 23 per cent were attending university or other tertiary institutions
- The Bays locality had the highest share of residents speaking English only at home (86 per cent), well above the share of the other two localities, or the Greater Sydney average (63 per cent)
- Stability of residence in The Bays locality was the highest of all three localities, with 45 per cent of residents in the same address as 2011 and 77 per cent in the same address as in 2015; however, the stability of residence was somewhat below the Greater Sydney benchmark
- To travel to work, residents of The Bays locality tended to rely on vehicles, including cars, trucks or motorbikes (43 per cent) or public transport (35 per cent). A much lower share of residents used active transport to get to work compared the Sydney CBD locality and the Pyrmont locality
- Compared to other localities, the share of couple family with children households was higher in The Bays locality (refer to **Figure 16**)
- There was a greater mix of dwelling types within The Bays locality compared to other localities. The majority of dwellings were semi-detached, row or terrace houses or townhouses, which accounted for 53 per cent of all dwelling types. This share was well above all the share in the proposal corridor as a whole, or the Greater Sydney average. The average household size was 2.3 persons per household, compared to the proposal corridor at 2.2 persons, but below Greater Sydney average of 2.8
- Within The Bays locality, the median annual household income was \$157,830, which was the highest across all the other localities and well above the Greater Sydney average of \$92,200. The median monthly mortgage repayment was \$3,210 which represents 24 per cent of median monthly household income, which indicates relatively lower levels of mortgage stress. Weekly rents were high at \$680.

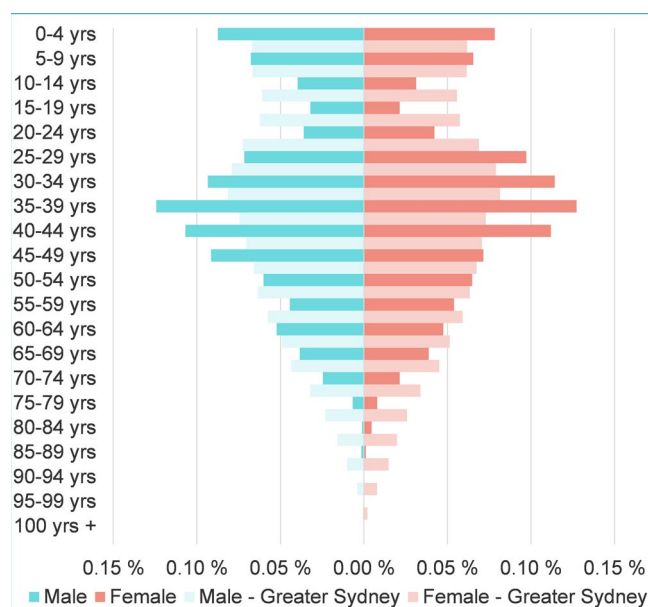


Figure 15 Age structure: The Bays locality

Source: ABS, 2016

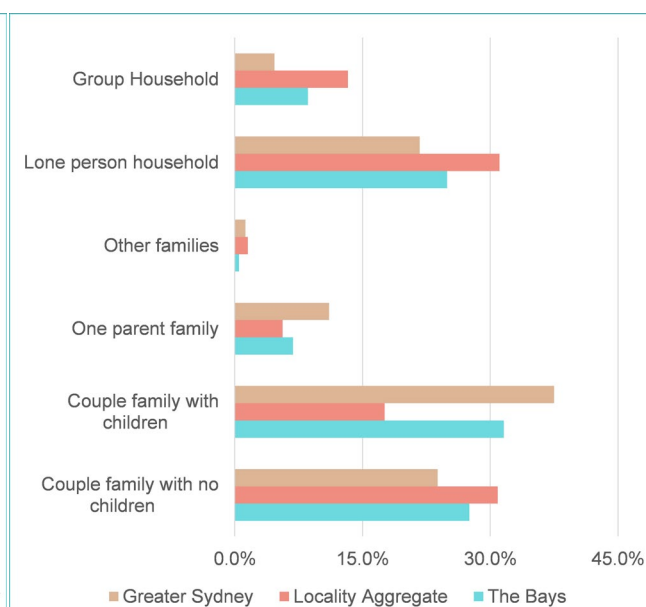


Figure 16 Household types: The Bays locality

Source: ABS 2016

Worker population:

- In 2016, there were approximately 3,800 jobs within The Bays locality with the majority of these jobs being in population serving (35 per cent), knowledge workers (24 per cent), and traditional office (17 per cent) sectors. The top industries of employment were professional and technical services (14 per cent), and construction (11 per cent), with the remainder of industries below 10 per cent
- Majority of workers primarily relied upon vehicles (cars, trucks or motorbikes) to get to and from work (60 per cent). This was in contrast to the other two localities that were more reliant on public or active transport. The share of workers relying on public transport to get to and from work was very low at 17 per cent.

4.3.3 Community assets (tangible) – social infrastructure

The Bays tunnel launch and support site would be located on the periphery of an established residential area and within an established industrial and port area. There is currently limited provision of social infrastructure in proximity to the construction site, with the exception of several local-serving community facilities (refer to **Figure 17** for further detail). In the future, a range of social infrastructure is expected to be provided as the planned urban renewal of the area as a mixed-use precinct is delivered.

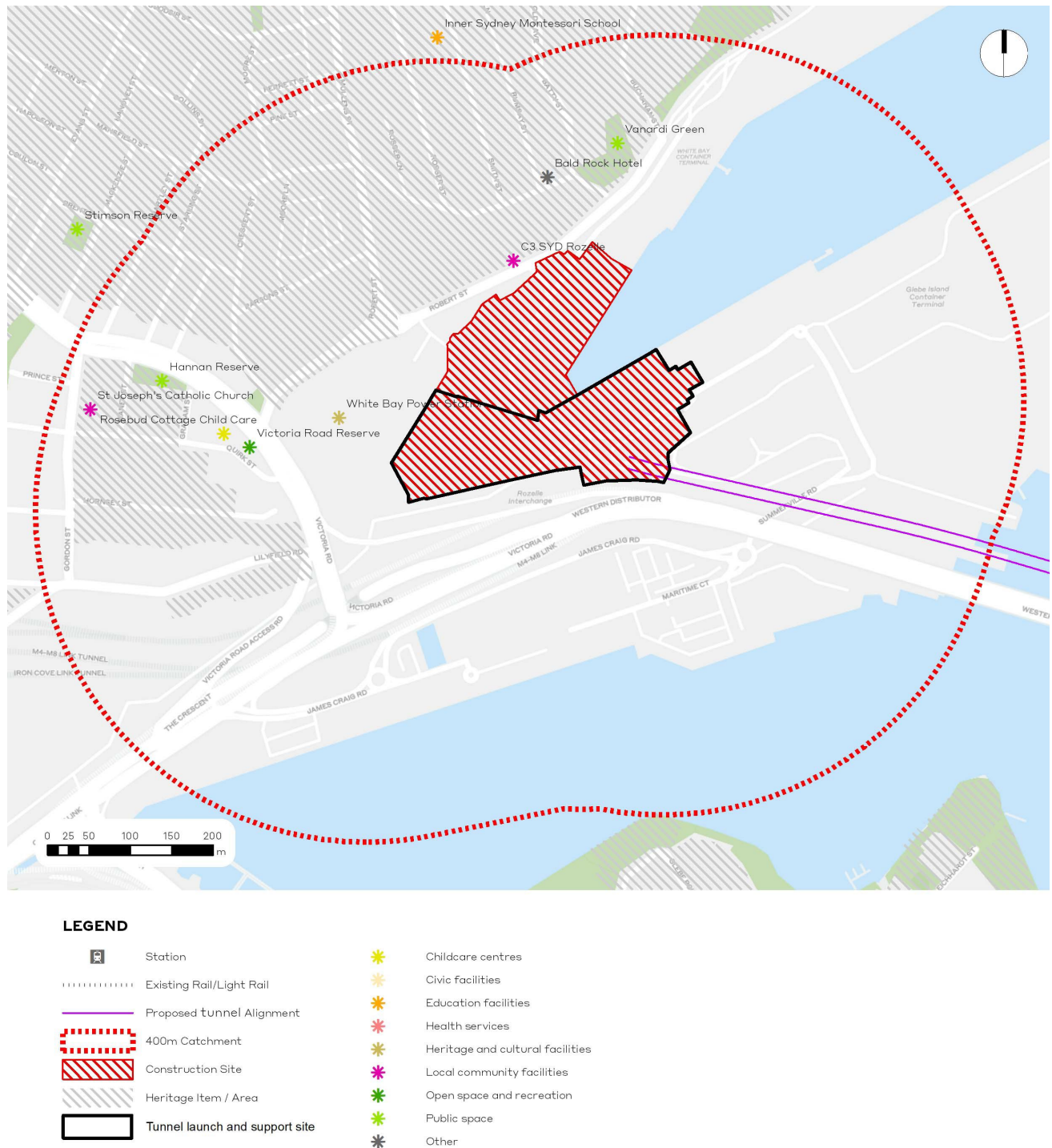


Figure 17 The Bays locality – community assets (social infrastructure)

4.3.4 Community assets (intangible)

This section identifies intangible community assets in The Bays locality, including human and social capital, community values and connection to place.

A changing community profile: Historically a ‘working-class’ suburb centred around industry, the demographic composition of The Bays has evolved to now comprise a high proportion of highly skilled urban professionals. Associated with this composition is a high degree of engagement with NSW government planning processes.

High human capital: The Bays locality had the overall highest level of human capital across all localities within the proposal corridor, as at the 2016 Census. Residents had obtained a high level of education, and average household income was the highest of all localities, well above the other localities along the proposal corridor and the average household in Greater Sydney. At the time of the 2016 Census, residents had experienced very favourable labour market conditions: the unemployment rate was very low at 2.7 per cent, lower than in the other two localities, and the Greater Sydney average (6.0 per cent). Furthermore, the labour force participation rate was very high. These labour market indicators suggest that residents were able to obtain employment and were generally being well utilised.

Strong historic identity: Anchored by the former White Bay Power Station, The Bays locality has historic links to industrialisation. Today there are a range of light industrial and urban services uses scattered throughout The Bays locality including car repairs, metal work and port operations.

Strong social capital and connection to place: The former White Bay Power Station, adjacent to the construction site, is an iconic landmark within Sydney’s skyline and embodies a range of aesthetic and intangible values associated with its heritage and form. The landmark contributes to the local character of the area and is highly valued amongst a range of community groups and organisations both within the immediate neighbourhood and more broadly across Sydney. The protection, enhancement and revitalisation of this facility is a key priority for many within the community.

Department of Planning, Industry and Environment’s The Bays West Place Strategy: The Bays locality has undergone rapid gentrification over the past 10 years, largely driven by its proximity to the Sydney CBD and high amenity lifestyle offering. Over the next 20-30 years, The Bays West precinct is set to transform into a major employment centre connected to high quality public transport and new public spaces. This will represent a significant step change for the locality.

Concern over renewal of the White Bay Power Station: The former White Bay Power Station has remained vacant and unused for many years. Having been the subject of a number of proposals and concepts over the last decade, feedback from community engagement has indicated there is a sense of frustration amongst the community with the lack of progress on the site to date.

Cumulative construction activities close to the site: The Bays locality is in close proximity to several other active construction projects, including major civil construction work for Sydney Metro West between Westmead and The Bays, WestConnex (both Rozelle Interchange and M4-M5 Link), Western Harbour Tunnel, Glebe Island Multiuser Facility, Glebe Island Concrete Batching Plant, development projects arising from The Bays West Place Strategy, existing port operations, and the new Sydney Fish Market. These construction activities may have a cumulative impact on the community of The Bays locality.

4.3.5 Community engagement

Community engagement during the first half of 2018 related to major civil construction work for Sydney Metro West between Westmead and The Bays identified the following:

- Submissions for The Bays locality were primarily concerned with the location of the metro station. Some submissions supported a metro station near the former White Bay power station as it was felt that this would open up value capture opportunities through associated residential and commercial developments
- The Inner West Council supported the location of a metro station near the former White Bay power station and the Balmain peninsula and the development of a multi modal transport plan to facilitate transport to surrounding areas.

Community engagement activities undertaken to date for this proposal are outlined in **Section 3.2**.

4.3.6 Community values and aspirations

Key community priorities identified in the Inner West Council's Community Strategic Plan include the community's vision for unique liveable, vibrant and networked neighbourhoods, a diverse, cohesive and socially just community, healthy ecosystems, and a thriving cultural life driving Sydney's creative economy.

A resident satisfaction survey from 2018 identifies that whilst majority (95 per cent) of Inner West residents believe that the area is a good place to live, many feel that the core challenge facing the area is mitigating the impact of development and population growth, improving public transport, traffic and congestion, and environmental management. Better involvement of community in planning decision and protection of heritage buildings is among priority areas for improvements. Housing affordability remains problematic and WestConnex remains contentious. It is also a community priority for the Council to continue to provide safe and clean public spaces.

4.3.7 Cumulative projects

As per the SIA Guideline, cumulative social impacts defined as successive, incremental and combined impacts that can arise from project activities (such as dust and noise), or multiple projects needing similar resources. This proposal will interact with the following planned projects in proximity to The Bays tunnel launch and support site:

- Major civil construction of Sydney Metro West between Westmead and The Bays
- Rail infrastructure, stations, precincts and operations
- WestConnex M4-M5 Link
- Sydney Metro City & Southwest (Chatswood to Sydenham)
- Bays West Place Strategy
- Glebe Island multiuser facility
- Glebe Island concrete batching plant and aggregate handling facility
- Glebe Island Silos Cement Throughput increase
- Extension to Longitude Office Building (36 James Craig Road)
- The new Sydney Fish Market
- Western Harbour Tunnel and Warringah Freeway Upgrade
- Glebe Island Bridge Restoration and cycleway.

The potential cumulative impacts on each social factor is discussed and assessed in **Chapter 5.0**.

4.4 Pyrmont Station construction sites

This section details the social context for the Pyrmont Station construction sites.

4.4.1 Urban and social context

The proposed Pyrmont Station construction sites would be located within the City of Sydney area, in the inner city suburb of Pyrmont, immediately west across Darling Harbour from the Sydney CBD.

Prior to European settlement, the harbour foreshore, including Pyrmont, was a focal point for Aboriginal occupation, hunting and fishing; and later became known as a 'working-class' suburb centred around sandstone quarrying, steam power, sugar refining and shipping. Due to macro-economic changes during the 20th century, the area declined. However, over the past 30 years the area transformed into a genuine mixed-use precinct of historic buildings and places, social housing, creative industries and attracting international visitors. The neighbourhood is now host to the regional headquarters of many businesses in the broadcasting, publishing, media and technology industries, as well as major educational institutions, many tourism accommodation providers and attractions.

The accessibility of the foreshore in Pyrmont has been improved over time through new parks and waterside boardwalks, along with new residential and retail development, which has activated the area.

Pymont functions as a combined living and working precinct while protecting historic buildings and topography. The station excavation sites are adjacent to heritage conservation areas, with the Pymont Station western construction site located within the Pymont Heritage Conservation Area.

The NSW Government's *Draft Pymont Peninsula Place Strategy* (2020) proposes a future vision for Pymont, recommending that it grows as a vibrant cultural and entertainment destination and is at the forefront of the future of work connecting to other innovation and job precincts in central Sydney, complementing the Sydney CBD⁹.

4.4.2 Community profile

For the purposes of demographic analysis, the Pymont locality comprises of the SA1s that best fit the 400 metre catchment surrounding the Pymont Station construction sites. The figures below primarily draw from the 2016 Census with the exception of the current annual population figures, which draw from ERP. For the purposes of this analysis, the Pymont locality has been benchmarked against the aggregation of the three station localities within the proposal corridor, or against the Greater Sydney average, where relevant.

The key findings of the demographic analysis for the Pymont locality are as follows:

Resident population:

- In 2020, the population of Pymont locality was estimated at 11,380, which was well above the average population across all the localities. Between 2010 to 2020, the population of the Pymont locality increased by +1,360 persons at an average growth of +136 persons each year. There was a slight decrease in population (-110 residents) between 2019 and 2020, which may be a result of restrictions related to COVID-19 (i.e. international border restrictions), which may have resulted in more people leaving the area than moving in
- In 2016, the population of the Pymont locality was relatively young, with a median age of 32.0 years, which was below the median age of the aggregated localities, and below the Greater Sydney median (36.0 years) (see **Figure 18**). Compared to the other localities, the Pymont locality had the largest overall share of residents aged 25 to 34 years (38 per cent), indicating that the locality is an attractive location for younger residents
- In the Pymont locality, 7.4 per cent of residents needed assistance in their day to day lives due to disability, which was higher than the average of the aggregated localities (5.7 per cent), and the Greater Sydney average of 4.9 per cent
- The Pymont locality had the lowest share of residents speaking English only at home at 49 per cent, compared to the average of the aggregated localities at 61 per cent
- Length of residence in the Pymont locality was relatively low, with 33 per cent of residents in the same address as 2011 and 68 per cent in 2015. 32 per cent of the residents lived overseas five years prior the Census (i.e. are considered as recent arrivals to Australia)
- In 2016, 21 per cent of all residents in the Pymont locality were attending an educational institution, including preschool, primary and secondary school, university, TAFE or other educational institutions. Of the residents attending an educational institution, the majority were attending post-secondary institutions, including university or other tertiary institution
- To travel to work, employed residents of the Pymont locality tended to rely on active transport, including walking and cycling (43 per cent). The next largest shares were public transport (24 per cent) and vehicle, which includes cars, trucks and motorbikes (22 per cent)
- Households within the Pymont locality were similar to the other localities, with high shares of couple family with no children, lone person households, and group households (see **Figure 19**)
- Within the Pymont locality, the dwelling type profile was similar to other localities, with 93 per cent of dwelling types being flat, unit or apartment, compared to 79 per cent of dwellings across the aggregated localities. The average household size was comparable to the other localities at 2.2 persons per household

⁹ City of Sydney 2020. City Plan 2036. City of Sydney Local Strategic Planning Statement

- Within Pyrmont locality, the median annual household income was \$113,960, which was the lowest across the three localities compared and below the median across the aggregated localities at \$121,340. However, this is significantly higher than the Greater Sydney average of \$92,200. The median monthly mortgage repayment was \$2,380 which represents 25.1 per cent of median monthly household income, which indicates relatively lower levels of mortgage stress. Weekly rents were high at \$660, which was just below the median across the aggregated localities of \$670.

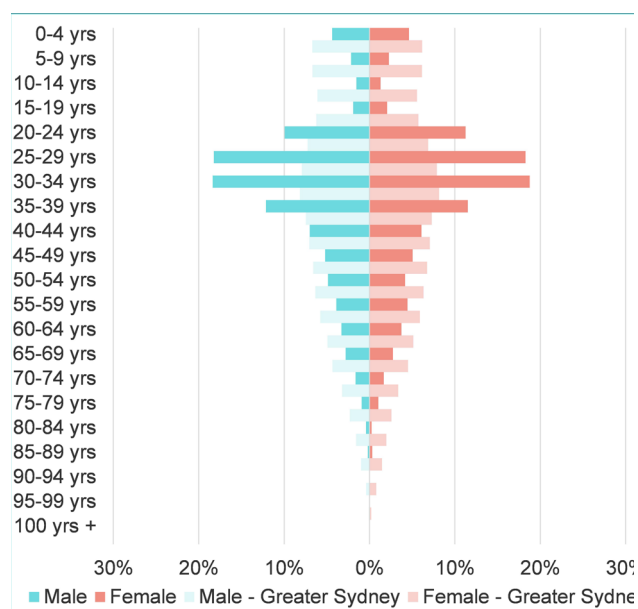


Figure 18 Age structure: Pyrmont locality

Source: ABS, 2016

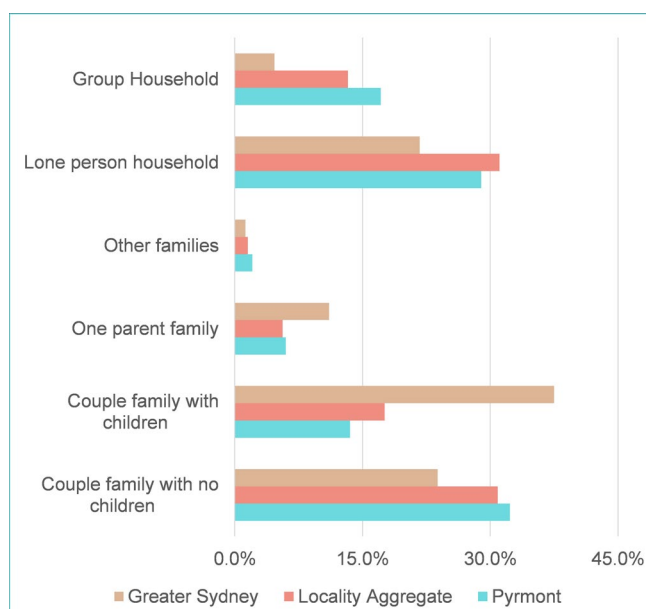


Figure 19 Household types: Pyrmont locality

Source: ABS 2016

Worker population:

- In 2016, there were approximately 21,900 jobs within the locality with the majority of these jobs being in knowledge sector (44 per cent) and population serving sector (40 per cent). The top three industries of employment were information, media, and telecommunications (20 per cent), Professional, Scientific and Technical Services (19 per cent), and Arts and Recreation Services (16 per cent)
- Workers primarily relied upon public transport to get to and from work (46 per cent), followed by private motor vehicle (33 per cent), which includes cars, trucks and motorbikes.

4.4.3 Community assets (tangible) – social infrastructure

The Pyrmont Station construction sites would be located within a combined living and working precinct that also serves as a tourism accommodation and entertainment destination, including The Star (a gaming, dining and entertainment precinct), attracting both national and international visitors. Regional and national level social infrastructure assets within the vicinity include the Australian National Maritime Museum, Sydney Lyric Theatre, and the Darling Harbour entertainment and recreational precinct.

The locality also includes a small number of local community infrastructure – including open spaces (Pyrmont Bay Park, Elizabeth Healey Reserve), community centres (Pyrmont Community Centre and Library), recreation facilities (Maybanke Recreation Centre), services (Australia Post), childcare centres, and health service providers within the 400 metre catchment of the construction sites (refer to **Figure 20** for further detail). The Pyrmont Station western construction site is adjacent to Harris Street, the tree-lined spine of the local 'village' that features several cafes and popular community gathering spaces, such as the Quarrymans Hotel and The Dunkirk.

The area is serviced by L1 Dulwich Hill Line and bus routes 389, and 501, and has direct pedestrian and cycling connections to the Sydney CBD via the Pyrmont Bridge.

4.4.4 Community assets (intangible)

This section identifies intangible community assets in the Pyrmont locality, including local social issues and trends, human and social capital, community values and connection 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, driven by the proximity to the Sydney CBD, the media and technology businesses located in the area, and University of Technology Sydney (UTS), TAFE and other education providers in nearby suburb of Ultimo.

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 Pyrmont building on its media and technology jobs cluster, expanding its green spaces and connections, adding a variety of new quality buildings that complement or enhance the area, and introducing 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 human capital: Residents of the Pyrmont locality enjoy a high level of human capital. Residents have a high level of education attainment – comparable to the other localities within the proposal corridor, and well above the Greater Sydney average. Labour force participations were high, and unemployment rates below the metro average during Census. Consequently, households enjoy relatively high average household incomes compared to the Greater Sydney average.

Transient community and challenges to social cohesion: Wellbeing and health studies point to the need for human connection to support good mental health and sense of purpose. Research has shown that residents that have lived in an area for a longer time tend to have a stronger sense of community belonging. High transiency of the City of Sydney LGA community - a large number of new people moving in and many moving out each year - manifests in low scores of some community cohesion measures. However, it is also acknowledged that transient residents (including renters and international students) may form their own social ties in short term communities.

This is likely to have implications in the context of the Pyrmont resident community, where over half of the locality residents have moved to the area within the five years prior the Census, including many recent arrivals to Australia. Just half (49 per cent) of the residents of the locality speak only English at home. However, submissions to major projects proposed in the vicinity of The Bays and to the Pyrmont Peninsula Place Strategy suggest that there are vocal resident community groups active within the broader Pyrmont suburb.

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.

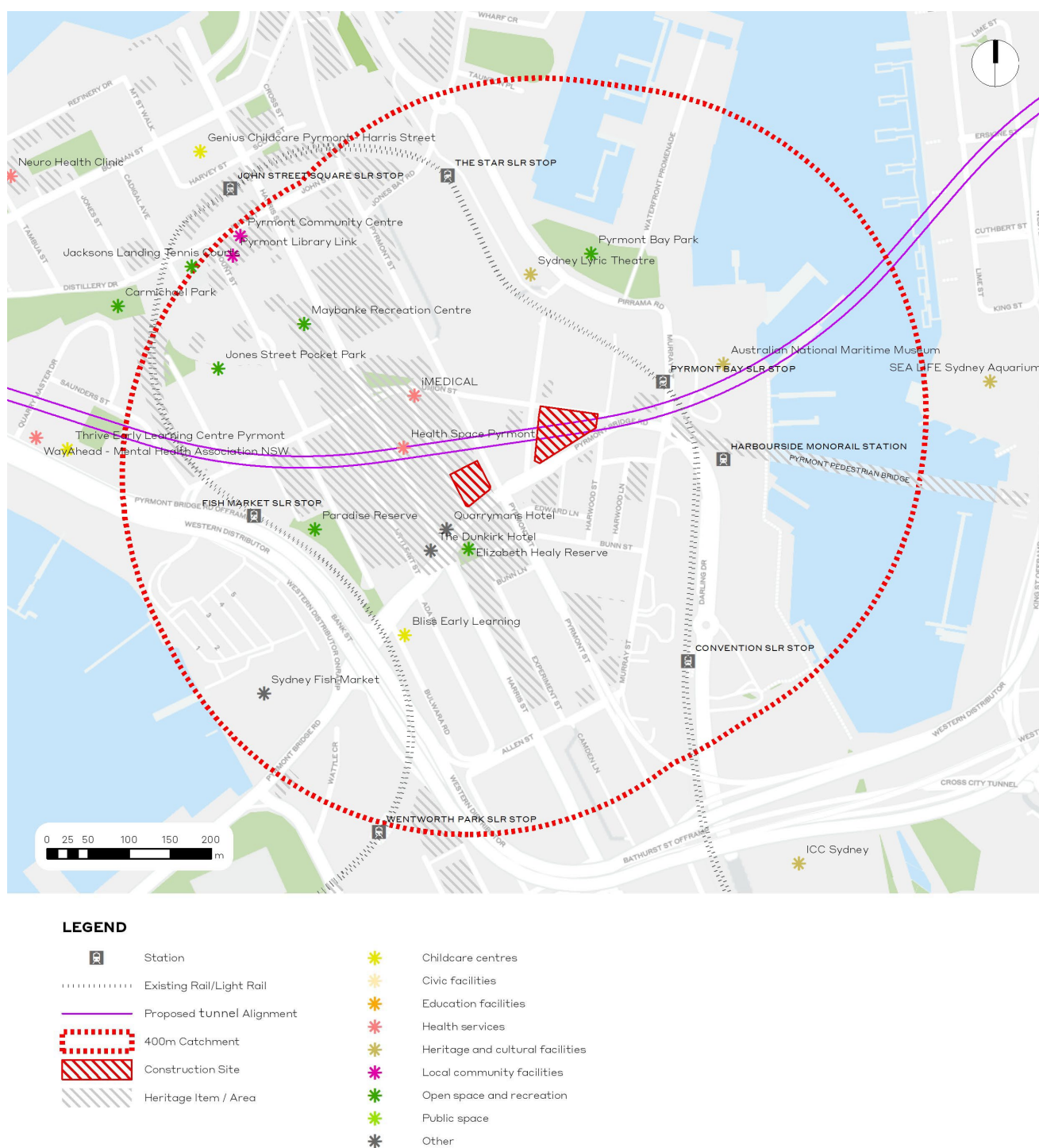


Figure 20 Pyrmont Station construction sites locality – community assets (social infrastructure)

4.4.5 Community engagement

Community engagement activities undertaken to date for this proposal are outlined in **Section 3.2**.

In addition, as identified above in **Section 4.2.4**, in 2019 Sydney Metro invited feedback stakeholders and the community on including Pyrmont as a strategic station option as part of Sydney Metro West.

Stakeholders and the community were consulted via an online survey, briefings for key stakeholders and an invitation for email submissions. Key findings of this engagement included:

- Strong support for more public transport options in the area
- Support for increased development density around public transport
- Support for the opportunities a metro station could bring to Pyrmont in terms of urban growth and renewal.
- Potential benefits a metro station could bring to Pyrmont, including urban renewal, employment growth, development and tourism
- Reinforcing the importance of Pyrmont as a major employment hub connecting The Bays, Ultimo and Sydney CBD, and that a metro station could draw further companies and organisations to the suburb and encourage investment and development.

4.4.6 Community values and aspirations

Between 2018 and 2020, City of Sydney undertook a large number and variety of community engagement activities to inform the development of Council's next Community Strategic Plan and a vision for Sydney in 2050. Results of a community wellbeing survey show that residents have typically chosen to move to the LGA to be close to transport (78 per cent), workplace or study (70 per cent), parks and greenery (63 per cent) and places to socialise (64 per cent). The main themes of community priorities identified for future of the city were a desire for a liveable and welcoming green city with quality public spaces that is affordable, and easy to get around. Residents of City of Sydney want a vibrant city, with diverse cultural, entertainment and shopping options. Community also desires a city with a future focused economy that is supported by digital infrastructure to support the creation of new jobs and changing customer needs. These findings are in line with community views discussed in the current version of the City of Sydney Community Strategic Plan, *Sustainable Sydney 2030*.

Outcomes of the Sydney 2050 community sessions undertaken with Ultimo-Pyrmont area residents revealed that participants desire a vibrant, liveable and creative city, referencing existing community places in the neighbourhood already like arts facilities, shopping, Chinatown and the Ultimo-Pyrmont community centre. Looking at future planning scenarios, participants unanimously agreed with the future scenario of 'car-lite' suburbs (where there are no cars) and less cars on the streets in general.

Residents of the Ultimo-Pyrmont area also highlighted a high level of concern around the impacts of climate change, access to and quality of facilities, services and infrastructure, housing affordability, lack of support services, corruption and development. In another workshop targeted at strata residents, people spoke about how they were looking forward to the city being no longer "under construction" and "seeing the streetscape in Ultimo finally looking complete". It should be noted that the Ultimo-Pyrmont session was attended by 23 participants and the results should be viewed as qualitative in nature.

During 2020, NSW Government undertook further community consultation activities in the Pyrmont locality, to gauge community perceptions on the 10 Directions proposed as part of the *Pyrmont Peninsula Place Strategy*. An online survey was responded by 217 people, and 131 comments left on an interactive map. Majority (67 per cent) of the online survey respondents were local residents. Results show that respondents love the medium-density human scale of the neighbourhood, the heritage terraces, and the local village feel. Of the 10 Directions, 'Greener public space and experiences' and 'Development that complements or enhances the local area' were rated most important (rated as such by 64 per cent and 63 per cent respondents respectively). 'Making it easier to move around' was third important (57 per cent) – people enjoy the range of public transport in the area, want fewer cars, and improved active transport connections. A metro station was suggested on the interactive map, but some participants disagreed (14 likes and eight dislikes). This is in contrast to Peak Bodies & Industry Associations who were highly supportive of adding a Metro West station in Pyrmont as industry clusters will rely on public transport in order to be successful.

4.4.7 Cumulative projects

As per the SIA Guideline, cumulative social impacts defined as successive, incremental and combined impacts that can arise from project activities (such as dust and noise), or multiple projects needing similar resources. This proposal will interact with the following planned projects in proximity to the Pyrmont Station construction site:

- The new Sydney Fish Market
- Harbourside Shopping Centre Redevelopment
- Blackwattle Bay Marina Land Based Development
- The Ribbon Hotel/IMAX redevelopment
- Cockle Bay Wharf mixed use development.

The potential cumulative impacts on each social factor is discussed and assessed in **Chapter 5.0**.

4.5 Hunter Street Station (Sydney CBD) construction sites

The *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a) described the existing environment for the Concept. This included a broad description of the Sydney CBD. This section details the social context of the Hunter Street Station construction sites.

4.5.1 Urban and social context

The Hunter Street Station construction sites are situated within the Sydney CBD, the historical and main commercial centre of Sydney. Sydney CBD is Australia's main financial and economic centre, as well as a leading hub of economic activity for the Asia-Pacific region, with close to 180,000 people employed within the locality in 2016. The 400 metre catchment surrounding the Hunter Street Station construction sites (known as the 'locality') includes Martin Place, significant public and financial buildings, and key institutions of the NSW Government (e.g. Parliament of NSW). Built form and land uses of the locality include a cluster of tall commercial offices, with a broad mix of uses including offices, retail, hotels, entertainment and night-life. The locality is also a home for thousands of residents living in high-density accommodation.

Sydney CBD has many layers of history and culture from all periods of Australia's history through Sydney's surviving historic buildings and landscapes, many of which are located within the locality. Sydney CBD contains buildings and precincts of state, national and world heritage significance within or just outside the locality (Reserve Bank, General Post Office, Old Government House, Sydney Customs House, Sydney Opera House, Hyde Park Barracks). The locality is in the proximity of open space and greenery, including the Royal Botanic Gardens, the Domain and Hyde Park, and close to internationally iconic buildings and spaces such as Circular Quay and the Sydney Opera House. Sydney CBD is well connected to Greater Sydney as the centre of a radial network of suburban train lines.^{10 11 12}

Current tenants of the properties acquired by Sydney Metro for the two construction sites include a range of businesses, including retail, food and beverage providers, medical and health specialists (including a blood bank), child care and education providers, and various knowledge, finance, media and other office sector businesses.

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 key employment and tourism destination, Sydney CBD has experienced a related drop in daily worker and visitor numbers compared to pre-COVID levels. Lower commercial occupation rates in the Sydney CBD in 2021 compared with 2019 (Property Council Australia¹³) is likely to have impacted local hospitality and entertainment businesses who may rely on CBD workers for custom. Small businesses may have also been required to close for periods of time to prevent potential spreading of COVID-19 which is likely to have impacted on these businesses notwithstanding financial and business support programs in place.

¹⁰ City of Sydney 2020. City Plan 2036. City of Sydney Local Strategic Planning Statement

¹¹ Sydney Development Control Plan 2012

¹² Australian Government, Heritage places and lists www.environment.gov.au/heritage/heritage-places

¹³ Property Council of Australia, June 2021 research.propertycouncil.com.au/blog/office-cbd-participation-remain-steady

4.5.2 Community profile

For the purposes of demographic analysis, the Sydney CBD locality comprises of the SA1s that best fit the 400 metre catchment surrounding the Hunter Street Station (Sydney CBD) construction sites. The figures below primarily draw from the 2016 Census with the exception of the current annual population figures, which draw from ERP. For the purposes of this analysis, the Sydney CBD locality has been benchmarked against the aggregation of the three station localities within the proposal corridor, or against the Greater Sydney average, where relevant.

The key findings of the demographic analysis for the Hunter Street (Sydney CBD) locality are as follows:

Resident population:

- In 2020, the population of the Hunter Street (Sydney CBD) locality was estimated at 4,720, which is lowest across the three compared localities. Between 2010 to 2020, the population of the Hunter Street (Sydney CBD) locality increased by +1,010 persons with an average of +101 persons each year. There was a slightly decrease in population between 2019 and 2020 as a result of COVID-19, with the population decreasing by 70 residents
- In 2016, the median age of the Hunter Street (Sydney CBD) locality population was 35.0 years, just above the median age of the aggregated localities (34.0 years), but somewhat lower the Greater Sydney average (36.0 years). The Hunter Street locality has a notable concentration of persons aged 25 to 49 years (59 per cent) (refer to **Figure 21**)
- In the Hunter Street (Sydney CBD) locality, 5.7 per cent of residents needed assistance in their day to day lives due to disability, somewhat above the Greater Sydney average of 4.9 per cent
- Length of residence in the Hunter Street (Sydney CBD) locality was relatively low, with only 29 per cent of residents in the same address as in 2011 and 66 per cent in 2015. 33 per cent of the residents lived overseas five years prior the Census (i.e. are considered as recent arrivals to Australia)
- A little over half of residents within the Hunter Street (Sydney CBD) locality reported speaking English at home (58 per cent), comparable to the Greater Sydney average of 63 per cent
- In 2016, 13 per cent of all residents in the Hunter Street (Sydney CBD) locality were attending an educational institution, including preschool, primary and secondary school, university, TAFE or other educational institutions. Of the residents attending an educational institution, the majority were attending University or other Tertiary Institution (52 per cent). Over half of residents aged 15 or over had a non-school qualification, just above the Greater Sydney average. However, the proportion of them that have Bachelor or higher degrees is highest across the aggregation of the localities and well above the Greater Sydney average
- To travel to work, nearly half of the employed residents of Hunter Street (Sydney CBD) locality used active transport (49 per cent). The next most common modes of transport were public transport (23 per cent) and private vehicles (14 per cent)
- Lone person households accounted for 46 per cent of household composition types in the Hunter Street (Sydney CBD) locality, which was about double the other localities, and the Greater Sydney average (22 per cent). Couple families without children comprised 31 per cent of households in the locality. The share of families with children in the Hunter Street locality was the lowest across all the localities across the proposal (12 per cent), and well below the Greater Sydney average (49 per cent). Nine per cent of the households in the Hunter Street locality were group households (see **Figure 22**). The average household size in the Hunter Street locality (1.9 persons per household) was the lowest across all the localities
- Reflective of the CBD environment, the dwelling type was almost entirely flats, units or apartments (98 per cent) within the Hunter Street (Sydney CBD) locality
- Households within the Hunter Street (Sydney CBD) locality had a median household income of \$121,020, much higher than the Greater Sydney median household income (\$92,200). The median monthly mortgage repayment was \$3,080 which represents 30.5 per cent of median monthly household income. Weekly rents were high at \$680, which was just below the median across all the localities of \$670.

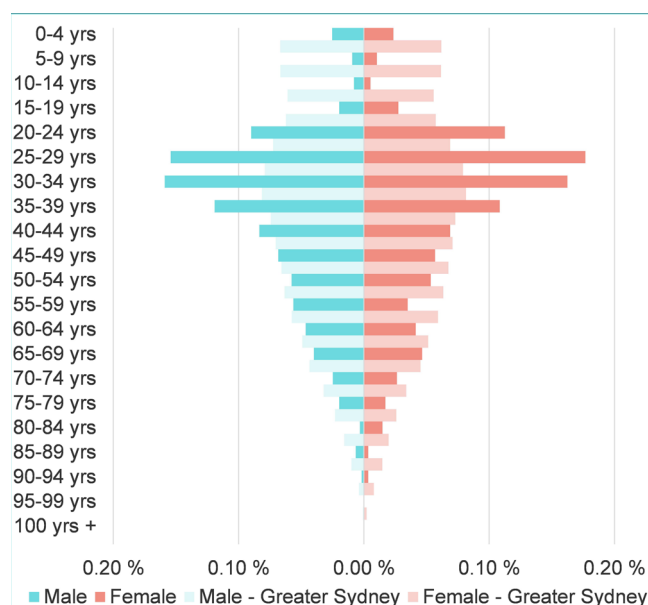


Figure 21 Age structure: Hunter Street Station construction sites locality

Source: ABS, 2016

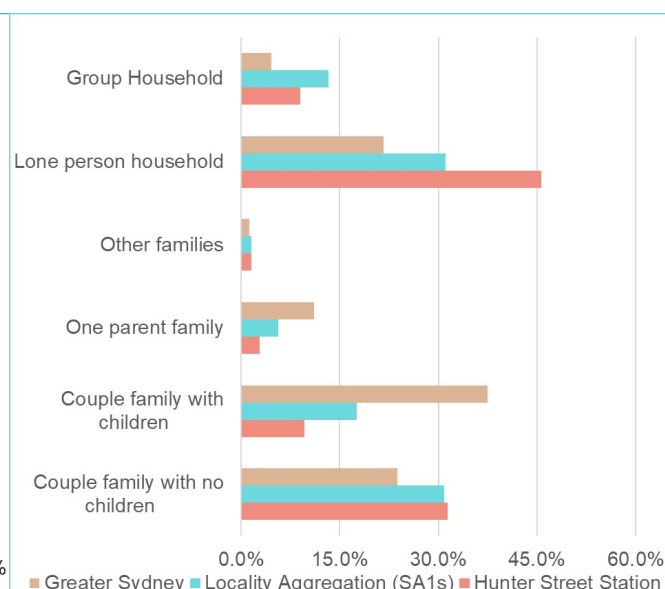


Figure 22 Household types: Hunter Street Station construction sites locality

Source: ABS 2016

Worker population:

- In 2016, there were approximately 178,980 jobs within the Hunter Street (Sydney CBD) locality with the majority of these jobs being in the knowledge sector (62 per cent), with jobs in population serving and traditional office sectors accounting for less than 15 per cent. The top industries of employment were financial and insurance services (30 per cent), professional services (26 per cent), with all other industries below 10 per cent of jobs
- The workers of the locality overwhelmingly relied upon public transport to get to and from work (73 per cent). The share of workers using other vehicles (cars, trucks or motorbikes) to get to work was low at 12 per cent, with the other modes of transport all below 10 per cent.

4.5.3 Community assets (tangible) – social infrastructure

As part of a regionally and nationally significant centre, there are a number of state and district level items of social infrastructure and various heritage, cultural, or built form landmarks within the locality that may have significance for local communities. These include the State Library of NSW, Parliament of NSW, Museum of Sydney, City Recital Hall, Sydney Hospital, Sydney Tower, and Martin Place - the financial heart and a key public open space of Sydney CBD. **Figure 23** over page identifies community assets (tangible) within the locality.

There is a concentration of civic infrastructure, such as the Parliament of NSW, Supreme Court of NSW, King Street Courts and Federal Court of Australia at the periphery of the locality. There are also a large number of consulates within the locality, which have not been shown on the map below.

There is also social infrastructure that is more of a local scale servicing workers and local residents. This includes open spaces, such as Wynyard Park and Macquarie Place Park, a small number of childcare centres and general practice medical centres. City of Sydney community assets such as the Customs House library is on the border and Town Hall House library link just outside the locality. There are a health services in the area, including Sydney Eye Hospital and Sydney Hospital. There are also a large number of GPs, dentists and other medical specialists, primarily located along Macquarie Street. These have not been shown on the map below.

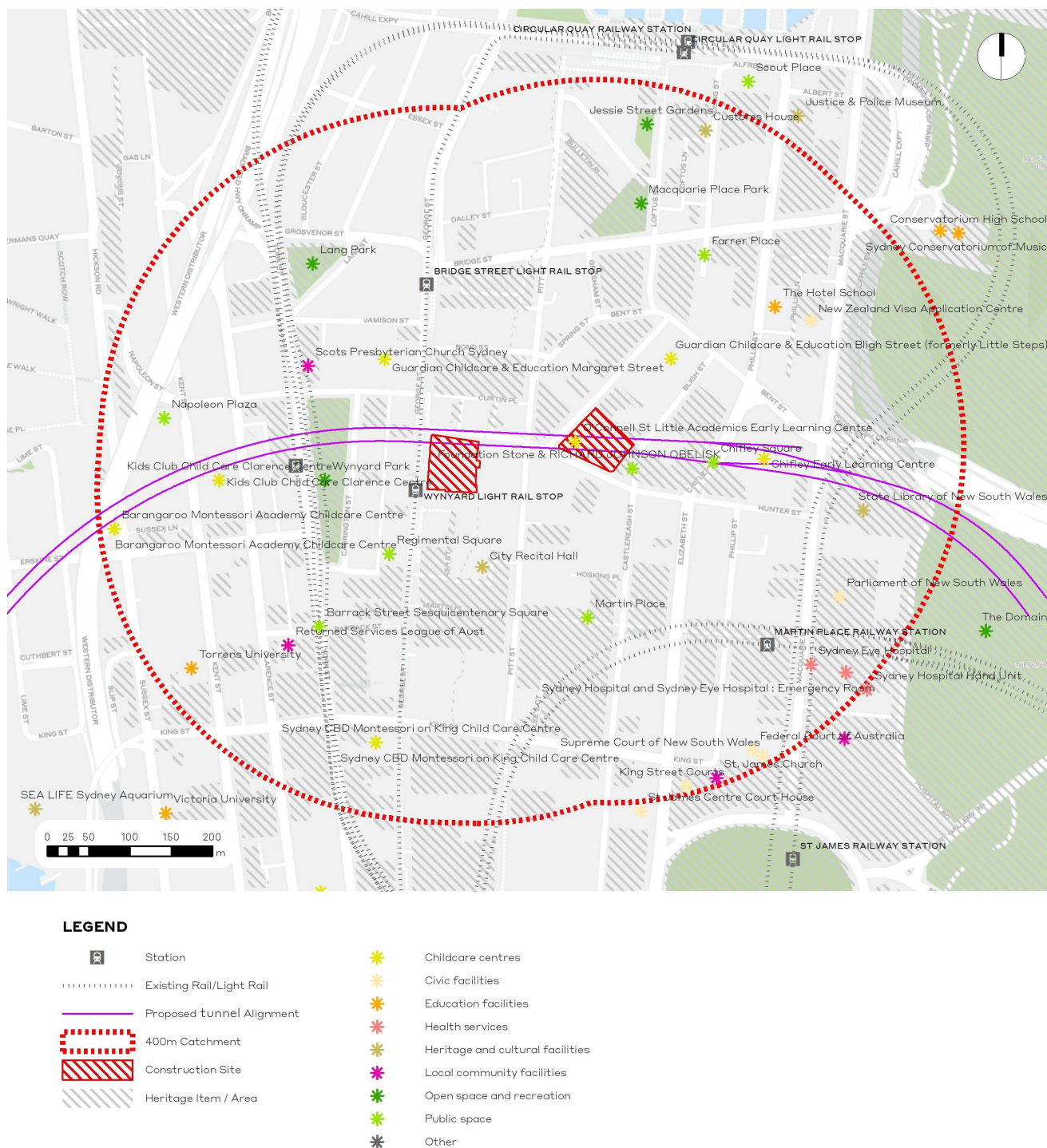


Figure 23 Hunter Street Station construction sites locality – community assets (social infrastructure)

4.5.4 Community assets (intangible)

This section identifies intangible community assets in the Sydney CBD locality, including human and social capital, community values and connection to place.

High human capital: Similar to The Bays and Pyrmont locality profiles, residents of the Sydney CBD locality have a high level of human capital. Residents have a high level of educational attainment: while the overall share of persons with non-school qualification is just above the Greater Sydney average, the proportion of residents that have university degrees is highest across the three localities and well above the Greater Sydney average. Labour force participation rate was high, and unemployment rates below the corridor or metro average (note that these are 2016 pre-COVID figures). Nearly two thirds (65 per cent) of Sydney CBD locality residents were occupied in professional or managerial roles. Consequently, households enjoyed a relatively high average household incomes compared to the Greater Sydney average.

Transient community and challenges to social capital in a high-density CBD context: Wellbeing and health studies point to the need for human connection to support good mental health and sense of purpose. Research has shown that residents that have lived in an area for a longer time tend to have a stronger sense of community belonging. High transiency of the City of Sydney LGA community - a large number of new people moving in and many moving out each year - manifests in low scores of some community cohesion measures. Only 44 per cent of City of Sydney residents surveyed in 2018 felt being part of the community in their local area.

This is likely to be further pronounced in the Sydney CBD locality community, where about third (33 per cent) of the residents lived overseas five years prior the Census (i.e. are recent arrivals to Australia), and nearly as many (31 per cent) outside the broader CBD area – i.e. nearly two thirds of the locality residents have moved to the area within the past five years and many (42 per cent) of the area residents speak a language other than English at home. The Sydney CBD locality is also characterised by a very large number of workers and visitors in the area every day. As residents form only a small proportion of the overall CBD “users”, this is likely to contribute to the anonymous and potentially isolating experience of city living, noting the very high proportion of lone person households (46 per cent) in the study area.

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

Night time economy: City of Sydney’s night time economy is a major employer, and generates significant economic output for the city. Sydney CBD’s night time economy includes restaurants and bars, live performance and entertainment, late night shopping and other recreation activities. Due to the night time economy, 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 is at the time of writing this Technical Paper impacted by public health orders related to the COVID-19 pandemic, and previously by lock-out laws imposed on entertainment venues in Sydney CBD.

International tourism destination: Sydney CBD is an international gateway with world-class tourism attractions, including Sydney Opera House, Sydney Harbour Bridge and the harbour. Many businesses in Sydney CBD rely on custom from tourists, including hotels, hospitality, entertainment, tour operators and cultural infrastructure. While COVID-19 has prevented the majority of international travel globally, 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 locality.

Uncertain futures post COVID-19: 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 key employment and tourism destinations, Sydney CBD experienced a related drop in daily worker and visitor numbers compared to pre-COVID levels. It is possible that this has meant less patronage of some small businesses such as hospitality venues. Small businesses may have also been required to close for periods of time to prevent potential spreading of COVID-19 which is likely to have impacted on these businesses notwithstanding financial and business support programs in place. Less community activity to avoid the spread of COVID-19 may also have created impacts on local cohesion and social capital in these locations. 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 people visiting the CBD.

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 Wynyard Station Upgrade, Wynyard Walk, Sydney Metro City & Southwest, Brookfield Place, 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.

4.5.5 Community engagement

Community engagement activities undertaken to date for this proposal are outlined in **Section 3.2**.

4.5.6 Community values and aspirations

Between 2018 and 2020, City of Sydney undertook a large number and variety of community engagement activities to inform the development of Council's next Community Strategic Plan and a vision for Sydney in 2050. Results of a community wellbeing survey show that residents have typically chosen to move to the LGA to be close to transport (78 per cent), workplace or study (70 per cent), parks and greenery (63 per cent) and places to socialise (64 per cent). The main themes of community priorities identified for future of the city were a desire for a liveable and welcoming green city with quality public spaces that is affordable, and easy to get around. Residents of City of Sydney want a vibrant city, with diverse cultural, entertainment and shopping options. Community also desires a city with a future focused economy that is supported by digital infrastructure to support the creation of new jobs and changing customer needs. These findings are in line with community views discussed in the current version of the City of Sydney Community Strategic Plan, *Sustainable Sydney 2030*.

Outcomes of the Sydney 2050 community sessions in Sydney Town Hall, and the Museum of Contemporary Art (both just outside the locality), and a strata residents session at 150 Pitt Street likely reflect the views of the CBD area residents, relevant for the locality. In total these sessions were attended by 89 people. Results of the sessions show that residents desire Sydney to have a quality integrated and active transport network, more and improved facilities, services and infrastructure, and a vibrant, liveable and creative city. A high proportion of comments from participants in Sydney CBD related to a "car free city", "less cars" and driverless cars; "bustling vibrancy & diversity", "access to culture" and "a far greater and vibrant night life". Some people noted they were excited about future projects such as the new Town Hall Square, Art Gallery of NSW extension, the light rail and improvements to train stations. Things that strata residents were excited about included more green buildings, stronger strata communities, electric vehicles and the light rail.

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

In 2017, Sydney CBD visitors and workers highlighted that ongoing construction in the area is a key issue negatively impacting their overall experience and enjoyment of the area.

4.5.7 Cumulative projects

As per the SIA Guideline, cumulative social impacts defined as successive, incremental and combined impacts that can arise from project activities (such as dust and noise), or multiple projects needing similar resources. This proposal will interact with the following planned projects in proximity to the Hunter Street Station (Sydney CBD) construction sites:

- New hotel at 50-52 Phillip Street
- Cockle Bay Wharf mixed use development
- 317 and 319-321 George Street
- 194-204 Pitt Street
- Sydney Metro City & Southwest (Chatswood to Sydenham)
- Brookfield Place (formerly known as Wynyard Place/One Carrington Street)
- Sydney CityGrid project (33 Blight Street)
- One Circular Quay (1 Alfred Street)
- Quay Quarter Precinct
- One Sydney Harbour
- Sydney Metro – Martin Place Over Station Development
- The Sandstone Precinct (former Department of Lands and Department of Education buildings)
- Intercontinental Hotel Alterations and Additions
- Sydney Modern Gallery
- Sirius Building (2-60 Cumberland Street, The Rocks)
- 111 & 121 Castlereagh/65-77 Market Street
- 201 Elizabeth Street (Stage 2)
- 301 and 305 Kent Street Concept Hotel Development
- 65-77 Market Street
- 180 George Street
- 55 Pitt Street.

Note that assessment of cumulative impacts also needs to consider past and future major projects in the area, such as light rail construction along George Street, and Wynyard Station construction.

The potential cumulative impacts (where relevant) on each social factor is discussed and assessed in **Chapter 5.0**.

5.0 Social Impact Assessment

5.1 Introduction

The following section provides an assessment of social impacts arising from the major civil construction work for Sydney Metro West between The Bays and Sydney CBD.

- Note that this technical paper only assesses social impacts and benefits associated with the major civil construction work including station excavation and tunnelling between The Bays and Sydney CBD that are part of this proposal. This includes impacts associated with surface work at each of the identified construction site localities, as well as other construction-related activities across the proposal corridor (i.e. tunnelling activities) that can generate noise, dust, vibration, temporary or permanent closure of roads or traffic impacts, demolition of buildings, and other associated impacts – which would be potential and temporary negative social impacts related to this stage of the project
- However, positive social impacts would also be created or enhanced through this stage of the project, through the implementation of a range of Sydney Metro policies and plans including:
 - Sydney Metro West Community Benefits Plan
 - Sydney Metro West Workforce Development and Industry Participation Plan
 - Sydney Metro West Aboriginal Participation Plan
 - Sustainable procurement requirements.

Social impacts and benefits associated with tunnel fit-out, station building and fit-out and operation of the line will be assessed as part of the future planning staged applications of Sydney Metro West. The future stage application of Sydney Metro West – rail infrastructure, stations, precincts and operations will enable the realisation of a number of positive social impacts including access to fast metro rail public transport in The Bays, Pyrmont and Hunter Street (Sydney CBD) precincts.

Broad operational impacts and benefits associated with the Sydney Metro West Concept (including the major civil construction work between Westmead and The Bays) are addressed in Chapter 2 (Strategic need and justification) and Chapter 8 (Concept environmental assessment) of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a).

Alternative station locations for this proposal are discussed in Chapter 2 (Development alternatives) of the Environmental Impact Statement for this proposal. Alternative 'no project' scenarios are addressed in Chapter 2 (Strategic need and justification) of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a).

The assessment has been undertaken on the basis of the social impact factors as specified in the *Social Impact Assessment Guideline for State Significant Projects* (NSW Department of Planning, Industry and Environment, July 2021), referred to in this Technical Paper as 'the SIA Guideline'. A full explanation of the methodology applied in undertaking this assessment and the ratings scales used is provided at **Chapter 3.0**.

The relative level of assessment carried out for each social impact factor across the individual localities and the residual sections of the proposal corridor has been informed by the preliminary scoping analysis carried out as per the SIA Guideline. Note that as a result of this analysis, all eight social factors were carried forward to phase two of the assessment (this Technical Paper) of the social impacts associated with activities proposed for Hunter Street Station construction sites. Seven factors have been included in this Technical Paper for The Bays and Pyrmont Station construction sites, as the scoping phase identified that impacts related to 'Decision making systems' factor are unlikely to occur in those two localities due to this proposal.

Assessment of and social significance ratings for the likely impacts of the proposal have been decided in the context of the social impact assessment ratings assigned in the *Technical Paper 6 (Social Impact Assessment) for the Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a). These ratings were based on published research relating to comparable national and international projects to test and justify the likely level of significance of the potential impacts (see **Appendix D**).

This section also includes recommended responses to identified impacts – both mitigation measures for potentially negative impacts and actions to enhance benefits and realise potential opportunities arising for communities.

5.2 The Bays tunnel launch and support site

The Bays Station construction site is being established under the Sydney Metro West Concept and Stage 1 planning approval described in *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a). The potential social impacts associated with the proposed use and activities for The Bays Station tunnel and launch support site as part of this proposal is described in this Section.

5.2.1 Social impact assessment

The preliminary scoping assessment identified the social factors listed in **Table 10** that have been carried forward for detailed assessment at the extents identified.

As shown in **Table 10**, impacts relating to social factors are experienced at different geographies or spatial extents. Impacts associated with each construction site have been assessed at the most relevant extent, with regard to affected populations. Refer to **Chapter 3.0** for a more comprehensive explanation of this approach.

It is noted that ‘suburb level’ extent incorporates impact in the ‘locality’, and that ‘region’ level extent incorporates assessment of impacts in the ‘suburb’ and ‘locality’ therein. Most of the impacts are at the ‘locality level’ for The Bays tunnel launch and support site, given the setting of the site on Government owned land, near White Bay, which is not publicly accessible, and its distance from the nearest suburb town centre.

The outcomes of this detailed assessment, and the risk of impact for each social factor, is provided in **Table 11**.

Table 10 Social factors and extents carried forward to detailed assessment

Social factor	Extent		
	Locality	Suburb level	Region
Way of life: how people live, get around, work, play and interact with one another on a day-to-day basis		✓	
Accessibility: how people access and use infrastructure, services and facilities	✓		
Health and wellbeing: people’s physical, mental, social and spiritual wellbeing	✓		
Community: its composition, cohesion, character, how it functions, and sense of place		✓	
Culture: people’s shared beliefs, customs, values and stories, and connections to Country, land, water, places and buildings		✓	
Surroundings: access to and use of natural and built environment, including ecosystem services, public safety and security, as well as aesthetic value and amenity	✓		
Livelihoods: including impacts on employment or business, experience of personal breach or disadvantage, and the distributive equity of impacts and benefits*		✓	

* In order to avoid double counting, social impacts and benefits related to jobs generation associated with tunnelling activities are discussed under Section 5.5 - Tunnelling activities, and are excluded from The Bays site assessment.

Table 11 The Bays locality: potential impacts across key social factors

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
Way of life	<ul style="list-style-type: none"> 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 this construction site (e.g. spoil handling outside of acoustic sheds, launch of and support activities for tunnel boring machines) 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, generating additional traffic movements, noise and vibration. Residential receivers to the north that are close to construction sites are predicted to be impacted by construction noise at times during noise intensive work at night-time, particularly as the construction site would be a high-activity 24-hour site, albeit one which is already subject to construction activities associated with other infrastructure projects. The noise levels are however predicted to be 'low impact'. Noise impacts are further addressed in Chapter 7 (Noise and Vibration) of the Environmental Impact Statement. <p>We note the C3 Church Rozelle directly adjacent the approved construction site, however way of life impacts associated to noise would be minimal as worst-case predicted noise levels at the church are just marginally below the 'place of worship' NML.</p> <ul style="list-style-type: none"> Cumulative impacts to way of life associated with other construction projects (e.g. WestConnex (M4-M5 link) and the planned Western Harbour Tunnel) 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 (existing and proposed) are likely to contribute to the cumulative impacts within direct proximity to the construction site including the future construction of the approved Glebe Island Multi-user facility and the proposed Glebe Island Concrete Batching Plant. This may contribute to 'construction fatigue' among residents, workers and visitors in this locality. 	Possible	Moderate	Medium
Accessibility	<ul style="list-style-type: none"> 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 construction site locality (e.g. C3 Church Rozelle, Rosebud Cottage Childcare, Hannan and Victoria Road Reserves), would generally not be affected by construction work. 	Unlikely	Minor	Low

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
Health and wellbeing	<ul style="list-style-type: none"> Potential impacts to health and wellbeing associated with construction noise and vibration from the construction site, including truck movements in the locality 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. (Noise and vibration impacts are further addressed in Chapter 7 (Noise and Vibration) of the Environmental Impact Statement.) Potential cumulative impacts to wellbeing associated with disruption associated with the large number of civil construction projects in proximity to this locality, including major civil construction work for Sydney Metro West between Westmead and The Bays, WestConnex (M4-M5 link), Glebe Island Multi-User Facility, Glebe Island Concrete Batching Plant and others. 	Unlikely	Minor	Low
Community	<ul style="list-style-type: none"> 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 construction site, albeit this relatively small area of residential development is already heavily affected by various construction work in this construction site locality. This can contribute to cumulative impacts, and depending on the timing of those various construction work 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 construction site in close proximity to the iconic, heritage-listed White Bay Power Station. This large structure has high visibility, heritage value and an iconic status within the community, both locally and more broadly; it is an important symbol of the area's industrial past. Potential concerns – as well as aspirations – associated with uncertainty about changes to the local community – its composition and character – arising through urban renewal and cumulative changes to the area, in the context of the redevelopment of The Bays and other projects in the study area. Potential cumulative impacts for community consultation and risk of engagement fatigue associated with major civil construction work for Sydney Metro West between Westmead and The Bays, WestConnex (M4-M5 Link) and revitalisation of The Bays, particularly for the Rozelle residents to the north of the construction site. 	Possible	Minor	Medium
Culture	<ul style="list-style-type: none"> The proximity of the construction 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. 	Possible	Minor	Medium

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
Surroundings	<ul style="list-style-type: none"> There would be some potential visual and noise amenity impacts for residents and businesses within the construction site locality, to the north of the site. This would be a 24-hour construction site, and would be used for removal of spoil generated by tunnelling along the proposal corridor, as well as movement of concrete segments. However, the locality in the immediate vicinity of the construction 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. Cumulative amenity impacts to surroundings associated with concurrent delivery of other civil construction work in the proximity of the site, including major civil construction work for Sydney Metro West between Westmead and The Bays, Glebe Island Multi-user Facility, Western Harbour Tunnel and Glebe Island Concrete Batching Plant. This may result in cumulative noise and visual amenity impacts. 	Likely	Minor	Medium
Livelihoods	<ul style="list-style-type: none"> There would be no acquisition of private property at The Bays tunnel launch and support site. Property impacts of construction (e.g. noise and vibration impacts to properties surrounding the construction site) would be managed through relevant legislation and the implementation of the Construction Environmental Management Framework. Economic wellbeing impacts associated with construction impacts to surrounding businesses in the locality are being managed through due process and are further addressed in Chapter 12 (Business impacts) of the Environmental Impact Statement. In order to avoid double counting, social impacts and benefits related to jobs generation associated with tunnelling activities are discussed under Section 5.5 - Tunnelling activities. 	Unlikely	Minor	Low

5.2.2 Responses and opportunities

Table 12 includes mitigation measures that have been identified in this social impact assessment as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 11** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

The mitigation and management of other predicted potential impacts that interrelate with social impacts (such as noise and vibration) would contribute to the mitigation and management of social impacts of the proposal.

Relevant mitigation and management measures are identified in other technical papers and chapters of the Environmental Impact Statement. Additional measures to mitigate and manage potential social impacts of the proposal across the corridor are summarised in **Section 6.2**.

Table 12 The Bays tunnel launch and support site locality: responses

Responses, mitigation and management strategies	Social factor
<p>Environmental management</p> <p>Implementation of the Sydney Metro West Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> • Amenity related impacts such as noise, dust, vibration and visual impacts • Vibration mitigation measures to minimise impacts on heritage structures, such as the former White Bay Power Station • Cumulative impacts due to other major projects in the locality. 	<p>Way of life</p> <p>Community</p> <p>Accessibility</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Culture</p>
<p>Stakeholder and community involvement</p> <p>Implementation of the Sydney Metro West Overarching Community Communications Strategy to provide for continued community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals.</p> <p>The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and up to 12 months following the completion of construction. The Strategy provides a framework and approach for:</p> <ul style="list-style-type: none"> • Communicating adjustments to the road and active transport network as a result of the proposal (where relevant) • Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses • Strategies to address potential construction fatigue and potential cumulative impacts (where relevant). <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West.</p> <p>The Sydney Metro West Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p> <p>Further engagement and consultation would be carried out with:</p> <ul style="list-style-type: none"> • The affected communities to understand their preferences for mitigation and management measures • Other 'sensitive receivers' such as schools, medical facilities or places of worship to understand periods in which they are more sensitive to impacts. <p>Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable to minimise the potential impacts.</p>	<p>Way of life</p> <p>Community</p> <p>Accessibility</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Culture</p> <p>Livelihoods</p>

Responses, mitigation and management strategies	Social factor
Social infrastructure Ongoing engagement with managers of social infrastructure located near to the construction sites (for example, C3 Church at Rozelle) about the timing and duration of construction work and management of potential impacts.	Accessibility Community
Community benefits <ul style="list-style-type: none"> The Sydney Metro West Community Benefit Plan developed for Major civil construction work between Westmead and The Bays to guide the development of community benefit initiatives (by Principal Contractors) would be reviewed and updated as appropriate to capture any additional initiatives that may be relevant to this proposal. 	Community Accessibility Culture Health and wellbeing Surroundings
Visual surroundings Several visual mitigation measures as identified in Technical Paper 5 – Landscape and visual impact assessment would be implemented and are also relevant for managing visual impacts to the community's surroundings: <ul style="list-style-type: none"> Opportunities to retain and protect existing street trees and trees within the site would be identified during detailed construction planning. Any removed vegetation would be replaced to provide a net increase in the number of mature trees at a ratio of 2:1 Opportunities would also be investigated with Inner West Council to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable. 	Surroundings Livelihoods
Cumulative impacts Co-ordination and consultation would be undertaken prior to and during construction to manage the interface of the proposal with other major projects in the locality (major civil construction work for Sydney Metro West between Westmead and The Bays, WestConnex Rozelle Interchange and M4-M5 Link, Glebe Island Multi-User Facility, Glebe Island Concrete Batching Plant and the planned Western Harbour Tunnel), and to manage construction fatigue impacts where possible.	Way of life Surroundings

5.2.3 Summary of social impact

In accordance with the SIA Guideline, the potential social impacts in The Bays locality have been re-assessed following the implementation of additional responses and controls. **Table 13** provides a summary of impacts 'without mitigation' (as provided in **Table 11**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 12**.

Table 13 The Bays locality: social impact significance ratings with and without mitigation – residual impacts

Impact description – Social factor, duration and affected stakeholders		Potential impact without mitigation ¹⁴			Potential impact with mitigation			
	Impact characteristics	Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	Change in impact
<i>Social factor:</i> Way of life <i>Duration:</i> Temporary <i>Extent:</i> Locality to Suburb level	Potential for disruption to daily routines of residents and nearby businesses from noise and traffic impacts associated with 24-hours construction activities, including removal of spoil, launching of tunnel boring machines, movement of concrete tunnel segments. Cumulative impacts to way of life due to concentration of other civil construction work taking place in the area. Note, this site it is largely located in a non-residential locality.	Possible	Moderate	Medium	Possible	Minor	Medium	Potential impacts would be ameliorated and sensitivities reduced through effective construction management and communication, and coordination between this proposal and other major civil construction work in the locality. This impact has a medium social risk rating and would be monitored via measures in the Sydney Metro West Overarching Community Communications Strategy which also includes protocols for complaint management.
<i>Social factor:</i> Community <i>Duration:</i> Temporary <i>Extent:</i> Locality to Suburb level	Potential changes to community character and sense of place, associated with the construction site’s proximity to the White Bay Power Station, albeit in the context of the construction site being an industrial precinct.	Possible	Minor	Medium	Unlikely	Minimal	Low	Potential changes to community character associated with visual amenity impacts of construction would remain to an extent, however they would be temporary and be mitigated through the implementation of environmental mitigation measures.

¹⁴ Note that "without mitigation" means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact description – Social factor, duration and affected stakeholders		Potential impact without mitigation ¹⁴			Potential impact with mitigation			
	Impact characteristics	Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	Change in impact
<i>Social factor:</i> Accessibility <i>Duration:</i> Temporary <i>Extent:</i> Locality	Limited potential impacts to accessibility of social infrastructure in the locality due to construction activities being sited in an industrial precinct with low permeability for local pedestrians and vehicles.	Unlikely	Minor	Low	Unlikely	Minor	Low	<p>The Sydney Metro West Overarching Community Communications Strategy would ensure if any changes to access routes for nearby social infrastructure would occur, that this would be mitigated through consultation and communication with managers of social infrastructure and nearby communities.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>
<i>Social factor:</i> Culture <i>Duration:</i> Temporary <i>Extent:</i> Locality to Suburb level	Potential for community concerns regarding the construction site's proximity to the White Bay Power Station and the potential for associated impacts on this item of local and broader heritage significance and relation to the locality's industrial past.	Possible	Minor	Medium	Unlikely	Minor	Low	<p>The Sydney Metro West Overarching Community Communications Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent.</p> <p>Opportunities to offset changes to community culture would be considered in the Community Benefit Plan. Impacts to community members' connection to place would likely remain, albeit mitigated to an extent by construction management and the community communications strategies.</p>

Impact description – Social factor, duration and affected stakeholders		Potential impact without mitigation ¹⁴			Potential impact with mitigation			
	Impact characteristics	Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	Change in impact
<i>Social factor:</i> Health and wellbeing <i>Duration:</i> Temporary <i>Extent:</i> Locality	Potential wellbeing impacts associated with aspects of construction activity (e.g. sensitivity to noise and vibration), which would be partially mitigated by siting the construction site in an existing industrial precinct. Potential cumulative wellbeing impacts associated with other civil construction projects in the locality.	Possible	Minor	Medium	Unlikely	Minor	Low	The Sydney Metro West Overarching Community Communications Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. Coordination between Sydney Metro and other civil construction projects in the area would mitigate the cumulative wellbeing impacts to some extent. The Sydney Metro West Overarching Community Communications Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
<i>Social factor:</i> Surroundings <i>Duration:</i> Temporary <i>Extent:</i> Locality	Amenity impacts associated with construction noise, vibration and traffic impacts (e.g. associated with launching of TBMs, spoil handling, loading of concrete segments) albeit with minimal impacts on local character and community due to the construction site's location in an industrial precinct. Cumulative impacts to surroundings associated with other civil construction projects in the locality.	Likely	Minor	Medium	Possible	Minor	Medium	Some disruption and changes are inevitable due to construction activity, however cumulative amenity impacts could be mitigated through coordination between different civil construction projects in the locality.

Impact description – Social factor, duration and affected stakeholders		Potential impact without mitigation ¹⁴			Potential impact with mitigation			
	Impact characteristics	Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	Change in impact
<i>Social factor:</i> Livelihoods <i>Duration:</i> Temporary <i>Extent:</i> Locality to Suburb level	There is no acquisition of private property within The Bays locality. Individuals' may perceive negative impacts in relation to their personal and property rights and livelihoods.	Unlikely	Minor	Low	Very unlikely	Minor	Low	There is no private property acquisition for this construction site. Negative residual impacts experienced by individuals may be reduced through close communication and other personal support mechanisms.

5.3 Pyrmont Station construction sites

5.3.1 Social impact assessment

The preliminary scoping assessment identified the social factors listed in **Table 14** that have been carried forward for detailed assessment at the extents identified.

As shown in **Table 14**, impacts relating to social factors are experienced at different geographies or spatial extents. Impacts associated with each construction site have been assessed at the most relevant extent, with regard to affected populations. Refer to **Chapter 3.0** for a more comprehensive explanation of this approach.

It is noted that 'suburb level' extent incorporates impact in the 'locality', and that 'region' level extent incorporates assessment of impacts in the 'suburb' and 'locality' therein.

There are several impacts at 'suburb level' and 'region' in the Pyrmont Station construction sites locality. The locality is an employment centre, a tourism destination, includes national and regional level cultural facilities, provides active transport links from surrounding suburbs to the Sydney CBD, and it is adjacent the local main street and supermarkets, where the community is likely to undertake daily living activities (e.g. grocery shopping, accessing services). The locality also has a large residential population, primarily living in high or medium density dwellings.

The outcomes of the assessment, and the risk of impact for each social factor, is provided in **Table 15**.

Table 14 Social factors and extents carried forward to detailed assessment

Social factor	Extent		
	Locality	Suburb level	Region
Way of life		✓	
Accessibility		✓	
Health and wellbeing	✓		
Community	✓		
Culture			✓*
Surroundings	✓		
Livelihoods		✓	

*Due to the presence of national and regional level cultural facilities (e.g. Lyric Theatre, Australian Maritime Museum) in the locality.

Table 15 Pymont Station construction sites locality: potential impacts across key social factors

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
Way of life	<ul style="list-style-type: none"> Noise, dust and vibration caused by construction activities (drilling, rock breaking, excavation) may impact how residents, workers, commuters and visitors in the locality carry out daily living routines. The construction sites would be located on a major road (Pymont Bridge Road), and adjacent a key cycle route (Union Street) for bicycle commuters accessing Sydney CBD, in a mixed use high density commercial and residential area, near recreational and tourism destination uses. Note that this site is proposed to be 24-hour construction. Noise and vibration impacts are further discussed under the Health and Wellbeing factor below, and addressed in detail in Chapter 7 (Noise and Vibration) of the Environmental Impact Statement. 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), which may cause cumulative sense of disruption, inconvenience and frustration - and for the residents and local workers to experience "construction fatigue". 	Likely	Moderate	High
Accessibility	<ul style="list-style-type: none"> Potential impacts on daily routines of local active commuters associated with construction activities adjacent to the footpath and cycling lanes on Union Street. Based on City of Sydney cycling counts undertaken in November 2019 near the proposed construction site, Union Street is a key cycling route to access Sydney CBD.¹⁵ Potential impacts to access to and use of social infrastructure, businesses, or other amenity in the locality associated with construction activities and vehicle movements along Pymont Bridge Road and Union Street. This may lead to increased traffic movements, congestion and increased travel times along key roads in the locality. This can also cause a sense of disruption and changes to preferred way of life routines of the local residents and worker communities. Potential disruption to accessibility of local social infrastructure, residential and commercial buildings and services, due to reduced parking opportunities along construction sites and haulage routes (i.e. removal of some parking spaces along Union Street) and potential pressure on existing parking from construction worker vehicles, although construction workers would be encouraged to arrive to site using modes of public transport. 	Possible	Minor	Medium

¹⁵ Approximately 24,000 weekday pedestrians and 2,500 cyclists were measured by the City of Sydney Cycling count survey in November 2019 (pre Covid) near the proposed construction site (Pymont Bridge Road, between Harwood St and Murray St). Based on the City of Sydney 'Cyclists in the City' page (<https://experience.arcgis.com/experience/7fe4798902f64068819586a1035e26ba>, accessed in June 2021) intersection of Murray St, Union St, Pymont Bridge and Darling Drive had the highest number of cyclists recorded across all sites that the City captures data for (as of March 2021).

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
	<ul style="list-style-type: none"> Potential impacts to access to and use of cultural and social infrastructure in this area associated with construction activities causing dust, vibration and noise. Potential facilities and services that could be impacted include Elizabeth Healy Reserve, and the Dunkirk, the Quarrymans Hotel, that are adjacent the eastern construction site. Other recreational and open spaces and social infrastructure that could be impacted, but due to distance from the construction sites to a lesser degree include Maybanke Recreation Centre, Jones Street Pocket Park, Bliss Early Learning, Paradise Reserve, Darling Harbour foreshore, Sydney Lyric Theatre, Sydney International Convention Centre, and National Maritime Museum. Potential disruption to access to daily living needs (e.g. local supermarkets, shops, pharmacies, (e.g. the Coles supermarket, Pyrmont Pharmacy near the site) or cafes, pubs and other amenities in the locality associated with changes to wayfinding and streetscape due to construction activities such as establishment of hoardings, acoustic sheds, excavation activities. 			
Community	<ul style="list-style-type: none"> Minor changes to composition of the community based on the indicative 230 construction workers at these construction sites (noting these would be 24-hour construction sites). As the mixed-use locality also functions as an employment centre and a visitor destination, the proportion of the construction workers would be relatively small compared to the overall daily non-resident users (workers, visitors, commuters) of the area. Potential changes to community connection to and sense of place due to the changes to the streetscape associated with the construction activities (e.g. establishment of acoustic shed, hoardings), noting that there are a number of active community groups in Pyrmont that may be vocal about changes to the area. Potential changes to social fabric of the area associated with changed access and amenity of some community gathering places in the area, and may impact the networks of local communities (e.g. the Dunkirk, the Quarrymans Hotel, Elizabeth Healey Reserve, Darling Harbour foreshore). For example, 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 compulsorily acquired to enable construction activity. 	Possible	Minor	Medium

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
Culture	<ul style="list-style-type: none"> • 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 impacts to local heritage items, associated with establishment of a construction site. Community may have concerns regarding changed appearance, safety of, and use of heritage buildings in the area. • Potential disruption to access to and use of cultural venues and spaces within the 400 metre locality of the site (e.g. Sydney Lyric Theatre, Australian National Maritime Museum) due to establishment of hoardings, noise, vibration, 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. For example, Pyrmont Festival, an annual community-run event. Whilst it takes place in Pirrama Park, outside the study area, access to the park may be limited due to the proposal. Some of these local events may possibly need minor road or footpath adjustments, and/or construction activities may need to be adjusted to avoid conflict with the festivals. 	Unlikely	Minor	Low
Health and wellbeing	<ul style="list-style-type: none"> • Potential impacts on health and wellbeing for workers, residents and visitors in the area, associated with construction activities that generate dust, vibration, or noise. These would be 24-hour construction sites, and construction work may impact on sleeping routines of local residents and visitors in tourism accommodation visitors, for example, due to roadheaders operating under residential properties. We note that acoustic sheds are included in the proposal at Pyrmont Station construction sites, to reduce impacts. Chapter 7 (Noise and Vibration) of the Environmental Impact Statement highlights following potential construction noise impacts: <ul style="list-style-type: none"> – Temporary 'high' impacts predicted at the nearest receivers to the Pyrmont Station during some of the noisiest scenarios. Receivers that are close to construction sites are predicted to be impacted at times during noise intensive work at night-time at Pyrmont Station construction sites. – Temporary 'moderate' or 'high' worst-case ground-borne noise impacts during station shaft excavation at receivers adjacent to or opposite the excavation work at the Pyrmont Station construction sites, where the nearest receivers are generally residential. – Potential construction vibration impacts as a result of the proposal include temporary exceedances of the cosmetic damage vibration screening criteria and temporary exceedances of the human comfort vibration criteria at the nearest receivers, meaning occupants of affected buildings may be able to perceive impacts. – However, these impacts are temporary and there would be periods when construction noise and vibration levels are much lower than the worst-case levels predicted and there would be times when no equipment is in use. 	Possible	Moderate	Medium

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
	<p>Noise and vibration impacts are further addressed in Chapter 7 (Noise and Vibration) of the Environmental Impact Statement.</p> <ul style="list-style-type: none"> • 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. This risk would be managed in line with the Sydney Metro West Construction Environmental Management Framework. • Potential impacts to wellbeing associated with fear of vibration causing damage to properties in the locality. • Potential impacts to wellbeing associated with uncertainties to local businesses, residents and property owners subject to property acquisition. • Potential for increased community sensitivity and impacts to wellbeing due to other recent or future construction impacts in the vicinity of the site (e.g. redevelopment of Sydney Fish Market) – residents and local workers may experience "construction fatigue". 			
Surroundings	<ul style="list-style-type: none"> • Potential amenity impacts and visual impacts on the surroundings that may affect the community's enjoyment of the area due to the establishment of the construction sites, including hoardings, and the vibration, noise, dust and truck movements associated with construction activities. These would be 24-hour construction sites. However, it is noted that the area currently has relatively low pedestrian amenity due to being on Pyrmont Bridge Road. • Potential 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 construction workers 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. 	Possible	Moderate	Medium

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
Livelihoods (positive)	<ul style="list-style-type: none"> Increased employment opportunities in the Greater Sydney construction sector, associated with the establishment of the construction sites, generating 230 direct construction related jobs at the Pyrmont Station construction sites. Sydney Metro has a highly responsive approach to creating workforce development and industry participation opportunities, including a specific plan for Aboriginal participation and Aboriginal procurement. These policies and plans drive stimulus for workforce opportunities including for vulnerable and underrepresented populations. Positive social impacts would also be created through the implementation of a range of Sydney Metro policies and plans including: <ul style="list-style-type: none"> Sydney Metro West Workforce Development and Industry Participation Plan Sydney Metro West Aboriginal Participation Plan Sustainable procurement requirements. As evidenced by success of earlier projects¹⁶, this will increase and extend the benefits of the government's infrastructure program to build a legacy of skills and jobs in communities across the state. Potential impacts to livelihoods for local businesses would be addressed in more detail in Chapter 12 (Business impacts) of the Environmental Impact Statement, but may include: <ul style="list-style-type: none"> Increased patronage for local businesses (e.g. cafes, supermarkets) associated with increased number of construction workers in the area. 	Almost certain (positive)	Moderate (positive)	High (positive)
Livelihoods (negative)	<ul style="list-style-type: none"> Potential impacts to livelihoods for local businesses would be addressed in more detail in Chapter 12 (Business impacts) of the Environmental Impact Statement, but may include: <ul style="list-style-type: none"> Potentially reduced patronage for local businesses (including tourism accommodation providers), cultural venues and other businesses due to noise, vibration, road closures, reduced parking etc associated with the construction activities leading to reduced amenity and accessibility in the area. (These would be 24-hour construction sites.) Perceived and potential impacts to personal and property rights, livelihoods or business viability due to property acquisitions and construction processes. Property acquisition and compensation processes impacting directly affected land owners are managed in accordance with due process under the relevant legislation (<i>Land Acquisition (Just Terms) Compensation Act 1991</i>). Property impacts of construction (e.g. noise and vibration impacts to properties) would be appropriately managed through relevant legislation and the implementation of the Sydney Metro West Construction Environmental Management Framework. 	Almost certain (negative)	Moderate (negative)	High (negative)

¹⁶ Sydney Metro 2020, Northwest Workforce Development and Industry Participation (WFDIP) program, www.sydneymetro.info/sites/default/files/SM-Northwest-Workforce-Development-%28WFDIP%29_WEB.pdf accessed on 06 September 2021

5.3.2 Responses and opportunities

Table 16 includes mitigation measures that have been identified in this social impact assessment as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 15** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

Table 16 Pyrmont Station construction sites locality: responses, mitigation and management strategies

Responses, mitigation and management strategies	Social factor
<p>Environmental management</p> <p>Implementation of the Sydney Metro West Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> • Changes to the pedestrian environment, such as suitable wayfinding strategies and consideration of the principles of Crime Prevention Through Environmental Design where work has a public interface • Changes to pedestrian, bicycle or vehicular access and/or circulation, including changes as a result of impacts to Union Street and Pyrmont Bridge Road • Amenity related impacts such as noise, vibration, dust and visual impacts • Cumulative impacts due to other major projects in the locality. 	<p>Way of life</p> <p>Accessibility</p> <p>Health and wellbeing</p> <p>Community</p> <p>Culture</p> <p>Surroundings</p> <p>Livelihoods</p>
<p>Stakeholder and community involvement</p> <p>Implementation of the Sydney Metro West Overarching Community Communications Strategy to provide for community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals.</p> <p>The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and up to 12 months following the completion of construction. The Strategy provides a framework and approach for:</p> <ul style="list-style-type: none"> • Communicating adjustments to pedestrian, cycling and vehicular access and car parking • Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses • Strategies to address potential construction fatigue and potential cumulative impacts (where relevant). <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West.</p> <p>The Sydney Metro West Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p> <p>Further engagement and consultation would be carried out with:</p> <ul style="list-style-type: none"> • The affected communities (including residents, businesses, workers and others, as relevant) to understand their preferences for mitigation and management measures • 'Other sensitive' receivers such as hotels, cultural infrastructure, schools, medical facilities or places of worship within the 400 metre radius from the construction sites to understand periods in which they are more sensitive to impacts. <p>Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable to minimise the potential impacts.</p>	<p>Way of life</p> <p>Accessibility</p> <p>Health and wellbeing</p> <p>Community</p> <p>Culture</p> <p>Surroundings</p> <p>Livelihoods</p>
<p>Social infrastructure</p> <p>Ongoing engagement with managers of social and cultural infrastructure located near the construction sites (for example, cultural facilities, open space, active transport routes, educational institutions, places of worship, community facilities, child care, health and medical facilities) about the timing and duration of construction work and management of potential impacts.</p>	<p>Way of life</p> <p>Accessibility</p> <p>Health and wellbeing</p> <p>Community</p> <p>Culture</p>

Responses, mitigation and management strategies	Social factor
Community benefits The Community Benefit Plan developed for Major civil construction work between Westmead and The Bays to guide the development of community benefit initiatives (by Principal Contractors) would be updated to include the Pyrmont area and include additional initiatives relevant to this proposal.	Way of life Accessibility Health and wellbeing Community Culture Surroundings
Culture As identified in Technical Paper 5 (Landscape and visual impact assessment), construction site hoardings 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, such as Pyrmont. Consultation would be carried out with stakeholders to identify opportunities for design on construction site hoardings to reflect community values, culture and identity of the local Pyrmont community. Consultation would be carried out with festival and event organisers (e.g. Pyrmont Festival), and operational teams within Transport for NSW, in proximity to construction sites to mitigate potential impacts on the operation of the festival or event. This is in addition to the mitigation measure in Technical Paper 1 (Transport and traffic), to mitigate impacts on special events.	Community Culture Surroundings
Visual surroundings Several visual mitigation measures as identified in Technical Paper 5 (Landscape and visual impact assessment) would be implemented and are also relevant for managing visual impacts for the community's surroundings: <ul style="list-style-type: none"> Structures (such as acoustic sheds or other acoustic measures) would be finished in a colour that aims to minimise the potential visual impact of the construction site (if visible from areas external to the construction site) Opportunities to retain and protect existing street trees and trees within the site would be identified during detailed construction planning. Any removed vegetation would be replaced to provide a net increase in the number of mature trees provided at a ratio of 2:1 (as part of future stages of Sydney Metro West) Opportunities would also be investigated with City of Sydney to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable. 	Culture Surroundings
Livelihoods Small business owner engagement would be carried out to assist small business owners adversely impacted by construction. Clear pathways and signage would be implemented around construction sites to maximise visibility of retained businesses, including sufficient lighting along pedestrian footpaths during night-time where relevant.	Way of life Community Culture Livelihoods
Property rights All acquisitions would be carried out in consultation with landowners and in accordance with the requirements of the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> and the land acquisition reforms announced by the NSW Government which can be viewed online at (www.propertyacquisition.nsw.gov.au/). Sydney Metro personal managers would provide assistance and support depending on each individuals' circumstances.	Livelihoods
Cumulative impacts Co-ordination and consultation would be undertaken prior to and during construction to manage the interface between the proposal and Sydney Fish Market, and other major projects in the locality, to manage construction fatigue impacts where possible.	Way of life Health and wellbeing Culture

5.3.3 Summary of social impact

In accordance with the SIA Guideline, the potential social impacts in the Pyrmont Station construction sites locality have been re-assessed following the implementation of additional responses and controls. **Table 17** provides a summary of impacts 'without mitigation' (as provided in **Table 15**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 16**.

Table 17 Pyrmont Station construction sites locality: social impact significance ratings with and without mitigation – residual impacts

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation ¹⁷			Potential impact with mitigation			Change in impact
		Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	
<i>Social factor:</i> Way of life <i>Duration:</i> Temporary <i>Extent:</i> Locality to Suburb level	Potential for disruption to daily routines of residents, workers and visitors due to construction activity. Potential disruption to users of the Union Street cycleway, due to noise, dust and vibration generated by construction activities.	Likely	Moderate	High	Possible	Moderate	Medium	Potential impacts would be ameliorated and sensitivities reduced through effective construction management and communication. The Sydney Metro West Overarching Community Communications Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
<i>Social factor:</i> Community <i>Duration:</i> Temporary <i>Extent:</i> Locality	Potential changes to community character, and sense of place and belonging associated with changes to streetscape and changes to local business community due to property acquisition.	Possible	Minor	Medium	Unlikely	Minor	Low	Changes to community composition associated with property acquisition would remain. Changes to sense of place and community character associated with construction impacts (i.e. dust, noise, vibration, traffic) they would be temporary and be mitigated through the implementation of environmental mitigation measures. Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.

¹⁷ Note that "without mitigation" means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact description – Social factor, duration and affected stakeholders		Potential impact without mitigation ¹⁷			Potential impact with mitigation			
	Impact characteristics	Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	Change in impact
<i>Social factor:</i> Accessibility <i>Duration:</i> Temporary <i>Extent:</i> Locality to Suburb level	Potential changes to access for local social infrastructure and services – e.g. cultural infrastructure, local gathering places, cycling infrastructure within the locality – and attendant sense of disruption and inconvenience.	Possible	Minor	Medium	Unlikely	Minor	Low	The Sydney Metro West Overarching Community Communications Strategy would ensure if any changes to access routes for nearby social infrastructure would occur, that this would be mitigated through close consultation and clear communication with managers of social infrastructure and nearby communities. The Sydney Metro West Overarching Community Communications Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
<i>Social factor:</i> Culture <i>Duration:</i> Temporary <i>Extent:</i> Locality to Regional level (Due to the presence of national and regional level cultural facilities)	Potential changes to place narratives due to changes to the appearance and use of the site, and potential perceived impacts to local heritage items and cultural infrastructure.	Possible	Minor	Medium	Unlikely	Minor	Low	<p>The Sydney Metro West Overarching Community Communications Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent.</p> <p>Measures would be in place to mitigate impacts to culture associated with heritage items, over the longer term.</p> <p>Consultation would be carried out with festival and event organisers to mitigate potential impacts on the operation of the festival or event.</p>

Impact description – Social factor, duration and affected stakeholders		Potential impact without mitigation ¹⁷			Potential impact with mitigation			
	Impact characteristics	Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	Change in impact
								Opportunities to offset changes to community culture would be considered in the Community Benefit Plan. Impacts to community members' connection to place would likely remain, albeit mitigated to an extent by construction management and the community communications strategies.
<i>Social factor:</i> Health and wellbeing <i>Duration:</i> Temporary <i>Extent:</i> Locality	Potential wellbeing impacts associated with aspects of construction activity (e.g. sensitivity to noise and vibration), and wellbeing impacts associated with construction activities adjacent the Union Street cycleway, which may reduce opportunities for or discourage physical activity.	Possible	Moderate	Medium	Unlikely	Minor	Low	<p>The Sydney Metro West Overarching Community Communications Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. The Sydney Metro West Overarching Community Communications Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p> <p>Opportunities to offset potential effects and provide positive health and wellbeing outcomes would be considered in the Community Benefit Plan.</p>

Impact description – Social factor, duration and affected stakeholders		Potential impact without mitigation ¹⁷			Potential impact with mitigation			
	Impact characteristics	Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	Change in impact
<i>Social factor:</i> Surroundings <i>Duration:</i> Temporary <i>Extent:</i> Locality	Amenity impacts associated with construction (e.g. spoil handling, excavation, traffic movements). However, it is noted that the area currently has low pedestrian amenity due to being on Pyrmont Bridge Road.	Possible	Moderate	Medium	Possible	Minor	Medium	<p>Some disruption and changes are inevitable due to construction activity, however visual mitigation measures aim to minimise impacts on visual amenity and the community's surroundings.</p> <p>Opportunities for positive interventions to the area could include public art and creative activation approaches. Potential impacts to surroundings could be moderated through opportunities to offset these changes as identified in the Community Benefit Plan.</p>
<i>Social factor:</i> Livelihoods (positive) <i>Duration:</i> Temporary <i>Extent:</i> Locality to Regional level (some contractors may be from outside the local area)	Increased employment opportunities in the construction sector. Positive impact is enhanced by targeted social procurement and employment policies and plans.	Almost certain (positive)	Moderate (positive)	High (positive)	Almost certain (positive)	Moderate (positive)	High (positive)	Not applicable. Social employment and procurement practices are already part of Sydney Metro policies and plans.
<i>Social factor:</i> Livelihoods (negative) <i>Duration:</i> Temporary <i>Extent:</i> Locality to Suburb level	Individuals may perceive negative impacts in relation to their personal and property rights and livelihoods due to property acquisition, regardless of due process, legal protections and just compensation terms being in place.	Almost certain (negative)	Moderate (negative)	High (negative)	Likely (negative)	Minor (negative)	Medium (negative)	The Sydney Metro personal managers would provide close communication and other personal support mechanisms provided to minimise negative residual impacts experienced by individuals whose property is acquired.

5.4 Hunter Street Station (Sydney CBD) construction sites

5.4.1 Social impact assessment

The preliminary scoping assessment identified the social factors listed in **Table 18** that have been carried forward for detailed assessment at the extents identified.

As shown in **Table 18**, impacts relating to social factors are experienced at different geographies or spatial extents. Impacts associated with each construction site have been assessed at the most relevant extent, with regard to affected populations. Refer to **Section 3.1** for a more comprehensive explanation of this approach.

It is noted that 'suburb level' extent incorporates impact in the 'locality', and that 'region' level extent incorporates assessment of impacts in the 'suburb' and 'locality' therein. There are several impacts at 'suburb level' and 'region' in the Hunter Street Station (Sydney CBD) construction sites locality, as the area is an employment centre of national importance, a tourism destination, includes regional level cultural facilities, and various government offices and civic institutions such as consulates, courts, state and federal government agencies and the NSW parliament. The locality also has a large residential population, primarily living in high or medium density dwellings.

The outcomes of the assessment, and the social significance rating for each social factor, is provided in **Table 19**.

Table 18 Social factors and extents carried forward to detailed assessment

Social factor	Extent		
	Locality	Suburb level	Region
Way of life		✓	
Accessibility		✓	
Health and wellbeing		✓	
Community		✓	
Culture			✓
Surroundings	✓		
Livelihoods			✓
Decision-making systems			✓

Table 19 Hunter Street Station (Sydney CBD) construction sites locality: potential impacts across key social factors

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
Way of life	<ul style="list-style-type: none"> Noise, dust and vibration caused by construction activities (e.g. demolition, drilling, rock breaking, power generators, concrete mixing), and traffic movements associated with construction activities, may affect how local workers, visitors and residents go about their daily activities (e.g. daily working routines, commuting routines, lunch, entertainment, social and leisure routines, resting or sleeping routines etc). These sites would be 24-hour construction sites. Noise and vibration impacts are further discussed under the Health and Wellbeing factor below, and addressed in detail in Chapter 7 (Noise and Vibration) of the Environmental Impact Statement. Disruption to way of life associated with the establishment and operation of two construction sites within the commercial core of the Sydney CBD, the historical and main commercial centre of Sydney, are likely to impact a large number of residents, workers and businesses in the area. Considerations include: <ul style="list-style-type: none"> The sites are directly adjacent to several visitor accommodation providers (Radisson Blu Plaza Hotel, The Tank Stream Hotel, Comfort Hotel, Sofitel Sydney, Adina Apartment Hotel) and near a primarily residential use block (north of Margaret St), and 24-hour demolition and construction activities would impact on the ability for the hotel guests and local residents to sleep and rest in these properties The sites include or are close to various food and drink providers and privately-owned social gathering spaces (e.g. Frankie's Pizza, Ivy Precinct, White Rabbit Cafe and Bar, Rockpool, 30 Knots, the Royal George and many others), and recreational, cultural, and tourism destination uses. Community and media responses to the announcement of the station sites have identified concern regarding the loss of popular food and beverage providers and social gathering places in the area, in particular the late night venue Frankie's Pizza and the Hunter Street Mall food court vendors that are located on the Hunter Street Station (Sydney CBD) construction sites, that would need to relocate, or cease operations The Hunter Street Station (Sydney CBD) western construction site is adjacent to the new George Street entrance to Wynyard Station and Wynyard light rail stop on George Street that many commuters use, and there may be changes to daily routines associated with the establishment of hoardings, noise and vibration, and traffic movements associated with the construction site and the closure of the Wynyard underground pedestrian tunnel through to the existing underground walkway between Wynyard Station and Pitt Street.¹⁸ 	Likely	Major	High

¹⁸ Approximately 73,000 weekday pedestrians were counted by the City of Sydney Pedestrian count survey in spring 2019 (pre Covid) near the proposed construction site (on George Street, Between Martin Place and Hunter Street (Site 36)). Based on the City of Sydney 'Pedestrians in the City' page (<https://experience.arcgis.com/experience/0b0e93e54d6c46db9d389a0043edeabd>, accessed in June 2021) this survey site (Site 36) had the highest number of pedestrians recorded across all sites that the City captures data for (as of spring 2020).

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
	<ul style="list-style-type: none"> Demolition of existing buildings, establishment of construction sites (hoardings, acoustic sheds) and changes to wayfinding may cause disruption to daily or weekly routines associated with changes to access to social infrastructure in the area, e.g. O'Connell St Little Academics Early Learning Centre (that is located in one of the buildings proposed for demolition), the Scots Presbyterian Church, Guardian Childcare and Education, Regimental Square, Chifley Square and other infrastructure and services in the area. This may disproportionately impact families using the child care services located on the site, people attending health care services in the area who may be experiencing illness or distress, etc. 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. 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. construction of the CBD section of the light rail, Brookfield Place construction, improvements to the entrance of Wynyard Station, Sydney Metro City & Southwest line track and station construction, various other buildings completed, underway, or proposed near the site, e.g. 317 & 319-321 George Street, Sydney Metro – Martin Place Over Station Development and many others). This may cause residents, workforce and frequent visitors of the locality to experience "construction fatigue", a cumulative sense of disruption, inconvenience and frustration. It is noted that the construction activity associated with the proposal would take place in a CBD context, with high levels of disruption, noise and traffic movements expected. 			
Community	<ul style="list-style-type: none"> Minor changes to composition and size of the community based on the indicative 200 construction workers required for the proposal. This number of construction workers is considered minor given the high density environment of the Sydney CBD, where there is a concentration of employment, including many construction projects. Potential changes to community connection to and sense of place due to the changes to the streetscape associated with demolition of existing buildings and establishment of construction sites (e.g. establishment of acoustic shed, hoardings). However, it is noted that change and construction in Sydney CBD is common to the area. 	Possible	Moderate	Medium

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
	<ul style="list-style-type: none"> Potential changes to community connections and social networks due to changes to access to and use of some community gathering spaces due to acquisition of some properties and noise, vibration and amenity impacts associated with construction. Community and media responses to the announcement of the station sites have identified concern regarding the loss of popular food and beverage providers and social gathering places in the area, in particular the late night venue Frankie's Pizza and the Hunter Street Mall food court vendors that are located on the Hunter Street Station (Sydney CBD) construction sites, and would need to relocate. These venues have been identified as important community gathering spaces within the Sydney CBD, with high levels of community attachment. However, it is noted that various other opportunities and spaces for social interaction remain available within and just outside the 400 metre locality. 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 and so on). 			
Accessibility	<ul style="list-style-type: none"> Potential impacts to access to and use of social infrastructure, businesses and other services in this area associated with construction activities and vehicle movements along Hunter Street, Bent Street, O'Connell Street and Margaret Street. Changes to accessibility due to changes to the localised road network to facilitate construction activities. This may include: <ul style="list-style-type: none"> Disruption to businesses and other users of the area due to temporary closures of Hunter Street (between George St and Pitt St), and a partial closure of Hunter St (between Pitt St and Bligh St, leaving one westbound lane open, to facilitate oversize out of hours deliveries) Disruption to users of De Mestre Place, which will be permanently acquired. It is noted that De Mestre Place is used as a laneway service to access to various businesses in the area, many of which are also acquired as part of this proposal Changes to the local road network may disproportionately impact people that need car access due to experiencing limited mobility or disability. Changes to wayfinding associated with changes to the streetscape (demolition of existing buildings, establishment of hoardings and closure of the existing underground walkway between Wynyard Station and Pitt Street), 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 resulting in dust, vibration and noise. People's use of workplaces, services, residences, cultural and tourism destinations, accommodation, food and drink outlets and social infrastructure in this area may be impacted by noise, vibration and changes to amenity (e.g. child care services, medical services, Australia Post, public and open spaces). 	Likely	Moderate	High

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
Culture	<ul style="list-style-type: none"> Potential changes to connection to place for local residents, workers and visitors due to changes to appearance and uses of the sites. However, it is noted that the Sydney CBD streetscape is frequently changing and is unlikely to have a significant impact on place narratives. Potential impacts to use of local heritage and cultural elements, associated with establishment of a construction site and potential changes to the amenity of the area due to noise, vibration and visual changes. The community may have concerns regarding changed appearance and use of heritage buildings in the area. The locality includes historical buildings, such as The Mint, Sydney Hospital, NSW Parliament, Customs House, St James Church, St Stephens Uniting Church, King Street Courts, and various other historic sites and monuments distributed within the locality. It is noted that heritage items on the construction sites are to be retained. 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. Chapter 7 (Noise and Vibration) of the Environmental Impact Statement notes that City Recital Hall is predicted to be impacted during some of the noisier work activities, and worst case impacts are predicted to be 'moderate' during noisy outdoor activities intermittently over a 55 week period. Possible impacts to accessibility and connectivity within the Sydney CBD during major events, for event attendees. Sydney CBD is a venue for major events, including Sydney Festival, Vivid, Art Month and other events that contribute to community cohesion and sense of place. Some of these festivals take place partially within the 400 metre catchment of the construction site, and these events may possibly need minor road adjustments or footpath adjustments, and/or construction activities may need to be adjusted to avoid conflict with the festivals. Potential impacts to culture associated with disruption to a potential Aboriginal heritage archaeological deposit (PAD) associated with establishment of construction site and construction activities above a PAD may have negative impacts to connections to place and heritage significance of the site. 	Possible	Moderate	Medium
Health and wellbeing	<ul style="list-style-type: none"> Potential impacts to health and wellbeing for workers, residents and visitors in the area, associated with construction activities that generate dust, vibration, or noise. These would be 24-hour construction sites, and construction work may impact on sleeping routines of local residents and visitors in nearby hotels: <ul style="list-style-type: none"> According to Chapter 7 (Noise and Vibration) of the Environmental Impact Statement, the proposed work at Hunter Street Station (Sydney CBD) construction sites involves noise intensive surface and excavation work which would be completed without acoustic sheds. Residential receivers are generally distant from the sites and 'Low' impacts are predicted at a small number of residential receivers during 'peak' enabling work and excavation activities during the day, evening and night, with 'moderate' impact is predicted at one residential receiver 	Likely	Moderate	High

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
	<ul style="list-style-type: none"> – However - whilst the number of residential receivers in the area is limited, the construction sites are surrounded by a number of tourist accommodation providers (i.e. places where people sleep), and impacts on those receivers are predicted to be 'high' during noisy work when noise intensive equipment such as rockbreakers are being used (intermittently over a 55 and 39 week periods). Worst-case impacts are predicted to be 'high' at the Comfort Hotel Sydney (for about 50 days). Worst case impacts are predicted to be 'moderate' at A by Adina Hotel Sydney, The Grand Hotel, the Tank Stream Hotel, Radisson Blu Plaza Hotel Sydney. Additionally, the three closest hotels are predicted to be impacted by ground-borne noise during the night-time period – 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. (Impacts would be reduced when work is more distant or further underground.) Worst-case vibration intensive activities may occur over around 55 weeks during demolition and around 39 weeks during excavation. <p>Noise and vibration impacts are further addressed in Chapter 7 (Noise and Vibration) of the Environmental Impact Statement.</p> <ul style="list-style-type: none"> • Potential 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 people visiting the CBD. • 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". Recent and future construction projects in the area include the CBD section of the light rail, George Street entrance of the Wynyard Station, Sydney Metro City & Southwest line corridor and station construction, various other buildings completed, underway, or proposed near the site, e.g. 317 & 319-321 George Street, Sydney Metro – Martin Place Over Station Development, and many others. 			
Surroundings	<ul style="list-style-type: none"> • Potential 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. For example: <ul style="list-style-type: none"> – The sites are surrounded by a number of tall buildings with windows towards the sites, and views would be impacted – There may be reduced opportunity for office workers to enjoy outdoor spaces for lunch breaks (e.g. steps of 1 Bligh Street, Farrer Place, Chifley Square, Regimental Square and others). 	Likely	Moderate	High

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
	<ul style="list-style-type: none"> Potential impacts on perceptions of safety associated with changed sightlines due to establishment of hoardings, acoustic sheds, site offices – particularly at night. However, the Sydney CBD is comparatively well-activated at night, due to the strong night time economy (e.g. cultural infrastructure, restaurants and bars) in the locality. Potential for increased community sensitivity to impacts to surroundings due to other recent or future construction projects in the vicinity of the site (e.g. construction of the CBD section of the light rail, George Street entrance of the Wynyard Station, Sydney Metro City & Southwest line and station construction, various other buildings completed, underway, or proposed near the site, e.g. 19-21 Hunter Street, 280-288 George Street, 275 George Street, and many others). 			
Livelihoods (positive)	<ul style="list-style-type: none"> Increased employment opportunities in the Greater Sydney construction sector, associated with the establishment of the construction sites, generating 200 direct construction related jobs at the Hunter Street Station (Sydney CBD) construction sites. Sydney Metro has a highly responsive approach to creating workforce development and industry participation opportunities, including a specific plan for Aboriginal participation and Aboriginal procurement. These policies and plans drive stimulus for workforce opportunities including for vulnerable and underrepresented populations. Positive social impacts would also be created through the implementation of a range of Sydney Metro policies and plans including: <ul style="list-style-type: none"> Sydney Metro West Workforce Development and Industry Participation Plan Sydney Metro West Aboriginal Participation Plan Sustainable procurement requirements. As evidenced by success of earlier projects¹⁹, this will increase and extend the benefits of the government's infrastructure program to build a legacy of skills and jobs in communities across the state. Potential impacts to livelihoods for local businesses would be addressed in more detail in Chapter 12 (Business impacts) of the Environmental Impact Statement, but may include: <ul style="list-style-type: none"> Increased patronage for local businesses (e.g. cafes, supermarkets) associated with increased number of construction workers in the area. 	Almost certain (positive)	Moderate (positive)	High (positive)

¹⁹ Sydney Metro 2020, Northwest Workforce Development and Industry Participation (WFDIP) program, www.sydneymetro.info/sites/default/files/SM-Northwest-Workforce-Development-%28WFDIP%29_WEB.pdf accessed on 06 September 2021

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
Livelihoods (negative)	<ul style="list-style-type: none"> Potential impacts to livelihoods for local businesses would be addressed in more detail in Chapter 12 (Business impacts) of the Environmental Impact Statement, but may include: <ul style="list-style-type: none"> 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 etc associated with the construction activities leading to reduced amenity and accessibility in the area. These would be 24-hour construction sites. Perceived and potential impacts to personal and property rights, livelihoods or business viability due to property acquisitions and construction processes. Note: Twelve commercial buildings have been proposed for demolition to accommodate the work. Potential cumulative impacts to livelihoods 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. For example: <ul style="list-style-type: none"> Hotels (e.g. Radisson Blu Plaza Hotel, The Tank Stream Hotel, Comfort Hotel adjacent the site, The Grand Hotel, A by Adina) Food and drink businesses Entertainment and tourism industry businesses in the locality. <p>Some of these businesses have already been affected by recent construction in the area, such as Wynyard Station and light rail construction adjacent the proposal site.</p> <p>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 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 livelihood 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.</p> Property acquisition and compensation processes impacting directly affected land owners are managed in accordance with due process under the relevant legislation (<i>Land Acquisition (Just Terms) Compensation Act 1991</i>). Property impacts of construction (e.g. noise and vibration impacts to properties) would be appropriately managed through relevant legislation and the implementation of the Construction Environmental Management Framework. 	Almost certain (negative)	Major (negative)	Very high (negative)

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
Decision-making systems	<ul style="list-style-type: none"> There are various consulates close to the site and various legal and government office, NSW Parliament or Courts within the locality. Establishment of construction sites (demolition of existing buildings, establishment of hoardings, closure of streets) and construction activities (e.g. drilling, rock breaking, power generators, concrete mixing, vehicle movements) 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, or people who cannot speak English well or at all. 	Unlikely	Minor	Low

5.4.2 Responses and opportunities

Table 20 includes mitigation measures that have been identified in this social impact assessment as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 19** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

Table 20 Sydney CBD metro station construction sites locality: responses, mitigation and management strategies

Responses, mitigation and management strategies	Social factor
<p>Environmental management</p> <p>Implementation of the Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> • Changes to the pedestrian environment, such as suitable wayfinding strategies and consideration of the principles of Crime Prevention Through Environmental Design where work has a public interface • Changes to pedestrian and vehicular access and/or circulation, including changes as a result of impacts to Hunter Street, Bent Street, O'Connell Street, Margaret Street, and De Mestre Place. Note that De Mestre Place has been proposed to be fully and permanently closed • Amenity related impacts such as noise, vibration, dust and visual impacts • Cumulative impacts due to other major projects in the locality. 	<p>Way of life</p> <p>Accessibility</p> <p>Health and wellbeing</p> <p>Community</p> <p>Culture</p> <p>Surroundings</p> <p>Livelihoods</p> <p>Decision-making systems</p>
<p>Stakeholder and community involvement</p> <p>Implementation of the Overarching Community Communications Strategy to provide for community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals.</p> <p>The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and for up to 12 months following the completion of construction. The Strategy provides a framework and approach for:</p> <ul style="list-style-type: none"> • Communicating adjustments to pedestrian and vehicular access and car parking • Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses • Strategies to address potential construction fatigue and potential cumulative impacts (where relevant). <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West.</p> <p>The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p> <p>Further engagement and consultation would be carried out with:</p> <ul style="list-style-type: none"> • The affected communities (including residents, businesses, workers and others, as relevant) to understand their preferences for mitigation and management measures • 'Other sensitive' receivers such as hotels, cultural infrastructure, child care services, schools, medical facilities or places of worship within the 400 metre radius from the construction sites to understand periods in which they are more sensitive to impacts. <p>Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable to minimise the potential impacts.</p>	<p>Way of life</p> <p>Accessibility</p> <p>Health and wellbeing</p> <p>Community</p> <p>Culture</p> <p>Surroundings</p> <p>Livelihoods</p> <p>Decision-making systems</p>
<p>Social infrastructure</p> <p>Ongoing engagement with managers of social infrastructure located near the construction sites (for example, cultural facilities, open space, child care services, educational institutions, places of worship, community facilities, child care, health and medical facilities) about the timing and duration of construction work and management of potential impacts.</p>	<p>Way of life</p> <p>Accessibility</p> <p>Health and wellbeing</p> <p>Community</p> <p>Culture</p>

Responses, mitigation and management strategies	Social factor
Community benefits <p>The Community Benefit Plan developed for Major civil construction work between Westmead and The Bays to guide the development of community benefit initiatives (by Principal Contractors) would be updated to include the Hunter Street (Sydney CBD) locality and include additional initiatives relevant to this proposal.</p>	<p>Way of life Accessibility Health and wellbeing Community Culture Surroundings</p>
Culture <p>As identified in Technical Paper 5 (Landscape and visual impact assessment), construction site hoardings 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, such as Sydney CBD. Consultation would be carried out with stakeholders to identify opportunities for design on construction site hoardings to reflect community values, culture and identity of the local communities.</p> <p>Consultation would be carried out with festival and event organisers (including but not limited to Sydney Festival, Vivid, Art Month and other events), and operational teams within Transport for NSW, in proximity to construction sites to mitigate potential impacts on the operation of the festival or event. This is in addition to the mitigation measure in Technical Paper 1 (Transport and traffic), to mitigate impacts on special events.</p>	<p>Community Culture Surroundings</p>
Visual surroundings <p>Several visual mitigation measures as identified in Technical Paper 5 (Landscape and visual impact assessment) would be implemented and are also relevant for managing visual impacts for the community's surroundings:</p> <ul style="list-style-type: none"> Structures (such as acoustic sheds or other acoustic measures) would be finished in a colour that aims to minimise the potential visual impact of the construction site (if visible from areas external to the construction site) Opportunities to retain and protect existing street trees and trees within the site would be identified during detailed construction planning. Any removed vegetation would be replaced to achieve no net loss to street numbers or canopy in proximity to the site at a minimum in the long term Opportunities would also be investigated with the relevant local council to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable. 	<p>Culture Surroundings</p>
Livelihoods <p>Small business owner engagement would be carried out to assist small business owners adversely impacted by construction.</p> <p>Clear pathways and signage would be implemented around construction sites to maximise visibility of retained businesses, including sufficient lighting along pedestrian footpaths during night-time where relevant.</p>	<p>Way of life Community Culture Livelihoods</p>
Property rights <p>All acquisitions would be carried out in consultation with landowners and in accordance with the requirements of the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> and the land acquisition reforms announced by the NSW Government which can be viewed online at (www.propertyacquisition.nsw.gov.au/).</p> <p>Sydney Metro personal managers would provide assistance and support depending on each individuals' circumstances.</p>	<p>Livelihoods</p>
Cumulative impacts <p>Co-ordination and consultation would be undertaken prior to and during construction to manage the interface between the proposal, and other major projects in the locality, to manage construction fatigue impacts where possible.</p>	<p>Way of life Health and wellbeing Culture Surroundings Livelihoods</p>

5.4.3 Summary of social impact

In accordance with the SIA Guideline, the potential social impacts in the Hunter Street Station (Sydney CBD) construction sites locality have been re-assessed following the implementation of additional responses and controls. **Table 21** provides a summary of impacts ‘without mitigation’ (as provided in **Table 20**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 20**.

Table 21 Hunter Street (Sydney CBD) locality: social impact significance ratings with and without mitigation – residual impacts

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation ²⁰			Potential impact with mitigation			Change in impact
		Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	
<i>Social factor:</i> Way of life <i>Duration:</i> Temporary <i>Extent:</i> Locality to Suburb level	Potential for disruption to daily routines of residents, workers and visitors due to construction activity. Significant disruption due to the large number of workers, visitors and residents in the locality, and cumulative impacts to way of life due to presence of other construction activities in the locality.	Likely	Major	High	Possible	Moderate	High	Potential impacts would be ameliorated and sensitivities reduced through effective construction management and communication. The Sydney Metro West Overarching Community Communications Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
<i>Social factor:</i> Community <i>Duration:</i> Temporary <i>Extent:</i> Locality to Suburb level	Potential changes to community character, and sense of place and belonging associated with changes to streetscape and construction activity, and disruption to access to some community gathering spaces (including Frankie's Pizza and Hunter Street Mall food courts).	Possible	Moderate	Medium	Possible	Minor	Medium	Changes to community composition associated with property acquisition would remain. Sydney Metro West would work with businesses to identify opportunities for relocation. Changes to sense of place and community character associated with construction impacts (i.e. dust, noise, vibration, traffic, changes to streetscape) would be temporary and be mitigated through the implementation of environmental mitigation measures. Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.

²⁰ Note that "without mitigation" means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact description – Social factor, duration and affected stakeholders		Potential impact without mitigation ²⁰			Potential impact with mitigation			
	Impact characteristics	Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	Change in impact
<i>Social factor:</i> Accessibility <i>Duration:</i> Temporary <i>Extent:</i> Locality to Suburb level	Potential changes to access for local social infrastructure and services – e.g. cultural infrastructure, local gathering places, within the locality – and attendant sense of disruption and inconvenience. Changes to local road network, including permanent closure of De Mestre Place.	Likely	Moderate	High	Likely	Minor	Medium	<p>The Sydney Metro West Overarching Community Communications Strategy would ensure if any changes to access routes for nearby social infrastructure would occur, that this would be mitigated through close consultation and clear communication with managers of social infrastructure and nearby communities.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p> <p>The ability of the communities affected to adapt to these changes to accessibility is high, if appropriate communication measures are implemented.</p>
<i>Social factor:</i> Culture <i>Duration:</i> Temporary <i>Extent:</i> Locality to Regional level	Potential changes to connection to place due to changes to the appearance and use of the site, potential disruption to use of cultural infrastructure and heritage items in the locality. Potential impacts to a potential archaeological deposit.	Possible	Moderate	Medium	Possible	Minor	Medium	<p>The Sydney Metro West Overarching Community Communications Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent.</p> <p>Measures would be in place to mitigate impacts to culture</p>

Impact description – Social factor, duration and affected stakeholders		Potential impact without mitigation ²⁰			Potential impact with mitigation			
	Impact characteristics	Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	Change in impact
								<p>associated with heritage items, over the longer term.</p> <p>Consultation would be carried out with festival and event organisers to mitigate potential impacts on the operation of the festival or event.</p> <p>Opportunities to offset changes to community culture would be considered in the Community Benefit Plan. Impacts to community members' connection to place would likely remain, albeit mitigated to an extent by construction management and the community communications strategies.</p>
<p><i>Social factor:</i> Health and wellbeing</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality to Suburb level</p>	<p>Potential wellbeing impacts associated with aspects of construction activity (e.g. sensitivity to noise and vibration, property acquisition), and cumulative wellbeing impacts associated with ongoing construction projects in the locality, potentially resulting in "construction fatigue".</p>	Likely	Moderate	High	Possible	Minor	Medium	<p>The Sydney Metro West Overarching Community Communications Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. The Sydney Metro Overarching Community Communications Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p> <p>Opportunities to offset potential effects and provide positive health and wellbeing outcomes would be considered in the Community Benefit Plan.</p>

Impact description – Social factor, duration and affected stakeholders		Potential impact without mitigation ²⁰			Potential impact with mitigation			
	Impact characteristics	Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	Change in impact
<i>Social factor:</i> Surroundings <i>Duration:</i> Temporary <i>Extent:</i> Locality	Amenity impacts associated with construction (e.g. spoil handling, excavation, traffic movements). However, it is noted that the construction sites would be located in the Sydney CBD, which is frequently undergoing construction activity and consequent changes to the streetscape.	Likely	Moderate	High	Possible	Minor	Medium	<p>Some disruption and changes are inevitable due to construction activity, however visual mitigation measures aim to minimise impacts on visual amenity and the locality's surroundings.</p> <p>Opportunities for positive interventions to the area could include public art and creative activation approaches. Potential impacts to surroundings could be moderated through opportunities to offset these changes as identified in the Community Benefit Plan.</p>
<i>Social factor:</i> Livelihoods (positive) <i>Duration:</i> Temporary <i>Extent:</i> Locality to Regional level	Increased employment opportunities in the construction sector. Positive impact is enhanced by targeted social procurement and employment policies and plans.	Almost certain (positive)	Moderate (positive)	High (positive)	Almost certain (positive)	Moderate (positive)	High (positive)	Not applicable. Social employment and procurement practices are already part of Sydney Metro policies and plans.
<i>Social factor:</i> Livelihoods (negative) <i>Duration:</i> Temporary <i>Extent:</i> Locality to Regional level	Individuals may perceive negative impacts in relation to their personal and property rights and livelihoods due to property acquisition, regardless of due process, legal protections and just compensation terms being in place.	Almost certain (negative)	Major (negative)	Very High (negative)	Likely (negative)	Moderate (negative)	High (negative)	The Sydney Metro personal managers would provide close communication and other personal support mechanisms provided to minimise negative residual impacts experienced by individuals whose property is acquired.

Impact description – Social factor, duration and affected stakeholders		Potential impact without mitigation ²⁰			Potential impact with mitigation			
	Impact characteristics	Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	Change in impact
<i>Social factor:</i> Decision-making systems <i>Duration:</i> Temporary <i>Extent:</i> Locality to Regional level	Potential impacts to decision-making systems associated with changes to the accessibility of various consulates and other legal and government infrastructure, including legal courts and NSW Parliament.	Unlikely	Minor	Low	Unlikely	Minimal	Low	<p>The Sydney Metro West Overarching Community Communications Strategy would ensure if any changes to access routes for consulates, courts and government infrastructure would occur, that this would be mitigated through close consultation and clear communication with managers of social infrastructure and nearby communities.</p> <p>The ability of the communities affected to adapt to these changes to accessibility is high, if appropriate communication measures are implemented.</p>

5.5 Tunnelling activities

5.5.1 Overview

This section addresses the social impacts of tunnelling work along the proposed alignment, which extends from the eastern edge of The Bays Station box through to the end of the turnback and stub tunnel east of the Hunter Street Station (Sydney CBD) construction sites. The residual social impacts associated with tunnelling activities are not addressed in the assessment of construction site impacts (surface work) set out in **Sections 5.2 to 5.4** above.

5.5.2 Social impact assessment

The following section describes the social impacts of the tunnelling activities along the alignment and assesses the risks of positive and negative impacts during construction.

The preliminary scoping assessment identified the social factors listed in **Table 22** that have been carried forward for detailed assessment at the extents identified. Social factors that do not require further assessment are shown as not applicable in **Table 22**.

The outcomes of this detailed assessment, and the risk of impact for each social factor, is provided in **Table 23**.

Table 22 Social factors and extents carried forward to detailed assessment

Social factor	Extent			
	Locality	Suburb	Region	Not Applicable
Way of life			✓	
Accessibility			✓	
Health and wellbeing			✓	
Community				✓
Culture			✓*	
Surroundings			✓*	
Livelihoods			✓	
Decision-making systems				✓

*Due to potential fears that the community may have regarding the national and regional level cultural and civic facilities in the area.

Table 23 Tunnelling activities: potential impacts across key social factors

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
Way of life	<ul style="list-style-type: none"> 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. Impacts in tunnelling sections between construction sites would generally be negligible, except they could be apparent at the shallowest sections of the tunnel where predicted ground borne noise would be at its greatest: <ul style="list-style-type: none"> According to Chapter 7 (Noise and Vibration) of the Environmental Impact Statement Overall, the ground-borne noise impacts during tunnelling work is predicted to comply with the daytime NMLs at most receivers. A relatively small number of the nearest receivers at the Pyrmont Station and Hunter Street Station (Sydney CBD) construction sites are predicted to have 'moderate' or 'low' impacts. During the night-time, the impacts are more widespread - the impacts are predicted to be 'high' at four receivers in each of the Pyrmont and Hunter Street Station (Sydney CBD) study areas where the tunnel depth is shallowest. However, the worst-case ground-borne noise impacts from tunnelling at individual receivers would likely only be apparent for a few days for each tunnel boring machine when the tunnelling work is directly beneath Similar to ground-borne noise, worst-case vibration impacts from tunnelling at individual receivers would likely only be apparent for a few days for each tunnel boring machine, when the tunnelling work is directly beneath. 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 Relatively high noise impacts are likely where noise intensive plant items associated with power supply route are required near adjacent receivers, however an individual receiver would be affected by the highest noise levels for up to two consecutive days at most. <p>This impact would be far less disruptive to how communities go about their daily activities compared to potential impacts from construction activities at surface construction sites.</p> <ul style="list-style-type: none"> Potential for increased community sensitivity to (perceived) impacts due to other recent or future construction projects in the vicinity of the sites and along the corridor. 	Unlikely	Minor	Low
Accessibility	<ul style="list-style-type: none"> Potential for temporary disruption to access to and the use of existing social infrastructure, including services and civic spaces, due to potential temporary impacts on the amenity, from noise and vibration from tunnelling work is unlikely. For example, three buildings at the Sydney Hospital are predicted to potentially have exceedances of the sensitive equipment criteria. Albeit if this would occur, would be for a short period of time. 	Unlikely	Minimal	Low

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
Health and wellbeing	<ul style="list-style-type: none"> Minimal health and wellbeing impacts associated with construction noise and vibration from tunnelling activities, based on predicted noise and vibration levels. Three buildings at the Sydney Hospital are predicted to potentially have exceedances of the sensitive equipment criteria. Potential for increased community sensitivity to (perceived) impacts and wellbeing due to other recent or future construction projects in the vicinity of the sites and along the corridor. 	Unlikely	Minimal	Low
Culture	<ul style="list-style-type: none"> Communities along the tunnelling corridor may have concerns 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. For example the stub-tunnels corridor lies beneath significant heritage and civic landmarks such as State Library of NSW, and adjacent NSW Parliament, and beneath cultural assets, such as Australian National Maritime Museum. <p>We note that while some community members may have such concerns, harm to structural integrity and safety of local heritage and cultural assets is very unlikely.</p>	Unlikely	Minimal	Low
Surroundings	<ul style="list-style-type: none"> 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. 	Unlikely	Minor	Low
Livelihoods (positive)	<ul style="list-style-type: none"> Increased employment opportunities in the Greater Sydney construction sector, associated with the establishment of the construction sites, generating 270 direct construction related jobs associated with the tunnelling activities and jobs at The Bays tunnel launch and support site. Sydney Metro has a highly responsive approach to creating workforce development and industry participation opportunities, including a specific plan for Aboriginal participation and Aboriginal procurement. These policies and plans drive stimulus for workforce opportunities including for vulnerable and underrepresented populations. Positive social impacts would also be created through the implementation of a range of Sydney Metro policies and plans including: <ul style="list-style-type: none"> Sydney Metro West Workforce Development and Industry Participation Plan Sydney Metro West Aboriginal Participation Plan Sustainable procurement requirements. <p>As evidenced by success of earlier projects²¹, this will increase and extend the benefits of the government's infrastructure program to build a legacy of skills and jobs in communities across the state</p>	Almost certain (positive)	Major (positive)	Very high (positive)

²¹ Sydney Metro 2020, Northwest Workforce Development and Industry Participation (WFDIP) program, www.sydneymetro.info/sites/default/files/SM-Northwest-Workforce-Development-%28WFDIP%29_WEB.pdf accessed on 06 September 2021

Social factor	Potential Impacts (description)	Social impact significance rating without mitigation		
		Likelihood	Magnitude	Rating
	<ul style="list-style-type: none"> Cumulative benefits in the context of: <ul style="list-style-type: none"> Indicative total 700 direct jobs associated with this proposal across all station construction sites and tunnelling activities This proposal enabling the realisation of Sydney Metro West corridor from Westmead to Sydney CBD that is anticipated to generate 10,000 direct and 70,000 indirect jobs in total across all stages and station localities of Sydney Metro West. 			
Livelihoods (negative)	<ul style="list-style-type: none"> Property owners and tenants along the tunnelling corridors may have concerns that vibration caused by tunnelling activities can harm structural integrity and safety of their property. We note that while some property owners and tenants may have such concerns, harm to structural integrity and safety of property is very unlikely. Potential for concerns regarding subsurface property acquisition associated with tunnelling work which would be addressed through due process for affected land owners. Property acquisition of the substratum (for the tunnels below the surface of properties) would be in accordance with the <i>Transport Administration Act 1988</i>. 	Unlikely (negative)	Minor (negative)	Low (negative)

5.5.3 Responses and opportunities

Table 24 includes mitigation measures that have been identified in this social impact assessment as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc.) that influence social impacts. The assessment presented in **Table 23** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

Table 24 Proposal corridor (tunnelling activities): responses, mitigation and management strategies

Responses, mitigation and management strategies	Social factor
Environmental management Implementation of the Sydney Metro West Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to: <ul style="list-style-type: none"> • Amenity related impacts such as vibration and ground borne noise • Cumulative impacts due to other major projects across the proposal corridor. 	Way of life Accessibility Health and wellbeing Community Culture Surroundings Livelihoods Decision-making systems
Stakeholder and community involvement Implementation of the Sydney Metro West Overarching Community Communications Strategy to provide for community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals. The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and up to 12 months following the completion of construction. The Strategy provides a framework and approach for: <ul style="list-style-type: none"> • Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses • Strategies to proactively address potential construction fatigue and potential cumulative impacts (where relevant). The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West. The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.	Way of life Accessibility Health and wellbeing Community Culture Surroundings Livelihoods Decision-making systems
Property rights Condition surveys of buildings and structures in the vicinity of the tunnel would be carried out prior to the commencement of excavation at each site. If damage to a building or structure is identified as being at moderate risk or greater in pre-construction assessments, specific measures would be implemented to reduce this risk. Any property acquisitions would be carried out in consultation with landowners and in accordance with the requirements of the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> and the land acquisition reforms announced by the NSW Government which can be viewed online at (www.propertyacquisition.nsw.gov.au/). Sydney Metro personal managers would provide assistance and support depending on each individuals' circumstances.	Livelihoods
Cumulative impacts Co-ordination and consultation would be undertaken prior to and during construction to coordinate construction work with other major projects along the proposal and to manage construction fatigue impacts where possible.	Way of life Health and wellbeing Culture Surroundings Livelihoods

5.5.4 Summary of social impacts

In accordance with the SIA Guideline, the potential social impacts associated with tunnelling across the proposal corridor has been re-assessed following the implementation of additional responses and controls. **Table 25** provides a summary of impacts ‘without mitigation’ (as provided in **Table 23**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 24**.

Table 25 Proposal corridor (tunnelling activities): social impact significance ratings with and without mitigation – residual impacts

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation ²²			Potential impact with mitigation			Change in impact
		Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	
<i>Social factor:</i> Way of life <i>Duration:</i> Temporary <i>Extent:</i> Region	Potential impacts to living and working environments and daily routines due to noise and vibration associated with tunnelling activities would not be expected. Impacts in tunnelling sections between construction sites would be minimal.	Unlikely	Minor	Low	Very unlikely	Minor	Low	Disruption to way of life from subsurface tunnelling is expected to be negligible. Impacts from tunnel support sites have been assessed at those surface construction sites.
<i>Social factor:</i> Accessibility <i>Duration:</i> Temporary <i>Extent:</i> Region	Potential temporary disruption to the use of existing social infrastructure, including services and civic spaces, due to noise and vibration from tunnelling work, although these impacts are expected to be negligible.	Unlikely	Minimal	Low	Very unlikely	Minimal	Low	Residual temporary impacts to the amenity and therefore use of social infrastructure due to noise or vibration from tunnelling activities associated with the proposal considered to be negligible.
<i>Social factor:</i> Health and wellbeing <i>Duration:</i> Temporary <i>Extent:</i> Region	The potential for wellbeing impacts associated with aspects of construction activity (e.g. sensitivity to noise and vibration), from tunnelling is mitigated by subsurface nature of construction work and impacts are expected to be negligible.	Unlikely	Minimal	Low	Very unlikely	Minimal	Low	Low potential for residual impacts, which would be largely mitigated through the subsurface nature of construction work. The Sydney Metro West Overarching Community Communications Strategy would provide processes for keeping communities informed along the construction corridor of tunnelling progress. The strategy would also provide a complaints handling protocol. Potential community sensitivities would be reduced through effective construction management and communication protocols.

²² Note that "without mitigation" means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact description – Social factor, duration and affected stakeholders		Potential impact without mitigation ²²			Potential impact with mitigation			
	Impact characteristics	Likelihood	Magnitude	Rating	Likelihood	Magnitude	Rating	Change in impact
<i>Social factor:</i> Surroundings <i>Duration:</i> Temporary <i>Extent:</i> Region	Potential for temporarily reduced amenity due to construction ground borne noise and vibration associated with tunnelling activities. However this is likely to be minimal.	Unlikely	Minimal	Low	Very unlikely	Minimal	Low	Minimal residual vibration impacts could remain, albeit mitigated through construction planning and effective communication. The Overarching Community Communications Strategy would provide processes for keeping communities informed of tunnelling progress. The strategy would also provide a complaints handling protocol.
<i>Social factor:</i> Livelihoods (positive) <i>Duration:</i> Temporary <i>Extent:</i> Region	Increased employment opportunities in the construction sector. Positive impact is enhanced by targeted social procurement and employment policies and plans.	Almost certain (positive)	Major (positive)	Very high (positive)	Almost certain (positive)	Major (positive)	Very high (positive)	Not applicable. Social employment and procurement practices are already part of Sydney Metro policies and plans.
<i>Social factor:</i> Livelihoods (negative) <i>Duration:</i> Temporary <i>Extent:</i> Region	Subsurface property acquisition associated with tunnelling work would be addressed in accordance with the <i>Transport Administration Act 1988</i> .	Unlikely (negative)	Minor (negative)	Low (negative)	Very unlikely (negative)	Minimal (negative)	Low (negative)	Negligible residual impacts to livelihoods associated with tunnelling activities along the corridor as due processes and procedures would be followed. Condition surveys of buildings and structures in the vicinity of the proposal corridor would be carried out prior to the commencement of excavation or tunnelling at each site. If damage to a building or structure is identified as being at moderate risk or greater in pre-construction assessments, specific measures would be implemented to reduce this risk.

6.0 Mitigation and management

This chapter sets out a suite of monitoring and management measures in response to the potential social impacts identified in **Chapter 5.0**.

6.1 Performance outcomes

Chapter 8 (Concept environmental assessment) of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a) identified the social performance outcomes for Sydney Metro West, which would also serve as the social indicators for the proposal.

These are as follows:

- 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
- Access to local facilities, services and destinations is improved, supporting opportunities for community interaction and improving social cohesion
- Placemaking at stations provides a focal point for the community, improving social connections and connection to place.
- Legacy projects are delivered to benefit local communities
- Affected communities are communicated with in a clear and timely manner to enhance community benefits, reduce disruption and address community concerns.

These performance outcomes will be used to monitor the social progress of Sydney Metro West, with the aim of achieving positive outcomes for the community. These include goals 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 through the delivery of Sydney Metro West.

6.2 Mitigation and management

The mitigation and management of other predicted potential impacts that interrelate with social impacts (such as noise and vibration) would contribute to the mitigation and management of social impacts of the proposal.

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) and Technical Paper 1 (Transport and traffic)
- Chapter 7 (Noise and vibration) and Technical Paper 2 (Noise and vibration)
- Chapter 8 (Non-Aboriginal heritage) and Technical Paper 3 (Non-Aboriginal heritage)
- Chapter 10 (Property and land use)
- Chapter 11 (Landscape and visual impact assessment) and Technical Paper 5 (Landscape and visual impact assessment)
- Chapter 12 (Business impacts).

Additional measures to mitigate and manage potential social impacts of the proposal are outlined in **Table 26**.

Note that mitigation measures identified in **Table 26** include any revised environmental mitigation measures included in the *Sydney Metro West Westmead to The Bays and Sydney CBD – Submissions Report* (Sydney Metro, 2020b) that would be applicable to the proposal.

These measures would be complemented by the environmental management requirements of:

- Sydney Metro West Construction Environmental Management Framework
- Sydney Metro West Construction Noise and Vibration Standard
- Sydney Metro West Construction Traffic Management Framework.

Table 26 Social impacts mitigation measures

Reference	Impact/issue	Mitigation measure	Application location(s)
S1 ²³	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.	<ul style="list-style-type: none"> • The Bays tunnel launch and support site • Pyrmont Station construction sites • Hunter Street Station (Sydney CBD) construction sites
S2	Social impacts	<p>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:</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • The Bays tunnel launch and support site • Pyrmont Station construction sites • Hunter Street Station (Sydney CBD) construction sites
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.	<ul style="list-style-type: none"> • Pyrmont Station construction sites • Hunter Street Station (Sydney CBD) construction sites
S4	Promote local culture and identity	<p>Consultation would be carried out with stakeholders to identify opportunities for design on construction site hoardings to reflect community values, culture and identity of the local community. Construction site hoardings 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.</p>	<ul style="list-style-type: none"> • Pyrmont Station construction sites • Hunter Street Station (Sydney CBD) construction sites

²³ Mitigation measure reference numbering corresponds to numbering in the as per in the Sydney Metro West Westmead to The Bays and Sydney CBD – Submissions Report (Sydney Metro, 2020b).

6.3 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 by Principal Contractors
- 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 Contracts 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.

Appendix A. Community assets (social infrastructure), by locality

The tables below provide an itemised list of the community assets (social infrastructure) identified within each locality, by type.

Table 27 The Bays tunnel launch and support site – community assets (social infrastructure) in the locality

Source: Ethos Urban, Google Maps

Social Infrastructure Type	Name
Childcare centres	Rosebud Cottage Child Care
Education facilities	Inner Sydney Montessori School
Heritage and cultural facilities	White Bay Power Station
Local community facilities	St Joseph's Catholic Church
Local community facilities	C3 SYD Rozelle
Open space and recreation	Victoria Road Reserve
Public space	Stimson Reserve
Public space	Hannan Reserve
Other	Bald Rock Hotel
Other	Sydney Teleport Services

Table 28 Pyrmont Station construction sites – community assets (social infrastructure) in the locality

Source: Ethos Urban, Google Maps

Social Infrastructure Type	Name
Childcare centres	Thrive Early Learning Centre Pyrmont
Childcare centres	SDN Pyrmont Children's Education and Care Centre
Childcare centres	Genius Childcare Pyrmont - Harris Street
Childcare centres	Bliss Early Learning
Heritage and cultural facilities	Australian National Maritime Museum
Heritage and cultural facilities	Sydney Lyric Theatre
Heritage and cultural facilities	ICC Sydney
Health services	Health Space Pyrmont
Health services	WayAhead - Mental Health Association NSW
Health services	iMEDICAL
Local community facilities	Pyrmont Community Centre
Local community facilities	Pyrmont Library Link
Open space and recreation	Pyrmont Bay Park
Open space and recreation	Carmichael Park
Open space and recreation	Elizabeth Healy Reserve
Open space and recreation	Paradise Reserve
Open space and recreation	Jacksons Landing Tennis Courts
Open space and recreation	Maybanke Recreation Centre

Social Infrastructure Type	Name
Open space and recreation	Jones Street Pocket Park
Other	Quarrymans Hotel
Other	Sydney Fish Market
Other	The Dunkirk Hotel

Table 29 Hunter Street Station (Sydney CBD) construction sites – community assets (social infrastructure) in the locality

Source: Ethos Urban, Google Maps

Social Infrastructure Type	Name
Childcare centres	Barangaroo Montessori Academy Childcare Centre
Childcare centres	Sydney CBD Montessori on King Child Care Centre
Childcare centres	Kids Club Child Care Clarence Centre
Childcare centres	Sydney CBD Montessori on King Child Care Centre
Childcare centres	Kids Club Child Care Clarence Centre
Childcare centres	Guardian Childcare & Education Margaret Street
Childcare centres	Guardian Childcare & Education Bligh Street (formerly Little Steps)
Childcare centres	O'Connell St Little Academics Early Learning Centre
Childcare centres	Chifley Early Learning Centre
Childcare centres	Explore & Develop Castlereagh 15 Castlereagh St, Sydney NSW 2000
Childcare centres	United Child Care 3 Spring St, Sydney NSW 2000
Civic facilities	Parliament of New South Wales
Civic facilities	Consulate General of the United States of America
Civic facilities	Consulate office
Civic facilities	Consulate General of Japan in Sydney
Civic facilities	Consulate General of Canada in Sydney
Civic facilities	Consulate General of Sri Lanka
Civic facilities	Honorary Consulate of Finland
Civic facilities	Consulate General of Sierra Leone
Civic facilities	Royal Danish Consulate
Civic facilities	Consulate General of Ecuador Sydney
Civic facilities	Royal Thai Consulate General
Civic facilities	New Zealand Visa Application Centre
Civic facilities	Supreme Court of New South Wales
Civic facilities	St James Centre Court House
Civic facilities	King Street Courts
Civic facilities	Federal Court of Australia
Education facilities	Victoria University

Social Infrastructure Type	Name
Education facilities	Torrens University
Education facilities	Conservatorium High School
Education facilities	Sydney Conservatorium of Music
Education facilities	The Hotel School
Health services	Partners In Health
Health services	Executive Medicine
Health services	Sydney Eye Hospital
Health services	Sydney Hospital Hand Unit
Health services	Sydney Hospital and Sydney Eye Hospital : Emergency Room
Health services	Macquarie Dental - Dentist Martin Place & Sydney CBD
Health services	Monash IVF
Heritage and cultural facilities	Justice & Police Museum
Heritage and cultural facilities	Customs House
Heritage and cultural facilities	City Recital Hall
Heritage and cultural facilities	SEA LIFE Sydney Aquarium
Heritage and cultural facilities	State Library of New South Wales
Heritage and cultural facilities	Museum of Sydney
Local community facilities	Returned Services League of Aust
Local community facilities	Caroline Simpson Library & Research Collection
Local community facilities	Scots Presbyterian Church Sydney
Local community facilities	St. James Church
Local community facilities	St Stephens Uniting Church
Open space and recreation	Jessie Street Gardens
Open space and recreation	The Domain - Phillip Precinct
Open space and recreation	Wynyard Park
Open space and recreation	Lang Park
Open space and recreation	Macquarie Place Park
Public space	Martin Place
Public space	Farrer Place
Public space	Foundation Stone & RICHARD JOHNSON OBELISK
Public space	Regimental Square
Public space	Napoleon Plaza
Public space	Barrack Street Sesquicentenary Square
Public space	Chifley Square
Other	Il Porcellino

Appendix B. Community profile

Table 30 Resident Community and Dwelling Profile

Category\ Locality	Hunter Street Station (Sydney CBD)	Pyrmont	The Bays	Locality Aggregation (SA1s)	Tunnelling Corridor (SA2s)	Greater Sydney
Income						
Median household income (annual)	\$121,020	\$113,960	\$157,830	\$121,340	\$112,150	\$92,200
Variation from Greater Sydney median	31.3%	23.6%	71.2%	31.6%	21.6%	na
% of Households earning \$2,500pw or more	45.4%	40.6%	56.9%	45.8%	41.9%	31.8%
Age Structure						
Median Age (years)	35.0	32.0	36.0	34.0	33.0	36
Previous Address						
Same address as 1 year ago	66.2%	67.7%	77.0%	70.0%	70.1%	83.9%
Different address 1 year ago	33.8%	31.9%	22.9%	29.7%	29.6%	16.0%
Same address as 5 year ago	29.0%	33.0%	44.7%	35.5%	36.1%	56.6%
Different address 5 year ago	71.0%	66.4%	54.9%	64.0%	63.2%	42.9%
Household Composition						
Couple family with no children	31.4%	32.3%	27.5%	30.9%	29.9%	23.8%
Couple family with children	9.6%	13.5%	31.6%	17.6%	18.5%	37.5%
Couple family - Total	41.1%	45.9%	59.1%	48.5%	48.5%	61.3%
One parent family	2.8%	6.0%	6.8%	5.6%	5.8%	11.1%
Other families	1.5%	2.1%	0.5%	1.5%	2.2%	1.3%
Family Households - Total	45.4%	53.9%	66.5%	55.6%	56.4%	73.7%
Lone person household	45.6%	28.9%	25.0%	31.1%	29.7%	21.7%
Group Household	8.9%	17.1%	8.6%	13.3%	13.9%	4.6%
Dwelling Structure (Occupied Private Dwellings)						
Separate house	0.0%	1.3%	10.8%	3.6%	5.2%	57.2%
Semi-detached, row or terrace house, townhouse etc.	0.0%	5.8%	53.4%	17.4%	24.2%	14.0%
Flat, unit or apartment	97.8%	92.9%	35.6%	78.6%	70.2%	28.2%
Average household size	1.9	2.2	2.3	2.2	2.4	2.8
Tenure Type (Occupied Private Dwellings)						
Owned outright	19.3%	13.3%	20.9%	16.5%	21.2%	30.0%
Owned with a mortgage	16.0%	19.5%	35.3%	23.1%	22.5%	34.2%
Rented	63.9%	67.0%	43.8%	60.1%	55.9%	35.1%
State or territory housing authority	0.0%	4.0%	1.2%	2.5%	3.7%	4.2%
Housing co-operative/community/church group	0.2%	3.0%	0.2%	1.7%	1.2%	0.5%
Housing Costs						
Median monthly mortgage repayment	\$3,080	\$2,380	\$3,210	\$2,770	\$3,020	\$2,240
Variation from Greater Sydney median	37.5%	6.3%	43.3%	23.7%	34.8%	na
Share of mortgage repayments above \$2,400/month	62.5%	49.2%	67.3%	58.6%	61.9%	44.0%

Category\ Locality	Hunter Street Station (Sydney CBD)	Pymont	The Bays	Locality Aggregation (SA1s)	Tunnelling Corridor (SA2s)	Greater Sydney
Share of median monthly household income	30.5%	25.1%	24.4%	27.4%	32.3%	29.2%
Median weekly rent	\$680	\$660	\$680	\$670	\$660	\$450
Variation from median	51.1%	46.7%	51.1%	48.9%	46.7%	na
Share of rent above \$350/week	94.4%	86.9%	89.4%	88.8%	86.2%	73.8%
Attending Education (% of those attending)						
Pre-school	1.5%	3.6%	9.6%	5.0%	3.6%	6.9%
Infants/Primary Total	7.1%	12.5%	40.0%	19.7%	14.3%	32.2%
Secondary Total	8.7%	9.2%	18.1%	11.7%	9.6%	25.0%
Technical or Further Educational Institution	14.1%	19.4%	5.5%	14.7%	13.0%	7.6%
University or other Tertiary Institution	52.0%	34.3%	23.4%	33.5%	41.6%	24.2%
Other type of educational institution	16.6%	21.0%	3.4%	15.4%	17.9%	4.0%
% of total population attending education	12.5%	20.6%	19.7%	18.7%	27.2%	25.2%
Need for Assistance						
With Need for Assistance	5.7%	7.4%	2.6%	5.7%	5.1%	4.9%
Top 5 Countries of Birth						
1	Australia (40.9%)	Australia (37.2%)	Australia (68.9%)	Australia (46.9%)	Australia (43.3%)	Australia (61.9%)
2	India (7.9%)	China (7.9%)	England (10.5%)	England (6.7%)	China (10.6%)	China (5.0%)
3	China (6.7%)	Korea South (5.6%)	New Zealand (4.0%)	China (5.8%)	Thailand (6.7%)	England (3.4%)
4	England (5.6%)	England (5.0%)	Ireland (1.9%)	India (3.8%)	England (5.7%)	India (2.9%)
5	Korea South (3.5%)	India (4.3%)	United States of America (1.2%)	Korea South (3.7%)	Indonesia (4.6%)	New Zealand (1.9%)
Aboriginal and Torres Strait Islanders	0.4%	0.8%	0.7%	0.7%	0.6%	1.4%
Top 5 Languages Spoken at Home						
1	English (57.9%)	English (49.4%)	English (85.7%)	English (61.3%)	English (55.0%)	English (62.5%)
2	Mandarin (8.0%)	Mandarin (9.3%)	Italian (1.5%)	Mandarin (6.9%)	Mandarin (11.4%)	Mandarin (5.1%)
3	Hindi (3.5%)	Korean (5.0%)	Mandarin (1.5%)	Korean (3.3%)	Thai (6.5%)	Arabic (4.3%)
4	Korean (2.9%)	Cantonese (4.3%)	Spanish (1.3%)	Cantonese (2.9%)	Indonesian (3.9%)	Cantonese (3.1%)
5	Thai (2.7%)	Spanish (3.4%)	French (0.9%)	Spanish (2.6%)	Cantonese (3.6%)	Vietnamese (2.2%)

Source: ABS Census (2016); Ethos Urban

Table 31 Worker profile

Category\ Locality	Hunter Street Station (Sydney CBD)	Pymont	The Bays	Locality Aggregation (SA1s)	Tunnelling Corridor (SA2s)	Greater Sydney
Industry of employment						
Agriculture	0.1%	0.2%	0.1%	0.1%	0.1%	0.4%
Mining	0.4%	0.0%	0.0%	0.4%	0.3%	0.2%
manufacturing	0.8%	0.8%	4.5%	0.8%	0.8%	5.9%
Utilities	0.4%	0.8%	0.1%	0.4%	0.6%	0.8%
Construction	2.7%	6.5%	10.7%	3.2%	3.4%	6.9%
Wholesale Trade	0.8%	2.5%	2.2%	1.0%	0.9%	3.7%
Retail Trade	4.5%	3.4%	7.7%	4.4%	4.6%	9.5%
Accommodation and Food services	5.2%	11.2%	7.9%	5.9%	6.9%	6.8%
Transport, Postal and Warehousing	1.3%	2.1%	3.4%	1.4%	2.1%	5.0%
Information, Media and Telecommunications	3.5%	19.5%	2.1%	5.2%	5.4%	2.8%
Financial and Insurance Services	29.8%	3.4%	6.5%	26.6%	23.5%	6.6%
Rental, Hiring and Real Estate	3.3%	1.7%	1.8%	3.1%	2.8%	2.0%
Professional, scientific and Technical Services	26.0%	19.4%	13.7%	25.1%	21.8%	10.1%
Administrative	5.3%	3.0%	8.1%	5.1%	4.6%	3.3%
Public admin	5.6%	1.3%	6.5%	5.1%	7.0%	5.7%
Education and Training	1.9%	2.3%	5.9%	2.0%	4.2%	8.2%
Health Care and Social Assistance	2.7%	1.1%	7.0%	2.6%	2.9%	11.7%
Arts and Recreation Services	0.5%	16.1%	1.9%	2.2%	2.3%	1.7%
Other Services	1.6%	0.6%	4.8%	1.5%	1.8%	3.5%
Occupation						
White Collar	92.8%	82.4%	76.7%	91.4%	90.2%	76.3%
Blue Collar	7.2%	17.6%	23.3%	8.6%	9.8%	23.7%
Method of travel						
Public Transport	73.1%	45.6%	16.7%	69.1%	67.1%	23.7%
Vehicle	12.1%	32.9%	59.8%	15.2%	16.4%	57.8%
Active Transport	6.2%	9.9%	8.3%	6.6%	7.1%	4.8%
Other Mode	0.4%	0.4%	0.4%	0.4%	0.4%	0.5%
Worked at home or did not go to work	7.5%	10.3%	14.1%	7.9%	8.2%	12.3%
Distance to work						
Nil distance	0.0%	1.3%	7.7%	0.3%	0.5%	6.0%
Over 0 km to less than 2.5 km	4.2%	9.4%	16.9%	5.0%	6.0%	10.0%
2.5 km to less than 10 km	36.6%	32.8%	30.8%	36.1%	34.1%	31.2%
10 km to less than 30 km	41.9%	40.2%	32.5%	41.6%	41.8%	38.6%
30 km to less than 50 km	10.8%	10.4%	6.4%	10.7%	10.8%	8.9%
50 km to less than 250 km	5.4%	5.1%	5.0%	5.3%	5.6%	4.5%
250 km and over	1.1%	0.8%	0.6%	1.1%	1.1%	0.8%

Source: ABS Census 2016; Ethos Urban

Appendix C. Strategic policy review

A review of Community Strategic Plans and social plans relevant to each local government area has been undertaken to identify community values and aspirations of the three station localities along the major civil construction work between The Bays and Sydney CBD. These Community Strategic Plans are overarching local government policy documents that are prepared on the basis of extensive community engagement, so provide further insights into issues important to the communities.

Key community issues identified across the corridor include community aspirations for unique, liveable neighbourhoods with a strong sense of place and character; need for improved public and active transport options, and concern over the impacts of increased population growth, particularly if not well supported by infrastructure. This review is summarised below and also discussed within sections describing the social context of each respective construction site.

Our Inner West 2036: A community strategic plan for the Inner West community

Inner West Council, June 2018	
Purpose & vision	<p><i>Our Inner West 2036</i> is Inner West Council's Community Strategic Plan (CSP), setting out the community's vision for the area over the next two decades, and identifies key strategies and goals to achieve this vision. The CSP is based on extensive community consultation undertaken in 2016 and 2017.</p> <p>Council's vision has been shaped by current challenges facing the area, including increasing population density, environmental and economic challenges, and the strengths of the community, including high levels of social cohesion, diversity and creativity. Council's vision for the area is:</p> <p><i>"We are Inner West, land of the Gadigal and Wangal peoples, whose rich cultures, heritage and history we acknowledge and respect. We are defined by our diversity of people, places and ideas. We are an inclusive, vibrant, caring and progressive community where everyone is welcome, people and nature live in harmony and creativity is a way of life."</i> (p.12)</p>
Key actions	<p>The following key strategic directions and outcomes included in the Inner West CSP are relevant to the proposed development:</p> <ul style="list-style-type: none"> • Strategic direction 1: An ecologically sustainable Inner West • Strategic direction 2: Unique, liveable, networked neighbourhoods <ul style="list-style-type: none"> – 2.1 Development is designed for sustainability and makes life better, including: – 2.2 The unique character and heritage of neighbourhoods is retained and enhanced, including: – 2.3 Public spaces are high-quality, welcoming and enjoyable places, seamlessly connected with their surroundings, including: – 2.4 Everyone has a roof over their head and a suitable place to call home, including: – 2.5 Public transport is reliable, accessible, connected and enjoyable – 2.6 People are walking, cycling and moving around Inner West with ease • Strategic direction 3: Creative communities and a strong economy: <ul style="list-style-type: none"> – 3.1 Creativity and culture are valued and celebrated, including: – 3.2 Inner West is the home of creative industries and services, including: – 3.3 The local economy is thriving – 3.4 Employment is diverse and accessible – 3.5 Urban hubs and main streets are distinct and enjoyable places to shop, eat, socialise and be entertained • Strategic direction 4: Caring, happy, healthy communities <ul style="list-style-type: none"> – 4.1 Everyone feels welcome and connected to the community, including: <ul style="list-style-type: none"> – Foster inclusive communities where everyone can participate in community life – Embrace, celebrate, respect and value difference by building awareness and appreciation of Inner West's diversity – Empower and support vulnerable and disadvantaged community members to participate in community life – Increase and promote awareness of the community's history and heritage – 4.2 The Aboriginal community is flourishing and its culture and heritage continues to strengthen and enrich Inner West

Our Inner West 2036: A community strategic plan for the Inner West community

- 4.3 The community is healthy and people have a sense of wellbeing, including:
 - Provide the facilities, spaces and programs that support wellbeing and active and healthy communities
 - Provide opportunities for people to participate in recreational activities they enjoy
- 4.4 People have access to the services and facilities they need at all stages of life, including:
 - Plan and provide services and infrastructure for a changing and ageing population
 - Ensure the community has access to a wide range of learning spaces, resources and activities
 - Support children's education and care services to ensure a strong foundation for lifelong learning
- Strategic direction 5: Progressive local leadership.

Sustainable Sydney 2030: Community Strategic Plan 2017 – 2021 (2017)

City of Sydney

Purpose & vision	<p>City of Sydney's community strategic plan (CSP) is the highest level plan that the City prepares, and draws extensively on community consultation outcomes. The purpose of the CSP is to identify the community's main priorities and aspirations for the future and to identify how to achieve these goals.</p> <p>The CSP released in 2017 is an update of City of Sydney's 2008 CSP, <i>Sustainable Sydney 2030</i>, and the community priorities identified via consultation are consistent with this previous vision:</p> <p><i>"People told us they care about the environment and transport. Community harmony and social cohesion are important issues, as is access to affordable and diverse housing options. People want a safe place to live, a place that is well planned with good access to facilities and which supports healthy active living. They also want their city to have a thriving economy and a vibrant cultural life."</i> (p.15)</p> <p>These aspirations are distilled into the City of Sydney's vision: "green, global, connected".</p>
Key actions	<p>The CSP contains ten strategic directions, including the following key directions which are relevant to the proposal:</p> <ul style="list-style-type: none"> • Strategic direction 1: A globally competitive and innovative city, including: <ul style="list-style-type: none"> – Objective 1.1 Plans are in place to accommodate growth and change in the city centre and other key economic areas – Objective 1.2 The city economy is competitive • Strategic direction 3: Integrated transport for a connected city <ul style="list-style-type: none"> – Objective 3.1 Investment in public transport and walking and cycling infrastructure encourages more people to use these forms of transport to travel to, from and within the city – Objective 3.2 Transport infrastructure is aligned with city growth – Objective 3.3 The amenity of the city centre and villages is enhanced through the careful management and integration of transport – Objective 3.4 Public transport, walking and cycling are the first choice transport modes within the city – Objective 3.5 Transport services and infrastructure are accessible. • Strategic direction 4: A city for walking and cycling <ul style="list-style-type: none"> – Objective 4.1 The city and neighbouring areas have a network of accessible, safe, connected pedestrian and cycling paths integrated with green spaces. • Strategic direction 5: A lively and engaging city centre <ul style="list-style-type: none"> – Objective 5.1 The city centre has safe and attractive public spaces for people to meet, rest and walk through at all times of the day or night, with George Street as a distinctive spine • Strategic direction 6: Resilient and inclusive local communities, including: <ul style="list-style-type: none"> – Objective 6.1 Our city comprises many unique places – a "city of villages" – for communities to live, meet, shop, study, create, play, discover, learn and work. There are places where people can work, shop and conduct business close to where they live. There are also places where people come together, socialise and take part in community civic and cultural life. – Objective 6.2 Our city is a place where people are welcomed, included and connected. – Objective 6.3 Local economies are resilient, meet the needs of their community, and provide opportunities for people to realise their potential. – Objective 6.4 There is equitable access to community facilities and places, parks and recreational facilities to support wellbeing in daily life.

Sustainable Sydney 2030: Community Strategic Plan 2017 – 2021 (2017)

- Strategic direction 9: Sustainable development, renewal and design, including:
 - Objective 9.1 The City of Sydney leads by example to facilitate great places
 - Objective 9.2 The city is beautiful, sustainable and functions well
 - Objective 9.3 There are great public buildings, streets, squares and parks for everyone to use and enjoy
 - Objective 9.4 Sydney plans for the long-term and the benefit of future generations
 - Objective 9.5 The urban environment promotes health and wellbeing.
- Strategic direction 10: Implementation through effective governance and partnerships.

Planning for Sydney 2050 (2019)**City of Sydney****Main themes identified**

City of Sydney undertook a range of community engagement activities in 2018-2019 to inform vision for Sydney in 2050, the next iteration of the City of Sydney Community Strategic Plan.

Community Engagement Insights Report provides an analysis of the data gathered from the first phase of engagement and a summary of key outcomes.

The main themes identified were:

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

Local Strategic Planning Statement, City Plan 2036 (2020)**City of Sydney****Main themes identified**

City of Sydney Local Strategic Planning Statement, City Plan 2036 (City of Sydney 2020) draws on the above two documents (Sustainable Sydney 2030, and Planning for Sydney 2050). The LSPS identifies following key moves towards 2036:

- Strengthen Central Sydney's economic role
- Build internationally competitive and knowledge-intensive business clusters in the Innovation Corridor
- Support creative and cultural industries in the Eastern Creative Precinct
- Protect and evolve business in the Southern Enterprise Area
- Make great places
- New and diverse housing
- Movement for walkable neighbourhoods and a connected city
- Greening the city and pathways to net zero
- Aligning development with infrastructure
- Collaborate and plan for a shared vision

Appendix D. Comparative impact test: Review of national and international metro projects

A review of national and international metro projects was completed as part of *Technical Paper 6 (Social Impact Assessment) for the Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a). This review of published research relating to comparable national and international projects provided the basis for the social impact ratings assigned as part of the assessment. The below content is copied from *Technical Paper 6 (Social Impact Assessment) for the Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020c), and summarises this review.

Introduction

This section sets out the findings of a concise scan of secondary evidence from other transport (metro) projects, including published research relating to comparable national and international projects, to test and justify the magnitude and likelihood of impacts set out in this assessment. It explores social impacts experienced through comparable projects along with responses and mitigation measures implemented, to develop insights relevant to the delivery of this proposal.

Evidence from the following comparable projects has been reviewed:

- Sydney Metro City & Southwest, New South Wales, Australia
- Melbourne Metro, Victoria, Australia
- Brisbane Cross River Rail, Queensland, Australia
- Crossrail, London, UK
- Second Avenue Subway Expansion, New York City, USA
- Auckland City Rail Link, Auckland, New Zealand
- Tehran Metro, Eastern District, Tehran, Iran
- Bogota Metro, Bogota, Colombia.

Following project documentation was reviewed:

- Auckland City Rail Link, 2017 (July), *Social Impact and Business Disruption Delivery Plan Rev. 07*, accessed at: https://d3n8a8pro7vhm.cloudfront.net/nationalparty/pages/12310/attachments/original/1561430653/Social_Impact_and_Business_Disruption_Plan_Rev7_11072017_%281%29.pdf?1561430653
- Brisbane Cross River Rail, 2011, *Social Impact Assessment*, accessed at: <http://eisdocs.dsdp.qld.gov.au/Completed%20Projects/Cross%20River%20Rail/EIS/EIS%2030%20Aug%202011/01%20Volume%201/20%20Social%20Impact%20Assessment.pdf>
- Crossrail, 2015, *Crossrail 2 Consultation: Our Response to Issues Raised*, UK
- Information from Sydney Metro Authority including outcomes from consultation to date and complaints data from Sydney Metro City and Southwest.
- MetroTunnel, *Melbourne Metro Environmental Effects Statement Chapter 10: Social and Community*, accessed at: https://metrotunnel.vic.gov.au/__data/assets/pdf_file/0010/51040/MMRP_Chapter-10_Social-and-Community.pdf
- MetroTunnel, *Melbourne Metro Statutory Assessment and Approvals, Statutory Assessment*, accessed at: <https://metrotunnel.vic.gov.au/planning/statutory-assessment>
- Nikfalazar, S., and Amiri, M., 2014, 'Social impact Assessment on metro development with a case study in the Eastern District of Tehran,' in *International Journey Society Systems Science*, Vol. 6, No. 3, Department of Public Administration, University of Tehran
- World Bank, 2018, *Colombia - Support to the First Bogota Metro Line Section One Project : Environmental and Social Impact Assessment - Executive Summary (English)*, Washington, D.C.: World Bank Group, accessed at <http://documents.worldbank.org/curated/en/392821521470050649/Colombia-Support-to-the-First-Bogota-Metro-Line-Section-One-Project-Environmental-and-Social-Impact-Assessment-Executive-Summary>.

The social impacts identified through a scan of this literature are summarised in **Table 32**. It is noted that as this discussion of social impacts is based on a concise desktop review, it is possible that some projects generated additional social impacts that have not been reported, and therefore identified in this Technical Paper.

Table 32 Summary of social impacts in comparable metro projects

Comparable metro projects									
		Second Ave Subway (NYC)	Crossrail (London)	Melbourne Metro	Brisbane Cross River Rail	Auckland City Rail Link	Tehran Metro	Bogota Metro	California High Speed Rail
Social impacts during construction	Construction impacts (Noise, Vibration, Dust)	X	X	X	X	X	X		<i>There was insufficient information available in the project documentation to identify social impacts of this metro project.</i>
	Loss of valued public spaces		X	X	X				
	Property acquisition	X	X	X	X			X	
	Social dislocation	X		X		X	X	X	
	Increase traffic congestion				X				
	Loss of heritage buildings		X						
	Severe safety incidents		X						

Evidence of social impacts experienced by other projects that could be relevant to Sydney Metro West

Wellbeing, amenity and way of life

- Changes to daily living routines as neighbourhoods were disrupted through construction. It is noted that once projects became operational, previously disconnected areas gained improved connection to key regional employment hubs, creating greater employment opportunities. Additionally, the construction project, as well as later operational stages, attracted an increased amount of people to the area, resulting in boosted local business activity and visitation in some cases.
- Local residents and businesses were subjected to reduced amenity and health outcomes due to construction noise, dust and vibration impacts, as well as loss in local open space and community facilities. Construction also caused negative visual impacts due to the establishment of hoarding and changed wayfinding.
- Increased traffic congestion resulted in road blockages, truck and heavy vehicle movements and cumulative impacts associated with other construction of nearby projects. Reduction in parking availability also occurred due to changed road conditions and demand for parking from the construction workforce.
- Loss in revenue for local businesses directly affected by construction as road blockages or disruptive construction may redirect regular businesses customers.

- Loss of local employment/ livelihood due to acquisition of local businesses or businesses voluntarily relocating to avoid significant construction impacts.
- Workers safety can be compromised due to poor safety policy and monitoring, as seen in the Crossrail project where there was one fatality and two severe workplace incidents occurred.

Accessibility and connectivity – access to community infrastructure

- Loss of valued public spaces such as parks, churches and community centres due to property acquisition or temporary construction of commercial accommodation, as seen in the Brisbane Cross River Rail project, whereby five community properties were acquired.
- Changes to pedestrian and vehicular accessibility to local town centres, including commercial and residential land use. Changes to local road access and through-routes.

Community character and surroundings

- Immediate changes to community character and sense of place due to loss or modification to valued landscape, parks, gardens, local businesses and social infrastructure, along with places of particular local cultural or historic significance. This was particularly prevalent in the Crossrail project, as historic buildings including several Victorian Buildings and the Astoria Theatre were demolished. A similar effect was seen in Bogota as the historically significant Los Heroes monument had to be relocated.
- Changes to the social cohesion and community composition due to loss of community meeting spaces and social services. Disruption to social relationships and connections to community through impacts to schools, sporting clubs, community groups and neighbour connections and trust.
- Reduced amenity due to noise, dust and vibration impacts and establishment of construction site.

Community fears and aspirations

- Public dissatisfaction with government funding priorities such as the Crossrail project insofar as the project provoked a wider debate around funding discrimination against the North of England, following Think Tank IPPR North claiming planned transport investment in London is two-and-a-half times higher per person than in the North. While the Department for Transport has disputed these figures, the debate of regional funding remains prominent, as does the scepticism being levelled against government.
- Uncertainty in relation to the property acquisition process including levels of compensation and timing has been highly disruptive for local businesses, property owners and tenants as people are unable to plan for the future creating strong community resistance against proposed train lines in projects such as the Second Avenue Expansion in NYC.
- Community fears towards social dislocation caused by acquisition as community members with strong ties leave the area, affecting local schools, sporting clubs, and regular social events.
- Concern around changes to hours of work, increases in noise, and community safety.

Record of responses and mitigation measures by other projects that could be relevant to Sydney Metro West

Wellbeing, amenity and way of life

- Early community consultation was a common activity across the reviewed projects to provide citizen input on construction effects, record complaints and inform and involve the community throughout the construction and design. This was intended to help mitigate community concerns and fears, as well as to work with the community to mitigate negative construction impacts. It was implemented through various mechanisms, some of which included:
 - The Second Avenue Subway expansion opened a Community Information Centre serving as a one-stop-shop for information for affected residents, providing them with an opportunity to speak with the project team. People were able to file complaints with the CIC, as well as work with them on access management

- The Melbourne Metro partnered with the University of Melbourne and RMIT to identify opportunities to integrate construction activities with existing courses, enhancing the opportunities available to students. It also undertook an extensive community engagement program ensuring residents received advance warning of out of hours work and the community were consulted on parking and traffic impacts
- Brisbane Cross River Rail engaged with local community groups and residents, and created a 24/7 community phone line to speak with the project team and lodge complaints
- The Auckland City Rail Link formed a Community Liaison Group (CLG) and established a 24/7 helpdesk line
- California High Speed Rail formed a Community Working Group and provided information through public forums, the media, online and social media, newsletter, maps, events and factsheets.
- The Crossrail project established a 'Target Zero' initiative to ensure the Health and Safety standard across the programme. The initiative was based on three core principals and five golden rules to protect workers from unsafe working conditions.
- Various plans were created to ensure the construction impacts were mitigated as best possible, including creating a detailed traffic management plan for each precinct as seen in the Melbourne Metro. Examples of these management measures include operating the majority of truck movements outside of peak periods, designating construction haulage routes away from local street networks and identifying ways of moving excavated material away from construction work sites and onto arterial roads as quickly and efficiently as possible.

Co-design of mitigation measures

- A number of the reviewed projects undertook engagement to co-design mitigation measures to address social impacts of the projects, and respond to community concerns:
 - Brisbane Cross River Rail engaged with local community groups throughout the project in the design of public art or rehabilitation of open space areas which may assist in strengthening community bonds
 - Community reference groups were created across the majority of projects including California High Speed Rail, Auckland City Rail, Crossrail, Second Avenue Subway Expansion. It is likely that these groups were involved in informing the project team on the development of social mitigation measures to respond to community concerns.

Accessibility and connectivity – access to community infrastructure

- To mitigate shortages in public parking availability due to parking demands from construction workers, Brisbane Cross River Rail provided workers across all sites with on-site parking. During the Second Avenue Subway Expansion, coordination with businesses was also carried out to address access/delivery issues and provide special loading and unloading areas on nearby side streets to locations where access would be curtailed in front of buildings during construction, which might result in the prohibition of parking on the designated side streets. Regular posting of subway construction information including maps where pedestrian, bicycle or wheelchair access might be difficult to create a wider understanding of accessibility constraints.
- Close consultation with the Network Utility Operator was carried out in the Auckland City Rail Link to minimise and reduce all possible disruption potential to local residents and businesses. All residents were also shown images of how the construction would look prior to the commencement of work to allow the community to understand how accessibility would be affected.
- The Crossrail project committed to regenerate all green spaces after construction and where sites were needed permanently, committed to finding suitable nearby replacements in discussions with local authorities.

Community character and surroundings

- Changes to the local community character and sense of place are a significant impact to communities. The Brisbane Cross River Rail involved local community groups through the project such as design in the public art or rehabilitation of open spaces areas in an attempt to strengthening community bonds.
- The Melbourne Metro commissioned a Heritage Interpretation Strategy to ensure proposed designs respected and were sympathetic to the local area's historic roots and character.
- Following the surplus of archaeologically significant findings during Crossrail, an exhibition 'Tunnel: The Archaeology of Crossrail' displayed uncovered items of history from the Tudor-era, providing a celebration of the discoveries to the benefit of interested stakeholders. Furthermore the project aimed to avoid or in the least, mitigate damage to heritage significant items as much as possible during tunnelling and undertook precautionary measures such as geophysical surveys, installing sensors on nearby historical buildings to monitor vibration impacts, and aerial photography.

Community fears and aspirations

- The Melbourne Metro project is implementing a range of mitigation measures aimed to provide the community with greater certainty, expectations and information about the project. This includes early community engagement and easily contactable members of the project team 24 hours a day, seven days a week, appointing a social worker to assist with households moving, providing a central point of contact for affected households, consulting with the community on how the design will align with the concept design, and approaching relocation on a case-by-case basis.
- The Crossrail project developed a schools-based engagement program to build community partnerships and minimise impacts on the local community.
- The Bogota project developed a program of information and participation of groups of interest. The contractor is responsible for permanent community relations and implementation of the Environmental and Social Management Plan.
- Nearly all projects included clear and timely communication with communities about construction plans and processes which is essential to mitigate community fears and manage expectations. Engagement strategies included means for community members to express concerns, including through direct contact hotlines etc.

Appendix E. Review questions

The NSW Government's *Social Impact Assessment Guideline* (2021) includes a set of review questions for proponents to check that they have fulfilled the requirements of the Guideline. Responses to the review questions are included below.

Item	Review question	Response	Where addressed in this Technical Paper
General			
1	Does the lead author meet the qualification and experience requirements?	Yes	Section 3.4 and page 2
2	Has the lead author provided a signed declaration?	Yes	Page 2.
3	Would a reasonable person judge the SIA report to be impartial, transparent and suitably rigorous given the nature of the project?	Yes	Throughout
Project's social locality and social baseline			
4	Does the SIA report identify and describe all the different social groups that may be affected by the project?	Yes	Chapter 4.0 and Chapter 5.0
5	Does the SIA report identify and describe all the built or natural features that have value or importance for people, and explain why people value those features?	Yes	Sections 4.2.3, 4.3.3, 4.4.3, 4.5.3
6	Does the SIA report identify and describe historical, current, and expected social trends or social changes for people in the locality, including their experiences with this project and other major development projects?	Yes	Sections 4.2.4, 4.3.4, 4.4.4, 4.5.4
7	Does the social baseline study include appropriate justification for each element, and provide evidence that the elements reflect both relevant literature and the diversity of views and likely experiences?	Yes	Chapter 3.0 and Chapter 4.0
8	Does the social baseline study demonstrate social-science research methods and explain any significant methodological or data limitations?	Yes	Chapter 3.0 and Chapter 4.0
Identification and description of social impacts			
9	Does the SIA report adequately describe likely social impacts from the perspectives of how people may experience them, and explain the research used to identify them? When undertaken as a part of SIA scoping and initial assessment, has the plan for the SIA report been detailed?	Yes	Chapter 3.0 and Chapter 5.0
10	Does the SIA report apply the precautionary principle to identifying social impacts, and consider how they may be experienced differently by different people and groups?	Yes	Chapter 5.0

Item	Review question	Response	Where addressed in this Technical Paper
11	Does the SIA report describe how the preliminary analysis influenced project design and EIS engagement strategy?	Yes	Section 1.2.1
Community engagement			
12	Were the extent and nature of engagement activities appropriate and sufficient to canvass all relevant views, including those of vulnerable or marginalised groups?	No. Sydney Metro have undertaken a number of engagement activities and informed stakeholders about the project, including a community survey across the project tunnel alignment from Westmead to Sydney CBD, with a sample of 51 respondents overall. However only 7 respondents from the Pyrmont locality, and 5 from The Bays area responded, and none from Sydney CBD. The survey outcomes hence may not be representative of all relevant views, including those of vulnerable or marginalised groups.	Section 3.2 Further information on engagement activities is available in Chapter 4 (Stakeholder and community engagement) of the Environmental Impact Statement. Further community and stakeholder engagement is planned during the public exhibition of the planning application of this proposal. The Social Impact Assessment findings may be amended based on the community feedback received during exhibition, if required.
13	How have the views, concerns and insights of affected and interested people influenced both the project design and each element of the SIA report?	The public exhibition of the Scoping Report, and other community engagement activities have informed the development of this SIA.	Section 3.2 Further community and stakeholder engagement is planned during the public exhibition of the planning application of this proposal. The proposal and the Social Impact Assessment findings may be amended based on the community feedback received during exhibition, if required.
Predicting and analysing social impacts			
14	Does the SIA report impartially focus on the most important social impacts to people at all stages of the project, without any omissions or misrepresentations?	Yes	Chapter 5.0
15	Does the SIA report analyse the distribution of both positive and negative social impacts, and identify who will benefit and who will lose from the project?	Yes	Chapter 5.0

Item	Review question	Response	Where addressed in this Technical Paper
16	Does the SIA report identify its assumptions, and include sensitivity analysis and alternative scenarios? (including 'worst-case' and 'no project' scenarios where relevant)	Yes.	<p>Chapters 3.0 and 5.0, and Appendix D.</p> <p>Alternative station locations for this proposal are discussed in Chapter 2 (Development alternatives) of the Environmental Impact Statement for this proposal.</p> <p>Alternative 'no project' scenarios are addressed in Chapter 2 (Strategic need and justification) of the <i>Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD</i> (Sydney Metro, 2020a).</p>
Evaluating significance			
17	Do the evaluations of significance of social impacts impartially represent how people in each identified social group can expect to experience the project, including any cumulative effects?	Yes	Chapter 5.0
18	Are the evaluations of significance disaggregated to consider the likely different experiences for different people or groups, especially vulnerable groups?	Yes	Chapter 5.0
Responses, monitoring and management			
19	Does the SIA report propose responses that are tangible, deliverable, likely to be durably effective, directly related to the respective impact(s) and adequately delegated and resourced?	Yes	Chapter 6.0
20	Does the SIA report demonstrate how people can be confident that social impacts will be monitored and reported in ways that are reliable, effective and trustworthy?	Mitigation and management is addressed in Chapter 6.0	Chapter 6.0
21	Does the SIA report demonstrate how the proponent will adaptively manage social impacts and respond to unanticipated events, breaches, grievances and non-compliance?	Monitoring measures are identified in Section 6.3	Section 6.3