

Social impacts

9

SYDNEY METRO WEST

Rail infrastructure, stations, precincts and operations

Technical Paper 9: Social impacts

March 2022

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Glossary

Executive summary	8
1 Introduction	10
1.1 Sydney Metro West	10
1.2 Purpose and objectives of this social impact assessment	11
1.3 Secretary's environmental assessment requirements	12
1.4 Structure of this social impact assessment	15
2 Legislation and social policy context	16
2.1 Legislation	16
2.2 Social Impact Assessment Guidelines	16
2.3 Community plans and strategies	16
3 Social locality	20
4 Social impact assessment methodology	22
4.1 Overview of methodology	22
4.2 Social baseline	23
4.3 Stakeholder identification and analysis	25
4.4 Stakeholder engagement	26
4.5 Identifying potential impacts and assessment methodology	28
4.6 Assessment of potential unmitigated and mitigated impacts	30
4.7 Assumptions and limitations	32
5 Social baseline: existing social context	33
5.1 Community profile	33
5.2 Other major projects in the region	51
6 Social impact assessment: operation	56
6.1 Introduction	56
6.2 Design refinements	57
6.3 Unmitigated potential impacts	60
6.4 Responses, mitigation, and management strategies and opportunities	81
6.5 Social impact summary – operation	84
7 Social impact assessment: construction	99
7.1 Introduction	99
7.2 Unmitigated potential impacts	100
7.3 Responses, mitigation and management strategies and opportunities	115
7.4 Social impact summary – construction	120

8	Monitoring and management	142
8.1	Management and mitigation measures	142
8.2	Monitoring	143
8.3	Performance outcomes	143
Appendix A:	Certification page	146
Appendix B:	Assessment review questions	147
Appendix C:	Social profiling, data collection and social infrastructure	149
	Statistical areas of analysis	149
	Primary data sources for community capitals analysis	150
	Reporting of household income and SEIFA	150
	Regional context – Greater Sydney	151
	Suburb context – Sydney Metro West corridor	154
	Community profiles	156
	Social infrastructure	163
Appendix D:	Stakeholder mapping	173
Appendix E:	Preliminary scoping	180
Appendix F:	Comparative assessment	181
Appendix G:	References and information sources	183

List of tables

Table 1-1 Secretary's environmental assessment requirements – social impact assessment.....	13
Table 1-2 Investigations and further assessments identified in the Scoping Report (Sydney Metro, 2021)	13
Table 1-3 Structure of this social impact assessment	15
Table 2-1 Community Strategic Plans relevant to this proposal.....	17
Table 4-1 Social impact categories.....	22
Table 4-2 scoped social impacts	28
Table 4-3 Social impact assessment methods	29
Table 4-4 Defining magnitude levels for social impacts.....	31
Table 4-5 Defining likelihood levels of social impacts.....	31
Table 4-6 Dimensions of social impact magnitude	31
Table 4-7 Social impact significance matrix.....	32
Table 5-1 Greater Sydney community profile summary	34
Table 5-2 Sydney Metro West corridor community profile summary.....	35
Table 5-3 Westmead metro station community profile summary.....	36
Table 5-4 Parramatta metro station community profile summary.....	38
Table 5-5 Sydney Olympic Park metro station community profile summary	39
Table 5-6 North Strathfield metro station community profile summary.....	41
Table 5-7 Burwood North Station community profile summary	42
Table 5-8 Five Dock Station community profile summary	43
Table 5-9 The Bays Station community profile summary	44
Table 5-10 Pyrmont Station community profile summary.....	46
Table 5-11 Hunter Street Station (Sydney CBD) community profile summary	47
Table 5-12 Clyde stabling and maintenance facility and Rosehill services facility community profile summary	48
Table 5-13 IRSAD decile scores along the Sydney Metro West corridor	50
Table 5-14 List of current and proposed major projects along the Sydney Metro West corridor.....	51
Table 6-1 Summary of affected social impact categories during operation	56
Table 6-2 Summary of design refinements.....	57
Table 6-3 Unmitigated potential impact to people – Greater Sydney	62
Table 6-4 Unmitigated potential impact to people – Sydney Metro West corridor.....	63
Table 6-5 Unmitigated potential impact to people – Westmead metro station	65
Table 6-6 Unmitigated potential impact to people – Parramatta metro station.....	66
Table 6-7 Unmitigated potential impact to people – Sydney Olympic Park metro station	68
Table 6-8 Unmitigated potential impact to people – North Strathfield metro station	70
Table 6-9 Unmitigated potential impact to people – Burwood North Station	71
Table 6-10 Unmitigated potential impact to people – Five Dock Station	73

Table 6-11 Unmitigated potential impact to people – The Bays Station.....	75
Table 6-12 Unmitigated potential impact to people – Pyrmont Station.....	77
Table 6-13 Unmitigated potential impact to people – Hunter Street Station (Sydney CBD).....	79
Table 6-14 Unmitigated potential impact to people – Clyde stabling and maintenance facility and Rosehill services facility.....	81
Table 6-15 Responses and management strategies	82
Table 6-16 Social impact summary – operation	86
Table 7-1 Summary of affected social impact categories during construction.....	100
Table 7-2 Unmitigated potential impact to people – Greater Sydney	101
Table 7-3 Unmitigated potential impact to people – Sydney Metro West corridor.....	102
Table 7-4 Unmitigated potential impact to people – Westmead metro station	104
Table 7-5 Unmitigated potential impact to people – Parramatta metro station.....	105
Table 7-6 Unmitigated potential impact to people – Sydney Olympic Park metro station	106
Table 7-7 Unmitigated potential impact to people – North Strathfield metro station	107
Table 7-8 Unmitigated impact to people – Burwood North Station.....	108
Table 7-9 Unmitigated impact to people – Five Dock Station.....	109
Table 7-10 Unmitigated impact to people – The Bays Station	110
Table 7-11 Unmitigated impact to people – Pyrmont Station	112
Table 7-12 Unmitigated impact to people – Hunter Street Station (Sydney CBD)	113
Table 7-13 Unmitigated impact to people – Clyde stabling and maintenance facility and the Rosehill services facility.....	114
Table 7-14 Responses and management strategies	116
Table 7-15 Social impact summary – construction	122
Table 8-1 Social impact management and mitigation measures specific to this proposal	142

List of figures

Figure 1-1 Sydney Metro West.....	11
Figure 3-1 Indicative social locality for this proposal	20
Figure 4-1 Community capitals and linkages.....	24

Glossary

Term	Definition
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 social impact assessment, a relatively narrower interpretation of human capital has been applied, based on Census data on communities' level of educational attainment, income, and employment.
Mitigation	Actions or measures to reduce adverse social impacts of a State significant project. Mitigations may be performance based (achieve an appropriate social outcome without specifying how the outcome would be achieved) or prescriptive (actions or measures that must be taken, such as a known best-practice technology, design or management approach).
People	Individuals, households, groups, communities, organisations, and the general public.
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	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	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 locality	The term 'social locality' is similar to 'Area of Social Influence' that is commonly used in social impact assessment practice. The social locality should be construed for each project, depending on its nature and its impacts. The Area of Social Influence is termed social locality throughout this report, in line with the terminology used in the Guideline (2021)
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 considers 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 into account 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.

Executive summary

Sydney Metro West is a new 24-kilometre metro line that will connect Greater Parramatta with the Sydney CBD. Confirmed stations include Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pyrmont and Hunter Street (Sydney CBD). This infrastructure investment will double the rail capacity of the Greater Parramatta to Sydney CBD corridor with a travel time target between the two centres of about 20 minutes.

Sydney Metro West is being assessed as a staged infrastructure application under Section 5.20 of the *Environmental Planning & Assessment Act 1979* (EP&A Act). Stage 3 of the planning approval process is seeking planning approval to enable the approved Concept to be realised by undertaking the tunnel fit-out, construction of stations, ancillary facilities and station precincts, and operation and maintenance of the Sydney Metro West line (this proposal).

Social impact assessment is the process of understanding and managing the social impact of projects and programs on people. This social impact assessment adopts the framework set out in the NSW Department of Planning, Industry and Environment's Social Impact Assessment Guideline published in July 2021 (the Guideline (2021)) to identify, predict, and evaluate likely social impacts to people, as well as proposing responses to them.

Stakeholder and community consultation for Sydney Metro West has been important in its development and feedback was integral to scoping the likely social impacts of this proposal. Sydney Metro has been engaging with the community, stakeholders and industry on Sydney Metro West since 2017 and feedback gathered has helped shape the project, including station locations.

Impacts relating to social factors are experienced at different geographies, timescales and spatial extents, with construction expected to last about five years, including the testing and commissioning period, while the design life for the operation of Sydney Metro West is 120 years. A large proportion of the identified operation phase social impacts would be felt regionally, as opposed to construction impacts that are typically felt more directly in the proximal areas.

Operational impact assessment

This social impact assessment has found that at the regional level (Greater Sydney), improved access to public transport options is highly likely to provide benefits for community cohesion and improve equity, particularly for groups that currently experience transport or mobility difficulties such as older people, youth, people experiencing disability, non-drivers or people without access to a private vehicle. Travel facilitates social interactions and economic transactions across Sydney, bringing community members closer by reducing the travel time between destinations. Where mobility is constrained, people generally avoid making trips that have unacceptable travel times. Sydney Metro West would improve access between Greater Parramatta and the Sydney CBD corridor, thereby decreasing travel times and facilitating greater community interaction.

At the suburb level, the operation of Sydney Metro West would see planned changes to land use, improved accessibility, and the facilitation of new homes and jobs, the number of people who live, work in and visit the Greater Parramatta to Sydney CBD corridor is expected to grow. Sydney Metro West would promote more sustainable travel behaviours and enhanced liveability for those within the corridor through opportunities for incidental exercise, with customers able to walk and cycle to, better access to jobs and services and improved social cohesion.

This proposal would also facilitate active transport through the provision of upgrades to public areas and streetscapes, including tree planting and landscaping, the integration of the station with future developments and enhanced pedestrian environments with active transport links.

The consideration of cumulative impacts experienced during operation are also an important discussion in the context of the Greater Sydney Region. This assessment found that, considered together with other projects such as Parramatta Light Rail, Sydney Metro West would provide:

- increased potential to further reduce travel related stress for people who switch modes in peak hours by reducing the time spent in congested conditions

- improved access to jobs, universities, services and social facilities across Greater Sydney leading to potential improvements in social cohesion
- increase in economic activity, businesses and employment opportunities, particularly around each of the stations.

Construction impact assessment

The construction activities for this proposal would be carried out predominantly within the same construction footprints as those required for the previous Sydney Metro West planning applications, with the potential for some minor additional and/or changes to construction footprint areas required for this proposal. Required property acquisitions and business relocations would all be complete as part of the previous Sydney Metro West planning applications, with the exception of one business relocation at the existing Westmead Station.

The social impacts of constructing this proposal would effectively represent a continuation of the impacts identified as part of the previous Sydney Metro West planning applications, though generally at a lower level of intensity and extent. These impacts would likely vary at different stages over the expected five-year construction period, including the testing and commissioning period (which is anticipated to be about one year).

Potential negative impacts would be related to health and wellbeing, accessibility, and way of life, and would be temporary in nature and would be managed to an acceptable level through proven management measures.

The assessment found that cumulative benefits would include contributing to the generation of an estimated 10,000 direct and 70,000 indirect jobs for Sydney Metro West as a whole and station localities of Sydney Metro West. Potential negative cumulative impacts relate to extended construction periods resulting in construction fatigue in surrounding communities.

Management and monitoring

Chapter 20 (Synthesis) of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a) identifies an overarching management approach for environmental and social impacts. The proposed management approach is to prepare an overarching, integrated environmental management strategy for the whole of Sydney Metro West. Social impacts during construction will be managed through the following mitigation measures:

- the Sydney Metro Construction Environmental Management Framework (CEMF) which includes social impact management objectives and mitigation measures
- a community Benefit Plan, as part of the Sustainability Management Plan within the CEMF
- the Sydney Metro West Overarching Community Communications Strategy (OCCS) which includes a specific Community Communication Strategy to be implemented during the construction phase
- develop a strategy to promote Sydney Metro West and educate customers on accessing and using the new public transport infrastructure
- ongoing engagement would be undertaken with NSW Department of Education to continue to investigate feasible and reasonable mitigation measures related to construction traffic, pedestrian safety, construction noise and vibration, and air quality
- temporary activation at select sites would include opportunities to provide spaces and places for the community to gather and meet each other during construction activities.

These management measures would be implemented with the aim of achieving positive outcomes for the community and reducing negative impacts. 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 providing effective communication to community members 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.

An adaptive approach to the management of social impacts would be adopted and would utilise information and guidance from the Department of Planning and Environment's Social Impact Assessment Guideline (2021). This would include tracking and monitoring of measures to guide any future community benefit initiatives to be implemented during construction or in operation.

1 Introduction

1.1 Sydney Metro West

Sydney is expanding and the NSW Government is working hard to deliver an integrated transport system that meets the needs of customers now and in the future. Sydney Metro is Australia's biggest public transport program.

Sydney Metro West is a new 24-kilometre metro line that will connect Greater Parramatta with the Sydney CBD. Confirmed stations include Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pyrmont and Hunter Street (Sydney CBD). This infrastructure investment will double the rail capacity of the Greater Parramatta to Sydney CBD corridor with a travel time target between the two centres of about 20 minutes.

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), Building Momentum: State Infrastructure Strategy 2018-2038 (Infrastructure NSW, 2018) and Future Transport Strategy 2056 (Transport for NSW, 2018).

Sydney Metro West is being assessed as a staged infrastructure application under Section 5.20 of the *Environmental Planning & Assessment Act 1979* (EP&A Act). The previous Sydney Metro West planning applications included:

- The Concept and major civil construction work for Sydney Metro West between Westmead and The Bays (Stage 1 of the planning approval process, application number SSI-10038), was approved by the Minister for Planning and Public Places on 11 March 2021
- Stage 2 of the planning approval process includes all major civil construction between The Bays and Sydney CBD. An Environmental Impact Statement for major civil construction between The Bays and Sydney CBD was exhibited between 3 November 2021 and 15 December 2021.

Stage 3 of the planning approval process is seeking planning approval to enable the approved Concept to be realised by carrying out the tunnel fit-out, construction of stations, ancillary facilities and station precincts, and operation and maintenance of the Sydney Metro West line (this proposal).

Major civil construction, including station excavation and tunnelling work associated with the previous Sydney Metro West planning applications does not form part of this proposal. This proposal includes the activities required to complete construction ready for operations of Sydney Metro West.

Construction of this proposal is expected to commence in late 2024, subject to planning approval. The construction period would be around five years, including the testing and commissioning period (which is anticipated to be about one year), while the design life for the operation of Sydney Metro West is 120 years.

The main elements of Sydney Metro West are shown in Figure 1-1.

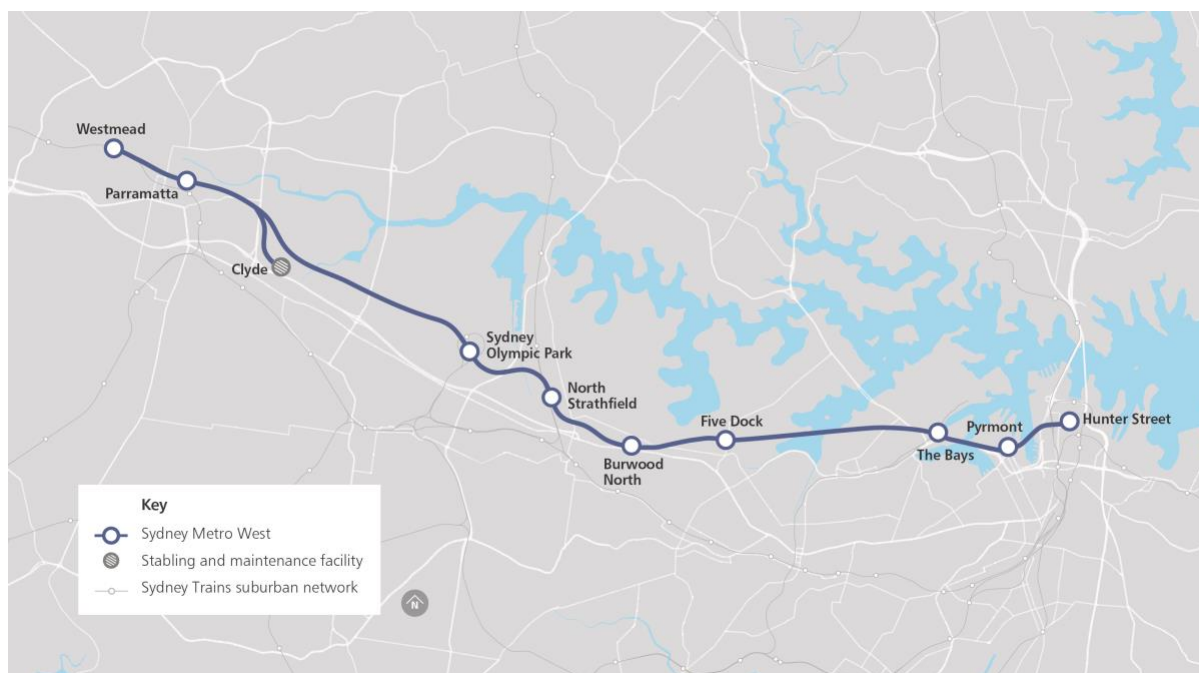


Figure 1-1 Sydney Metro West

1.1.1 Key features of this proposal

This proposal would involve:

- fit-out of tunnels, including systems for metro train operations
- construction, fit-out and operation of:
 - metro station buildings and the surrounding metro precincts
 - a services facility and traction substations
 - a control centre, test track and stabling and maintenance facility at Clyde
- space for non-station uses at metro stations (e.g. retail, commercial and/or community facilities)
- provisions for over and/or adjacent station development within metro precincts,
- rail interchange support works, including work to the existing T1 Western Line at Westmead and T9 Northern Line at North Strathfield
- transport network modifications such as new interchange facilities and changes to public transport networks to serve metro stations
- subdivision of sites
- operation and maintenance of the Sydney Metro West line.

Components of this proposal are subject to further design development, and changes may be made during the ongoing design which take into account the outcomes of community and stakeholder engagement and environmental investigations.

Further details of this proposal are provided in Chapter 5 (Proposal description – operation) and Chapter 6 (Proposal description – construction) of the Environmental Impact Statement.

1.2 Purpose and objectives of this social impact assessment

This report, Technical paper 9 (Social impacts), hereafter referred to as 'this social impact assessment', is one of a number of technical papers that form part of the Environmental Impact Statement for this proposal. It responds directly to the Secretary's environmental assessment requirements outlined in Section 1.3 (Secretary's

environmental assessment requirements) and considers both social impacts related to the construction and operational phase of this proposal.

This social impact assessment has been prepared to support the State significant infrastructure application and Environmental Impact Statement for this proposal. This social impact assessment adopts the framework set out in the NSW Department of Planning and Environment's *Social Impact Assessment Guideline* published in July 2021 (the Guideline (2021)).

Social impact assessment is the process of understanding and managing the social impact of projects and programs on people. This social impact assessment will provide a framework to identify, predict, and evaluate likely social impacts to people, as well as proposing responses to them. The objectives adopted for this social impact assessment include:

- providing a clear, consistent, and rigorous framework for identifying, predicting, evaluating, and responding to the social impacts of State significant infrastructure as part of the overall Environmental Impact Statement process
- facilitating improved project planning and design through earlier identification of potential social impacts
- promoting better development outcomes through a focus on enhancing positive social impacts and minimising negative social impacts
- supporting informed decision-making by strengthening the quality and relevance of information and analysis provided to the consent authority
- facilitating meaningful, respectful, and effective community and stakeholder engagement on social impacts across each environmental impact assessment phase, from scoping to post-approval
- ensuring that the potential social impacts of the approved project are managed in a transparent and accountable way over the project's life cycle through conditions of consent and monitoring and reporting requirements.

This social impact assessment has been prepared by a suitably qualified and experienced lead author. A signed declaration certifying that the social impact assessment does not contain false or misleading information is provided as Appendix A (Certification page).

1.3 Secretary's environmental assessment requirements

The Secretary's environmental assessment requirements for this proposal were issued on 16 August 2021. The requirements specific to this social impact assessment and where these requirements are addressed are outlined in Table 1-1.

Table 1-1 Secretary's environmental assessment requirements – social impact assessment

Requirement	Where addressed in this social impact assessment
<p>1. Potential social impacts of this proposal, in accordance with the Department of Planning and Environment's <i>Social Impact Assessment Guideline</i> (2021) (the Guideline (2021)), including but not limited to:</p> <ul style="list-style-type: none"> a) consideration of the principles of Section 1.2 of the Guideline (2021) b) consideration of Satisfying the Review Questions in Appendix C of the Guideline (2021) c) considering the social impacts this proposal 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 • decision-making systems. d) the distributive equity of impacts and benefits (i.e., the ways in which different social groups may experience this proposal, paying particular attention to vulnerable groups) e) assessing positive, negative, and cumulative social impacts. 	<p>Chapters of this social impact assessment include:</p> <ul style="list-style-type: none"> a) Appendix B b) Chapter 6 and Chapter 7 c) Chapter 5, Chapter 6 and Chapter 7 d) Chapter 6 and Chapter 7.
<p>2. Identify management, mitigation and monitoring measures to minimise negative social impacts and identify potential opportunities for positive social outcomes, including specific placemaking measures which may enhance wellbeing and sense of place.</p>	<p>Chapters of this social impact assessment including Chapter 6, Chapter 7 and Chapter 8.</p>

The Secretary's environmental assessment requirements also make reference to this proposal's Scoping Report (June 2021), which identified the proposed scope of investigations and assessment. How this social impact assessment addresses these matters is outlined in Table 1-2.

Table 1-2 Investigations and further assessments identified in the Scoping Report (Sydney Metro, 2021)

Investigations and further assessments	Where addressed in this social impact assessment
<p>A review of the social baseline analysis conducted in the approved Concept and other previous Sydney Metro West planning applications to:</p> <ul style="list-style-type: none"> • define the Area of Social Influence for the area covered by this proposal • develop a demographic profile of the study area's communities that may be influenced by the proposed construction and operation of Sydney Metro West • identify stakeholders, including communities and socially sensitive receivers that may be affected • review community strategic plans and social plans relevant to each proposed metro station site to identify community values and aspirations along the corridor. 	<p>The Area of Social Influence is termed social locality throughout this report, in line with the terminology used in the Guideline (2021). Addressed in Chapter 3, Chapter 5 and the appendices of this social impact assessment.</p>
<p>Assessment of potential social impacts of the proposed construction and operation of the Sydney Metro West line which will:</p> <ul style="list-style-type: none"> • assess the significance and likelihood of potential social impacts, both positive and negative, during construction and operation • recommend measures to mitigate potential negative social impacts and enhance the positive impacts • assess residual potential social impacts including identification of the significance and likelihood of residual social impacts • develop a framework for managing predicted impacts. 	<p>Chapters of this social impact assessment including Chapters 6, Chapter 7 and Chapter 8.</p>

1.4 Structure of this social impact assessment

The structure of this social impact assessment is outlined in Table 1-3.

Table 1-3 Structure of this social impact assessment

Chapter	Description
Chapter 1	Introduces this proposal and structure of this social impact assessment.
Chapter 2	Establishes the relevant legislative and policy context of the assessment.
Chapter 3	Describes the social locality.
Chapter 4	Describes the methodology for this assessment, including the identification and analysis of stakeholders (Section 4.3) and description of engagement activities carried out to date that has been used to inform this social impact assessment (Section 4.4).
Chapter 5	Establishes the social baseline.
Chapter 6	Describes and assesses the expected and perceived potential social impacts of this proposal during operation, including cumulative impacts. Chapter 6 also describes social impact enhancement and mitigation measures and outlines residual impacts.
Chapter 7	Describes and assesses the expected and perceived potential social impacts of this proposal during construction, including cumulative impacts. Chapter 7 also describes social impact enhancement and mitigation measures and outlines residual impacts.
Chapter 8	Provides a framework for monitoring and managing the impacts.

The structure of this social impact assessment also observes the review questions contained in the Guideline (2021). These review questions act as a checklist for the author to confirm that the Guideline (2021) has been complied with in undertaking the social impact assessment. A compliance matrix is presented in Appendix B (Assessment review questions) of this social impact assessment to identify where the review questions have been addressed.

2 Legislation and social policy context

2.1 Legislation

The *Environmental Protection and Assessment Act 1979* (EP&A Act) sets the legislative context for the preparation of this proposal's Environmental Impact Statement. The Secretary's environmental assessment requirements are issued under the provisions of the EP&A Act, and therefore set legislative requirements that this assessment must accommodate.

2.2 Social Impact Assessment Guidelines

In July 2021, the Department of Planning and Environment introduced the *Social Impact Assessment Guideline 2021* (the Guideline (2021)). The Guideline (2021) requires all State significant projects to have a clear and consistent approach to assessing social impacts and builds on the Department of Planning and Environment's previous social impact guideline (*Social impact assessment guideline for State significant mining, petroleum production and extractive industry development* (2017)), that applied to State significant projects.

This social impact assessment has been carried out in accordance with the Guideline (2021) and aims to identify and manage social impacts by:

- predicting impacts
- refining this proposal to avoid negative impacts and enhance benefits
- minimising then mitigating negative impacts and maximising benefits
- managing impacts.

2.3 Community plans and strategies

This social impact assessment considers a number of key strategic planning and transport infrastructure strategies and policies that are relevant to this assessment. These strategies and policies provide valuable insights into characteristics of the communities around this proposal, and they also consider the aspirations of key decision makers for the Greater Sydney region, including:

- supporting the development of a three-city metropolis for Greater Sydney as per the Building Momentum: NSW State Infrastructure Strategy 2018-2038 (Infrastructure NSW, 2018) by connecting two of the three cities
- enhancing the intercity linkage between the Central River City of Greater Parramatta and the Eastern Harbour City of the Sydney CBD, and supporting the key directions outlined in the Greater Sydney Region Plan: A Metropolis of Three Cities (Greater Sydney Commission, 2018a)
- supporting the city by aligning infrastructure and land use planning; growing a stronger internationally competitive Sydney CBD; delivering integrated land use and transport planning, and a 30-minute city, as per the Eastern City District Plan (Greater Sydney Commission, 2018b)
- providing support for 30-minute cities and improved connections to key destinations, including major health and education precincts, diverse employment centres and residential precincts; as well as embracing new transport technology that would deliver fast, safe and reliable journeys for customers with high performance standards and good customer amenities, consistent with the Smart Cities Plan (Australian Government, 2016)

- providing the high-capacity transport link along the city-shaping corridor between Greater Parramatta and the Sydney CBD, connected via Sydney Olympic Park and The Bays, which is identified and listed as a committed initiative in Future Transport 2056 (Transport for NSW, 2018).

Table 2-1 outlines additional community strategic plans relevant to this proposal. Community Strategic Plans are based on broad community consultation across local government areas and reflect the aspirations of the community. These plans have been developed by the State Government and local authorities.

Table 2-1 Community Strategic Plans relevant to this proposal

Strategy	Purpose	Publication
Bays West Place Strategy	<p>This Bays West Place Strategy creates a long-term vision for Bays West to be delivered over time, setting the scene for possibilities in line with this long-term staged approach.</p> <p>It illustrates the primary land use, open space, and access and movement layout, capitalising on the existing and desired future place character and supports its long-term renewal.</p>	2021
Pymont Peninsula Place Strategy	<p>The Place Strategy provides a suite of proposed directions and priorities informed by the Government's decision to invest in a new metro station at Pymont, taking into account stakeholder input.</p> <p>This Place Strategy positions Pymont to be an attractor for global investment, driven by the connectivity of the Pymont Peninsula to Sydney's CBD, strengthening its position as a place of the future of work.</p>	2021
The Blackwattle Bay State Significant Precinct Study (revised 14 July 2021)	<p>Blackwattle Bay presents a rare opportunity for new housing, employment and harbourfront community spaces located less than 1km from the western edge of the Sydney CBD. This also includes the NSW Government's decision to relocate the Sydney Fish Market from its existing location on Bank Street to the head of Blackwattle Bay. The new Sydney Fish Market will be the key catalyst for regeneration at Blackwattle Bay.</p> <p>The Precinct Plan has been prepared to support and facilitate the future rezoning of the Blackwattle Bay State Significant Precinct (SSP).</p>	2021
Sydney Olympic Park Master Plan 2030 (interim Metro Review)	<p>The Sydney Olympic Park Master Plan 2030 guides Sydney Olympic Park's continued evolution. Sydney Olympic Park provides an opportunity to establish a best practice example of sustainable urban development as well as remaining available for major sporting and entertainment events.</p> <p>The Master Plan builds on the Park's internationally recognised initiatives in energy and water management, green building design and sound economic and ecological management. It also recognises the Park's sporting and recreational facilities, as well as the 430 ha of parklands which ensures its place in offering a solution to Sydney's population growth.</p> <p>Following the commitment by the NSW Government to the delivery of Sydney Metro West within Sydney Olympic Park, Sydney Olympic Park Authority (SOPA) is pursuing an amendment to Chapter 5.2 the Master Plan 2030 (2018 Review), to accommodate the Metro station within Central Precinct. NSW DPIE have released a Planning Report (Keylan Consulting Pty Ltd, 2021) and an Explanation of Intended Effects, supported by several studies. The Master Plan 2030 (Interim Metro Review) outlines changes to the built form and street network impacted by the location of the new Metro station.</p>	2021

Strategy	Purpose	Publication
Draft Camellia-Rosehill Place Strategy 2021	<p>The Draft Camellia-Rosehill Place Strategy was released in December 2021, (Department of Planning, Industry and Environment, 2021) and provides a 20-year plan for the development of Camellia-Rosehill. The strategy builds on previous work published by the Department of Planning and Environment for the precinct, including the Draft Camellia Town Centre Master Plan (2018) and Camellia Land Use and Infrastructure Strategy (2015).</p> <p>The Draft Camellia–Rosehill Place Strategy sets out an approach to create a ‘vibrant 18-hour entertainment precinct, a thriving residential town centre with supporting retail outlets, and a new urban services precinct.’ (Department of Planning, Industry and Environment, 2021, p.5).</p> <p>The draft strategy includes a master plan which provides a land use framework for future development in the precinct. It illustrates the primary land use, open space, and access and movement layout and aims to strike a balance between the need for urban development while retaining strategically significant industrial land.</p> <p>The Camellia–Rosehill precinct is divided into three sub-precincts. The Rosehill services facility site is included in the southern area of the town centre sub-precinct, south of Unwin Street, bordered by two investigation sites for future use. The Clyde stabling and maintenance facility site is located in the western part of the urban services sub-precinct, between two areas of linear open space along James Ruse Drive and Duck Creek.</p>	2021
City of Parramatta Community Strategic Plan 2018 – 2038	<p>The City of Parramatta Community Strategic Plan outlines strategies to manage the elements of growth that the City of Parramatta can influence, with the aim of leading to an improved quality of life for all those within the LGA.</p> <p>The Community Strategic Plan is the highest level of Council plan prepared on behalf of the community. It sits above and helps inform all other Council plans and policies and has been developed based on the social justice principles of equity, access, participation and rights. The purpose of the Plan is to outline the community of Parramatta shared vision and aspirations for the future, and to set out strategies to achieve this vision.</p>	2018
YOUR Future 2030	<p>YOUR future 2030 is the Community Strategic Plan for the future of the City of Canada Bay. The Plan reflects the aspirations and priorities of the community that were identified following extensive engagement by the City of Canada Bay. The Plan identifies themes, goals and strategies that will provide direction for the delivery of outcomes from 2018 until 2030.</p> <p>The Plan identifies improved public transport as a big challenge and links the Sydney Metro West project as one of the opportunities to help address this challenge.</p>	2018
Burwood 2030	<p>The Burwood 2030 Community Strategic Plan identifies the community's vision, long-term goals and strategies to get there and how to measure progress towards that vision.</p> <p>The purpose of the Plan is to make sure Council's priorities are set according to the needs of the community.</p> <p>The Plan identifies regional access and connectivity as one of the aspirations and challenges of the community – and identifies opportunities to enhance public transport and ensure connectivity with the metropolitan area.</p>	2018

Strategy	Purpose	Publication
Our Inner West 2036	<p>Our Inner West 2036 informs the strategic decision-making that will shape the future community and environment for the Inner West Council LGA. It aims to protect and enhance the community's values and anticipates future change and the impacts of that change on the community, economy and environment.</p> <p>It has been informed by a series of complex engagement activities and specifically links to large complex state government unrestricted major project changing the way in which people live, work, socialise – specifically linking to the challenge of ensuring the need for sustainable planned development and urban renewal.</p>	2018
Sustainable Sydney 2030	<p>Sustainable Sydney 2030 is the City of Sydney Council's long-term plan for a more sustainable, prosperous and liveable city.</p> <p>It sets out the outcomes the City of Sydney Council wants to achieve and targets that measure progress.</p> <p>One of these outcomes includes 'integrated transport for a connected city' and 'a lively and engaging city' – linking new metro lines to both accessibility, economic and community outcomes.</p>	2017

3 Social locality

The social locality of this proposal is demographically, socially and culturally diverse. Therefore, the data that has been collected as part of this assessment is targeted and proportionate to this proposal. Analysis has considered the broader area as well as key areas that would experience a higher level of impact. The social locality determined for this proposal has been based on the consideration of:

- the nature and scale of this proposal and its associated activities
- the characteristics of surrounding communities and how positive and negative impacts may be reasonably perceived or experienced by different people, including those who may be vulnerable or marginalised
- the potentially affected built or natural features located near this proposal that have social value or importance
- cumulative impacts that may impact affected communities as a result of other projects or operations near this proposal
- any relevant social, cultural, demographic trends or social change processes occurring now or in the past near this proposal
- the history of this proposal and the area.

An indicative social locality as defined above for this proposal is illustrated in Figure 3-1. The illustration represents the diverse nature of the social locality.

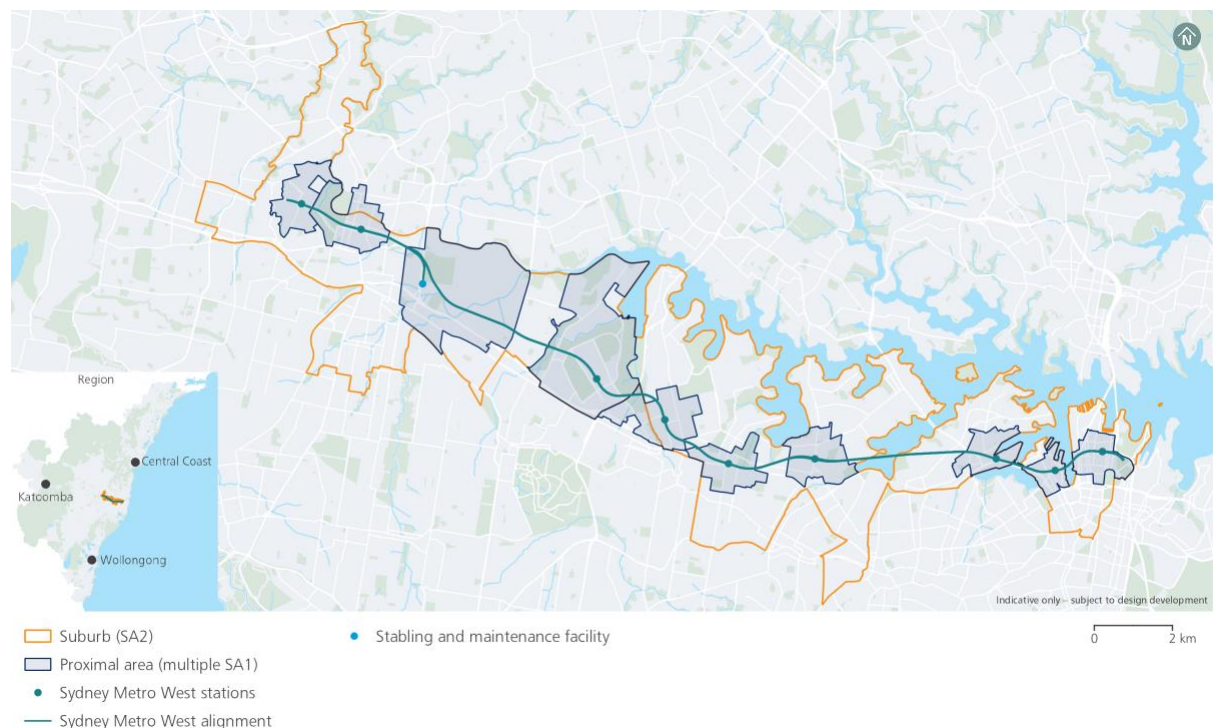


Figure 3-1 Indicative social locality for this proposal

Based on the above criteria, this proposal has defined the social locality as:

- **the 'proximal area':** This term is applied to the catchment around each metro station and operational ancillary facility. This is identified as the geographic area in which people are most likely to experience both construction and operational social impacts from this proposal or a level of direct impact. These people could, for example, be residents, business owners, workers or visitors to the area

- **‘suburb’:** This term is applied through the social impact assessment where the spatial extent of social impacts on people is generally broader than the proximal area. For example, where the operation of a new metro station may bring a multitude of direct impacts, including increased visitors to an area, impacts but are not as transformative as those impacts experienced within the ‘proximal area’. In this social impact assessment, ‘suburb’ refers to a conceptual geography not necessarily aligned to actual suburb boundaries. This social impact assessment also refers to the Sydney Metro West corridor, which is the sum of all the ‘suburbs’ along the Sydney Metro West corridor
- **‘region’:** In some instances, the social locality is extended to a ‘region’ to reflect broader potential social impacts, compared to ‘proximal area’ or ‘suburb’. This geography is applied where a proposal 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, Sydney Olympic Park). This social impact assessment uses the Greater Sydney Area as a level of statistical analysis to assist with the assessment of the broader social impacts. The Greater Sydney Area is defined in accordance with the Australian Bureau of Statistics Greater Capital City Statistical Area (GCCSA) for Greater Sydney, NSW.

4 Social impact assessment methodology

4.1 Overview of methodology

Social impact assessment is a way to predict and assess the potential impacts, both benefits (positive) and disbenefits (negative), of a proposed project or program. It provides an approach that analyses these outcomes through a social lens and provides a foundation from which to develop methods to improve social outcomes. Social impact assessment, when aligned with current best practice, has a strong participatory component. Participation allows for those impacted by this proposal to provide their own position on potential impacts, as well as their context and meaning.

The methods described in this chapter enabled the collection of data to address the social impact categories defined in the Guideline (2021). These social impact categories are provided below in Table 4-1. The principles identified in Section 1.2 of the Guideline (2021) are a focus of this social impact assessment. As noted in the Guideline (2021), some projects have impacts in all social impact categories, but others may only have a few.

The first phase of the social impact assessment involved identifying and scoping social impacts to help determine the level of assessment and effort required to address impacts for this social impact assessment, including:

- **gaining an understanding of the project's social locality:** refer to Chapter 3 (Social locality)
- **considering the characteristic of the communities within the social locality:** this is described as the social baseline and considers a range of data sources (refer to Section 4.2 (Social baseline))
- **identifying likely social impacts for different groups in the social locality:** this process included stakeholder identification and analysis and identification of *likely* social impacts for different groups, including the level to which these impacts needed to be assessed and the methods of assessment (refer to Section 4.3 (Stakeholder identification and analysis) and Section 4.5 (Identifying potential impacts and assessment methodology)).

The second phase of social impact assessment identifies and assesses social impacts and proposes arrangements to monitor and manage residual impacts, including:

- **analysis of unmitigated and mitigated social impacts:** this process included predicting and analysing positive and negative social impacts against baseline conditions (unmitigated impacts) and assessing potential impacts following the application of mitigation, enhancement or management measures (mitigated impacts) (refer to Chapter 6 (Social impact assessment – operation) and Chapter 7 (Social impact assessment – construction))
- **proposing arrangements to monitor and manage residual social impacts:** refer to Chapter 8 (Monitoring and management).

The methodology outlined above is explained in more detail in the sections below.

Table 4-1 Social impact categories

Categories	Definition from the Guideline (2021)
Way of life	Including how people live, how they get around, how they work, how they play, and how they interact each day.
Community	Including composition, cohesion, character, how the community functions, and people's sense of place.
Accessibility	Including how people access and use infrastructure, services and facilities, whether provided by a public, private or not-for-profit organisation.

Categories	Definition from the Guideline (2021)
Culture	Both Aboriginal and non-Aboriginal, including shared beliefs, customs, values and stories, and connections to Country, land, waterways, places and buildings.
Health and wellbeing	Including physical and mental health especially for people vulnerable to social exclusion or substantial change, psychological stress resulting from financial or other pressures, access to open space and effects on public health.
Surroundings	Including ecosystem services such as shade, pollution control, erosion control, public safety and security, access to and use of the natural and built environment, and aesthetic value and amenity.
Livelihoods	Including people's capacity to sustain themselves through employment or business.
Decision-making systems	Including the extent to which people can have a say in decisions that affect their lives, and have access to a complaint, remedy and grievance mechanisms.

4.2 Social baseline

Considering the characteristics of the communities within the social locality is described as the social baseline. The assessment has used the sustainable livelihoods approach (Department for International Development (DFID) DFID, 1999) to provide a comprehensive understanding of the relevant communities surrounding this proposal and to evaluate their resilience and sensitivity to change.

The DFID approach draws on broad categories of community capitals as a fundamental basis for identifying and further enhancing community capacity and resilience. This study has involved profiling communities according to five 'community capitals' or 'capital assets' – economic, physical, social, human and natural capital – and has involved the selection and collation of indicators for each capital. The community capitals are defined as:

- **Human capital:** refers to the health and welfare of human beings, their knowledge and skills, as well as their overall capacity to contribute to ongoing community sustainability. A community that is heavily dependent on a particular employment industry, but exhibits low levels of human capital, is likely to face greater challenges in embracing social change as a result of disruption
- **Social capital:** relates to how individuals, groups, organisations and institutions within a community interact and cooperate; this includes the degree of social cohesion and interconnectedness between community members
- **Economic capital:** is defined as the extent of financial or economic resources within a community, including access to credit
- **Physical capital:** is broadly defined as a community-built infrastructure and services, including hospitals, schools as well as social service provision, for example, health care, aged care, childcare
- **Natural capital:** is defined as the stock of natural resources, for example, oceans, wetlands, etc. that provide natural beauty, generate sustainable economic and commercial activities and provide ecosystem services. Natural capital can also include other environmental assets that generate tourism or provide other social, cultural, and recreational value, such as waterways or lakes. Natural capital was not assessed at the proximal area scale. Natural capital generally spans across areas larger than the local context, crossing geographical boundaries. For this reason, natural capital was only assessed for the Sydney Metro West corridor and Regional scales.

These community capitals are also represented in Figure 4-1.

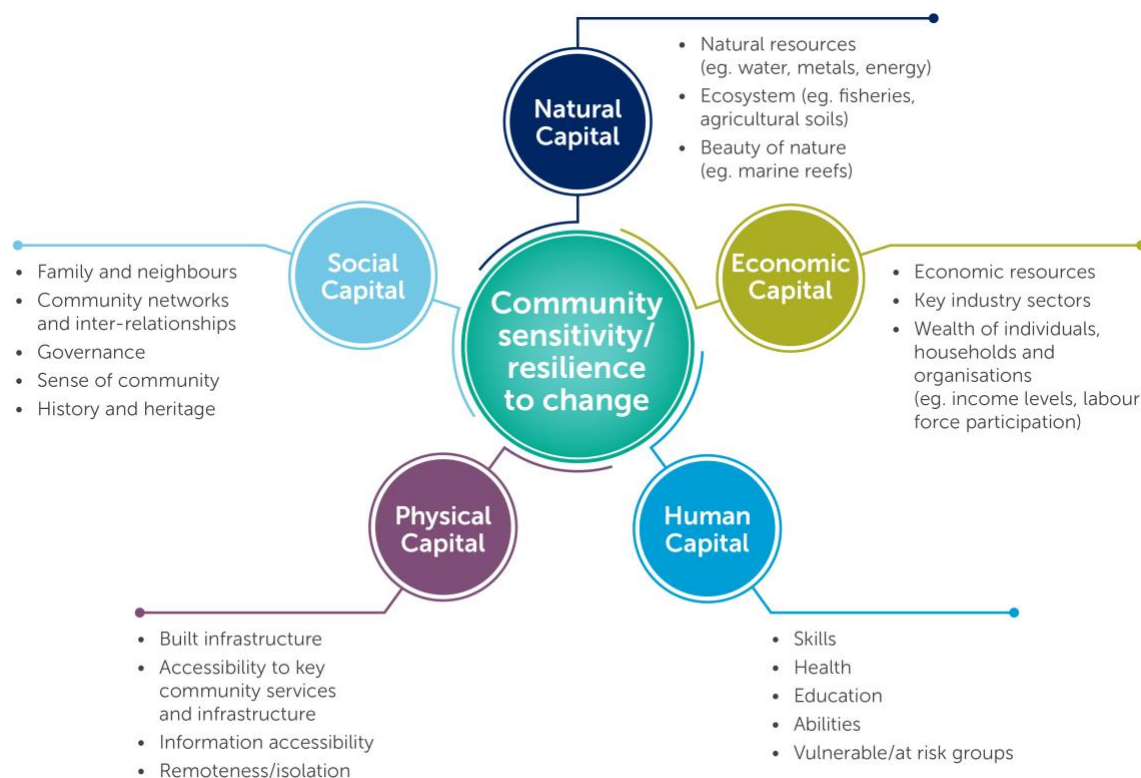


Figure 4-1 Community capitals and linkages

A key component in the development of the social baseline was the collation and interpretation/analysis of relevant demographic data. A wide range of social indicators were considered prior to conducting this statistical analysis as well as in the development of the existing social baseline. This was undertaken in order to provide confidence that the social indicators represented the health and wellbeing values and interests of the communities (Vanclay, 2015) surrounding this proposal. An analysis was undertaken relating to:

- indicator identification and selection to afford appropriate assessment of social impacts relating to this proposal
- comparative analysis of different communities relevant to this proposal
- longitudinal/time-series analysis of population data.

As stated in Chapter 3 (Social locality), to provide statistical analysis, the primary areas of interest for the purpose of this assessment are shown in Appendix C (Social profiling, data collection and social infrastructure). These primary areas of interest are as defined by the ABS (2016) and include:

- the proximal area:** Statistical Area level 1 (SA1s) have been chosen as the closest approximation of each of the localities along the corridor with construction, operational and maintenance impacts of this proposal. Data presented for each locality is a conglomeration of SA1s. This was achieved by using the ABS program TableBuilder Pro
- suburb:** Analysis of ABS Census data (2016) at Statistical Area level 2 (SA2s) has been used to prepare community profiles for this proposal corridor that comprises the operation and maintenance of rail infrastructure, stations, precincts and operations. The suburb level of analysis used the same methodology as the proximal area, with data presented as a conglomeration of SA2s. This was achieved by using the ABS program TableBuilder Pro
- region:** The study uses the Greater Sydney area as a level of statistical analysis to assist with the assessment of the broader social impacts. It has also been used for comparative purposes.

This social impact assessment includes the most current data sources at the time of writing. While the ABS Census 2021 was undertaken in August 2021, the results are released from June 2022 and therefore have not been included in this assessment. Further information on the social baseline, inclusive of the statistical areas of analysis and the primary data sources, is included in Appendix C.

4.2.1 Additional sources for the social baseline

A review of Community Strategic Plans, as well as social plans relevant to each local government area, has been undertaken to identify community values and aspirations along this proposal's corridor. Community Strategic Plans are overarching council policy documents that are prepared based on extensive community engagement. As a result, they provide key insights into issues important to communities along this proposal's corridor. Key community issues identified across the corridor include community aspirations for unique, liveable neighbourhoods with a strong sense of place and character; a 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 discussed further in Chapter 5 (Social baseline: existing social context).

An analysis of information obtained directly from potentially affected stakeholders was also undertaken to further understand community values and concerns. This was done through a review of the outcomes of engagement to date (refer to Section 4.4 (Stakeholder engagement)), engagement with Sydney Metro, and other available sources.

The social baseline also builds on the extensive research and data collection undertaken in the two preceding social impact assessments for the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* Technical Paper 6 (Social impact assessment) (Sydney Metro, 2020a) and *Sydney Metro West Environmental Impact Statement – The Bays to Sydney CBD* Technical Paper 6 (Social impact assessment) (Sydney Metro, 2021), respectively.

The baseline also considers existing social infrastructure. Social infrastructure refers to facilities and services that enhance the social capacity of communities and may include infrastructure related to health, housing, youth, aged care, leisure, community safety facilities and road safety (Franks, 2012). The social infrastructure identified in areas surrounding this proposal prior to the commencement of construction provides a reference point against which social impacts may be measured. Such impacts can take the form of a decrease in the quantity, diversity, or capacity of the existing social infrastructure, courtesy of demand from an expanded workforce and their relatives relocating to a particular area. Social infrastructure identified as relevant to this proposal is noted in Appendix C.

4.3 Stakeholder identification and analysis

A stakeholder is a group, individual or organisation that is interested in, affected by, or has the capacity to influence a project (Brereton, 2005). Stakeholders relevant to this social impact assessment have been identified by cross referencing those listed in the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* Technical Paper 6 (Social impact assessment) (Sydney Metro, 2020a) and the *Sydney Metro West Environmental Impact Statement – The Bays to Sydney CBD* Technical Paper 6 (Social impact assessment) (Sydney Metro, 2021), respectively. A desktop-based review was then undertaken to investigate the presence of any additional or new stakeholders. Appendix D (Stakeholder mapping) provides an overview of the community stakeholders identified within social locality by stakeholder group.

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 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)
- local government
- public authorities including utilities, and business and industry groups near Sydney Metro West
- Local Aboriginal Land Councils and Aboriginal stakeholders
- vulnerable or marginalised groups, including the elderly, disabled and culturally and linguistically diverse communities
- special interest groups such as peak bodies and sporting associations
- the broader community.

A comprehensive list of stakeholders identified for the purposes of this social impact assessment is provided in Appendix D.

4.4 Stakeholder engagement

This social impact assessment has been prepared based on an extensive background review of documentation and engagement with Sydney Metro to obtain additional insights. Given that Sydney Metro has been carrying out engagement activities since 2017, Sydney Metro has established relationships with key stakeholders and the community along the alignment.

Engagement overview and history

In November 2016, the NSW Government announced Sydney Metro West, an underground metro railway that would connect Parramatta and the Sydney CBD.

Since then, Sydney Metro has been engaging with the community, stakeholders and industry on Sydney Metro West to help shape the project, including station locations.

Early engagement with the community and stakeholders began in June 2017 and continued into 2018. A summary of feedback from this consultation and how it has been considered in the development of Sydney Metro West is included in Appendix B of the *Sydney Metro West Scoping Report – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2019). Further engagement for Sydney Metro West followed the announcement of confirmed station locations between Westmead and The Bays in October 2019.

From 30 April to 28 June 2020, Sydney Metro exhibited the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a) and asked for the community to provide feedback. A summary of consultation activities related to the Concept and approved major civil construction work between Westmead and The Bays is provided in Section 3.4 of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a).

The Sydney Metro West Environmental Impact Statement – Major civil construction work between The Bays and Sydney CBD (Sydney Metro, 2021) includes an overview of consultation in relation to the work subject to Stage 2 of the planning approval process.

Sydney Metro have proactively sought feedback and comments on Sydney Metro West through different forums and channels to inform the development phase and the scope of issues to be assessed as part of the environmental assessment process.

Consultation undertaken during the preparation of the *Sydney Metro West Environmental Impact Statement – Major civil construction work between The Bays and Sydney CBD* (Sydney Metro, 2021) included the following activities:

- virtual community engagement, including an interactive portal
- distribution of newsletters, emails and 'Introducing your local place manager' cards to residents and businesses in Pyrmont and the Sydney CBD in May 2021
- consultation with affected property occupants and owners, as well as residents and businesses neighbouring the Hunter Street (Sydney CBD) and Pyrmont stations
- media conference and media release to announce the locations of the Hunter Street (Sydney CBD) and Pyrmont Stations in May 2021
- online community survey published on the Sydney Metro website in July 2021
- ongoing contact with local communities through Sydney Metro's Place Managers
- consultation with government agencies and key stakeholders, including briefings, working groups and a planning focus meeting
- email alerts to registered community members and stakeholders
- consultation with Aboriginal stakeholder groups.

In addition, targeted phone interviews were conducted by Sydney Metro Place Managers in July 2021 to help further inform the social impact assessment for *Sydney Metro West Environmental Impact Statement – The Bays to Sydney CBD* (Sydney Metro, 2021) and this proposal. 51 targeted interviews were completed with residents living near future metro stations along the 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 management 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 of parking in local areas, cumulative traffic impacts, noise impacts when 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.

Engagement carried out to date by Sydney Metro with stakeholders and the community, and the outcomes of this engagement is summarised in Chapter 3 (Stakeholder and community engagement) of the Environmental Impact Statement.

Customer Centred Design process and community engagement

Sydney Metro undertook an extensive Customer Centred Design process to understand potential impacts and challenges primarily associated with the proposed operational design of this proposal, including in relation to vulnerable and marginalised communities. A series of one-on-one interviews were conducted with over 300 customers with a range of users to understand customer needs and commuter experiences. Customer recruitment was developed to be a representative sample representing a diverse range of public transport users. This included:

- a diverse representation of users with impairments or disabilities (the customer sample included carers, customers with physical disability or injury, customers with cognitive or neurological disability/impairment/diversity, and customers with vision impairment)
- diverse customers such as First Nations users and culturally and linguistically diverse people
- representatives from the queer community, including customers who identify as non-binary and LGBTQIA+ customers
- a diverse mix of ages.

Sydney Metro also specifically developed personas for elderly customers and customers with mobility impairments so that the design experience considers the needs of these specific customer groups.

The Customer Centred Design process fundamentally utilised targeted engagement so that this proposal would be accessible to all members of the public, including those vulnerable and marginalised communities. This was achieved by informing design decisions based on customer research and testing insights, so stations and precincts required low physical and cognitive effort to access.

Future engagement

Sydney Metro will continue to work with the community and stakeholders as Sydney Metro West progresses.

Further community and stakeholder engagement is planned during the public exhibition of this Environmental Impact Statement. Community and stakeholders would have the opportunity to comment both via NSW Government's Planning Portal and the Sydney Metro interactive portal. The findings of this social impact assessment may be amended based on the community feedback received during the public exhibition, if required.

4.5 Identifying potential impacts and assessment methodology

The preliminary assessment of potential social impacts has been informed by feedback from the community during the consultation and engagement carried out to date (as outlined in section 4.4). Experience from similar projects, research and analysis of the areas surrounding this proposal and consideration of submissions received in response to the exhibition of the Environmental Impact Statements for the previous Sydney Metro West planning applications also formed part of the preliminary assessment.

Specifically, the process of scoping impacts involved:

- a review of the scoped impacts as assessed in *Sydney Metro West Environmental Impact Statement – Westmead to The Bays* Technical Paper 6 (Social impact assessment) (Sydney Metro, 2020a) and *Sydney Metro West Environmental Impact Statement – The Bays and Sydney CBD* Technical Paper 6 (Social impact assessment) (Sydney Metro, 2021) to highlight any issues relevant to the assessment scope of this proposal
- working closely with other technical specialists to understand the extent to which this proposal may result in social impacts, including cumulative impacts
- categorising the social impacts in accordance with the Guideline (2021) and understanding whether this proposal's activities might cause a positive or negative impact within that category
- using early engagement results and findings to further scope and validate scoped social impacts
- considering and assessing the material characteristics of any likely impact
- determining the level of assessment required in reference to the Guideline (2021).

The scoping phase determined a number of social impacts that required further investigation. The social impacts carried forward for detailed assessment are outlined in the *Sydney Metro West Scoping Report – Rail infrastructure, stations, precincts and operations* (Sydney Metro, 2021) (see also Appendix E (Preliminary scoping) of this technical paper).

The scoped social impact issues for this proposal and where these are addressed are outlined in Table 4-2.

Table 4-2 scoped social impacts

Scoped impact	Where addressed
Operation	
Increased walking and cycling trips could cause a rise in the percentage of the population achieving sufficient physical activity level to maintain health.	Section 6.3.2
Potential to reduce travel related stress for people who switch modes in peak hours by reducing the time spent in congested conditions.	Section 6.3.1
Amenity and placemaking benefits from enhanced pedestrian environments, such as active transport links, improved surface and lighting.	Section 6.3.3
Increased access to jobs, universities, services and social facilities can help to improve social cohesion and reduce social health related issues.	Section 6.3.1 to Section 6.3.3
Improvements to local air quality due to less motor vehicle trips, improving physical health.	Section 6.3.2
Improved amenity associated with the upgrade to public spaces.	Section 6.3.3
Construction	
Concerns in the community regarding construction fatigue related to the number of major projects being constructed across this part of Sydney, potentially impacting on the community's health and wellbeing.	Section 7.2.2
Potential temporary changes to the character of local areas including the sense of place.	Section 7.2.1 to Section 7.2.3

Scoped impact	Where addressed
Potential temporary changes to the way of life for people living, working, or accessing services, institutions or businesses near construction zones.	Section 7.2.1 to Section 7.2.3
Potential temporary impacts on the social amenity, health or way of life for local residents from construction sites – including noise, visual intrusion in the landscape including associated plant and equipment, air quality impacts, disruptions to traffic and access.	Section 7.2.1 to Section 7.2.3
Potential temporary health and wellbeing impacts on residents who are located close to construction sites if the construction phase is prolonged (for example, due to cumulative construction impacts with other projects).	Section 7.2.1 to Section 7.2.3
Potential to temporarily impact traffic conditions for road users (including motorists, pedestrians and cyclists) on existing road networks – particularly if there is congested traffic and parking in the area already.	Section 7.2.2 and Section 7.2.3
Temporary amenity impacts to community facilities which are potentially more sensitive to such impacts and may not be able to function or be properly enjoyed by the community, where they are located close to a construction site.	Section 7.2.3
Potential temporary impacts if access to the natural environment or public open space changes.	Section 7.2.3
Potential disruption to way of life caused by temporary changes to access arrangements to and from properties, public transport or community facilities – changes to pedestrian access could potentially be more challenging for people with a disability.	Section 7.2.3
Potential community concern and disruption to people from temporary or permanent acquisition or leasing of existing residential or commercial properties.	Section 7.2.3

A range of methods were selected to consider these social impacts further. These methods are outlined in Table 4-3.

Table 4-3 Social impact assessment methods

Assessment method	Description
Semi-structured interviews	<p>Interviewing and conducting surveys was selected as a social impact assessment method to further explore the amenity impacts of this proposal and to collect data, evidence and insights for those stakeholders nearest to this proposal.</p> <p>The semi-structured interview format provides a flexible structure which allows the interviewer to create and ask questions about situations as they emerge and the interviewee to digress and express views freely (Vilela, 2018).</p>
Exploratory research	<p>Exploratory research involves familiarising a researcher with a topic to satisfy curiosity and improve understanding. Exploratory research is often conducted in areas of inquiry, where the goals of the research are “to scope out the magnitude or extent of a particular phenomenon, problem, or behaviour, to generate some initial ideas (or “hunches”) about that phenomenon, or to test the feasibility of undertaking a more extensive study regarding that phenomenon” (Bhattacharjee, 2012). For instance, if a community is generally dissatisfied with the operations of a business or government body, exploratory research may be directed at measuring the extent of dissatisfaction or frequency of complaints and the presumed cause of such complaints.</p> <p>For the purpose of this social impact assessment, research included the examination of submissions from the <i>Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD</i> (Sydney Metro, 2020a), and from a comparative analysis of similar projects. This research assists with scoping out the nature and extent of the problem and serves as a useful precursor to more in-depth research, if required.</p>

Assessment method	Description
Desktop analysis based on specialist studies	The term desktop analysis refers to a study that is carried out primarily through the integration of technical assessments into the social impact assessment, rather than physical investigations, that is, it can be done sitting at a desk. For the purpose of this social impact assessment, many of the identified social impacts, including cumulative impacts, have been assessed in other technical papers. A desktop analysis was undertaken to cross-reference and integrate those assessments into this social impact assessment. This methodology was then further complemented by methodologies outlined previously, such as qualitative assessment and research to provide additional supporting evidence.
Utilising existing data and assessments	<p>To provide currency of data in the social impact assessments, a desktop-based gap analysis was carried out. This included considering the social locality and baseline of <i>Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD</i> Technical Paper 6 (Social impact assessment) (Sydney Metro, 2020a) against the Guideline (2021).</p> <p>A review of all stakeholder and community engagement that informed the <i>Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD</i> Technical Paper 6 (Social impact assessment) (Sydney Metro, 2020a) was also undertaken to highlight any issues relevant to the assessment scope of this proposal and identify stakeholders.</p> <p>Additionally, a review was carried out of the submissions made to the Environmental Impact Statements for the previous Sydney Metro West planning applications to identify any issues relevant to the assessment scope of this proposal and identify stakeholders, including any vulnerable communities.</p>

4.6 Assessment of potential unmitigated and mitigated impacts

The second phase of social impact assessment identifies and assesses potential issues and finalises responses and management measures. This phase includes the assessment of potential positive and negative social impacts (unmitigated) and the evaluation of residual impacts following the implementation of mitigation and management responses (mitigated).

Unmitigated impacts refer to the impact of social impacts prior to the implementation of any mitigation or management measures, including any standard mitigation measures as outlined in the Sydney Metro Construction Environmental Management Framework (Appendix F of the Environmental Impact Statement) and the Construction Noise and Vibration Standard (Appendix H of the Environmental Impact Statement), that would be adopted by Sydney Metro. The assessment of unmitigated impacts provides a social impact rating based on the assumption that impacts would be experienced at their full, unrestricted nature, magnitude, and likelihood.

Defining impacts in this manner allows for appropriate assessment and development of mitigation strategies that not only address impacts that may require more technical management, but also those impacts that are perceived as of high risk, importance, and/or concern. These perceived concerns are just as important to manage as they have the potential to result in elevated levels of community concern, complaints, and grievances if not managed appropriately.

Firstly, the assessment of potential social impacts without additional mitigation or management measures was completed. Following this, potential impacts were then re-assessed following the application of management measures.

In order to assess these potential impacts, a risk assessment was carried out to determine the overall significance rating of the potential social impact *with and without* mitigation. The impacts have been evaluated according to the Guideline (2021). As part of this risk assessment, consideration was given to:

- the likely population to be affected, separately for each component of this proposal
- the timing of the potential social impact
- the potential 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
- any residual negative social impacts and how they would be experienced by affected people.

The tables used to evaluate the likelihood of both positive and negative social impacts and to inform the magnitude of each impact before and after mitigation or enhancement are provided below (Table 4-4 to Table 4-7). These tables are in line with those specified within the Guideline (2021).

Table 4-4 Defining magnitude levels for social impacts

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

Table 4-5 Defining likelihood levels of social impacts

Likelihood level	Meaning
Almost certain	Definite or almost definitely expected
Likely	High probability
Possible	Medium probability
Unlikely	Low probability
Very unlikely	Improbable or remote probability

Table 4-6 Dimensions of social impact magnitude

Dimensions	Details needed to enable assessment
Extent	Who specifically is expected to be affected (directly, indirectly, and/or cumulatively), including any vulnerable people? Which location(s) and people are affected? (for example, near neighbours, local, regional, future generations).
Duration	When is the social impact expected to occur? Will it be time-limited (for example, over particular project phases) or permanent?
Severity or scale	What is the likely scale or degree of change (for example, mild, moderate, severe)?
Intensity or importance	How sensitive/vulnerable (or how adaptable/resilient) are affected people to the impact, or (for positive impacts) how important is it to them? 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.

Dimensions	Details needed to enable assessment
Level of concern/interest	How concerned/interested are people? Sometimes, concerns may be disproportionate to findings from technical assessments of likelihood, duration and/or intensity.

Table 4-7 Social impact significance matrix

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

4.7 Assumptions and limitations

Assumptions applied to complete this social impact assessment 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 by Sydney Metro accurately reflect community views.

COVID-19 is an unprecedented global health crisis and economic event that is rapidly evolving. At the current time, the research and analysis of economic and population data – such as forecasts of population or employment growth and so on – reflects a return to “business as usual” scenario, while also noting the potential impacts that may be associated with the COVID-19 pandemic, 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 5 (Social baseline: existing social context).

5 Social baseline: existing social context

This chapter presents the social baseline for this proposal and describes the social context without this proposal. Specifically, it:

- documents the existing social environment, conditions and trends relevant to this proposal and defines characteristics of the communities within this proposal's social locality, including any vulnerable groups
- considers any built or natural features on or near this proposal area that could be affected and the intangible values that people may associate with these features
- considers community values and aspirations, based on a review of Community Strategic Plans and outcomes of related research projects
- outlines other projects that may be occurring within the social locality that could have the potential to contribute to a cumulative impact.

The social baseline provides a point of comparison – it can be used as a reference against which to measure the impacts of this proposal as it develops and/or to determine the adequacy or otherwise of existing facilities (Vancly, 2015). All data used in the baseline is mostly derived from the 2016 Australian Census of Population and Housing (Australian Bureau of Statistics, 2021), as well as the Social Health Atlas of Australia (PHIDU) unless an alternate source is cited.

5.1 Community profile

A summary of the social baseline is provided in the body of this social impact assessment in order to provide an overview of the existing environment at a regional, suburb and local context. To provide additional context for the regional context (Greater Sydney), NSW was used as a comparison. Supplementary data that supports the assessment, such as the community profile dataset, as well as a review of tangible and in-tangible social infrastructure, is included in Appendix C. As mentioned in Section 4.2 (Social baseline), this social impact assessment has utilised the sustainable livelihoods approach to provide a comprehensive understanding of the community profiles relevant to this proposal.

5.1.1 Regional context (Greater Sydney)

Greater Sydney is a major metropolitan area of Australia. Generally, residents across Greater Sydney are younger and economically more affluent than the rest of the state. While residents in Greater Sydney have greater economic capital, the cost of housing is relatively high. Across the region there is limited housing choice, with separate dwellings accounting for more than half of all dwellings. This lack of housing choice may also impact the high cost of housing. Overall, residents are relatively reliant on private motor vehicles, with the majority of households owning at least one car and private vehicles accounting for more than half of all worker commutes.

Table 5-1 below provides a summary of the Greater Sydney profile as it relates to the sustainable livelihoods approach.

Table 5-1 Greater Sydney community profile summary

Capital	Summary
Human capital	<ul style="list-style-type: none"> in 2016, Greater Sydney had a resident population of 4,823,991 residents, making it the largest urban area in Australia the population growth of Greater Sydney is expected to be negatively impacted by COVID-19, with approximately 340,000 fewer residents by 2031 compared to pre-COVID projections. While the rate of growth is expected to decrease, Greater Sydney will still experience a net increase in residents. The impact to Greater Sydney's future population growth is primarily caused by disruption to net overseas migration compared to the state of NSW as a whole, Greater Sydney had a relatively younger population in 2016, with a median age of 36 compared to 38. Greater Sydney's lower median age can be attributed to the high proportion of residents aged 20-44 years of age and low proportion of residents aged 65 years and older when compared to the state of NSW Greater Sydney had higher rates of educational attainment in 2016, when compared to NSW, with higher rates of residents with tertiary qualifications and high year 12 completion rates.
Social capital	<ul style="list-style-type: none"> when compared to NSW, Greater Sydney was slightly more culturally diverse, with 38.1 per cent of residents born overseas compared to 35.0 per cent. However, when compared to the suburb context (Sydney Metro West corridor), Greater Sydney was notably less culturally diverse (55.3 per cent compared to 38.1 per cent respectively) across Greater Sydney, 1.4 per cent of residents identified as Aboriginal and/or Torres Strait Islander in 2016. When compared to the NSW rate of 2.9 per cent, this was notably lower than the rest of the State. However, the Greater Sydney rate was higher than all proximal areas along the Sydney Metro West corridor across Greater Sydney residents are relatively established, with more than half (53.2 per cent) living in the same address for five years or more in 2016. This was notably higher than most proximal areas along the Sydney Metro West corridor.
Economic capital	<ul style="list-style-type: none"> in 2016, there was a higher proportion of high-income households compared to low-income households across Greater Sydney. Approximately 1 in 3 households were high income households, while 1 in 6 were low-income households. This suggests residents of Greater Sydney are generally economical affluent housing costs across Greater Sydney in 2016 were relatively high, with 38.5 per cent of households in the highest mortgage repayment quartile and 49.8 per cent of renting households in the highest rent payment quartiles when compared to the suburb context, Greater Sydney had relatively lower workforce participation in 2016, with 65.6 per cent of residents engaged in the workforce.
Physical capital	<ul style="list-style-type: none"> in 2016, housing diversity across Greater Sydney was skewed towards low density dwellings, with 57.2 per cent of homes separate dwellings while 28.2 per cent were high density apartments. Only 14 per cent were medium density, semidetached dwellings, overall reflecting relatively low housing choice across the region the majority of households owned at least one or two cars (72.5 per cent) in 2016 private car accounted for 53.9 per cent of residents' commutes to work in 2016, reflecting high private vehicle dependency.
Natural capital	<p>Despite the dense population of Greater Sydney, natural capital is abundant. The area is rich in water courses, including but not limited to the Parramatta River, White Bay, Blackwattle Bay, Darling Harbour and many small creeks and tributaries such as Duck Creek near the Clyde stabling and maintenance facility and Rosehill services facility.</p>

5.1.2 Suburb context (Sydney Metro West corridor)

The Sydney Metro West corridor is characterised by a relatively younger, culturally diverse community, predominately living in high density dwellings. Residents within the corridor are generally economically advantaged. However, they face high housing costs.

Table 5-2 Sydney Metro West corridor community profile summary

Capital	Summary
Human capital	<ul style="list-style-type: none"> in 2016 the Sydney Metro West corridor had a total of 318,343 residents when compared to the Greater Sydney region, the Sydney Metro West corridor has a higher proportion of residents aged 20-34 (33.4 per cent and 23.1 per cent respectively) and a lower proportion of residents 65 years or older (10.8 per cent and 14.0 per cent respectively). Collectively this suggests that the Sydney Metro West corridor has a slightly young age profile than Greater Sydney a notably higher proportion of residents were studying at a tertiary institution in 2016 across the Sydney Metro West corridor compared to Greater Sydney (35.2 per cent and 24.2 per cent respectively) the proportion of residents with a year 9 or below level of education was higher in Greater Sydney compared to the Sydney Metro West corridor in 2016 (7.1 per cent and 5.7 per cent respectively).
Social capital	<ul style="list-style-type: none"> compared to Greater Sydney, the Sydney Metro West corridor was more culturally diverse in 2016 with a higher proportion of residents born overseas (38.1 per cent and 55.3 per cent respectively) households are more linguistically diverse across the Sydney Metro West corridor compared to Greater Sydney with a lower proportion of households only speaking English (45.0 per cent and 62.5 per cent respectively) the Sydney Metro West corridor also has a higher proportion of residents who use to live overseas a year ago and five years (6.6 per cent and 44.5 per cent respectively), reflecting a high proportion of recent overseas arrivals compared to Greater Sydney, the Sydney Metro West corridor had a notably lower proportion of Aboriginal and/or Torres Strait Islander Residents (1.4 per cent compared to 0.7 per cent respectively) compared to Greater Sydney, the Sydney Metro West corridor has more diverse households, represented by a higher proportion of lone person households (23.6 per cent and 21.7 per cent respectively) and group households (8.8 per cent and 4.6 per cent respectively).
Economic capital	<ul style="list-style-type: none"> in 2016, the Sydney Metro West corridor had a lower proportion of residents engaged in homeownership and a notably higher proportion of residents renting when compared to Greater Sydney (48.8 per cent and 35.1 per cent respectively) while the Sydney Metro West corridor and Greater Sydney have similar proportions of high-income households (33.8 per cent and 31.8 per cent respectively), there are notable differences in housing costs, with the Sydney Metro West corridor having a higher cost of living. This is reflected by 42.3 per cent of households in the highest mortgage repayment quartile, compared to 38.5 per cent across Greater Sydney, and 62.4 per cent of renters in the highest rent payment quartile, compared to 31.8 per cent across Greater Sydney a slightly larger proportion of residents participate in the work force in the Sydney Metro West corridor compared to Greater Sydney (68.2 per cent and 65.6 per cent respectively).

Capital	Summary
Physical capital	<ul style="list-style-type: none"> in 2016, the Sydney Metro West corridor had a notably higher proportion of high-density dwellings compared to Greater Sydney (60.8 per cent and 28.2 per cent respectively) car ownership was lower across the Sydney Metro West corridor compared to Greater Sydney, with a higher proportion of households not owning a car (20.0 per cent and 11.4 per cent respectively), and a higher proportion of households with only one car (46.2 per cent and 38.5 per cent respectively) residents across the Sydney Metro West corridor have lower rates of car utilisation for their commute to Greater Sydney (39.4 per cent and 53.9 per cent respectively).
Natural capital	There are several natural heritage sites, including the UNESCO World Heritage listed Parramatta Park, the natural heritage Bicentennial Park which is part of the Sydney Olympic Park and features an important wetland ecosystem and parklands and The Royal Botanic Garden in the Sydney CBD, a heritage-listed 30-hectare (74-acre) botanical garden.

5.1.3 Local context (proximal area)

The following Section provides an overview of the local context around each metro station and operational ancillary facility. This is identified as the geographic area in which people are most likely to experience both construction and operational social impacts from this proposal or a level of direct impact.

For the purpose of the social baseline, the proximal areas are the suburbs within which a station or ancillary facility is located. For example, the Westmead locality refers to the suburb (Westmead) within which the Westmead metro station is located.

Unemployment levels are calculated based on those of eligible age (between the ages of 16 and 65), who are not engaged in secondary education and who are able to work.

Westmead metro station

Westmead is a young and culturally diverse area with predominately larger family households. The area has a large Indian community, with the majority of people being bilingual. When compared to the broader Sydney Metro West corridor, households in Westmead are more economically vulnerable, reflected by lower earning capacity, higher unemployment, and a lower proportion of households who own their home outright.

Table 5-3 provides a summary of key community characteristics for Westmead metro station. The summary is organised by community capital.

Table 5-3 Westmead metro station community profile summary

Capital	Summary
Human capital	<ul style="list-style-type: none"> as of 2016, the population of the Westmead locality was approximately 6,642 residents with a quarter of the population under the age of 19 – this is the youngest locality across the Sydney Metro West corridor and is comparable to Greater Sydney in 2016, 23.7 per cent of the population were attending an educational institution, including two-thirds of which were at preschool, primary or secondary school – which is reflective of the younger population of the locality.

Capital	Summary
Social capital	<ul style="list-style-type: none"> in the Westmead locality, 23.1 per cent of households spoke English only at home. This was the lowest share of all localities across the Sydney Metro West corridor and reflective of the percentage of residents in this locality that were born overseas (71.8 per cent). Almost 40 per cent of the population were born in India and Tamil and Hindi were the second and third most common languages spoken at home (9.9 per cent and 9.4 per cent respectively) this locality had the highest number of couples families' households with children (46.2 per cent) – the largest across the Sydney Metro West corridor in terms of stability of residence, this has been increasing in Westmead relative to other localities, with the share of residents living at the same address one year ago increasing to 79.1 per cent compared to 41.7 per cent living at the same address 5 years ago. This is slightly lower than the average across the Sydney Metro West corridor (44.5 per cent living at the same address five years ago) Westmead also had a slightly higher percentage of the population needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication because of a long-term health condition (lasting six months or more), a disability (lasting six months or more), or old age (5.3 per cent compared to 4.9 per cent of the Greater Sydney population). Given the older age profile and a higher rate of residents requiring assistance, it is reasonable to assume that the higher number of health care facilities in the locality, including nursing homes and hospitals, are responding to this demand.
Economic capital	<ul style="list-style-type: none"> overall, households in the Westmead locality were slightly less financially advantaged compared to other localities, as they have a lower median household annual income with only one in four households earning above \$2,500 per week, which is considered a high income a high proportion of households were rented (63.5 per cent) compared to 35.1 per cent in Greater Sydney, while only 11.5 per cent were owned outright, the smallest across all localities Westmead had the highest percentage of households paying weekly rent in the medium highest quartile (55.1 per cent paying between \$340 to \$442 per week). They also had the highest percentage in the lowest group (17.3 per cent paying between \$0 to \$234 per week), indicating that the locality has more affordable housing when compared to others in the corridor analysis of the distribution of households by housing loan repayment quartiles in Westmead compared to the whole corridor shows that for those paying a mortgage (17 per cent of households) there was a larger proportion of households in the lowest repayment quartile (20 per cent paying between \$0 and \$1184 per month compared to 18.2 per cent), as well as a larger proportion in the medium lowest repayment quartile (31.5 per cent paying between \$1185 to \$1784 per month compared to 15.9 per cent) Westmead also had one of the highest levels of unemployment in 2016 (9.6 per cent of the population). Of those that were employed, the dominant industry was professional, scientific and technical services.
Physical capital	<ul style="list-style-type: none"> in the Westmead locality, most dwellings were flats, units or apartments (74.5 per cent) and 1 in 5 houses were separate houses. The average household size was 3, which was the highest across all the localities, with the average household size being 2.4 across the entire Sydney Metro West corridor residents within the locality reported one of the highest uses of public transport compared to other localities, with 40.3 per cent of residents travelling to work via train or bus. This was one of the highest across all localities, indicating that the existing station and bus networks within the Westmead locality mean that residents have fairly good access to public transport and are less car dependent compared to other localities 78.9 per cent of households had one or more cars, and 32.4 per cent of residents drove to work.

Parramatta metro station

Parramatta is a high-density community with a large workforce. When compared to the Sydney Metro West corridor, Parramatta has the highest proportion of renters, reflecting low home ownership rates across the area. Parramatta is also the most culturally diverse community across the corridor, with the highest proportion of residents born overseas.

Table 5-4 provides a summary of key community characteristics for Parramatta metro station. The summary is organised by community capital.

Table 5-4 Parramatta metro station community profile summary

Capital	Summary
Human capital	<ul style="list-style-type: none"> in 2016, the Parramatta locality hosted the second largest population of all localities in the corridor, second only to Pyrmont. The population of the Parramatta locality was 6,848 residents, of which three quarters were between the ages of 20 and 64, making up a large percentage of the potential active workforce only 5 per cent of the population were over the age of 65, which is less than half that of the Sydney Metro West corridor (10.8 per cent) and almost a third of Greater Sydney (14 per cent) meaning the locality was less vulnerable when it came to an aged or elderly population, when compared to other localities within the corridor in 2016, 19.5 per cent of all residents of the Parramatta locality were attending an educational institution, including preschool, or primary or secondary school, or university, or TAFE or other educational facilities. Of the residents attending an educational institution, 37.5 per cent of residents were attending university or other tertiary institution, which was slightly higher than the corridor average. The Parramatta locality had one of the lowest shares of residents attending secondary education along the corridor.
Social capital	<ul style="list-style-type: none"> 4 out of 5 residents living in the Parramatta locality in 2016 were born overseas, with Hindi and Mandarin being the second and third most dominant languages spoken at home. The percentage of residents born overseas is the highest of all the localities and more than double that of Greater Sydney (78.8 per cent compared to 38.1 per cent) in 2016, 65.9 per cent of households were family households, which was comparable to the metro corridor (65.3 per cent). The majority of these family households were couple family households, of which there were slightly more couple families with children households than couples with no children. This locality also had one the highest overall share of group households when compared to other localities (10.2 per cent) the stability of residence within the Parramatta locality was the second lowest of the localities, with 22.4 per cent living at the same address given 5 years ago, compared to 44.5 per cent across the corridor the proportion of residents requiring assistance with core activities in the Parramatta locality is moderate compared to other localities (1.8 per cent) – this is neither notably high or low considering the comparison localities.

Capital	Summary
Economic capital	<ul style="list-style-type: none"> overall, households in the Parramatta locality were slightly less financially advantaged compared to other localities, as they have a lower median household annual income with only 1 in 4 households earning above \$2,500 per week, which is considered a high income Parramatta had the highest proportion of households rented across the corridor (73.9 per cent) with over 90 per cent paying weekly rent in either the medium highest or highest quartile (greater than \$340 per week). The occupancy rate of rentals was also high (92.8 per cent) , pointing towards a strong rental sale and driving up rental prices Parramatta locality had the highest levels of unemployment in 2016 (9.9 per cent of the population compared to 6 per cent in Greater Sydney). Of those that were employed, the dominant industry was similar to Westmead with 24 per cent employed in professional, scientific and technical services. Despite the high unemployment levels, the labour force participation of those 15-85 years (including those are unemployed looking) was quite high when compared to Greater Sydney (75.9 per cent and 65.6 per cent respectively).
Physical capital	<ul style="list-style-type: none"> the majority of dwellings within the Parramatta locality were flats, units or apartments which accounted for 93 per cent of all dwelling structure types. This share was also the second highest compared to all the other localities in the corridor. The Parramatta locality also had the second highest share of 'other dwelling' types, which includes dwellings such as caravans, cabins, improvised homes, and house or flat attached to a shop or office (4.1 per cent) the average household size was 2.5 persons, which was slightly higher compared to the average household size of the corridor (2.4) compared to other localities, residents in the Parramatta locality were relatively less car dependent with only 24.8 per cent reporting travelling to work via car as a driver. The Parramatta locality had the highest overall share of residents travelling to work via train or bus, and the third highest locality by walking. This implies that residents in the Parramatta locality have relatively good access to public transport, with some residents also living within walking distance to work.

Sydney Olympic Park metro station

Sydney Olympic Park is a relatively new community. Residents are predominantly young professionals either living by themselves or with a partner. There are very few children and older residents in the area. Residents are also linguistically diverse compared to areas further east along the Sydney Metro West corridor.

Table 5-5 provides a summary of key community characteristics for Sydney Olympic Park metro station. The summary is organised by community capital.

Table 5-5 Sydney Olympic Park metro station community profile summary

Capital	Summary
Human capital	<ul style="list-style-type: none"> the share of residents in Sydney Olympic Park aged between 20 to 34 years was the largest across all the localities. It also hosted the lowest percentage of the population over the age of 65 – just 1.7 per cent, indicating that this locality is an attractive location for young professionals compared to other localities, Sydney Olympic Park had the second lowest overall share of residents attending education at 18.3 per cent. Of those residents attending education, the majority were attending university or other tertiary institution, with relatively low shares attending pre-school, infants/primary school or secondary or secondary schools. This reflects the high share of young professionals living within the area.

Capital	Summary
Social capital	<ul style="list-style-type: none"> in 2016, the composition of households within the Sydney Olympic Park locality differed compared to the other localities. While the majority of households were family households, the overall share was the lowest across all the other localities. Of these family households, the majority were couple families with no children. This share was significantly higher compared to all the other localities the Sydney Olympic Park locality also had the second highest overall share of lone person households compared to the other localities (Sydney CBD had the highest), with lone person households accounting for 29.5 per cent of all household types within the Sydney Olympic Park locality. Overall, this suggests that the locality is an attractive location for young professionals in 2016, 29.6 per cent of households in the Sydney Olympic Park locality reported speaking only English at home. This share was slightly lower compared to localities to the west along the corridor, and well below the share across the entire corridor at 45 per cent the stability of residence within the Sydney Olympic Park locality was the lowest overall compared to other localities, with only 4.8 per cent of residents living in the same address as 2011 and 42.1 per cent in 2015. This, in part, is due to the relatively newer residential developments that have occurred in this area over recent years the Sydney Olympic Park locality had the lowest representation of residents requiring assistance with core activities when compared to other localities along the Sydney Metro West corridor (0.6 per cent).
Economic capital	<ul style="list-style-type: none"> the Sydney Olympic Park locality had the lowest proportion of dwellings owned outright across the locality (4.1 per cent) potential due to most dwellings only being completed within the last ten years. 68.9 per cent of households rented with the large majority paying weekly rent in the highest quartile (84.9 per cent paying over \$443 per week) 70.3 per cent of the labour force worked full time, the highest across all localities and reflective of the young professional demographic. The top three industries of employment were professional, scientific and technical services (11.8 per cent), financial and insurance services (11.1 per cent) and health care and social assistance (9.8 per cent).
Physical capital	<ul style="list-style-type: none"> nearly all dwellings within the Sydney Olympic Park locality were flats, units or apartments at 99.7 per cent. Most of these dwellings have been completed within the last 10 years. The average household size within the locality was the second lowest overall at 2.1 persons per household around half of residents reported travelling to work via car as a driver only, which suggests that residents are fairly car dependent within the locality.

North Strathfield metro station

North Strathfield is a relatively established, family focused area with a high proportion of households with children. The area is generally economically well-off, reflected by relatively high household incomes and a high proportion of residents who own their proportion outright. The combination of high rental prices paired with high occupancy rates suggests there is strong rental demand in the area.

Table 5-6 provides a summary of key community characteristics for North Strathfield metro station. The summary is organised by community capital.

Table 5-6 North Strathfield metro station community profile summary

Capital	Summary
Human capital	<ul style="list-style-type: none"> the North Strathfield locality had a relatively high share of residents aged 35 to 64 years and 65 to 84 years when compared to the western localities. Its population make up closely resembles Greater Sydney, with 23 per cent of the population under the age of 19 (25 per cent Greater Sydney), 64 per cent between the ages of 20 and 64 (61 per cent Greater Sydney) and 12 per cent over the age of 65 (14 per cent Greater Sydney) the North Strathfield locality had one of the highest percentage of residents attending an educational institution. In 2016, 28.4 per cent of all residents of the North Strathfield locality were attending either preschool, primary and secondary school, university, TAFE or other educational facilities. Of the residents attending an educational institution, there was a fairly even balance of residents attending infants/primary, secondary and university or other tertiary institutions.
Social capital	<ul style="list-style-type: none"> in 2016, North Strathfield locality had the highest proportion of family households across the corridor (74 per cent), with the majority being couple families with children (41.3 per cent) around half of households reported speaking only English at home, which is comparable to the 53.4 per cent of residents born in Australia 18 per cent of the population in the North Strathfield locality volunteered through an organisation or group, one of the highest across all localities. Volunteer rates demonstrate a level of community cohesion and strength, and commitment to making a difference to the lives of people the North Strathfield locality had relatively high levels of stability of residence compared to other localities, with 51.8 per cent of residents living in the same address as five years ago the North Strathfield locality has a moderately high proportion of residents requiring help or assistance with core activities when compared to the other localities (4.0 per cent). While the rate is comparatively not the highest, it is above the median value of 2.5 per cent for the localities along the Sydney Metro West corridor.
Economic capital	<ul style="list-style-type: none"> overall, households were relatively more advantaged compared to other localities, particularly those localities directly to the west, with almost 40 per cent of households earning above \$2,500 per week a high proportion of households were either owned outright (34.7 per cent) or owned with a mortgage (30.4 per cent) which is comparable to Greater Sydney (64.5 per cent owned outright or with a mortgage). It also had the highest portion of mortgage repayments in the lowest quartile (21.8 per cent paying between \$0 to \$1184 per month) of these renting, 75 per cent were paying in the highest quartile (paying greater than \$443 per week), potentially driven by the high occupancy rates across the locality (94.3 per cent) unemployment levels in North Strathfield were relatively low when compared to the whole Sydney Metro West corridor (5.3 per cent compared to 6.8 per cent) and lower than that of Greater Sydney (6 per cent). Of those that were employed, the dominant industry was professional, scientific and technical services (11.6 per cent) and health care and social assistance (11.5 per cent).
Physical capital	<ul style="list-style-type: none"> in 2016, over half of dwellings in the North Strathfield locality were separate houses at 55.3 per cent, the highest of all the localities. The average household size within the locality was the second highest overall at 2.9 persons per household residents in the North Strathfield locality tended to be highly car dependent, with 45.5 per cent travelling to work via car as a driver, while 27.8 per cent travelled via train or bus.

Burwood North Station

Burwood North has a relatively older population paired with a high proportion of residents attending university. The area also has the highest proportion of residents requiring care when compared to the Sydney Metro West corridor, potentially reflecting the area's older population. Burwood North is economically diverse, with a relatively similar proportion of households in the top income quartile and lower income quartiles.

Table 5-7 provides a summary of key community characteristics for Burwood North Station. The summary is organised by community capital.

Table 5-7 Burwood North Station community profile summary

Capital	Summary
Human capital	<ul style="list-style-type: none"> the population of the Burwood North locality was relatively older, driven by high shares of persons within the 35 to 64 age group and 64 to 84 age groups the Burwood North locality had the highest share of residents attending education at 28.8 per cent. A total of 42 per cent of these residents were attending university or other tertiary institutions. A total of 21.5 per cent of residents were attending infants/primary, and 19 per cent were attending a secondary institution.
Social capital	<ul style="list-style-type: none"> in this locality, the share of couple families were slightly smaller due to a greater share of one parent families. Burwood North locality had the third highest share of group households across the Sydney Metro West corridor in 2016, 33.8 per cent of households in the Burwood North locality reported speaking only English at home, which was slightly lower compared to localities directly to the east along the Sydney Metro West corridor Burwood North had the highest percentage of the population needing help or assistance in one or more of the three core activity areas (7.8 per cent compared to 4.9 per cent of the Greater Sydney population). This is potentially reflective of the aging population indicates a higher level of social vulnerability in this locality when compared to other localities and Greater Sydney stability of residences tended to be high compared to other localities across the Sydney Metro West corridor.
Economic capital	<ul style="list-style-type: none"> the economic profile of Burwood North has some similar traits to North Strathfield in 2016. 30 per cent of households earning above \$2,500 per week and a high proportion of households were either owned outright (30.2 per cent) or owned with a mortgage (24.6 per cent). It also had similar proportions of mortgage repayments in the lowest quartile as North Strathfield (21.1 per cent paying between 0 to \$1184 per month) slightly more people rented in the area (43.4 per cent of households) and of those renting, 63.3 per cent were paying in the highest quartile (paying greater than \$443 per week). The locality also had high occupancy rates (93.5 per cent) unemployment levels in Burwood North were higher when compared to the Sydney Metro West corridor and Greater Sydney (8.1 per cent compared to 6.8 per cent and 6 per cent, respectively). It also had a lower percentage of labour force participants (59.8 per cent), reflective of the aging population when compared to other localities and Greater Sydney of those that were employed, the dominant industry was health care and social assistance (12.2 per cent) followed by accommodation and food services (10.6 per cent).

Capital	Summary
Physical capital	<ul style="list-style-type: none"> dwelling types were evenly balanced within the Burwood North locality with 38.5 per cent of households being flats, units, or apartments, while 42 per cent were separate houses. There was also a high share of dwellings that were semi-detached, row or terrace houses or townhouses. The average household size within the Burwood North locality was 2.8 persons per household, which was among the highest across all the localities residents tended to be slightly car dependent with 39.5 per cent of residents travelling to work via car and 30.3 using a train or bus.

Five Dock Station

Five Dock is a well-established, family focused, older community. The area has a high proportion of older residents and family households, including one parent families. The area also has a high proportion of single person households, reflecting the older age profile of Five Dock.

The community is generally well connected and values established meeting places like Fred Kelly Place.

Compared to other areas along the Sydney Metro West corridor, Five Dock is relatively economically advantaged with residents generally having higher weekly incomes. The area also has relatively high mortgage and rental costs, reflecting strong properties values. Five Dock has relatively high car dependency.

Table 5-8 provides a summary of key community characteristics for Five Dock Station. The summary is organised by community capital.

Table 5-8 Five Dock Station community profile summary

Capital	Summary
Human capital	<ul style="list-style-type: none"> in 2016, the Five Dock locality had the oldest population across all the localities, with 60 per cent of the population over the age of 34 and 16.7 per cent over the age of 65 a relatively lower share of residents was attending an educational institution (including either preschool, primary and secondary school, university, TAFE or other educational facilities) compared to the other localities across the Sydney Metro West corridor – which is reflective of the ageing population.
Social capital	<ul style="list-style-type: none"> most households reported speaking only English at home, which was relatively high compared to the Sydney Metro West corridor, second only to The Bays locality. The second most dominant language in the locality was Italian (15.6 per cent) households in the Five Dock locality were primarily family households, with a fairly high share of couple families with children (36.5 per cent). There was also a relatively high share of one parent families (10.2 per cent), which was among the highest across all the localities. The Five Dock locality also had one of the highest shares of lone person households across all localities (23.6 per cent) the stability of residence in the Five Dock locality was also the highest of all localities, with 62.3 per cent of residents living in the same address as they were five years ago Five Dock also had similar levels of volunteerism as North Strathfield with 18 per cent of the population volunteering through an organisation – reflecting a high level of community cohesion the Five Dock locality has the second highest rate of residents requiring assistance with core activities (6.8 per cent) when compared to the other localities along the Sydney Metro West corridor.

Capital	Summary
Economic capital	<ul style="list-style-type: none"> overall, households in Five Dock were relatively well off compared to other localities, with almost 40 per cent of households earning above \$2,500 per week the highest proportion of households were owned outright in this locality across the Sydney Metro West corridor (35.2 per cent), with a further 31.1 per cent owned with a mortgage. It also had the highest portion of mortgage repayments in the highest quartile (55.4 per cent paying greater than \$2518 per month) unemployment levels in Five Dock were one of the lowest across all localities (4.2 per cent), with 12.2 per cent employed in professional, scientific, and technical services weekly rent was also relatively high compared to other localities, with 73.3 per cent of households paying greater than \$443 per week.
Physical capital	<ul style="list-style-type: none"> in 2016, around half of dwellings were separate houses at 54.2 per cent, the second highest across all localities the average household size was 2.5 persons per household, which was slightly lower when compared to the other localities, but comparable to the average household size of the Sydney Metro West corridor (2.4) residents were highly car dependent, with over half of residents travelling to work via car while only 15.1 per cent of residents travelled to work via train or bus. This was the second lowest locality in terms of public transport use, which suggests limited public transport access for residents to get to their workplaces.

The Bays Station

The Bays is one of the most economically advantaged areas along the Sydney Metro West corridor, with households generally enjoying higher incomes. The affluence of the area is reflected by relatively high housing costs.

The Bays has notably low cultural diversity, with the majority of residents only speaking English. The area also has the highest rate of volunteerism across the corridor.

Table 5-9 provides a summary of key community characteristics for The Bays Station. The summary is organised by community capital.

Table 5-9 The Bays Station community profile summary

Capital	Summary
Human capital	<ul style="list-style-type: none"> The Bays locality had a similar age profile to Five Dock, with around 55 per cent of the population over the age of 34. The Bays locality had the largest overall share of persons aged 35 to 49 years across all localities in 2016, 21.7 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 facilities. Of the residents attending an educational institution, the majority were attending primary or secondary school (38.5 per cent and 18.1 per cent respectively) and 26 per cent were attending university or other tertiary institutions.

Capital	Summary
Social capital	<ul style="list-style-type: none"> The Bays locality had the highest share of residents speaking English only at home (86.0 per cent), well above the share of the other localities, or the Greater Sydney average (62.0 per cent) stability of residence in The Bays locality was also relatively high with 45.0 per cent of residents in the same address as 2011 and 77.1 per cent in the same address as in 2015 21.6 per cent of the population volunteered through an organisation in the Bays locality, the highest across the Sydney Metro West corridor the share of couple families with children's households was 31.0 per cent, slightly higher than the average across the corridor (29.8 per cent) The Bays locality had a moderate proportion of residents requiring assistance with core activities (2.6 per cent). This rate was slightly higher than the median value of 2.5 per cent for localities along the Sydney Metro West corridor.
Economic capital	<ul style="list-style-type: none"> overall, households within The Bays locality were amongst the most advantaged compared to all the other localities with over half of the households earned above \$2,500 per week, the highest of all localities 56.0 per cent of households were either owned outright or owned with a mortgage, of which 57.2 per cent were making repayments in the highest quartile of greater than \$2518 per month weekly rents were also relatively high compared to other localities, with 83.6 per cent of households paying greater than \$443 per week The Bays locality also had the lowest unemployment levels across all localities (3.0 per cent) and the highest labour force participation (81.8 per cent). 71.8 per cent of the labour force worked full time the occupations and industries of employment were reflective of the younger professionals in the area, with 65.0 per cent either employed as professionals or managers. The dominant industry of employment was professional, scientific, and technical services (18.6 per cent).
Physical capital	<ul style="list-style-type: none"> within The Bays locality, the dwelling type of profile differed noticeably from the other localities. Many dwellings were semi-detached, row or terrace houses or townhouses, which accounted for 51.7 per cent of all dwelling types. This share was well above all the share in the Sydney Metro West corridor the average household size was slightly lower at 2.2 persons per household, below the Greater Sydney average of 2.8 persons to travel to work, residents of The Bays locality tended to rely on cars (37.5 per cent) or bus (25.5 per cent). In total, a much lower share of residents used active transport to get to work compared the Sydney CBD locality and the Pyrmont locality, however, The Bays did have the highest percentage of those riding to work (2.8 per cent), indicative of its locality to the Sydney CBD and larger central working hubs.

Pyrmont Station

Pyrmont has a relatively young resident profile with a high proportion of residents attending a post-secondary institution. The area also has a large Chinese community. The household composition of the area reflects the student / young worker profile with a high proportion of lone person households and the highest proportion of group households across the Sydney Metro West corridor.

While Pyrmont is an affluent area with 40.0 per cent of residents high income earners, very few residents own their own home, and the cost of renting is high. Resident mobility is also high, with a low proportion of residents living in the same address for more than five years.

Many residents commute to work by active transport, reflecting the areas within close proximity of the Sydney CBD.

Table 5-10 provides a summary of key community characteristics for Pyrmont Station. The summary is organised by community capital.

Table 5-10 Pyrmont Station community profile summary

Capital	Summary
Human capital	<ul style="list-style-type: none"> in 2016, the Pyrmont locality had the second highest share of residents between the ages of 20 to 64 (82.9 per cent), second only to Sydney Olympic Park the share of residents in Pyrmont aged between 20 to 34 years was 47.3 per cent, indicating that the locality is an attractive location for younger residents in 2016, 20.0 per cent of all residents in the Pyrmont locality were attending an educational institution, including preschool, primary and secondary school, university, TAFE or other educational facilities. Of the residents attending an educational institution, the majority were attending post-secondary institutions, including university or other tertiary institution.
Social capital	<ul style="list-style-type: none"> the Pyrmont locality had the highest number of group households when compared to other localities (17.5 per cent) and almost four times that of Greater Sydney (4.6 per cent). It also had a relatively high percentage of lone person households (28.8 per cent), reflective of the young professionals living in the area a high proportion of the population was born overseas (63.6 per cent), with 49.6 per cent speaking English only at home. The second most common language was Mandarin (9.4 per cent) stability of residence in the Pyrmont locality was relatively low, with 33.0 per cent of residents in the same address as 2011, and 68.0 per cent in 2015 when compared to the other localities along the Sydney Metro West corridor, the proportion of residents requiring assistance with core activities in the Pyrmont locality was below the median value along the Sydney Metro West corridor (1.7 per cent compared to 2.5 per cent respectively).
Economic capital	<ul style="list-style-type: none"> overall, households were relatively more advantaged compared to other localities, with almost 40.0 per cent of households earning above \$2,500 per week a high proportion of households were rented in the area (65.9 per cent) with 83.0 per cent paying in the highest quartile (paying greater than \$443 per week). The locality also had high occupancy rates (92.1 per cent) unemployment levels in the Pyrmont locality were relatively low when compared to the Sydney Metro West corridor and Greater Sydney (5.4 per cent compared to 6.8 per cent and 6.0 per cent respectively). It also had a relatively high percentage of labour force participants (79.9 per cent) of those that were employed, the dominant industry was accommodation and food services (16.2 per cent) and professional, scientific, and technical services (15.8 per cent).
Physical capital	<ul style="list-style-type: none"> to travel to work, employed residents of the Pyrmont locality tended to rely on active transport, including walking and cycling (49.8 per cent). The next largest shares were car as a driver (17.9 per cent) or train or bus (15.6 per cent) within the Pyrmont locality, the dwelling type of profile was similar to the Parramatta, Olympic Park and Sydney CBD localities, with 92.6 per cent of dwelling types being flat, unit or apartment, compared to 60.8 per cent of dwellings across the corridor. The average household size was comparable to the other localities at 2 persons per household.

Hunter Street Station (Sydney CBD)

The Sydney CBD is a high-density community characterised by its young worker/young professional profile. The area has the highest proportion of lone person households along the Sydney Metro West corridor, reflecting both the young worker population and smaller household size. The majority of households are economically advantaged, with nearly half of all households' high-income households.

Table 5-11 provides a summary of key community characteristics for Hunter Street Station (Sydney CBD). The summary is organised by community capital.

Table 5-11 Hunter Street Station (Sydney CBD) community profile summary

Capital	Summary
Human capital	<ul style="list-style-type: none"> similar to Pyrmont locality, in 2016, the Sydney CBD locality the share of residents between the ages of 20 to 64 was 82.7 per cent. It had the oldest population, with only 6.6 per cent of the population under the age of 19 reflective of the age of the population, in 2016, 16.6 per cent of all residents in the Sydney CBD locality were attending an educational institution, including preschool, primary and secondary school, university, TAFE or other educational facilities. Of the residents attending an educational institution, the majority were attending university or other tertiary Institution.
Social capital	<ul style="list-style-type: none"> length of residence in the Sydney CBD locality was relatively low, with only 29 per cent of residents in the same address as in 2011 a little over half of residents within the Sydney CBD locality reported speaking English at home (58.0 per cent), comparable to the Greater Sydney average of 62.0 per cent lone person households accounted for 45.0 per cent of household composition types in the Sydney CBD locality, which was about double the other localities, and the Greater Sydney average (22.0 per cent). Couple families without children comprised 32.3 per cent of households in the locality. The share of families with children in the Sydney CBD locality was the lowest across all the localities within the Sydney Metro West corridor (9.7 per cent), and well below the Greater Sydney average (37.5 per cent). 8.8 per cent of the households in the Sydney CBD locality were group households The proportion of residents requiring assistance with core activities in the Sydney CBD locality was similar to that of the Pyrmont locality (1.8 per cent).
Economic capital	<ul style="list-style-type: none"> overall, households were relatively more advantaged compared to other localities, with 43.3 per cent of households earning above \$2,500 per week similar to Pyrmont, a high proportion of households were rented in the area (62.5 per cent), with 91.1 per cent paying in the highest quartile (paying greater than \$443 per week). The locality had the lowest occupancy rate across the Sydney Metro West corridor (78.1 per cent), indicating that a greater number of residential dwellings are available for rent, compared to other localities, potentially reflective of the high-density apartment living in the Sydney CBD unemployment levels in were relatively low when compared to the Sydney Metro West corridor and Greater Sydney (4.1 per cent compared to 6.8 per cent and 6 per cent respectively). Of those that were employed, the dominant industry was professional, scientific, and technical services (20.5 per cent) or financial and insurance services (19.7 per cent).
Physical capital	<ul style="list-style-type: none"> reflective of the Sydney CBD environment, the dwelling type was almost entirely flats, units or apartments (92.5 per cent) within the Sydney CBD locality to travel to work, nearly half of the employed residents of Sydney CBD locality used active transport with walking accounting for (49.5 per cent). The next most common modes of transport were train or bus (18.7 per cent) and private vehicles (12.4 per cent).

Clyde stabling and maintenance facility and Rosehill services facility

Clyde and Rosehill are comprised of a linguistically diverse community with only 1 in 3 households only speaking English at home. The area is generally economically vulnerable, with many households potentially in rental or mortgage stress due to relatively low household incomes and relatively high housing costs. Compared to the Sydney Metro West corridor, Clyde and Rosehill has one of the highest proportions of lone person households.

Table 5-12 provides a summary of key community characteristics for the Clyde stabling and maintenance facility and Rosehill services facility. The summary is organised by community capital.

Table 5-12 Clyde stabling and maintenance facility and Rosehill services facility community profile summary

Capital	Summary
Human capital	<ul style="list-style-type: none"> similar to Parramatta, almost three quarters of the population within the Clyde and Rosehill locality were between the ages of 20 and 64 (74.1 per cent) and those over the age of 65 made up only 4.8 per cent of the population a slightly higher share of residents attended education facilities compared to other localities across the corridor. In 2016, 22.9 per cent of residents were attending educational facilities, most at university or other tertiary institution or attending infants/primary which is only slightly lower than Greater Sydney (25.2 per cent).
Social capital	<ul style="list-style-type: none"> a quarter of the households in the Clyde and Rosehill locality were lone person households, which is slightly higher than both this proposal corridor and Greater Sydney (23.6 per cent and 21.7 per cent, respectively) in the Clyde and Rosehill locality, 30.3 per cent of households spoke English only at home which was one of the lowest shares compared to other localities, with Arabic, Korean and Mandarin being the next most dominant languages residents within the Clyde and Rosehill locality had relatively lower levels of stability compared to other localities and the Sydney Metro West corridor as a whole the proportion of residents requiring assistance with core activities in Clyde and Rosehill was similar when compared to the other localities along the Sydney Metro West corridor (2.5 per cent), having the same value as the median (2.5 per cent).
Economic capital	<ul style="list-style-type: none"> overall, households in the Clyde and Rosehill locality were less affluent compared to other localities in the Sydney Metro West corridor, with the lowest proportion of households earning above \$2500 per week (18.6 per cent). 58.5 per cent of households rented in this locality, with 79.9 per cent paying weekly rent in either the medium highest or highest quartile (greater than \$340 per week), and there were also higher levels of unemployment (8.5 per cent of the population compared to 6.0 per cent in Greater Sydney). Taken together, these factors suggest that some households in the locality could be susceptible to financial and mortgage stress while the majority of dwellings were being rented, a relatively high share was owned with a mortgage (39.8 per cent) with 39.1 per cent paying in the medium highest quartile (between \$1785 to \$2518 per month) the dominant industries of employment for residents in the Clyde and Rosehill locality were retail trade (10.9 per cent), health care and social assistance (10.5 per cent) and construction (10.0 per cent).
Physical capital	<ul style="list-style-type: none"> in the Clyde and Rosehill locality, most dwellings were flats, units or apartments; however, this share was below that of some of the surrounding localities. The average household size of the locality was 2.6, which was slightly higher than most other localities within the Sydney Metro West corridor residents within the Clyde and Rosehill locality were highly car dependent compared to residents across the Sydney Metro West corridor with 54.5 per cent of residents reporting travelling to work via car as a driver.

5.1.4 Vulnerable communities

The identification of vulnerable communities along the Sydney Metro West corridor utilised data from the Australian Bureau of Statistics 2016 census.

Through the development of the social baseline profile, the following population groups within the social locality had been identified as potentially vulnerable to social or economic changes that this proposal, and the cumulative effects of other developments across the region, may bring:

- culturally and linguistically diverse communities
- unemployed or low-income households
- elderly persons
- those with need for assistance.

Along the Sydney Metro West corridor, key indicators of social and economic vulnerability vary. Key indicators of vulnerability assessed at the proximal area included:

- income (household income) and Socio-Economic Indexes for Areas (SEIFA)
- age (the proportion of residents 65 years and older and the proportion of residents 85 years and older)
- cultural and linguistic diversity (representation of English only speaking households)
- need for assistance.

Proximal areas which had a higher representation of the above indicators when compared to the regional and suburb levels were considered to have greater social, economic and/or social vulnerabilities.

Income and SEIFA

Across the Sydney Metro West corridor, Burwood North and Five Dock had a higher rate of low-income households, reflecting relatively greater economic vulnerability in these communities.

The Index of Relative Socio-economic Advantage and Disadvantage (IRSAD) provides insights based on a range of factors which contribute to relative disadvantage and advantage within localities. An IRSAD decile of 1 indicates high levels of disadvantage and low levels of advantage (reflecting the bottom 10 per cent of areas). An IRSAD decile of 10 indicates high levels of advantage and low levels of disadvantage (reflecting the top 10 per cent of areas). Table 5-13 below identifies the IRSAD decile of smaller areas (SA1s) within each locality along the Sydney Metro West corridor. This table includes a relative scale ranging from red to green, where red highlights relatively greater vulnerability and green lower vulnerability.

Key observations from the IRSAD data presented in Table 5-13 IRSAD decile scores along the Sydney Metro West corridor include:

- the number and representation of small areas within localities which have the highest levels of advantage and lowest levels of disadvantage (IRSAD decile 10) generally increases west to east along the proposal corridor
- no localities had very high levels of disadvantage and low levels of advantage (IRSAD decile scores 1, 2 and 3)
- Burwood North, Five Dock and Clyde had the greatest SEIFA diversity, with Five Dock reflecting pockets of both high levels of disadvantage and high levels of advantage
- The Bays has very low levels of disadvantage and very high levels of advantage
- Clyde has high levels of disadvantage and the lowest levels of advantage.

Table 5-13 IRSAD decile scores along the Sydney Metro West corridor

Locality	IRSAD deciles									
	1	2	3	4	5	6	7	8	9	10
Westmead	0	0	0	0	0	4	4	5	0	0
Parramatta	0	0	0	0	1	2	0	6	3	0
Sydney Olympic Park	0	0	0	0	0	0	0	0	1	0
North Strathfield	0	0	0	0	0	1	0	7	6	3
Burwood North	0	0	0	1	1	3	6	2	1	0
Five Dock	0	0	0	1	1	0	1	2	8	3
The Bays	0	0	0	0	0	0	0	0	0	13
Pyrmont	0	0	0	0	0	2	2	5	3	10
Hunter Street	0	0	0	0	0	0	0	1	3	5
Clyde	0	0	0	1	2	3	2	0	0	0

Engagement and management measures need to consider the economic capability of low-income or disadvantaged households to adapt to significant amenity or property acquisition impacts.

Age

Burwood North and Five Dock had the highest representation of residents aged 85 years and older along the Sydney Metro West corridor. Notably, Hunter Street, North Strathfield, Burwood North and Five Dock all had a relatively high representation of residents aged 65 years and older. This suggests Burwood North and Five Dock had notably older (65 years and older) and elderly (85 years and older) communities who may experience unique or age specific challenges. North Strathfield and Hunter Street, despite a lower representation of residents aged 85 years and older, still showed notable social vulnerability relating to older residents (65 years and older).

Considerations for these communities would need to include site access, clear communication on construction activities and operation, and diverse engagement materials with less reliance on online materials.

Cultural and linguistic diversity

Linguistic diversity generally increased towards the western portion of the Sydney Metro West corridor. Localities with the greatest linguistic diversity included Westmead, Parramatta, Clyde and Rosehill, Sydney Olympic Park, North Strathfield, Five Dock and Hunter Street. These localities had relatively higher language diversity than the Sydney Metro West corridor and Greater Sydney.

Across these communities, engagement materials supporting construction and operation would need to be translated into relevant languages spoken in local communities to provide fair and equal access to information about the proposal.

Need for assistance

Westmead, Burwood North and Five Dock had a notably higher proportion of residents requiring assistance with core activities when compared to the Sydney Metro West corridor and Greater Sydney.

Considering the higher proportion of residents requiring assistance with core activities in the above localities, proposal related communications and engagement materials and management measures would need to be adaptive and flexible for residents who are in close proximity to construction works and have a disability. This would most likely need to be assessed on a case-by-case basis.

The social baseline has also considered the submissions made by the community during exhibition of the Environmental Impact Statements for the previous Sydney Metro West planning applications. Two submissions to the Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD (Sydney Metro, 2020a) related directly to vulnerable communities. The first stated that “*Metro West needs to serve all people’s needs, especially those who are likely to be vulnerable such as the elderly, parents or carers with young children, and women travelling alone*”. The second stated that “[o]ther potential health impacts include the potential impacts of construction on community cohesion and active transport, particularly for vulnerable groups, such as the aged or those with disabilities who may become isolated and feel unsafe near construction zones”. No submissions in relation to vulnerable communities were received during the exhibition of the Sydney Metro West Environmental Impact Statement – The Bays to Sydney CBD (Sydney Metro, 2021).

Addressing the needs of vulnerable communities

Mitigation and management measures developed for this proposal are included in Section 6.4 and Section 7.3 for operation and construction phase impacts respectively. This includes specific measures and approaches to meet the needs of potentially vulnerable communities along the Sydney Metro West corridor.

5.2 Other major projects in the region

There are several other projects which are recently developed or are currently being considered, which could result in changes to the community or which may have further cumulative effects across the region, particularly in relation to impacts associated with concurrent construction activities. Cumulative social impacts can arise from project activities (such as dust and noise) or multiple projects needing similar resources (e.g., skilled labour, housing or water). The Guideline (2021) outlines that the most effective way to assess cumulative social impacts is to consider them from the viewpoint of those experiencing them.

Due to the linear nature of this proposal, the nature of cumulative impacts are likely to change along the Sydney Metro West corridor. This consequently means some areas would experience greater cumulative impacts than others. Major projects that may result in social impacts and influence social change processes have been listed in Table 5-14, with cumulative impacts considered in Chapter 6 (Social impact assessment: operation) and 7 (Social impact assessment: construction).

Table 5-14 List of current and proposed major projects along the Sydney Metro West corridor

Project	Summary	Site where cumulative impacts may occur
Sydney Metro West Stage 1 – Major civil construction work between Westmead and the Bays Approved Construction program 2021–2026	Sydney Metro West (the Concept) would involve the construction and operating of a metro rail line around 24 km long between Westmead and Sydney CBD. Approval has been granted for Stage 1 of the planning approvals process, involving major civil construction work between Westmead and The Bays. Construction sites between Westmead and The Bays would continue to be used for this proposal.	<ul style="list-style-type: none"> Westmead metro station Parramatta metro station Sydney Olympic Park metro station North Strathfield metro station Burwood North Station Five Dock Station The Bays Station Clyde stabling and maintenance facility and Rosehill services facility

Project	Summary	Site where cumulative impacts may occur
Parramatta Light Rail – Stage 1 Approved Construction program 2018–2023	Parramatta Light Rail Stage 1 comprises a light rail network with 16 stops from Westmead to Carlingford and Camellia, ancillary facilities, alterations to the existing road and rail network to accommodate the project, and active transport corridors along sections of the alignment.	<ul style="list-style-type: none"> • Westmead metro station • Parramatta metro station
Parramatta Leagues Club Hotel Proposed No construction program	The proposal involves the demolition of existing buildings and construction of a 17-storey hotel building (plus a single level basement for services). The building would include accommodation, a café, pool, fitness/recreational uses and a function room ancillary to the hotel. Access is proposed from O'Connell Street to the south of the building (via an access road to the adjoining Parramatta Stadium). The proposal includes public domain works and service upgrades surrounding the building to integrate the building with the surrounding area and infrastructure.	<ul style="list-style-type: none"> • Parramatta metro station
Clyde Terminal Conversion Project Approved Construction program 2015- 2025	<p>The project involves the removal of redundant crude oil refinery and import facilities at the Clyde Terminal and upgrade of existing facilities to allow for the receipt, storage and distribution of finished petroleum products. The project would result in a reduced operational footprint for the terminal and involves the following components:</p> <ul style="list-style-type: none"> • demolition of existing oil refinery processing units, surplus storage tanks and other redundant infrastructure • upgrade of existing storage tanks and supporting infrastructure and utilities to be retained. 	<ul style="list-style-type: none"> • Clyde stabling and maintenance facility and Rosehill services facility
Site 43/44, Sydney Olympic Park – Stage 1 and 2 (6 Australia Avenue and 2 Herb Elliot Avenue) Approved No construction program	The project involves the staged development of two mixed-use buildings for commercial and retail spaces, associated basement car parking, landscaping and driveway access.	<ul style="list-style-type: none"> • Sydney Olympic Park metro station

Project	Summary	Site where cumulative impacts may occur
Sites 2A and 2B Sydney Olympic Park – Mixed Use Development Proposed No construction program	<p>The project involves the construction of a mixed use development at Site 2 Sydney Olympic Park, comprising:</p> <ul style="list-style-type: none"> • demolition of all existing improvements and structures on the site • site preparation works including tree removal and excavation. • construction and use of three mixed use buildings of various heights • construction of a six level basement with parking and end of trip facilities • construction of an extension to Dawn Fraser Avenue and a service lane • construction of a large activated public domain located in the frontage area between the proposed buildings and Australia Avenue • extension and augmentation of services and utilities to the development as required. 	<ul style="list-style-type: none"> • Sydney Olympic Park metro station
WestConnex M4-M5 Approved Construction program 2018 – 2023	<p>The M4-M5 Link component of WestConnex involves the construction and operation of twin tunnels between the new M4 Motorway at Haberfield and the new M5 Motorway at St Peters, with an interchange at Rozelle and tunnel connection to Victoria Road at Iron Cove.</p>	<ul style="list-style-type: none"> • Five Dock Station • The Bays Station
Western Harbour Tunnel and Warringah Freeway Upgrade Approved Construction program 2021 – 2026	<p>The project forms part of the Western Harbour Tunnel and Beaches Link Program and comprises a new motorway tunnel connection across Sydney Harbour, and an upgrade of the Warringah Freeway to integrate the new motorway infrastructure with the existing road network, with a connection to the Beaches Link and Gore Hill Freeway Connection project. A construction site at White Bay is proposed to support the construction of the Western Harbour Tunnel, and at Rozelle Rail Yards to support fit-out of the Western Harbour Tunnel, on and off ramps to City West Link and construction of ancillary facilities.</p>	<ul style="list-style-type: none"> • The Bays Station
Sydney Metro City & Southwest (Chatswood to Sydenham) Approved Construction program 2017 – 2024	<p>The Chatswood to Sydenham component of Sydney Metro City & Southwest Project involves the construction and operation of a 15.5 kilometre metro line from Chatswood, under Sydney Harbour and through Sydney's CBD out to Sydenham. The Bligh Street construction site, currently used for excavation associated with Martin Place Metro Station would be handed over from the City & Southwest project to the Sydney Metro West project. The nearest City & Southwest stations to the proposal are Barangaroo Station, Martin Place Station, and Pitt Street Station.</p>	<ul style="list-style-type: none"> • Hunter Street Station (Sydney CBD)

Project	Summary	Site where cumulative impacts may occur
Sydney Metro West Stage 2 – Major civil construction work between Pyrmont and Sydney CBD Proposed Construction program 2023 – 2025	<p>Sydney Metro West – The Bays to Sydney CBD would involve major civil construction work between The Bays and Sydney CBD, including:</p> <ul style="list-style-type: none"> enabling works such as demolition, utility supply to construction sites, utility adjustments and modifications to the existing transport network tunnel excavation including tunnel support activities at The Bays station excavation for new metro stations at Pyrmont and Hunter Street (Sydney CBD). <p>The Pyrmont Station and Hunter Street Station (Sydney CBD) construction sites would continue to be used for construction of this proposal.</p>	<ul style="list-style-type: none"> The Bays Station Pyrmont Station Hunter Street Station (Sydney CBD)
The new Sydney Fish Market Approved Construction program 2020 – 2024	<p>The project involves building a new Sydney Fish Market which will be set within an improved public domain including the creation of a waterfront promenade. The site is located at the head of Blackwattle Bay between Pyrmont Peninsula and Glebe Peninsula.</p>	<ul style="list-style-type: none"> The Bays Station Pyrmont Station
Cockle Bay Wharf mixed use development Proposed No construction program	<p>A State Significant Development application was approved by the NSW Independent Planning Commission in 2019 for the Concept Proposal and Stage 1 works which included a commercial building envelope and demolition works. The application for Stage 2 of the works seeks consent for the detailed development, comprising:</p> <ul style="list-style-type: none"> construction of a land bridge across part of the Western Distributor the design, construction and use of a 43-storey mixed-use development at least 6,500 m2 of publicly accessible open space site interface works subdivision. 	<ul style="list-style-type: none"> Pyrmont Station Hunter Street Station (Sydney CBD)
50-52 Phillip Street New Hotel Proposed Construction program 2023 – 2026	<p>The proposal involves the delivery of a new landmark hotel building in Sydney CBD. The proposal will deliver about 331 new rooms throughout the 47-storey hotel development. Lower-level café/bar uses would also be included.</p>	<ul style="list-style-type: none"> Hunter Street Station (Sydney CBD)
One Sydney Harbour Approved Construction program 2019 – 2025	<p>One Sydney Harbour is a skyscraper complex under construction which includes 808 apartments in three towers. The project is part of the major urban renewal precinct of Barangaroo.</p>	<ul style="list-style-type: none"> Hunter Street Station (Sydney CBD)

Project	Summary	Site where cumulative impacts may occur
Sydney Metro – Martin Place Over Station Development Approved Construction program 2017 – 2024	This project includes two over station development commercial towers above the northern and southern entrances of the yet to be constructed Martin Place metro station. The development is intended to be delivered as a single, integrated project along with the Delivery of rail, station, concourse infrastructure and public domain works associated with the Martin Place metro station. The construction of the different elements is likely to be staged so as not to interrupt the overall construction program for this Sydney Metro line.	<ul style="list-style-type: none"> Hunter Street Station (Sydney CBD)
301 and 305 Kent Street Concept Hotel Development Approved No construction program	The Concept proposal is for the establishment of a building envelope, use of the site at 301 and 305 Kent Street as a hotel with ancillary uses, pedestrian and vehicular access arrangements, and the provision of on-site bicycle and car parking.	<ul style="list-style-type: none"> Hunter Street Station (Sydney CBD)

6 Social impact assessment: operation

6.1 Introduction

This chapter considers the potential social benefits and impacts related to the operation of this proposal, including consideration of the potential impacts associated with spaces for non-station use such as retail, commercial and/or community facilities to activate each station precinct (fit out and use subject to separate approval, if required).

The preliminary assessment of potential social impacts has been informed by feedback from the community during consultation and engagement carried out to date for Sydney Metro West. It also considered experience from similar projects, research and analysis of the areas surrounding this proposal and consideration of submissions received in response to the exhibition of the Environmental Impact Statements for the previous Sydney Metro West planning applications.

The scoping phase determined a number of social impacts that required further investigation. The social impacts carried forward for detailed assessment are outlined in the *Sydney Metro West Scoping Report – Rail Infrastructure, stations, precincts and operations* (Sydney Metro, 2021) (see also Appendix E (Preliminary scoping) of this technical paper). As is the nature of social impact assessment, the scoped impacts have been further refined during the environmental assessment phase in response to design development and engagement outcomes.

Impacts relating to social factors are experienced at different geographies or spatial extents. A large proportion of the identified operational phase social impacts would be felt at a 'regional' level, as opposed to construction impacts that are typically felt more directly in the proximal areas. This chapter has been designed with a focus on the operational impact and the spatial extent, those experienced regionally, at a suburb level and more directly in the proximal area.

Section 6.2 (Unmitigated potential impacts) describes each impact, defining the potential social impact to people as a result of operation and how they fall within each of the social impact categories. The significance of each likely social impact without management measures are evaluated according to the Guideline (2021). Section 6.3 (Responses, mitigation, and management strategies and opportunities) considers any proposal refinements in response to potential social impact and feedback from engagement and proposes responses to both positive and negative social impacts. Section 6.4 (Social Impact summary – operation) summarises these responses.

A high-level summary identifying the social impact categories that have been carried forward for detailed assessment at the extents identified is provided in Table 6-1. As noted in the Guideline (2021), some projects have impacts in all social impact categories but others may only have a few. For this proposal, there were no impacts related to the decision-making systems category identified during the preliminary scoping assessment and were therefore not carried forward for detailed assessment.

Table 6-1 Summary of affected social impact categories during operation

Social impact category	Proximal area	Suburb	Region
Health and wellbeing , including physical and mental health, especially for people vulnerable to social exclusion or substantial change, psychological stress resulting from financial or other pressures, access to open space and effects on public health	✓	✓	✓
Way of life , including how people live, how they get around, how they work, how they play, and how they interact each day	✓	✓	✓

Social impact category	Proximal area	Suburb	Region
Accessibility , including how people access and use infrastructure, services and facilities, whether provided by public, private, or not-for-profit organisations	✓	✓	✓
Livelihoods , including people's capacity to sustain themselves through employment or business		✓	✓
Community , including composition, cohesion, character, how the community functions, resilience, and people's sense of place	✓	✓	✓
Surroundings , including ecosystem services such as shade, pollution control, erosion control, public safety and security, access to and use of the natural and built environment, and aesthetic value and amenity	✓	✓	✓
Culture , both Aboriginal and non-Aboriginal, including shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings	✓		

6.2 Design refinements

Opportunities to avoid and minimise impacts, and respond to stakeholder feedback, were considered throughout the design development process. Design refinements have been considered as part of this proposal rather than as part of the proposed mitigation strategy(s). Consequently, design refinements are considered as part of the unmitigated baseline social impacts of this proposal. A summary of the design refinements for this proposal are shown in Table 6-2.

Table 6-2 Summary of design refinements

Station/ ancillary facility	Design refinements
Westmead metro station	<ul style="list-style-type: none"> underground and aerial concourses – the underground concourse would provide efficient interchange for customers transferring between Sydney Metro and Sydney Trains services compared to an aerial concourse only, while the aerial concourse would provide efficient customer entry from the surrounding catchment and interchange with light rail and bus services retention of the existing Alexandra Avenue alignment – further design development and stakeholder feedback (including from the Design Advisory Panel, Transport for NSW and Schools Infrastructure NSW) since the approval of the Concept has resulted in a decision to retain Alexandra Avenue (between Hawkesbury Road and Hassall Street) in its existing alignment following construction. This would enable efficient operation of the road network, including maintaining the existing route for T-way bus services, and minimise operational traffic impacts upgrade of Hawkesbury Road overbridge – the upgrade of Hawkesbury Road overbridge would enhance connections between north and south Westmead, support activation opportunities and interchange between transport modes. This responds to feedback from the City of Parramatta Council.

Station/ ancillary facility	Design refinements
Parramatta metro station	<ul style="list-style-type: none"> • inclusion of a western entry to Church Street to facilitate efficient station access to the western part of Parramatta CBD. The need for multiple station entries was identified in feedback from City of Parramatta Council • retaining and minimising potential impacts to the heritage-listed Kia Ora, Shop (and potential archaeological site) at 43-47 George Street and the Roxy Theatre; by, for example, locating station infrastructure to avoid and minimise direct visual impacts • incorporation of the eastern entry to the Civic Link into a future mixed-use building, responding to feedback from the Design Advisory Panel • provision of enhanced civic-scaled public domain in the centre of the Parramatta CBD (based on feedback from the Design Advisory Panel), which also opens up space around and views to the heritage-listed Kia Ora • delivery of part of the Civic Link and safeguarding an east-west connection between Smith Street and Church Street, consistent with the Draft Civic Link Precinct Development Control Plan and feedback from City of Parramatta Council.
Sydney Olympic Park metro station	<ul style="list-style-type: none"> • provision of two side platforms (in addition to an island platform) to provide increased capacity for additional customers during major events (event mode operations) • provision of two dedicated event mode entries to provide increased capacity and separate customer flows during events • a plaza to control event mode crowds from the west of the station while also providing a fine-grained pedestrian network to the new town centre to the east. This responds to feedback from the Design Advisory Panel and Sydney Olympic Park Authority.
North Strathfield metro station	<ul style="list-style-type: none"> • setbacks of the station buildings from Queen Street, responding to feedback from Canada Bay Council • provision of public plaza space fronting Queen Street, responding to feedback from Canada Bay Council • retention of an unpaid link across the corridor between Hamilton Street East and Wellbank Street, consistent with feedback from the Design Advisory Panel and Canada Bay Council • a design that is sympathetic to the heritage significance of the existing North Strathfield Station, responding to feedback from the Design Advisory Panel.
Burwood North Station	<ul style="list-style-type: none"> • provision of an underground unpaid pedestrian connection between the north and south sides of Parramatta Road, responding to feedback from Burwood Council and supported by the Design Advisory Panel • delivery of through-site links and enhanced pedestrian permeability, responding to feedback from Canada Bay Council and the Design Advisory Panel • building setbacks from both Burwood Road and Parramatta Road to provide an improved pedestrian environment.

Station/ ancillary facility	Design refinements
Five Dock Station	<ul style="list-style-type: none"> the change from a binocular cavern to a single span cavern design. This design change would provide improved customer environment within the station and a more efficient customer journey from the station entry to the platforms an expansion of Fred Kelly Place to the north, consistent with Canada Bay Council plans and supported by the Design Advisory Panel provision of space for non-station uses (such as retail) fronting Fred Kelly Place and Great North Road to activate these spaces, responding to the feedback from Canada Bay Council maximising opportunities for ground level non-station uses (such as retail) at the corner of Second Avenue and Waterview Street and along the future laneway (to be delivered by Council), responding to the feedback from Canada Bay Council scale and built form of the station buildings that is compliant with local planning controls, responds to the local village character and minimises visual and overshadowing impacts, responding to the feedback from Canada Bay Council setback of the station entry building from St Albans Anglican Church to provide an improved setting for and open up views to this local heritage item, responding to feedback and supported by the Design Advisory Panel and Canada Bay Council.
The Bays Station	<ul style="list-style-type: none"> realignment of the main vehicle access road around the edge of the precinct to provide improved pedestrian and public open space outcomes. This responds to feedback from the Department of Planning and Environment and is supported by the Design Advisory Panel locating the bus stops to the south of the precinct rather than directly adjacent to the station, which would impede connections to the waterfront, responding to feedback from the Design Advisory Panel locating the traction substation on the edge of the precinct near the former White Bay Power Station. This avoids the need for this large industrial element to be located within the new pedestrian focused precinct. The Design Advisory Panel also identified that this provided the opportunity for the traction substation to be designed as a new industrial layer of infrastructure the provision of new public open space between the station entry, the former White Bay Power Station and the foreshore, responding to feedback from Inner West Council a design which responds to the key heritage view lines associated with the former White Bay Power Station, consistent with the Conservation Management Plan and feedback from Inner West Council and the Department of Planning and Environment the provision of active transport links to the foreshore, Rozelle Parklands, Balmain and the future reinstated Glebe Island bridge (by others), based on feedback from Inner West Council.

Station/ ancillary facility	Design refinements
Pymont Station	<ul style="list-style-type: none"> the provision of setbacks to the station entry buildings on Union Street and Pymont Bridge Road to provide widened footpaths and improved pedestrian amenity, responding to feedback from City of Sydney Council and supported by the Design Advisory Panel the scale of the western station entry building to respond to buildings across Pymont Bridge Road and Paternoster Row and respect the heritage conservation area.
Hunter Street Station (Sydney CBD)	<ul style="list-style-type: none"> the provision of through site links at both the eastern and western entries to provide enhanced pedestrian permeability, responding to feedback from City of Sydney Council and supported by the Design Advisory Panel a design which retains and responds to the adjacent heritage listed former Skinners Family Hotel the provision of direct underground connections for efficient customer transfers to Sydney Metro City & Southwest Martin Place Station and Sydney Trains Wynyard Station.
Clyde stabling and maintenance facility and Rosehill services facility	<ul style="list-style-type: none"> delivery of a section of the 'Wilderline' (and active transport connection along the former T6 Carlingford Line corridor), based on feedback provided by City of Parramatta Council rehabilitation of Duck Creek and A'Beckett's Creek, based on feedback provided by City of Parramatta Council.

6.3 Unmitigated potential impacts

6.3.1 Greater Sydney (region)

As outlined in Chapter 2 of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a), once operational, the Sydney Metro West would more than double rail capacity from Parramatta to the Sydney CBD with the delivery of a new high-capacity rail connection. At ultimate capacity, Sydney Metro West would be able to move more than 40,000 people an hour in each direction and would complement the suburban and intercity services between Parramatta and the Sydney CBD.

Operation of Sydney Metro West would introduce fast, safe and reliable trains easily connecting customers to where they want to go. It is almost certain that a large number of customers would experience reduced travel stress as they would be able to turn up to a station and board service, without the need for timetables. The reduced travel times and new transport options for the wider community would make it easier and faster to get around and bring new jobs and educational opportunities closer to people across Greater Sydney.

By providing additional rail services, it is expected that Sydney Metro West would significantly reduce train crowding on the T1 Western Line and the T9 Northern Line. This would help improve the reliability of Sydney Trains services and improve customer comfort. Train crowding relief would occur on parts of the T1 Western Line and T9 Northern Line due to direct interchange with Sydney Metro West, as well as the T2 Inner West and Leppington Line services. This also presents positive cumulative impacts, as it also means more efficient Sydney Trains services in the west, outer west and regional areas like the Blue Mountains due to resulting improved capacity on the T1 Western Line.

At a regional level, access to improved public transport options is likely to provide benefits for community cohesion and improve equity, particularly for groups that currently experience transport or mobility difficulties such as older people, youth, people experiencing disability, non-drivers or people without access to a private vehicle. Travel facilitates social interactions and economic transactions across Sydney – it can bring important community connections closer together (such as families and friends) while reducing the travel time between

destinations and freeing up additional time to spend with family and friends. Where mobility is constrained, people avoid making trips that have unacceptable travel times. Sydney Metro West would improve access between Greater Parramatta to Sydney CBD corridor, decreasing travel times for these trips, and facilitating community interaction.

Key operational benefits were identified in similar international metro projects, such as the London Underground, Paris Metro and Tokyo Metro. A comparison is provided in Appendix F (Comparative assessment). Key similarities included:

- improved connectivity between where people live and where people work, specifically between residential areas and major city centres
- improved public transport supports reduced car usage, improving traffic and air quality
- efficient and reliable services are central to supporting a reputable metro system
- improved liveability in areas with access to a metro station.

The design principles also include compliance with relevant disability standards, increasing the customer's ability to reach their destination unhindered and as independently as possible. This includes enhanced pedestrian environments around stations as well as pedestrian and cycle links.

The Customer Centre Design process specifically engaged with vulnerable groups so that this proposal would be accessible and create an easy customer experience for all users. This would occur through the provision of lifts, access ramps, and improvements in pedestrian access and amenity would also occur in the vicinity of stations due to footpath improvements, street tree planting and provision of street furniture. Ongoing engagement would continue through each phase of the detailed design process. This would ensure the experience of all users, including vulnerable or marginalised groups, are considered.

An equally important aspect of this proposal relates to intergenerational equity and the notion each generation has the right to inherit the same diversity in natural, cultural, health, and economic resources enjoyed by previous generations and to equitable access to the use and benefits of these resources. The Sydney Metro West Sustainability Plan sets out the sustainability principles, objectives and initiatives and performance target and includes initiatives relevant to operations such as the offset of 100 per cent of the greenhouse gas emissions associated with consumption of electricity during operation. Some of these measures may be further enhanced in the future as new technologies become available.

Through the design process, Sydney Metro undertook extensive engagement with Aboriginal stakeholders and collaboratively implemented the Connect with Country Framework with the Office of Government Architect. As part of the pilot, Sydney Metro worked with Aboriginal knowledge holders in the development of heritage interpretation (see Appendix K of this Environmental Impact Statement) throughout design development and produced a Connect with Country Framework to guide future stages of design of Sydney Metro West.

The consideration of cumulative impacts experienced during operation are also an important discussion in the context of the Greater Sydney Region and have already been touched upon in this Section. Chapter 19 (Cumulative impacts) of the Environmental Impact Statement explores the cumulative operational benefits of Sydney Metro West, however, from a social perspective, the cumulative benefit of Sydney Metro West with other transport projects during operations is expected to result in a substantial net benefit for the community. Considered together with other projects such as Parramatta Light Rail Stage 1 and the planned Parramatta Light Rail Stage 2, and the City and Southwest Martin Place Station, Sydney Metro West would provide:

- increased potential to further reduce travel related stress for people who switch modes in peak hours by reducing the time spent in congested traffic conditions
- improved access to jobs, universities, services and social facilities across Greater Sydney, leading to potential improvements in social cohesion
- increase in economic activity, businesses and employment opportunities, particularly around each of the stations.

Table 6-3 provides an overview of the potential unmitigated social impacts that the operation of Sydney Metro West would have at a regional level. When considering the below unmitigated social impacts together with other benefits of this proposal as outlined above, enhanced cumulative social impacts are likely to be achieved.

Table 6-3 Unmitigated potential impact to people – Greater Sydney

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West (cumulative)	Potential to reduce travel related stress for people who switch modes in peak hours by reducing the time spent in congested conditions (de-crowding and destressing). Potential to reduce travel related stress for people during unplanned and planned events on the network.	Health and wellbeing Way of life Accessibility	Almost certain / major = very high (positive)
Operation of Sydney Metro West (cumulative)	Improved accessibility to jobs, educational facilities services, and social facilities leading to improved social cohesion, community resilience and reduced social health related issues for a number of stakeholders, including vulnerable communities.	Way of life Accessibility Livelihoods Community	Likely / major = high (positive)
Permanent physical changes to neighbourhood and public space	Improved intergenerational equity as a result of sustainable development, including vulnerable and marginalised communities.	Surroundings	Likely / major = high (positive)
Operation of Sydney Metro West (cumulative)	Increase in economic activity, businesses and employment opportunities for Greater Sydney, particularly around each of the stations resulting from both Sydney West Metro and other major projects.	Livelihoods	Likely / major = high (positive)

6.3.2 Sydney Metro West corridor (suburb)

With planned changes to land use, improved accessibility via Sydney Metro West, and by facilitating the development of new homes and jobs, the number of people who live, work in and visit the Greater Parramatta to Sydney CBD corridor is expected to grow. Sydney Metro West would promote more sustainable travel behaviours and enhanced liveability for those within the corridor through opportunities for incidental exercise, with customers able to walk and cycle to, better access to jobs and services and improved social cohesion.

By encouraging people to use the metro network, Sydney Metro West would provide the opportunity for mode shift from car to public transport. This could result in road user travel time savings by reducing the number of vehicles on the road network. As outlined in Chapter 2 of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a), analyses undertaken by Sydney Metro shows that total network wide car trips would be reduced by about 83,000 weekday trips by 2036 and about 110,000 weekday trips by 2056. The potential reduction in private vehicle car use could create benefits in the form of reduction in environmental impacts to communities such as air pollution, greenhouse gas, noise and water pollution.

This proposal would also facilitate active transport through the provision of upgrades to public areas and streetscapes, including tree planting and landscaping, the integration of the station with future developments and enhanced pedestrian environments with active transport links. Technical paper 6 (Landscape and visual amenity) identifies aspects such as bike parking, high quality pavements and lighting which would make it easier to access the station for people walking and cycling. This proposal would provide provisions for the immediate infrastructure in the station precinct, so those walking or cycling to the stations with the suburb locality would have to navigate this way on the existing infrastructure to access the improved amenities.

During engagement and qualitative research, the community also expressed some fear that improved access to public transport could potentially expose areas to a greater risk of crime. The theoretical predictions on the effect of public transportation on crime have been tested across the world with mixed results. Liggett et al. (2003) found that the Green Line light rail transit system in Los Angeles had no effect on the overall levels of crime and the

spatial distribution of crime in Los Angeles. Ihlanfeldt (2003) looked at Atlanta's MARTA system and found that the addition of rail transit stations resulted in an increase in crime in the city centre but did not affect crime levels in the outer areas of the city. In Victoria, a more recent evaluation on public transport benefits and costs has been carried out by the Victoria Transport Policy Institute (2021) which evaluates that improved transit services and transit orientated developments area benefit in terms of improving security and therefore reducing crime risk. Together, these studies indicate variation in the effects of public transport, suggesting that specific cities respond differently to its expansion.

For this proposal, Crime Prevention by Environment Design (CPTED) principles are a key basis of the design's planning and development stage. Considerations for installation security measures, wayfinding, pedestrian movements and night-time lighting, for example, are all incorporated into the design process. This proposal would also deliver better access to services, education, healthcare, and employment which is also evidenced by long term benefits that include direct linkages to reduced crime. However, it is recognised that environmental design cannot definitively eliminate opportunities for crime or prevent a determined perpetrator from committing crimes and that CPTED strategies should work in conjunction with other crime prevention and social intervention strategies and police operations.

When further considering cumulative impacts, the full delivery of WestConnex in 2023 is forecast to reduce traffic volumes on the surface road network, such as around Burwood North, Five Dock and The Bays. This could provide cumulative benefits with this proposal also expected to reduce car trips through the provision of a high-quality public transport alternative – which could have flow on health and wellbeing benefits in terms of improved air quality and potential to reduce congestion on the road network. The combined reduction in car use could also provide enhanced placemaking opportunities at these stations.

Table 6-4 provides an overview of the potential unmitigated social impacts that the operation of Sydney Metro West would have for those living, working, or visiting at a suburb level (the Sydney Metro West corridor). Mitigation measures proposed in relation to these unmitigated impacts are outlined in Table 6-4 below.

Table 6-4 Unmitigated potential impact to people – Sydney Metro West corridor

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West (cumulative)	Improvements to local air quality due to less motor vehicle trips, improving physical health.	Health and wellbeing	Likely / minor = medium (positive)
Permanent physical changes to neighbourhood and public space	Improved accessibility and connectivity for cyclists and pedestrians. Increased walking and cycling trips could increase the proportion of the population achieving sufficient physical activity level to maintain health.	Accessibility Health and wellbeing	Possible / minor = medium (positive)
Permanent physical changes to neighbourhood and public space	Potential decline in how people experience their surroundings due to presence of new stations and ancillary facilities and the perception of increased potential for antisocial behaviour.	Way of life Surroundings Health and wellbeing	Possible / minor = medium (negative)

6.3.3 Proximal area

During operation, communities and businesses near stations would benefit from greatly enhanced transport service and accessibility to metropolitan and regional facilities and services and employment. However, potential negative impacts on local amenity, community cohesion and community safety may be experienced, particularly for those communities closest to this proposal. This Section provides an overview of the key potential operational social impacts around each metro station and operational ancillary facility.

Westmead metro station

Westmead metro station would be located east of Hawkesbury Road and immediately south of the existing Westmead Station to provide a direct interchange with the T1 Western Line and the T5 Cumberland Line. The metro station would provide connectivity to commercial and community facilities, including the health and education precinct for pedestrians and through interchange with the future Parramatta Light Rail Stage 1.

Westmead metro station would provide increased accessibility to the Westmead employment, health and education precinct (which includes Westmead Hospital and Western Sydney University), as well as surrounding residential areas experiencing growth and renewal. This includes residents within walking and cycling distance, employees and visitors to and from the Westmead health and education precinct, university students, and customers transferring between rail, light rail and bus services.

It is likely the operation of the Westmead metro station would provide increased accessibility to and from the area for a large group of people, including those with vulnerabilities – greater than the level of access currently experienced with the provision of the T1 Western Line and the T5 Cumberland line, opening up additional opportunities for employment, education and recreational pursuits by reducing the travel time between larger metro areas such as Parramatta and the Sydney CBD. This improved accessibility would likely benefit businesses and their respective livelihoods. Chapter 7 (Westmead metro station) of the Environmental Impact Statement assesses that Westmead metro station would contribute to and support the health, education and research precinct by increasing its accessibility for patients, customers and employees supporting the precinct in expanding its role, function and ability to serve the community.

Additionally, Westmead metro station could contribute to the creation of new retail and commercial opportunities through adjacent station development south of the metro station. This could ultimately support the delivery of future spaces and the facilitation of new jobs and businesses in the area. This could be beneficial for local businesses that rely on passing trade, thereby improving the livelihoods of those who own and work at them. Delivery of the adjacent station development does not form part of this proposal and would be subject to separate assessment and approval. For further discussion, refer to Section 5.4.5 (Related development) of this Environmental Impact Statement.

In terms of social amenity and placemaking, the vision for the Westmead metro station and its surroundings is for *“a well-connected and accessible health and education precinct, and a revitalised, high amenity living and employment centre, as an extension of Parramatta’s CBD”*.

While there is an existing station at Westmead there is currently no real sense of a town centre. The operation of Sydney Metro West would help enhance that sense of community character and possibly change the way the community functions by providing a focal point for the community to meet, pause and engage in urban life.

Chapter 7 (Westmead metro station) of the Environmental Impact Statement explores the relationship between this proposal and various strategic planning documents such as the Cumberland 2030: Our Local Strategic Planning Statement, The City of Parramatta Local Strategic Planning Statement and the Westmead Draft Place Strategy. These strategic planning documents detail a number of placemaking goals relating to Westmead. The operation of Sydney Metro West would support these goals by:

- improving transport accessibility to and from Westmead which would support the potential urban renewal of south Westmead
- activating Hawkesbury Road reinforcing connections between north and south Westmead
- providing a new public plaza in Westmead south, designed as a focal point for the community
- creating a new town centre with improvements to Hawkesbury Road
- encouraging growth of the night-time economy at Westmead and limiting residential development in the Westmead health and education precinct by increasing transport amenity.

During operation, localised impacts on amenity may be experienced at properties near Westmead metro station due to:

- increased noise from the station operations
- changes to the visual environment and views from new surface infrastructure
- changes to local road access and through routes

- potential increased traffic and parking in local streets around station precincts and increased pedestrian flow around the station.

While there is not expected to be any noise exceedance in relation to the operational railway airborne noise, *without mitigation*, there may be potential for some exceedance of the applicable noise criteria relating to station noise for residences in Railway Parade, Hassall Street, Bailey Street and Hawkesbury Road, potentially impacting way of life, including sleep patterns.

In terms of visual amenity, Technical paper 6 (Landscape and visual amenity) also found that overall, the new station upgrades to Hawkesbury Road and Railway Parade would considerably improve the landscape quality and functioning of this precinct, however, there may be some minor impacts to these residents in Bailey Street, Hawkesbury Road and Hassall Street residential areas during the night, due to light spill from the station, however these would be somewhat filtered through garden and street trees.

Table 6-5 provides an overview of the potential unmitigated social impacts that the operation of Sydney Metro West would have for those living, working or visiting Westmead metro station. Mitigation measures proposed in relation to these unmitigated impacts are outlined in Section 6.4.

Table 6-5 Unmitigated potential impact to people – Westmead metro station

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West	Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Health and wellbeing Way of life Accessibility Livelihoods	Likely / moderate = high (positive)
Permanent physical changes to neighbourhood and public space	Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Surroundings Community	Likely / moderate = high (positive)
Operation and maintenance of Sydney Metro West	Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past to due to ongoing operational noise.	Way of life	Possible / minor = medium (negative)
Permanent physical changes to neighbourhood and public space	Potential decline in how people experience their living environments due to light spill, visual amenity and/or extended opening hours of services at individual precincts.	Way of life	Possible / minor = medium (negative)

Parramatta metro station

Parramatta metro station would be located within the block bounded by George, Macquarie, Church and Smith Streets. It would be located to the north of the existing Parramatta Station, within the commercial core of Parramatta CBD. It would be an underground cut-and-cover station running below the surface.

Parramatta metro station would serve and support the growth of Parramatta as Sydney's second CBD, including boosting jobs and improving connections to community facilities, recreational and tourist attractions. The new metro station would improve customer experience at the existing Parramatta Station by relieving demand in peak times. This includes residents within walking and cycling distance, employees and visitors to and from work in the Parramatta CBD, visitors travelling to and from nearby education, retail, residential areas and recreational activities, customers transferring to and from light rail and bus.

In terms of social amenity and placemaking, the vision for the Parramatta metro station and its surroundings is for “*Sydney’s Central River City – a high amenity and connected employment, living and cultural centre in the heart of Sydney*”.

Chapter 8 (Parramatta metro station) of the Environmental Impact Statement explores the relationship between this proposal and various strategic planning documents such as the City of Parramatta Local Strategic Planning Statement: City Plan 2036, Civic Link Framework Plan and Sydney Green Grid. These strategic planning documents detail a number of placemaking goals relating to Parramatta. The operation of Sydney Metro West would support these goals by:

- providing a second mass transit hub relieving the T1 Western Line, greatly enhancing access, connectivity into and out of the Parramatta CBD, and provides local amenity enhancements with the delivery of a new public domain focused on the Civic Link
- providing an entry directly to the Civic Link and deliver the section of the link between George Street and Macquarie Street
- improving connectivity to the Parramatta River Foreshore via the future Civic Link at Parramatta, supporting its activation.

The locally listed heritage items, including sandstone terraced shops and Kia Ora would remain as part of the project, protecting the heritage value in this area.

Commercial properties predominately surround Parramatta metro station, however, there are a small number of other sensitive receivers, including the Leigh Memorial Church and Western Sydney University. While there is not expected to be any noise exceedance in relation to the operational railway airborne noise, *without mitigation*, there may be some reduction in amenity due to noise from the station for those nearby sensitive receivers, including how those visiting the Leigh Memorial Church interact and experience services.

While there are no anticipated direct negative impacts to businesses during operation, there are a number of potential opportunities with changes to parking and traffic conditions, as well as changed behaviours during construction which may continue through to operation (e.g. a forced change in consumer, supplier or employee behaviour such as a travel route or diversion). It is also likely that a new metro station would support further business investment and growth within the Parramatta CBD by providing greater connections between businesses, labour markets, customers and clients located within and near this proposal, thereby increasing and improving the livelihood of those who work in or own local businesses.

In terms of visual amenity, Technical paper 6 (Landscape and visual amenity) also found that overall, the new station, due to the improved architectural quality of the station and improvements to streetscapes there would be an improvement experienced in the area relating to visual amenity. Any additional lighting would be consistent with and largely absorbed into the surrounding brightly lit night scene – with negligible visual impact.

Table 6-6 provides an overview of the potential unmitigated social impacts that the operation of Sydney Metro West would have for those living, working or visiting Parramatta metro station. Mitigation measures proposed in relation to these unmitigated impacts are outlined in Section 6.4.1.

Table 6-6 Unmitigated potential impact to people – Parramatta metro station

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West	Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Health and wellbeing Way of life Accessibility Livelihoods	Likely / moderate = high (positive)

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Permanent physical changes to neighbourhood and public space	Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Surroundings Community	Likely / moderate = high (positive)
Operation and maintenance of Sydney Metro West	Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past due to ongoing operational noise, including those visitors to Leigh Memorial Church.	Way of life	Possible / minor = medium (negative)
Permanent physical changes to neighbourhood and public space	Potential decline in how people experience their living environments due to light spill, visual amenity, extended opening hours of service.	Way of life	Unlikely / minimal = low (negative)

Sydney Olympic Park metro station

The Sydney Olympic Park metro station is located east of Olympic Boulevard between Herb Elliott Avenue and Figtree Drive, in close proximity to the Heritage Abattoir Precinct to the north.

The broader Sydney Olympic Park metro station precinct is proposed to be a thriving urban centre with a vibrant mix of homes and jobs as well as a premier destination for cultural, entertainment, recreational and sporting events. It is anticipated that the metro station would be frequented by residents within walking and cycling distance, employees or visitors travelling to and from nearby residential and employment areas, visitors to events, venues, recreational facilities and parklands and customers transferring to and from light rail and bus.

The operation of Sydney Metro West would increase the reach and use of Sydney's public transport network by providing a more direct connection to Sydney Olympic Park. Customers on the T7 Olympic Park Line are currently required to transfer at Lidcombe to travel to or from the Parramatta or Sydney CBDs. The travel time savings expected between Parramatta and Sydney Olympic Park is expected to be 19 minutes, while more than 20 minutes is expected to be saved between the new metro station and the Sydney CBD. These improved public transport options and reduced travel times would almost certainly provide benefits for community cohesion and improve equity, particularly for vulnerable groups that currently experience transport or mobility difficulties.

By improving the connections between key economic centres, Sydney Metro West would directly support the creation of new jobs at Sydney Olympic Park and enhanced international competitiveness through increased accessibility to world-class precincts which would be expected to attract international visitors, jobs and investment – leading to increased opportunities for people to sustain themselves through employment or business, and enhanced way of life. This also has a flow on effect for businesses in proximity to the station who would potentially experience benefits from an increase in passing trade for bars, restaurants, cafes and retail, thereby increasing and improving the livelihood of those who work in or own local businesses.

In terms of social amenity and placemaking, the vision for the Sydney Olympic Park metro station and its surroundings is for a *“thriving urban centre with a vibrant mix of homes and jobs and a premier destination for cultural, entertainment, recreation and sporting events.”*

Chapter 9 (Sydney Olympic Park metro station) of the Environmental Impact Statement explores the relationship between this proposal and various strategic planning documents such as the City of Parramatta Local Strategic Planning Statement: City Plan 2036 and the Sydney Olympic Park Master Plan 2030. These strategic planning documents detail a number of placemaking goals relating to Sydney Olympic Park. The operation of Sydney Metro West would support these goals by:

- improving access for people across Sydney to Sydney Olympic Park
- supporting the precincts continued role in sports and entertainment

- providing a new high amenity precinct that supports active travel and walkability.

While there is an existing station at Sydney Olympic Park, it is expected that the operation of the Sydney Olympic Park metro station would create a more activated town centre with increased retail and hospitality opportunities, improve access to a number of community facilities, and additional open spaces. Community cohesion would be enhanced by providing a new focal point for potential community interactions and improved equity in terms of accessibility to the precinct sporting and cultural events.

Technical paper 6 (Landscape and visual amenity) found that the expansive public domain, improved permeability, accessibility, and canopy cover would considerably improve the landscape quality and functioning of this precinct in general, with a negligible operational impact on the Abattoir Heritage Precinct – leading to the potential for an enhancement of how people experience their surroundings.

There would also be aboveground station infrastructure facing Herb Elliott Avenue, to the south of and within the setting of the heritage gardens. The location and scale of this built form is generally consistent with the intentions of the Sydney Olympic Master Plan 2030 (Interim Metro Review). The Sydney Olympic Park Authority's vision for the Central Precinct is as follows:

“The precinct will continue to transform into a vibrant, high-density mixed-use Town Centre with a strong commercial office and retail area to the north and a residential character along Figtree Drive...” (Keylan Consulting Pty Ltd, 2021, s.4.1).

The operation of the metro station would see an increase in the night-time lighting levels around the precinct seen from the nearby hotels and upper-level apartments of surrounding residential buildings, however this lighting would largely absorb into the surrounding brightly lit night scene, resulting in a negligible visual impact. In terms of operational noise impacts, noise levels are predicted to be compliant with relevant guidelines for nearby businesses and residents, and the nearby hotel accommodation is also shielded by an existing commercial building.

Table 6-7 provides an overview of the potential unmitigated social impacts that the operation of Sydney Metro West would have for those living, working or visiting Sydney Olympic Park metro station. Mitigation measures proposed in relation to these unmitigated impacts are outlined in Section 6.4.

Table 6-7 Unmitigated potential impact to people – Sydney Olympic Park metro station

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West	Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Health and wellbeing Way of life Accessibility Livelihoods	Almost certain / transformational = very high (positive)
Permanent physical changes to neighbourhood and public space	Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Surroundings Community	Likely / moderate = high (positive)
Operation and maintenance of Sydney Metro West	Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past due to operational noise or light spill.	Way of life	Unlikely / minimal = low (negative)

North Strathfield metro station

North Strathfield metro station would be located adjacent to the existing North Strathfield Station and would provide direct interchange between the metro and existing Sydney Trains rail networks.

The underground station would be located parallel to Queen Street, bounded to the north by Pomeroy Street, to the east by Queen Street, and to the south by the existing North Strathfield Station entry.

North Strathfield metro station would provide customers travelling on the busy T9 Northern Line an attractive interchange option to access key centres, as well as access to new centres. The broader North Strathfield Station precinct is proposed to be a high amenity living precinct, well connected to Sydney's key employment and leisure destinations. Its customers would include those transferring between rail and bus services, residents within walking and cycling distance, visitors travelling to and from nearby residential and education areas and visitors to local entertainment, retail or dining attractions.

In terms of social amenity and placemaking, the vision for the North Strathfield metro station and its surrounds is for a *“high amenity living precinct, well connected to Sydney's key employment and leisure destinations.”*

Chapter 10 (North Strathfield metro station) of the Environmental Impact Statement explores the relationship between this proposal and various strategic planning documents such as the City of Canada Bay Local Strategic Planning Statement, Paramatta Road Corridor Urban Transformation Strategy and Sydney Green Grid. These strategic planning documents detail a number of placemaking goals relating to Strathfield. The operation of Sydney Metro West would support these goals by:

- providing the catalyst for development of a new local centre at North Strathfield, providing activation through enhanced access and connections and enhancing the opportunities for existing and new businesses through improved parking, traffic conditions and access
- providing an activated public domain to Queen Street servicing increased housing diversity and urban renewal in the area and encouraging active transport use
- increasing public transport accessibility and development opportunities in the North Strathfield area
- supporting improved access to open spaces of Powells Creek and Mason Park by providing upgraded entries to the west of the station and enhanced easy connections across the existing rail corridor.

Primarily, the North Strathfield metro station has a key role of providing an interchange for the T9 Northern Line. While there would be some noticeable improvement in the amenity of these streetscapes, the physical changes would not be as significant when compared to other precincts and have a lesser impact on how people experience their surroundings. In addition, the heritage gardens at this location would be replaced by a new canopy covered area of public domain and the character and sense of place that these gardens provided for the neighbourhood centre of North Strathfield too would be lost.

The existing noise environment at North Strathfield is relatively quiet. While there is no noise exceedance expected in relation to the operational railway airborne noise, *without mitigation*, there may be potential for some exceedance of the applicable noise criteria relating to station noise for residences in Queen Street, potentially impacting way of life, including sleep patterns.

The operation of the metro station would see an increase in the night-time lighting levels around the precinct. Technical paper 6 (Landscape and visual amenity) found that while all lighting would be designed to minimise light spill and skyglow, the openness of the station architecture and level of lighting required to provide for the safety for customers at night would increase the light levels around the station and introduce additional lighting to Queen Street. This would be seen from the residential properties which overlook the station on Pomeroy Street and from the residential and commercial properties on Queen Street.

There is also potential for the light to also be seen by properties located along the east west aligned residential streets near the new station, including Waratah and Wellbank Streets. In terms of how people experience their surroundings, there is a potential that some stakeholders would experience a negative social impact at night due to light spill.

Table 6-8 provides an overview of the potential unmitigated social impacts that the operation of Sydney Metro West would have for those living, working or visiting North Strathfield metro station. Mitigation measures proposed in relation to these unmitigated impacts are outlined in Section 6.4.

Table 6-8 Unmitigated potential impact to people – North Strathfield metro station

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West	Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Health and wellbeing Way of life Accessibility Livelihoods	Likely / moderate = high (positive)
Permanent physical changes to neighbourhood and public space	Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Surroundings	Possible / moderate = medium (positive)
Permanent physical changes to neighbourhood and public space	Change to community character due to permanent changes to local visual character, including change to the heritage gardens.	Community Culture	Likely / minor = medium (negative)
Operation and maintenance of Sydney Metro West	Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past due to ongoing operational noise for residents in Queen Street.	Way of life	Possible / minor = medium (negative)
Permanent physical changes to neighbourhood and public space	Potential decline in how people experience their living environments due to light spill at night, specifically for properties located along the east-west aligned residential streets near the proposed station, including Waratah Street and Wellbank Street.	Way of life Livelihoods	Possible / moderate = medium (negative)

Burwood North Station

Burwood North Station would be located at the corner of Parramatta Road and Burwood Road, with access from both the north and south sides of Parramatta Road. The site would be bound to the north by Burton Street and to the east by Loftus Street. Burwood North Station would support new residential housing and employment growth in the surrounding catchment by providing access to public transport in an area that is not currently serviced by the existing Sydney Trains suburban rail network, introducing a travel time saving of 15 minutes between Burwood North and Parramatta.

Its customers would include those residents within walking and cycling distance, customers transferring to and from bus services, students, staff and visitors travelling to and from nearby schools and residents or employees travelling to and from nearby residential and employment areas.

The improved public transport options and reduced travel times would provide benefits for community cohesion and improve equity, particularly for vulnerable groups that currently experience transport or mobility difficulties. The improved access would also have a flow on effect for existing and potential new businesses who may be attracted to the increased passing trade and improved accessibility for both the labour markets and customers, thereby increasing and improving the livelihood of those who work in or own local businesses.

In terms of social amenity and placemaking, the vision for the Burwood North Station and its surrounds is for a *well-designed high density living and employment precinct centred on the enhanced spines of Parramatta Road and Burwood Road, providing a second mass transit node for the Burwood strategic centre.*

Chapter 11 (Burwood North Station) of the Environmental Impact Statement explores the relationship between this proposal and various strategic planning documents such as the City of Canada Bay Local Strategic Planning

Statement, The Burwood Local Strategic Planning Statement, Parramatta Road Corridor Urban Transformation Strategy and Sydney Green Grid. These strategic planning documents detail a number of placemaking goals relating to Burwood. The operation of Sydney Metro West would support these goals by:

- supporting the Burwood Strategic Centre and facilitating land use renewal along the Parramatta Road Corridor
- supporting for new and or denser development as it provides excellent access to high frequency public transport
- providing a second node to the Burwood centre, supporting activation of Burwood Road between Burwood and Concord
- supporting improved access to open spaces of St Luke's Park and Concord Oval by significantly improving transport connectivity in the area.

In a similar way to Westmead metro station, in this locality, there is currently no real sense of a town centre. The operation of Sydney Metro West would help enhance that sense of community character and possibly change the way the community functions by providing a focal point for the community to meet, pause and engage in urban life.

In terms of the permanent physical changes to the locality, Technical paper 6 (Landscape and visual amenity) found that the changes to the streetscape from the station and landscaping would transform Burwood Road and given the improved accessibility, legibility and amenity for road users, cyclists and pedestrians, that the station would be a considerable improvement in the amenity of the surrounding streetscapes.

In terms of the night time lighting levels, the new station and public domain areas would be brightly lit to provide for customer safety. This would include lighting at the station entries, at the bus stops, taxi rank, kiss and ride facilities, at Esher Lane and the new laneways between Burton Street and Parramatta Road and Burwood Road and Loftus Street. While the existing and new street trees would contain some lighting from the station, and all lighting would be designed to minimise light spill and skyglow there would still be additional lighting seen from adjacent residential areas, and therefore, there would be a noticeable reduction in the amenity of this area at night for these residents.

In terms of operational noise, while there is not expected to be any noise exceedance in relation to the operational railway airborne noise, there are expected to be some adverse operational noise impacts for residents in Burton Street due to the proximity of these properties to the station building. *Without mitigation*, there may be potential for some exceedance of the applicable noise criteria relating to station noise for these residences.

Table 6-9 provides an overview of the potential unmitigated social impacts that the operation of Sydney Metro West would have for those living, working or visiting Burwood North Station. Mitigation measures proposed in relation to these unmitigated impacts are outlined in Section 6.4.

Table 6-9 Unmitigated potential impact to people – Burwood North Station

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West	Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Health and wellbeing Way of life Accessibility Livelihoods	Almost certain / transformational = very high (positive)

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Permanent physical changes to neighbourhood and public space	Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Surroundings Community	Likely / moderate = high (positive)
Operation and maintenance of Sydney Metro West	Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past due to ongoing operational noise for those in Burton Street.	Way of life	Possible / moderate = medium (negative)
Permanent physical changes to neighbourhood and public space	Potential decline in how people experience their living environments due to light spill for the adjacent residential areas at night.	Way of life Livelihoods	Possible / moderate = medium (negative)

Five Dock Station

Five Dock Station would be in the core of the Five Dock local centre off Great North Road with an entrance on Fred Kelly Place. Great North Road is the primary north-south spine through the locality leading from Parramatta Road to the peninsula suburbs of Abbotsford and Drummoyne.

Five Dock Station would support the local village centre and placemaking outcomes presented in the Five Dock Urban Design Study (City of Canada Bay Council, 2014) by providing rail services to the area for the first time. Five Dock Station also offers opportunity for a new bus interchange.

Similar to Burwood North Station, Five Dock Station would provide access to public transport in an area that is not currently serviced by the existing Sydney Trains suburban rail network. During engagement, the community noted that current public transport options were lacking and poorly connected, with bus trips to the Sydney CBD taking up to an hour. With the operation of Sydney Metro West, the Five Dock precinct would experience the greatest travel time saving of any of the precincts in terms of access to the Sydney CBD, with a travel time saving of 35 minutes, with the trip on Sydney Metro West expected to take less than 10 minutes.

It is likely that these improved travel times would also lead to greater equity for transport uses in Five Dock, particularly for groups that currently experience transport or mobility difficulties such as older people, youth, people experiencing disability, non-drivers or people without access to a private vehicle. It would improve accessibility to employment, education and other social facilities.

During engagement, the community also prioritised better transport and connectivity options for the precinct and supporting Five Dock's walkability and active modes of transport. Sydney Metro would deliver the cycle parking facilities within the proposed station precinct to facilitate customers who wish to interchange to metro. Sydney Metro would discuss opportunities to connect the Five Dock Station with the existing and planned City of Canada Bay cycle routes and other local attractions like Five Dock Park with relevant stakeholders, separate to this proposal.

In terms of social amenity and placemaking, the vision for Five Dock Station and its surroundings is to *“deliver a station precinct development that contributes to the character and identity of Five Dock as a revitalised, diverse and vibrant local centre, well connected to all transport modes.”*

Chapter 12 (Five Dock Station) of the Environmental Impact Statement explores the relationship between this proposal and various strategic planning documents such as the City of Canada Bay Local Strategic Planning Statement and Five Dock Town Centre Revitalisation. These strategic planning documents detail a number of placemaking goals relating to Five Dock. The operation of Sydney Metro West would support these goals by:

- supporting an increased diversity of housing near the station and activating and expanding Fred Kelly Place to the north
- supporting the opportunity for a new public domain to the east of Great North Road with through site links to Second Avenue and Waterview Street. This would create the potential for an active frontage to the eastern station services building.

The Five Dock community is already a connected local community that would likely be further enhanced with the operation of Sydney Metro West. Fred Kelly Place is a community centre for people in Five Dock. During operation, the new precinct should act as a hub for the community; complementing some of the qualities Fred Kelly Place already offers close to essentials like a big supermarket, cafes and bus routes and near a community space like the library. Five Dock Station precinct could also be a destination for community events, activities and celebrations which reinforce a friendly community feeling for residents and visitors alike.

While there is some fear within the community that Five Dock Station may change the social fabric of the area by changing community gathering spaces like Fred Kelly Place – the design is responsive to the existing environment and maintains the current community value. Technical paper 6 (Landscape and visual amenity) found that due to the expansion of Fred Kelly Place and an improved northern interface, there would be improvement in the amenity and functioning of this plaza and a moderate beneficial landscape impact.

In terms of livelihoods, Five Dock Station would substantially improve Five Dock's access to major employment centres and education facilities. With the operation of Sydney Metro West, the Five Dock precinct would experience the greatest travel time saving of any of the precincts in terms of access to the Sydney CBD. Due to this increased accessibility and therefore greater access to labour markets and more customers, business investment would likely be attracted to the area, thereby increasing and improving the livelihood of those who work in or own local businesses.

In terms of the night-time lighting levels, the new station and public domain areas would be lit to provide for customer safety. While the existing trees would contain some lighting from the station there would still be additional lighting seen from adjacent residential areas, and therefore, there may be a noticeable reduction in the amenity of this area at night for these residents, and potentially change the way they both experience their surroundings and affect their way of life.

In terms of operational noise, while there is not expected to be any noise exceedance in relation to the operational railway airborne noise, there are expected to be some adverse operational noise impacts for residents along Great North Road, East Street and Fred Kelly Place. *Without mitigation*, there may be potential for some exceedance of the applicable noise criteria relating to station noise for these residences.

Table 6-10 provides an overview of the potential unmitigated social impacts that the operation of Sydney Metro West would have for those living, working or visiting Five Dock station. Mitigation measures proposed in relation to these unmitigated impacts are outlined in Section 6.4.

Table 6-10 Unmitigated potential impact to people – Five Dock Station

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West	Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Health and wellbeing Way of life Accessibility Livelihoods	Almost certain / transformational = very high (positive)
Permanent physical changes to neighbourhood and public space	Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Surroundings Community	Possible / moderate = medium (positive)

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West	Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past due to ongoing operational noise for some receivers along Great North Road, East Street and Fred Kelly Place.	Way of life	Possible / moderate = medium (negative)
Permanent physical changes to neighbourhood and public space	Potential decline in how people experience their living environments due to light spill for the adjacent residential areas at night, thereby impacting on people's livelihoods to a degree.	Way of life	Possible / moderate = medium (negative)

The Bays Station

The Bays Station would be located at White Bay between Glebe Island and the White Bay Power Station. The station would have direct access to the future Bays Waterfront Promenade, which would run north and south along White Bay.

The station would support the renewal and development of The Bays and provide access to the established areas of Balmain and Rozelle.

The Bays Station is located within Bays West, a part of The Bays which includes White Bay, the White Bay Power Station, Glebe Island, Rozelle Bay and Rozelle Rail. Bays West is subject to a collaborative planning approach led by the Department of Planning and Environment. Sydney Metro would work with stakeholders to support the planned growth at The Bays.

In terms of social amenity and placemaking, the vision for The Bays Station and its surroundings is for “a *new mixed use innovation precinct including employment, civic, retail and residential activities in a high amenity harbour-side setting.*”

A new metro station at The Bays is a vital component of the Bays West Place Strategy and would provide access to an area not currently serviced by the existing suburban rail network. Increased accessibility would support revitalisation of the area and encourage further business investment, which otherwise may not be realised. It would also improve connectivity to existing commercial centres, such as Parramatta CBD and Sydney CBD, providing greater opportunities for employment and economic growth within the precinct and across the corridor due to increased public transport access for workers and customers to the area.

Additionally, Sydney Metro West would provide for an activated public domain surrounding the station and associated street frontages, which would clearly interface with surrounding areas, supporting opportunities for a vibrant public domain across the wider precinct. This would further encourage business investment which otherwise may not be realised.

Chapter 13 (The Bays Station) of the Environmental Impact Statement also explores the relationship between this proposal and various strategic planning documents such as Bays West Draft Place Strategy, Our Place Inner West – Local Strategic Planning Statement and Sydney Green Grid. These strategic planning documents detail a number of placemaking goals relating to The Bays. The operation of Sydney Metro West would support these goals by:

- offering significant development and connectivity opportunities for its future resident, worker and visitor populations
- supporting improved access to open spaces of White Bay and Blackwattle Bay Foreshore by significantly improving transport connectivity in the area.

The Bays is set to undergo urban transformation and become a major employment hub and destination. There is no rail connection to White Bay, and capacity constraints on Victoria Road and the Anzac Bridge limit the opportunity to increase bus services. It is almost certain that the operation of The Bays Station would provide increased accessibility to and from the area for a large group of people, including those with vulnerabilities and

support an area that is predicted to have significant employment and housing growth. It would introduce a travel time saving to and from the Sydney CBD of more than 20 minutes and would provide the opportunity for social amenity and placemaking benefits and improvements to the aesthetic value of the area by creating attractive and active public spaces that reflect the existing or desired future scale and character of local areas.

During operation, localised impacts on amenity may be experienced at properties near The Bays Station due to:

- increased noise from the station operations
- changes to the visual environment and views from new surface infrastructure
- changes to local road access and through routes.

In terms of operational noise, the nearest and most affected existing sensitive receivers are located to the north of the site on Mansfield Street in Rozelle and to the west on Lilyfield Road and Hornsey Street, Rozelle. Given the generous offset distances and existing high noise environment, Technical paper 3 (Operational noise and vibration) predicts that the noise emissions from the station are predicted to comply with the environmental noise criteria.

In terms of visual amenity, Technical paper 6 (Landscape and visual amenity) found that while this area contains several landmark buildings, including the former White Bay Power Station (State heritage significance) and Glebe Island grain silos (local heritage significance), the landscape is not a highly valued feature of this environment, which primarily has a working function.

The new station building would be set within a broad new area of public domain, including new high-quality pavements, furniture, trees and gardens and provisions for over station development. Due to the generous provision of public domain, including through site links, cycle and pedestrian facilities, there would be improved accessibility, legibility, and amenity. Overall, there would be a considerable improvement in amenity and negligible change to the visual amenity of the area at night.

During operation, there would be a cumulative beneficial landscape impact in the vicinity of The Bays Station and Pyrmont Station as new Sydney Fish Market and Cockle Bay Wharf would each be accompanied by landscape and urban design improvements to the public realm. These projects, together with this proposal, would contribute to the overall vision intended by the Eastern City District Plan. Potential cumulative landscape and visual impacts during operation are discussed in more detail in Chapter 15 of Technical Paper 6 (Landscape and visual amenity).

Table 6-11 provides an overview of the potential unmitigated social impacts that the operation of Sydney Metro West would have for those living, working or visiting The Bays Station. Mitigation measures proposed in relation to these unmitigated impacts are outlined in Section 6.4.

Table 6-11 Unmitigated potential impact to people – The Bays Station

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West	Increased access to jobs, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Health and wellbeing Way of life Accessibility	Almost certain / transformational = very high (positive)
Permanent physical changes to neighbourhood and public space	Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that reflect the existing or desired future scale and character of local areas.	Surroundings	Possible / moderate = medium (positive)

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Permanent physical changes to neighbourhood and public space (cumulative)	Change in community character due to permanent changes to improve local visual character combined with the cumulative landscape benefits associated with the new Sydney Fish Market and Cockle Bay Wharf.	Community	Likely / moderate = high (positive)
Operation and maintenance of Sydney Metro West	Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past due to ongoing operational noise for those sensitive receivers to the north of the site on Mansfield Street in Rozelle, and to the west on Lilyfield Road and Hornsey Street, Rozelle.	Way of life	Possible / minimal = low (negative)
Permanent physical changes to neighbourhood and public space	Potential decline in how people experience their living environments due to changes to the visual landscape and views from new surface infrastructure.	Way of life Livelihoods	Likely / minimal = low (negative)

Pymont Station

Pymont Station would be located at the centre of the Pymont peninsula, with two station buildings and entrances, one on Union Street and one on Pymont Bridge Road.

The station would support the aims of the Pymont Peninsula Place Strategy (Department of Planning, Industry and Environment, 2022), which includes a transition to a place where people walk and use public transport to connect to other places. The station would also support existing residential, employment, entertainment and event land uses in the area.

Key findings from community engagement relating to the Pymont Station 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 Pymont in terms of urban growth and renewal and potential benefits a metro station could bring to Pymont, including urban renewal, employment growth, development and tourism. Feedback also reinforced the importance of Pymont 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.

Chapter 14 (Pymont Station) of the Environmental Impact Statement states that overall, Pymont Station would support the vision for the Pymont suburb as the western gateway to the Sydney CBD, forming a continuous innovation corridor between The Bays and Eveleigh. The station would also support the NSW Department of Planning and Environment's Pymont Peninsula Place Strategy (2021) that positions Pymont as an attractor for global investment driven by connectivity to the Sydney CBD, thereby increasing and improving the livelihood of those who work in or own local businesses.

In terms of social amenity and placemaking, the vision for the Pymont Station and its surroundings is for a *new harbour-side precinct enabled by the metro station, focused on knowledge-intensive employment and supported by public domain, retail and residential activities*.

Pymont is already an attractive and active public space that would be further enhanced by Sydney Metro West. The station is proposed to have two separate station entrances – one on Union Street and the second on Pymont Bridge Road. These are in close proximity to a number of cultural and entertainment attractors, many of which are of regional and national significance, including the Australian national maritime museum, The Star and the Sydney International Convention, Exhibition and Entertainment Precinct.

Chapter 14 (Pymont Station) of this Environmental Impact Statement explores the relationship between this proposal and various strategic planning documents such as the City Plan 2036: Local Strategic Planning Statement, Pymont Peninsula Place Strategy, Sustainable Sydney 2030: Community strategic plan and

Blackwattle Bay State Significant Precinct Study. These strategic planning documents detail a number of placemaking goals relating to Pyrmont. The operation of Sydney Metro West would support these goals by:

- supporting the vision for economic and employment growth at Pyrmont
- improving public transport connectivity and enabling growth and change
- supporting improved access via the western station entry and the realisation of urban renewal at Blackwattle Bay via a short walk.

During operation, localised impacts on amenity may be experienced at properties near Pyrmont Station due to:

- increased noise from the station operations
- changes to the visual environment and views from new surface infrastructure
- changes to local road access and through routes.

The nearest and most affected existing sensitive receivers to the Pyrmont Station are located on Edward Street, Pyrmont Bridge Road, Pyrmont Street, and Paternoster Row. While there is not expected to be any noise exceedance in relation to the operational railway airborne noise, *without mitigation*, there may be potential for some exceedance of the applicable noise criteria relating to station noise for nearby residences, generally during the night.

In terms of visual amenity, Technical paper 6 (Landscape and visual amenity) found that the height and scale of the station and services building would be compatible with nearby medium-rise buildings and the site is intended for significant renewal in the Pyrmont Peninsular Place Strategy. In terms of lighting, the Pyrmont Station is an area that already experience high district brightness. There would be no perceived change to the amenity of this area at night.

As discussed in relation to operation of The Bays Station, during operation, there would be a cumulative beneficial landscape impact in the vicinity of Pyrmont Station as new Sydney Fish Market and Cockle Bay Wharf would each be accompanied by landscape and urban design improvements to the public realm.

Table 6-12 provides an overview of the potential unmitigated social impacts that the operation of Sydney Metro West would have for those living, working or visiting Pyrmont Station. Mitigation measures proposed in relation to these unmitigated impacts are outlined in Section 6.4.

Table 6-12 Unmitigated potential impact to people – Pyrmont Station

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West	Increased access to jobs, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Health and wellbeing Way of life Accessibility	Likely / moderate = high (positive)
Permanent physical changes to neighbourhood and public space	Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that reflect the existing or desired future scale and character of local areas.	Surroundings	Possible / moderate = medium (positive)
Permanent physical changes to neighbourhood and public space (cumulative)	Change in community character due to permanent changes to improve local visual character combined with the cumulative landscape benefits associated with the new Sydney Fish Market and Cockle Bay Wharf.	Community	Likely / moderate = high (positive)

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West	Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past due to ongoing operational noise to sensitive receivers on Edward Street.	Way of life	Possible / moderate = medium (negative)
Permanent physical changes to neighbourhood and public space	Potential decline in how people experience their living environments due to light spill and permanent changes to visual amenity.	Way of life	Unlikely / minimal = low (negligible)

Hunter Street Station (Sydney CBD)

Hunter Street Station (Sydney CBD) would be located in the north of the Sydney CBD. The metro station would comprise two sites, including a western site at the corner of Hunter Street and George Street and an eastern site bounded by O'Connell Street, Hunter Street and Bligh Street.

Hunter Street Station (Sydney CBD) would provide direct access to the commercial core of the Sydney CBD. The metro station would also enable interchange with existing public transport networks, including Sydney Metro City & Southwest, the existing Sydney Trains suburban rail network, light rail and bus networks.

In terms of social amenity and placemaking, the vision for the Hunter Street Station (Sydney CBD) and its surroundings is for a *“landmark station that reinforces the commercial heart of the Eastern Harbour (global) City, unlocking public transport capacity and catalysing new economic opportunities with Greater Parramatta (River City).”*

The Sydney CBD is already an active public space that would experience some further enhancements as a result of the Sydney Metro West, but to a lesser extent than precincts such as The Bays. Chapter 15 (Hunter Street Station (Sydney CBD)) of the Environmental Impact Statement explores the relationship between this proposal and various strategic planning documents such as the City Plan 2036: Local Strategic Planning Statement, Sustainable Sydney 2030: Community strategic plan and City North Public Domain Plan. These strategic planning documents detail a number of placemaking goals relating to the Sydney CBD. The operation of Sydney Metro West would support these goals by:

- supporting several priorities of the City Plan 2036, such as movement for walkable neighbourhoods and a connected city; aligning development and growth with supporting infrastructure; creating great places, and a stronger and more competitive Central Sydney
- supporting the strategic directions outlined in the Sustainable Sydney 2030 plan, including the objectives associated with establishing integrated transport for a connected city
- supporting the upgrade of Richard Johnson Square by providing a station entry opening to the square.

The Hunter Street Station (Sydney CBD) would boost jobs and improve connections to recreational and tourist attractions by relieving demand in peak times and providing a more seamless transition between Sydney public transport options. This includes enhancement in terms of accessibility for employees and visitors to and from the Sydney CBD and visitors travelling to retail, commercial, dining and recreational activities.

The nearest and most affected existing sensitive receivers to the Hunter Street Station (Sydney CBD) are commercial properties and there are not expected to be exceedances on sensitive or vulnerable receivers. In terms of visual amenity, Technical paper 6 (Landscape and visual amenity) found this proposal would bring improvements to the landscapes and public domain areas surrounding this proposal, including George Street and Hunter Street streetscapes, Richard Johnson Square, Bligh Street, Hunter Street and O'Connell Street streetscapes. Richard Johnson Square would particularly be enhanced due to the improvements to both the urban fabric of the square and its interface with the new metro station entry – which would have a positive impact on the way people experience their surroundings in the vicinity of Hunter Street Station (Sydney CBD).

It is expected that Hunter Street Station (Sydney CBD) would support further business investment and growth within the Sydney CBD by providing greater connections between businesses, labour markets, customers and clients located within and near to the Sydney Metro corridor, thereby increasing and improving on the livelihood of those who work in or own local businesses.

In terms of night-time lighting impacts, similar to the Pyrmont Station, Hunter Street Station (Sydney CBD) is an area that already experiences high district brightness. There would be no perceived change to the amenity of this area at night.

Table 6-13 provides an overview of the potential unmitigated social impacts that the operation of Sydney Metro West would have for those living, working or visiting the Hunter Street Station (Sydney CBD). Mitigation measures proposed in relation to these unmitigated impacts are outlined in Section 6.4.

Table 6-13 Unmitigated potential impact to people – Hunter Street Station (Sydney CBD)

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Operation and maintenance of Sydney Metro West	Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Health and wellbeing Way of life Accessibility Livelihoods	Likely / moderate = high (positive)
Permanent physical changes to neighbourhood and public space	Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that reflect the existing or desired future scale and character of local areas.	Surroundings Community	Possible / moderate = medium (positive)
Operation and maintenance of Sydney Metro West	Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past due to ongoing operational noise.	Way of life	Unlikely / minimal = low (negative)
Permanent physical changes to neighbourhood and public space	Potential decline in how people experience their living environments due to light spill, visual amenity and/or extended opening hours of services	Way of life	Unlikely / minimal = low (negative)

Clyde stabling and maintenance facility and Rosehill services facility

The Clyde stabling and maintenance facility would be located in the Clyde industrial area, to the north of the M4 Western Motorway and to the east of James Ruse Drive. Duck Creek sits north and east of the site. This would be an integrated facility incorporating most operational and maintenance functions for Sydney Metro West, including the operations control centre and infrastructure required to maintain the train fleet.

A services facility is proposed at Rosehill, to the north of Duck Creek and the stabling and maintenance facility. This would include a services facility building and traction substation building. Unwin Street is located to the north of the facility and Shirley Street is located to the east.

Chapter 17 (Clyde stabling and maintenance facility and Rosehill services facility) of the Environmental Impact Statement explores the relationship between this proposal and various strategic planning documents such as the City of Parramatta Local Strategic Planning Statement: City Plan 2036 and the Sydney Green Grid. These strategic planning documents detail a number of placemaking goals relating to Clyde and Rosehill. The operation of Sydney Metro West would support these goals by:

- aligning with and supporting the continuation of its existing land use as key urban services
- delivering part of the 'Wilderline' (an active transport link within the former T6 Carlingford Rail Line) within this proposal's operational footprint.

During operation, localised impacts on amenity may be experienced at properties near to the Clyde stabling and maintenance facility and Rosehill services facility due to increased noise from the operations of the maintenance facility, primarily due to behavioural issues associated with the operation of the trains, including horns and breaking. While Technical paper 3 (Operational noise and vibration) does not predict any noise exceedance in relation to the operational railway airborne noise, *without mitigation*, given the increase in activity and changes to the existing environment, there may be potential for some noise disturbance related to operational activities (such as the use of horns or other audible safety measures when moving trains around the stabling and maintenance facility), generally during the night.

In terms of placemaking and visual amenity, Technical paper 6 (Landscape and visual amenity) found that the facilities would have a negligible impact during operation of the majority of the surrounding landscape and public domain areas, including Rosehill Gardens racecourse and A'Becketts Creek and Duck Creek. There is potential that there would be some slight enhancements to the surroundings for people who access or live in Unwin Street, Kay Street and Shirley Street due to the improved vegetation cover and permeability and accessibility for road users. It was found that at this location, there would be a noticeable improvement in the quality of the site landscape and surrounding streetscapes. For the former T6 Carlingford Line and Rosehill Station, the report found that overall, there would be a noticeable reduction in the quality of the former T6 Carlingford Line and Rosehill Station due to the permeability and accessibility of the precinct being reduced due to the presence of the infrastructure. Given the existing environment and how people currently use and access their surroundings, it is anticipated that this proposal may minimally enhance the visual amenity in the area.

In terms of night-time light spill, the stabling site would be set within an area which had previously included a range of industrial uses and the Sydney Speedway which was brightly floodlit at night during events. This lighting would be set back from any residential areas, and this lighting would be largely absorbed into its setting – which means that no perceived change in the amenity of the area is expected at night and no changes to way of life or how people experience their surroundings.

In terms of impact on businesses, it is considered highly unlikely that businesses located in the future Camellia town centre area (about 750 metres to the north) and immediately west of James Ruse Drive would be affected given that they are well separated from Clyde stabling and maintenance facility and Rosehill services facility.

Table 6-14 provides an overview of the potential unmitigated social impacts that the operation of Sydney Metro West would have for those living near or working at the Clyde stabling and maintenance facility and Rosehill services facility. Mitigation measures proposed in relation to these unmitigated impacts are outlined in Section 6.4.

Table 6-14 Unmitigated potential impact to people – Clyde stabling and maintenance facility and Rosehill services facility

Operational aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Permanent physical changes to neighbourhood and public space	Social amenity and placemaking benefits, by creating and supporting attractive and active public spaces and transport links that are reflecting the existing or desired future scale and character of local areas.	Surroundings	Unlikely / minor = low (positive)
Operation and maintenance of Sydney Metro West	Potential decline in social amenity and potential sleep disturbance from operational noise, including driver behaviour at the stabling and maintenance facility.	Way of life	Possible / minor = medium (negative)
Permanent physical changes to neighbourhood and public space	Potential decline in how people experience their living environments due to light spill, visual amenity and/or extended opening hours of services.	Way of life	Unlikely / minimal = low (negative)

6.4 Responses, mitigation, and management strategies and opportunities

This Section provides a summary of the potential strategies that may be implemented in response to the predicted social impacts associated with this proposal. As noted in the Guideline (2021), strategies need to be developed to demonstrate a clear connection between the measure proposed and the significant social impact being mitigated or enhanced. Strategies to be implemented may differ in their effectiveness and/or ability to alleviate or enhance impacts, with some residual social impacts remaining, in the case of negative impacts. The acceptability of any residual impact remaining post implementation is also discussed. Furthermore, certain measures may collectively address a number of different negative social impacts and potentially enhance positive impacts.

Table 6-15 identifies responses to potential operational impacts identified in this social impact assessment. Given the history of the Sydney Metro West and the staged planning approval process, there are a number of existing management strategies already being implemented as part of the design process and through planning and construction that have directly influenced the management of operational impacts. These have been identified in the Environmental Impact Statement for this proposal and are briefly outlined in the table below. In addition, opportunities to further enhance positive social outcomes and monitor social impacts are also identified.

Crime prevention through environmental design (CPTED) is not discussed as a management strategy below in Table 6-15 as the safety of customers, staff and areas surrounding stations would be considered in station design in accordance with CPTED principles. Due to the inclusion of CPTED in the design process, CPTED has not been conceptualised as a management measure in this social impact assessment but rather a fundamental design principle built into the design of this proposal. The assessment presented in Table 6-15 provides a summary of social impacts after management strategies have been implemented. The management strategies identified also consider the requirements of the Sydney Metro West – Concept and Stage 1 Conditions of Approval (July 2021) as well as the environmental mitigation measures included in the *Sydney Metro West Submissions Report – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a) and the *Sydney Metro West Environmental Impact Statement – The Bays to Sydney CBD* (Sydney Metro, 2021) that would be applicable to this proposal.

Stations have been designed to be accessible for all users, accommodating customers with disability or accessibility issues. *Sydney Metro West Submissions Report – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a) committed that Sydney Metro West stations would be fully accessible for people with a disability, prams and children, and include:

- level access between platforms and trains
- metro trains would provide customer amenities such as accessible priority seating for mobility impaired, the elderly and people with a disability or using a wheelchair or mobility device
- metro trains would also include spaces for prams or strollers for parents travelling with young children
- design in accordance with relevant accessibility guidelines and standards (including the *Disability Discrimination Act 1992* and *Disability Standards for Access to Public Transport 2002*), which outline provisions for good access for people with disabilities, the elderly and passengers with prams or luggage.

Collectively these design standards, and ongoing participant research through the Customer Centred Design process (refer to Section 4.4: Stakeholder engagement), would reduce negative operational impacts on vulnerable groups and increase positive benefits of Sydney Metro West by designing an easy to use and accessible metro system.

Section 8.1 provides a summary of all responses to social impacts specific to this proposal.

Table 6-15 Responses and management strategies

Responses to potential operational social impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings
Existing management strategies						
Placemaking objectives and design principles Place and design principles for each metro station, the Clyde stabling and maintenance facility and other ancillary facilities are consistent with those presented in the <i>Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD</i> (Sydney Metro, 2020a). Placemaking objectives and design principles, along with community and stakeholder engagement and the establishment of a Design Advisory Panel/Design Review Panel to provide independent design review, would allow for high quality standards throughout the design process.	✓	✓	✓	✓	✓	✓
Design Advisory Panel/Design Review Panel The current Design Advisory Panel and future Design Review Panel would provide independent design review, which, combined with the Placemaking objectives and design principles, and community and stakeholder engagement would allow for high quality standards throughout the design process.						✓
Promote local culture and identity Consultation would be carried out with stakeholders to identify opportunities for public art to reflect community values, culture and identity of the local community.		✓		✓		✓

Responses to potential operational social impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings
Stakeholder and community involvement Sydney Metro has established strong relationships with the community and businesses throughout planning and construction. The implementation of the Sydney Metro West Overarching Community Communication Strategy to provide for continued community engagement for 12 months following the completion of construction would further enhance these relationships.	✓	✓	✓	✓	✓	✓
Sydney Metro Sustainability Plan Sustainability initiatives are being incorporated into the planning, design, construction and operations of Sydney Metro West and would achieve a minimum rating of 75 under the Infrastructure Sustainability Council (ISC) Infrastructure Sustainability (IS) Design and As-Built rating tool Version 1.2 or a 5-Star Green Star Design and As-Built rating (or equivalent level of performance using a demonstrated equivalent rating tool), in accordance with Condition C-B7 of the Minister's Conditions of Approval.	✓	✓		✓	✓	✓
Operational Environment Management Plan or System An Operational Environment Management Plan or System would be prepared to comply with the requirements of the conditions of approval issued for this proposal, if approved. This would clearly outline systems that would be used to support environmental management; Operations and Maintenance objectives and targets, and a management and reporting structure to implement and measure the effectiveness of the management strategies identified for operations. This would also include a method to monitor driver behaviour and respond to any issues that may arise.	✓				✓	✓
Additional responses relevant to this proposal						
Strategy to promote operation of Sydney Metro West Sydney Metro would develop a strategy to promote Sydney Metro West and educate customers on accessing and using the new public transport infrastructure. The objective of the strategy would include to enhance understanding of Sydney Metro West and its benefits, maximise customer use, alleviate travel related stress, and support the realisation of wider economic benefits through its use.	✓		✓			

Responses to potential operational social impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings
<p>Monitoring of operational social impacts</p> <p>To monitor social impacts, Sydney Metro, together with the operator, would develop a plan to monitor impacts during the operation of this proposal.</p> <p>Monitoring and evaluation are key components of a social impact assessment process to identify any unanticipated impacts that may arise as a result of the proposal.</p> <p>The analysis and research conducted for a social impact assessment provides a foundation for the ongoing monitoring and adaptive management of social impacts over the life of this proposal.</p> <p>The plan would include mechanisms to monitor any commitments and assumptions made in this social impact assessment, including those predicted negative operational impacts shown in Table 6-16. For example, active monitoring of any changes to crime statistics would help to proactively identify crime prevention and social intervention strategies as adaptive management strategies if required, i.e. increased security measures or changes to the positioning of CCTV. Adaptive management principles are further explored in Chapter 8.</p>	✓	✓	✓	✓	✓	✓

6.5 Social impact summary – operation

A number of impacts have been assessed as having a low unmitigated impact. Following either design refinement or implementation of commonly used management strategies, the residual impact of these have been assessed as either being so small that they don't warrant further consideration or as having no residual impact.

In terms of the potential decline in social amenity and ability to experience surroundings in the way the community have done in the past due to ongoing operational noise, Technical paper 3 (Operational noise and vibration) of this Environmental Impact Statement, found that predicted noise levels indicated that compliance with the noise criteria would be achieved at all locations with either standard noise control measures or through feasible and reasonable noise attenuation measures included in the design. As a result, there is expected to be little or no noticeable change experienced by people in the locality in relation to operational noise on people's way of life and how they experience their surroundings. It is possible that there may be some negative impacts experienced at Clyde stabling and maintenance facility – due to operational behaviour relating to horns and breaking – which would need to be managed as part of the Operational Environment Management Plan or System.

Similarly, Technical paper 6 (Landscape and visual amenity) of this Environmental Impact Statement found that at a number of locations, any night-time light spill would be largely absorbed into the existing setting – which means that minimal or no noticeable change is expected to be experienced by people. A negative residual impact in this respect is only expected at North Strathfield metro station and Five Dock Station.

Ongoing monitoring and evaluation of predicted social impacts are an important part of mitigation and management so that any unanticipated impacts are identified or mitigation measures are adapted to address unanticipated change (refer to chapter 8).

Table 6-16 provides a summary of the unmitigated social impact, the proposed response (mitigation or enhancement measure) to these impacts and the residual impact.

Cumulative impacts are further discussed in Chapter 18 (Proposal-wide) of this Environmental Impact Statement.

Table 6-16 Social impact summary – operation

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Regional				
Potential to reduce travel related stress for people who switch modes in peak hours by reducing the time spent in congested conditions (de-crowding and destressing). Potential to reduce travel related stress for people during unplanned and planned events on the network. This is a cumulative impact.	Almost certain / major = very high (positive)	Promotion and education of using the new Sydney West Metro	Almost certain / transformational = very high (positive)	Carefully considered promotion and education of using the new Sydney West Metro, using principles to meet the needs of diverse communities, including culturally and linguistically diverse communities, would increase community awareness and educate potential customers on how the maximise the service to help reduce travel related stress or anxiety.
Improved accessibility to jobs, educational facilities services, and social facilities leading to improved social cohesion, community resilience and reduced social health related issues for a number of stakeholders, including vulnerable communities. This is a cumulative impact.	Likely / major = high (positive)	Promotion and education of using the new Sydney West Metro	Likely / major = high (positive)	Carefully considered promotion and education of using the new Sydney West Metro would further enhance this benefit by creating greater community awareness and education on how to use Sydney Metro West. Promotion and educational materials would need to be accessible for culturally and linguistically diverse customers.
Improved intergenerational equity as a result of sustainable development, including vulnerable and marginalised communities	Likely / major = high (positive)	Regular review of the Sydney Metro West Sustainability Plan	Almost certain / major = very high (positive)	Regular review of the Sydney Metro Sustainability plan and keeping abreast of any new technologies that may be implemented during the operational phase would further enhance greater sustainability outcomes would enhance this proposal benefit.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Increase in economic activity, businesses and employment opportunities for Greater Sydney, particularly around each of the stations resulting from both Sydney West Metro and other major projects.	Likely / major = high (positive)	Promotion and education of using the new Sydney West Metro	Likely / major = high (positive)	Carefully considered promotion and education of using the new Sydney West Metro would further enhance this benefit by creating greater community awareness and education on how to use Sydney Metro West and support economic benefits to be realised. Promotion and educational materials would need to be accessible for culturally and linguistically diverse customers.
Sydney Metro West corridor				
Improvements to local air quality due to less motor vehicle trips, improving physical health. This is a cumulative impact.	Possible / minor = medium (positive)	Promotion and education of using the new Sydney West Metro Operational Environment Management Plan or System	Likely / minor = medium (positive)	By actively encouraging people to use the metro network, Sydney Metro West would provide the opportunity for mode shift from car to public transport. This could further reduce the number of vehicles on the road network, which is directly linked to enhancing benefits in terms of reduction in environmental impacts such as air pollution.
Improved accessibility and connectivity for cyclists and pedestrians. Increased walking and cycling trips could increase the proportion of the population achieving sufficient physical activity level to maintain health.	Possible / minor = medium (positive)	Placemaking objectives and design principles Social impact monitoring	Possible / moderate = medium (positive)	While no change in impact relating to operations of this proposal, the ongoing monitoring of active transport and community behaviour would allow adaptive management of social impacts during the operations of this proposal to respond to any limitations.
Potential decline in how people experience their surroundings due to presence of new stations and ancillary facilities and the perception of increased potential for antisocial behaviour.	Possible / minor = medium (negative)	Social impact monitoring	Unlikely / minor = low (negative)	Active monitoring of any changes to crime statistics would help to proactively identify crime prevention and social intervention strategies as adaptive management strategies if required.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Westmead metro station				
Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Likely / moderate = high (positive)	Stakeholder and community involvement Social impact monitoring	Likely / major = high (positive)	The reduced travel times and new transport options for the proximal area would make it easier and faster to get around and bring new jobs and educational opportunities closer. The design principles also increase the ability of vulnerable people to reach their destination unhindered and as independently as possible. This would be further enhanced through community education around using the new metro and ongoing engagement with key stakeholders during operation to assess if proposal benefits are being realised.
Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past due to ongoing operational noise.	Possible / minor = medium (negative)	Specific noise attenuation measures Stakeholder and community involvement Social impact monitoring	Unlikely / minimal = low (negative)	The combination of design and operational management is anticipated to mitigate noise impacts, overall reducing the potential impact of noise on social amenity in surrounding areas. Open, transparent, and accessible communication of and ongoing consulting with stakeholders, including any specific sensitive user groups, would help inform the effectiveness of mitigation measures, with adaptive management measures implemented as required.
Potential decline in how people experience their living environments due to light spill, visual amenity and/or extended opening hours of services.	Possible / minor = medium (negative)	Placemaking objectives and design principles Stakeholder and community involvement	Unlikely / minimal = low (negative)	Delivering effective and well designed landscaping is likely to reduce potential amenity impacts associated with operation.
Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Likely / moderate = high (positive)	Placemaking objectives and design principles Promotion of local culture and identity Stakeholder and community involvement	Likely / major = high (positive)	Achieving the placemaking objectives and design principles for the Westmead metro station is very likely to have a major positive impact on the local community. The positive impact would be long term and would provide the community with a focal point to meet, pause and engage in urban life.
Parramatta metro station				

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Likely / moderate = high (positive)	Stakeholder and community involvement Promotion and education of using the new Sydney West Metro	Likely / major = high (positive)	The reduced travel times and new transport options for the proximal area would make it easier and faster to get around and bring new jobs and educational opportunities closer. The design principles also increase the ability of vulnerable people to reach their destination unhindered and as independently as possible. This would be further enhanced through community education around using the new metro.
Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Likely / moderate = high (positive)	Placemaking objectives and design principles Stakeholder and community involvement	Likely / major = high (positive)	Achieving the placemaking objectives and design principles for the Parramatta metro station is very likely to have a major positive impact on the local community. It would very likely support the transformation and growth of the Parramatta CBD by facilitating a well-designed, high-quality station, public domain and development. The positive impact would be long term for those living in proximity to, working or visiting Parramatta metro station.
Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past to due to ongoing operational noise, including those visitors to Leigh Memorial Church.	Possible / minor = medium (negative)	Specific noise attenuation measures Stakeholder and community involvement Social impact monitoring	Unlikely / minimal = low (negative)	The combination of design and operational management is anticipated to mitigate noise impacts, overall reducing the potential impact of noise impacts on social amenity in surrounding areas. While it is expected that post management, operational noise impact would be low, impacting very few sensitive receivers, ongoing consultation with specific sensitive user groups would help inform the effectiveness of mitigation measures, with adaptive management measures implemented as required.
Potential decline in how people experience their living environments due to light spill, visual amenity, extended opening hours of service.	Unlikely / minimal = low (negative)	Placemaking objectives and design principles Stakeholder and community involvement	Unlikely / minimal = low (negative)	No change is expected. Any additional lighting would be consistent with and largely absorbed into the surrounding brightly lit night scene.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Sydney Olympic Park metro station				
Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Almost certain / transformational = very high (positive)	Stakeholder and community involvement	Almost certain / transformational = very high (positive)	The substantial change to reduced travel times and new transport options connected to the Sydney Olympic Park metro station would make it easier and faster to get around and bring new jobs, social infrastructure and cultural activities and educational opportunities closer. The design principles and Customer Centred Design process also increase the ability of vulnerable people to reach their destination unhindered and as independently as possible. This would be further enhanced through community education around using the new metro.
Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Likely / moderate = high (positive)	Placemaking objectives and design principles	Almost certain / major = very high (positive)	Achieving the placemaking objectives and design principles for the Sydney Olympic Park metro station is very likely to have a major positive impact on the local community. It would support the creation of a new town centre that would be fully integrated with the Central Precinct of the master plan to create a walkable and high amenity interface for those living in proximity to, working or visiting the area.
Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past to due to operational noise or light spill.	Unlikely / minimal = low (negative)	Specific noise attenuation measures Stakeholder and community involvement Social impact monitoring	Unlikely / minimal = low (negative)	The combination of design and operational management is anticipated to mitigate noise impacts. While it is expected that post management, operational noise impact will be low, impacting very few sensitive receivers, ongoing consultation with specific sensitive user groups would help inform the effectiveness of mitigation measures, with adaptive management measures implemented as required. No change is expected as the night time lighting would largely absorb into the surrounding brightly lit night scene.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
North Strathfield metro station				
Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Likely / moderate = high (positive)	Stakeholder and community involvement	Likely / major = high (positive)	The reduced travel times and new transport options for the proximal area would make it easier and faster to get around and bring new jobs and educational opportunities closer. The design principles and Customer Centred Design process also increase the ability of vulnerable people to reach their destination unhindered and as independently as possible. This would be further enhanced through community education around using the new metro.
Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Possible / moderate = medium (positive)	Placemaking objectives and design principles	Likely / moderate = high (positive)	Achieving the placemaking objectives and design principles for North Strathfield metro station is likely to have a noticeable positive impact on how people experience their surroundings.
Change in community character due to permanent changes to local visual character, including change to the heritage gardens.	Likely / minor = medium (negative)	Promotion of local culture and identity Placemaking objectives and design principles	Possible / minor = medium (negative)	While the character and amenity of the proximal areas would possibly be improved with the introduction of the new station and associated landscape quality, the heritage gardens would not be replaced, and the character and sense of place that these gardens provided for the neighbourhood centre of North Strathfield would be lost, resulting in a mild deterioration for a small group of people. The promotion of local culture and identity and achieving placemaking objectives and design principles would help to mitigate these impacts on culture and community.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past to due to ongoing operational noise for residents in Queen Street.	Possible / minor = medium (negative)	Specific noise attenuation measures Stakeholder and community involvement Social impact monitoring	Unlikely / minimal = low (negative)	The combination of design and operational management is anticipated to mitigate noise impacts, overall reducing the potential impact of noise impacts on social amenity in surrounding areas. While it is expected that post management, operational noise impact would be low, impacting very few sensitive receivers, ongoing consultation with specific sensitive user groups would help inform the effectiveness of mitigation measures, with adaptive management measures implemented as required.
Potential decline in how people experience their living environments due to light spill at night, specifically for properties located along the east west aligned residential streets near the new station, including Waratah and Wellbank Streets	Possible / moderate = medium (negative)	Placemaking objectives and design principles Stakeholder and community involvement	Possible / minor = low (negative)	Landscaping and design would help to mitigate some of the light spill from the new station. It is still possible that those properties located near the new station, including Queen Street, Pomeroy Street, Waratah and Wellbank Streets, would experience a minor deterioration in how they experience their surroundings at night due to light spill.
Burwood North Station				
Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Almost certain / transformational = very high (positive)	Stakeholder and community involvement	Almost certain / transformational = very high (positive)	The substantial change to reduced travel times and new transport options connected to the Burwood North Station would make it easier and faster to get around and bring new jobs, social infrastructure and housing opportunities closer. The design principles and Customer Centred Design process also increase the ability of vulnerable people to reach their destination unhindered and as independently as possible. This would be further enhanced through community education around using the new metro.
Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Likely / moderate = high (positive)	Placemaking objectives and design principles Promotion of local culture and identify	Likely / major = high (positive)	Achieving the placemaking objectives and design principles for the Burwood North Station is very likely to have a major positive impact on the local community. The positive impact would be long term and would provide the community with a focal point to meet, pause and engage in urban life.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past to due to ongoing operational noise for those in Burton Street.	Possible / moderate = medium (negative)	Specific noise attenuation measures Stakeholder and community involvement Social impact monitoring	Unlikely / minor = low (negative)	The combination of design and operational management is anticipated to mitigate noise impacts, overall reducing the potential impact of noise impacts on social amenity in surrounding areas. While it is expected that post management, operational noise impact would be low, impacting very few sensitive receivers, ongoing consultation with specific sensitive user groups would help inform the effectiveness of mitigation measures, with adaptive management measures implemented as required.
Potential decline in how people experience their living environments due to light spill for the adjacent residential areas at night.	Possible / moderate = medium (negative)	Placemaking objectives and design principles Stakeholder and community involvement	Unlikely / minor = low (negative)	Delivering effective and well designed landscaping is likely to reduce potential amenity impacts associated with operation.
Five Dock Station				
Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Almost certain / transformational = very high (positive)	Stakeholder and community involvement	Almost certain / transformational = very high (positive)	The substantial change to reduced travel times and new transport options connected to Five Dock Station would make it easier and faster to get around and would almost certainly improve accessibility to employment, education and other social facilities. The design principles and Customer Centred Design process also increase the ability of vulnerable people to reach their destination unhindered and as independently as possible. This would be further enhanced through community education around using the new metro.
Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Possible / moderate = medium (positive)	Placemaking objectives and design principles	Likely / moderate = high (positive)	Achieving the placemaking objectives and design principles for Five Dock Station is very likely to have a noticeable positive impact on the local community. The new precinct should act as a hub for the community; complementing some of the qualities Fred Kelly Place already offers. The positive impact would be long term for those living in proximity to, working or visiting Five Dock Station

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past to due to ongoing operational noise for some receivers along Great North Road, East Street and Fred Kelly Place.	Possible / moderate = medium (negative)	Specific noise attenuation measures Stakeholder and community involvement Social impact monitoring	Unlikely / minor = low (negative)	The combination of design and operational management is anticipated to mitigate noise impacts, overall reducing the potential impact of noise impacts on social amenity in surrounding areas. While it is expected that post management, operational noise impact would be low, impacting very few sensitive receivers, ongoing consultation with specific sensitive user groups would help inform the effectiveness of mitigation measures, with adaptive management measures implemented as required.
Potential decline in how people experience their living environments due to light spill for the adjacent residential areas at night.	Possible / moderate = medium (negative)	Placemaking objectives and design principles Stakeholder and community involvement	Possible / minor = low (negative)	Landscaping and design would help to mitigate some of the light spill from the new station, it is still possible that properties located near the new station, would experience a minor deterioration in how they experience their surroundings at night due to light spill.
The Bays Station				
Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Almost certain / transformational = very high (positive)	Stakeholder and community involvement	Almost certain / transformational = very high (positive)	The substantial change to reduced travel times and new transport options connected to The Bays would make it easier and faster to get around and would almost certainly improve accessibility to employment, education and other social facilities. The design principles and Customer Centred Design process also increase the ability of vulnerable people to reach their destination unhindered and as independently as possible. This would be further enhanced through community education around using the new metro.
Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Possible / moderate = medium (positive)	Placemaking objectives and design principles	Likely / moderate = high (positive)	Achieving the placemaking objectives and design principles for The Bays Station is likely to have a major positive impact on creating an active public space that is supportive of the future transformation of the area.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Change in community character due to permanent changes to local visual character combined with the cumulative landscape impact associated with the new Sydney Fish Market and Cockle Bay Wharf. This is a cumulative impact.	Likely / moderate = high (positive)	Promotion of local culture and identify Placemaking objectives and design principles Stakeholder and community involvement	Likely / Major = high (positive)	The character and amenity of the proximal areas would be considerably improved with the introduction of the new station and associated landscape quality. While this area contains several landmark buildings, including the former White Bay Power Station (State heritage significance) and Glebe Island grain silos (local heritage significance), the landscape is not a highly valued feature of this environment, which primarily has a working function. The changes to the new public domain, would see the benefits experienced for a long term.
Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past to due to ongoing operational noise for those sensitive receivers to the north of the site on Mansfield Street in Rozelle, and to the west on Lilyfield Road and Hornsey Street, Rozelle.	Possible / minimal = low (negative)	Specific noise attenuation measures Stakeholder and community involvement Social impact monitoring	Unlikely / minor = low (negative)	The combination of design and operational management is anticipated to mitigate noise impacts, overall reducing the potential impact of noise impacts on social amenity in surrounding areas. While it is expected that post management, operational noise impact would be low, impacting very few sensitive receivers, ongoing consultation with specific sensitive user groups would help inform the effectiveness of mitigation measures, with adaptive management measures implemented as required.
Potential decline in how people experience their living environments due to changes to the visual landscape and views from new surface infrastructure	Likely / minimal = low (negative)	Placemaking objectives and design principles Stakeholder and community involvement Social impact monitoring	Unlikely / minimal = low (negative)	Achieving the placemaking objectives and design principles is likely to have a noticeable positive impact on how people experience their surroundings. However, given the change and potential cumulative impacts, ongoing consultation with the surrounding community and other user groups would help inform the effectiveness of mitigation measures, with adaptive management measures implemented as required.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Pymont Station				
Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Likely / moderate = high (positive)	Stakeholder and community involvement	Likely / major = high (positive)	The reduced travel times and new transport options for the proximal area would make it easier and faster to get around and bring new jobs and educational opportunities closer. The design principles and Customer Centred Design process also increase the ability of vulnerable people to reach their destination unhindered and as independently as possible. This would be further enhanced through community education around using the new metro.
Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public space that are reflecting the existing or desired future scale and character of local areas.	Possible / moderate = medium (positive)	Placemaking objectives and design principles	Likely / moderate = high (positive)	While Pymont is already an attractive and active public space, achieving the placemaking objectives and design principles would have a noticeable impact on the local community with public spaces enhanced.
Change in community character due to permanent changes to local visual character combined with the cumulative landscape impact associated with the new Sydney Fish Market and Cockle Bay Wharf. This is a cumulative impact.	Likely / moderate = high (positive)	Promotion of local culture and identify Placemaking objectives and design principles Stakeholder and community involvement	Likely / moderate = high (positive)	The character and amenity of the proximal areas would be likely improved with the expanded public domain and streetscape upgrades, improved landscape quality and functioning of some surrounding streets. Placemaking objectives and dressings are mindful of the surrounding environment and would likely enhance the sense of place and community character.
Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past to due to ongoing operational noise to sensitive receivers on Edward Street.	Possible / moderate = medium (negative)	Specific noise attenuation measures Stakeholder and community involvement Social impact monitoring	Unlikely / minor = low (negative)	The combination of design and operational management is anticipated to mitigate noise impacts, overall reducing the potential impact of noise impacts on social amenity in surrounding areas. While it is expected that post management, operational noise impact would be low, impacting very few sensitive receivers, ongoing consultation with specific sensitive user groups would help inform the effectiveness of mitigation measures, with adaptive management measures implemented as required.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Potential decline in how people experience their living environments due to light spill and permanent changes to visual amenity.	Unlikely / minimal = low (negligible)	Placemaking objectives and design principles Stakeholder and community involvement	Unlikely / minimal = low (negligible)	No change is expected as the area already experienced high district brightness and there would be no perceived change in the amenity of this area at night.
Hunter Street Station (Sydney CBD)				
Increased access to jobs, businesses, education, services, and social facilities improving social cohesion and social health for the whole community, including vulnerable persons.	Likely / moderate = high (positive)	Stakeholder and community involvement	Likely / major = high (positive)	The reduced travel times and new transport options for the proximal area would make it easier and faster for visitors and workers to access the commercial core of Sydney CBD and bring new jobs and educational opportunities closer to those living in the Sydney CBD. The design principles and Customer Centred Design process also increase the ability of vulnerable people to reach their destination unhindered and as independently as possible. This would be further enhanced through community education around using the new metro.
Social amenity and placemaking benefits, including improvements to the aesthetic value of the area by creating attractive and active public spaces that are reflecting the existing or desired future scale and character of local areas.	Possible / moderate = medium (positive)	Placemaking objectives and design principles	Likely / moderate = high (positive)	While the Sydney CBD is already an attractive and active public space, achieving the placemaking objectives and design principles would have a noticeable impact on the local community with public spaces enhanced.
Potential decline in social amenity and ability to experience surroundings in the way the community have done in the past due to operational noise.	Unlikely / minimal = low (negative)	Specific noise attenuation measures Social impact monitoring	Unlikely / minimal = low (negative)	The combination of design and operation phase management is anticipated to mitigate noise impacts, overall reducing the potential noise impacts on social amenity in surrounding areas. While it is expected that post management, operational noise impacts would be low, affecting very few sensitive receivers, ongoing consultation with specific sensitive user groups would help inform the mitigation approach, with adaptive management measures implemented as required.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Potential decline in how people experience their living environments due to light spill, visual amenity and/or extended opening hours of services.	Unlikely / minimal = low (negative)	Placemaking objectives and design principles Stakeholder and community involvement	Unlikely / minimal = low (negative)	In terms of night-time lighting impacts, Hunter Street Station (Sydney CBD) is an area that already experiences high district brightness. Post management, there would be very little perceived change to the amenity of this area at night.
Clyde stabling and maintenance facility and Rosehill services facility				
Potential decline in social amenity and potential sleep disturbance from operational noise, including driver behaviour at the stabling and maintenance facility.	Possible / minor = medium (negative)	Operational Environment Management Plan or System	Possible / minimal = low (negative)	It is possible that those nearby the facility may experience some noise annoyance, primarily due to behavioural issues associated with the operation of the trains, including horns and breaking. The Operational Environment Management Plan or System would include management strategies to manage driver behaviour, and a complaint handling process to facilitate community feedback on potential operational impacts are followed up and measures reviewed and amended if required.

7 Social impact assessment: construction

7.1 Introduction

The social impacts arising from the previous work carried out under the previous Sydney Metro West planning applications were assessed as part of a preceding planning approval process that was approved by the Minister for Planning and Public Places on 11 March 2021.

The social impacts arising from the previous Sydney Metro West planning application were also assessed as part of a preceding planning approval process, which was exhibited from 3 November to 15 December 2021.

This chapter assesses the social impacts arising from the construction of stations, ancillary facilities and station precincts, provision for over and/or adjacent station development, tunnel fit-out, rail system construction and transport network modifications for Sydney Metro West. This assessment includes consideration of the potential impacts associated with construction of over station development structures (fit out and use subject to separate approval, if required) at Burwood North Station and The Bays Station. Construction of this proposal is expected to commence in late 2024, subject to planning approval. The construction period would be about five years, including the testing and commissioning period (which is anticipated to be about one year). Operational impacts and benefits associated with this proposal are addressed in Chapter 6 (Social impact assessment: operation).

The preliminary assessment of potential social impacts has been informed by feedback from the community during consultation and engagement carried out to date for Sydney Metro West, experience from similar projects, and research and analysis of the areas surrounding this proposal. The preliminary scoping worksheet identified the social impacts that have been carried forward for detailed assessment (see Appendix E (Preliminary scoping)).

Section 7.2 (Unmitigated potential impacts) steps through each impact, defining the potential social impact to people as a result of construction and how they fall within each of the social impact categories. It demonstrates the interrelationships that exist between the social impacts. To assess the potential impacts, a risk assessment was carried out to determine the overall significance rating of the potential social impact with and without management strategies. The impacts are evaluated according to the Guideline (2021). A full explanation of the methodology applied in undertaking this assessment and the rating scales used is provided at Section 4.6 (Assessment of potential unmitigated and mitigated impacts).

Section 7.3 (Responses and management strategies and opportunities) recommends responses to identified impacts, considering both management strategies for potentially negative impacts and actions to enhance benefits and realise potential opportunities. Section 7.4 (Social impact summary – construction) provides a summary of mitigated impacts considering these management strategies and responses.

It should be noted that construction activities would be carried out predominantly within the same construction footprint as required for construction subject to the previous Sydney Metro West planning applications, with the potential for some minor additional and/or changes to construction footprint areas required. These impacts would likely vary at different stages over the expected construction, testing and commissioning periods.

Required property acquisitions and business relocations would all be complete as part of the preceding planning applications, with the exception of one business relocation in the existing aerial concourse at Westmead Station (owned by the Transport Asset Holding Entity of NSW) where no further property acquisition is required as part of this proposal.

The social impacts of constructing this proposal would effectively represent a continuation of the impacts identified for the work carried out under the previous Sydney Metro West planning applications, though generally at a lower level of intensity and extent.

A high-level summary identifying the social impact categories that have been carried forward for detailed assessment at the extent identified is provided in Table 7-1. As shown, impacts relating to social factors are

experienced at different geographies or spatial extents. As noted in the Guideline (2021), some projects have impacts in all social impact categories, but others may only have a few. For this proposal, there were no impacts related to the decision-making systems category identified during the preliminary scoping assessment as they were carried forward for detailed assessment.

Table 7-1 Summary of affected social impact categories during construction

Social impact category	Proximal area	Suburb	Region
Health and wellbeing , including physical and mental health, especially for people vulnerable to social exclusion or substantial change, psychological stress resulting from financial or other pressures, access to open space and effects on public health	✓	✓	
Way of life , including how people live, how they get around, how they work, how they play, and how they interact each day	✓	✓	✓
Accessibility , including how people access and use infrastructure, services and facilities, whether provided by public, private, or not-for-profit organisations	✓	✓	✓
Livelihoods , including people's capacity to sustain themselves through employment or business	✓		✓
Community , including composition, cohesion, character, how the community functions, resilience, and people's sense of place	✓		
Surroundings , including ecosystem services such as shade, pollution control, erosion control, public safety and security, access to and use of the natural and built environment, and aesthetic value and amenity	✓		
Culture , both Aboriginal and non-Aboriginal, including shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings	✓		

7.2 Unmitigated potential impacts

7.2.1 Greater Sydney

Some social impacts related to the construction of Sydney Metro West would continue to be experienced at a regional level – this includes a range of stakeholders from a regional spatial extent including workers, visitors to the area and commuters.

In terms of construction, there would continue to be increased employment opportunities in the Greater Sydney construction sector, associated with the continued construction, generating around 1,750 direct construction related jobs during the peak construction period. Additional indirect jobs would also be created through the supply chain. Sydney Metro has a highly responsive approach to 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:

- Sydney Metro West Workforce Development and Industry Participation Plan
- Sydney Metro West Aboriginal Participation Plan
- sustainable procurement requirements.

As evidenced by the success of earlier projects¹, this would increase and extend the benefits of the government's infrastructure program to build a legacy of skills and jobs in communities across the State.

Cumulative benefits would result in the context of:

- indicative total 1,750 direct jobs associated with this proposal during the peak construction period
- contributing to the generation of an estimated 10,000 direct and 70,000 indirect jobs in total across all stages and station localities of Sydney Metro West.

Table 7-2 provides an overview of the potential unmitigated social impacts that the construction of Sydney Metro West would have at a regional level.

Table 7-2 Unmitigated potential impact to people – Greater Sydney

Construction aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Construction workforce (cumulative)	Enhanced wellbeing from job opportunities and community investment related to Sydney Metro West contributing to the generation of an estimated 10,000 direct and 70,000 indirect jobs in total across all stages and station localities of Sydney Metro West, including vulnerable groups.	Livelihoods	Almost certain / major = very high (positive)
Construction traffic, access, transport network modifications and parking	Continued temporary changes to the way of life for people living, working, or accessing services near the construction site, including impact on daily routines due to pedestrian and traffic detours.	Accessibility Way of Life	Likely / minor = medium (negative)

7.2.2 Sydney Metro West corridor

The continued temporary changes to the way of life for people living, working, or accessing services near the various construction sites related to Sydney Metro West would be experienced at a suburb level, by workers, visitors to the area, businesses and commuters.

Temporary transport network adjustments would be required along the corridor to support construction which would include the continuation of adjustments put in place as part of the work carried out under the previous Sydney Metro West planning application and/or new adjustments to support this proposal. These temporary changes to the network to facilitate the movement of construction vehicles, along with temporary changes to the public transport network would continue to impact on the way of life of people and how they get around their local suburbs.

There would also continue to be temporary changes to pedestrian and cycling infrastructure and parking to facilitate construction – meaning that people would need to continue to adjust to the changing construction environments. These impacts could have a negative flow on effect to businesses, with construction impacts continuing to affect how people access local business.

As discussed in Technical Paper 4 (Noise and vibration (construction)) of this Environmental Impact Statement there is the potential for cumulative noise and vibration impacts during construction which could impact on the way of life and social amenity of those people within the Sydney Metro West corridor. While a number of projects are expected to be completed prior to work starting on this proposal (including WestConnex M4-M5 Link, Western Harbour Tunnel and Warringah Freeway Upgrade) there is the potential that some construction work may overlap or would be consecutive.

This could potentially have a flow on effect to extended construction periods resulting in construction fatigue in surrounding communities. The potential cumulative impacts (both concurrent and consecutive) from this proposal

¹ 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

and other projects would be investigated further as the project progresses when detailed construction planning is developed.

Table 7-3 provides an overview of the potential unmitigated social impacts that the construction of Sydney Metro West would have for those living, working or visiting at a suburb level.

Table 7-3 Unmitigated potential impact to people – Sydney Metro West corridor

Construction aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Construction traffic, access, transport network modifications and parking	Time delays related stress as a result of road works, increased construction traffic and impacts to the road network.	Accessibility Way of Life	Likely / minor = medium (negative)
Construction traffic, access, transport network modifications and parking	Continued temporary change to the way of life for people living, working, or accessing services near construction sites due to a greater construction interface with customers on the existing Sydney Trains platform, or changes to transport, temporary changes to bus stops, parking, footpaths and pedestrian crossings. Temporary changes to bus stops, temporary removal of parking spaces and additional road works.	Accessibility Way of Life	Possible / moderate = medium (negative)
Construction noise and vibration (cumulative)	Potential for cumulative noise and vibration impacts during construction which could impact on the way of life and social amenity of those people within the Sydney Metro West corridor.	Way of Life	Possible / moderate = medium (negative)
Construction traffic, access, transport network modifications and parking	Time delays related stress as a result of road works, increased construction traffic and impacts to the road network.	Health and Wellbeing	Possible / moderate = medium (negative)
Station construction, precinct and interchange works	Extended construction periods and potential associated impacts on traffic, noise, air quality and amenity may result in construction fatigue in surrounding communities. This is a cumulative impact	Accessibility Way of Life Health and Wellbeing	Possible / moderate = medium (negative)
Station construction, precinct and interchange works	Continued impact to people's livelihoods due to ongoing construction impacts on businesses	Livelihoods	Possible / moderate = medium (negative)

7.2.3 Proximal area

This Section provides an overview of the key potential construction social impacts around each metro station and ancillary facility.

Given the consecutive nature of the Sydney Metro West program of work and the planning process, it is expected that the people impacted by this proposal would already be experiencing impacts from similar activities and that construction impacts related to this proposal would be continued as opposed to a new impact. Primarily, these impacts are expected to be experienced at either a similar level or to a lesser degree. The term 'continued' is used throughout this assessment to identify such impacts.

Westmead metro station

Construction of Westmead metro station would require the continued use of the construction site established as part of the previous Sydney Metro West planning application. The location of the construction site on the southern side of the existing Westmead Station means that most visitors to the hospital and associated specialist health infrastructure and services clustered around it would be minimally affected. This is particularly important given that many visitors travel to Westmead to access regional health infrastructure and access services and they may be vulnerable to any changes in public transport accessibility.

The relatively large representation of residents who require assistance with core activities in the Westmead locality suggests there may be sensitive receivers near construction sites who are more vulnerable to construction impacts than the general public. Consequently, construction impacts may potentially have a greater effect on these residents.

The Westmead locality also has a relatively high proportion of culturally and linguistically diverse households. If these households do not receive the appropriate communication materials and accessible contact and complaints mechanisms, they may disproportionately be impacted by construction impacts compared to other residents in the area. Relevant mitigation strategies are discussed in Section 7.3 below and, through the Overarching Community Communications Strategy, include consultation activities accommodating culturally and linguistically diverse households.

Chapter 7 (Westmead metro station) of this Environmental Impact Statement notes that similar to the potential operational impacts, the specialised nature of the Westmead area (primarily focussed on medical and health facilities) suggests that most of the local businesses would have a degree of resilience to continued construction impacts as demand for health-related services is less affected by local changes (Chapter 16 of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a)). This would not, however, be as applicable to the businesses in closest proximity to the Westmead metro station construction site on Railway Parade, which tends to be local businesses that rely on passing trade. This proposal would include the demolition of the existing aerial concourse at Westmead (owned by the Transport Asset Holding Entity of NSW) which would directly impact a single occupying business. This tenant would be required to relocate.

Construction work would occur in:

- an area within the existing rail corridor at the existing Westmead Station, bound by Railway Parade in the north and the Hawkesbury Road bridge in the west
- an area within the existing rail corridor to the west of the Hawkesbury Road bridge
- additional construction site areas within the rail corridor to support within-corridor construction activities.

Key construction work would include:

- enabling and site establishment work
- construction of the station and structures for non-station uses
- station fit-out
- construction of station precinct and interchange facilities
- work within the existing rail corridor to enable integration of the proposal with the existing Sydney Trains suburban network
- use of the existing rail corridor between Bridge Road and to the end of Railway Parade to the east to support the above work
- provision for adjacent station development
- finishing work, testing and commissioning.

Table 7-4 defines the potential unmitigated social impact to people as a result of the construction of Westmead metro station and how they relate to each of the social impact categories.

Table 7-4 Unmitigated potential impact to people – Westmead metro station

Construction aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Construction traffic, access, transport network modifications and parking	Ongoing impact to how people experience the local area, reduced social cohesion or a decline in community interactions due to continued construction impacts and changes to the streetscape, particularly considering the linguistic diversity in the community.	Community Culture Way of life	Likely / minor = medium (negative)
Station construction, precinct and interchange works	Potential wellbeing impacts associated with ongoing construction activity for vulnerable people including those people sensitive to noise and vibration, needing assistance or experiencing mental ill health.	Health and wellbeing	Possible / moderate = medium (negative)
Station construction, precinct and interchange works	Continued reduction to social amenity in local area and how people experience local social infrastructure such as schools, due to the presence of a slightly larger construction site and associated impacts on noise, air quality and vibration.	Surroundings Way of life	Likely / moderate = high (negative)
Integration of this proposal with the existing Sydney Trains suburban network	Disruption to business trade due to the demolition of the existing concourse.	Livelihood	Almost certain / minor = moderate (negative)

Parramatta metro station

Construction of the Parramatta metro station would require the continued use of the construction site established as part of the previous Sydney Metro West planning application. Key construction work would include:

- enabling and site establishment work, including the installation of an acoustic shed (or other acoustic measures) over the rail systems fit-out shaft at the western end of the station box and installation or retention of protection around heritage structures, including Kia Ora and the heritage-listed shop at 45 George Street
- construction of the station and structures for non-station use
- station fit-out
- excavation for basement structures for over station and adjacent station development
- construction of station precinct and interchange facilities, including public domain works for the Civic Link within the footprint of the construction site
- provision for over and adjacent station development
- access for tunnel fit-out and rail systems work
- finishing work, testing and commissioning.

Considering the relatively high proportion of culturally and linguistically diverse households in the Parramatta locality, these communities may be disproportionately impacted by construction impacts compared to other residents in the area if they do not receive the appropriate communication materials and accessible contact and complaints mechanisms. Relevant mitigation strategies are discussed in Section 7.3 below and, through the Overarching Community Communications Strategy, include consultation activities accommodating culturally and linguistically diverse households.

Chapter 8 (Parramatta metro station) of this Environmental Impact Statement notes that similar to the potential operational impacts, Parramatta is a diverse and dynamic area with a large number of businesses, and most of

these businesses are likely to have a degree of resilience to potential negative construction impacts. For example, business services and government administration businesses may be less affected by local changes.

Table 7-5 defines the potential unmitigated social impact to people as a result of construction of Parramatta metro station and how they relate to each of the social impact categories.

Table 7-5 Unmitigated potential impact to people – Parramatta metro station

Construction aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Station construction, precinct and interchange works	Continued impact to cultural festivals and Aboriginal and European heritage items of significance adjacent to the construction site, with attendant impacts to communities' connection to place, shared histories and the future of their community.	Culture	Possible / moderate = medium (negative)
Construction traffic, access, transport network modifications and parking	Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. Psychosocial impacts as a result of inherent changes to the social fabric or the local area. Culturally and linguistically diverse households and communities may be disproportionately impacted if communication materials are not accessible.	Health and wellbeing Community Culture	Possible / moderate = medium (negative)
Station construction, precinct and interchange works	Continued reduction in amenity in local area and on how people experience local social infrastructure, including churches and learning environments due to ongoing construction and associated noise, air quality and vibration impacts.	Surroundings Way of life Livelihoods	Likely / moderate = high (negative)

Sydney Olympic Park metro station

Construction of Sydney Olympic Park metro station would require the continued use of the construction site established as part of the previous Sydney Metro West planning application. There would also be an additional small strip of land to the southwest of the construction site. Key construction work would include:

- enabling and site establishment work
- earthworks to level the site with the surrounding road network
- construction of the station and structures for non-station use
- station fit out
- construction of station precinct and interchange facilities
- provision for over and adjacent station development
- finishing work, testing and commissioning.

Considering the relatively high proportion of culturally and linguistically diverse households in the Sydney Olympic Park locality, these communities may be disproportionately impacted by construction impacts compared to other residents in the area if they do not receive the appropriate communication materials and accessible contact and complaints mechanisms. Relevant mitigation strategies are discussed in Section 7.3 below and, through the Overarching Community Communications Strategy, include consultation activities accommodating culturally and linguistically diverse households.

Chapter 9 (Sydney Olympic Park metro station) of this Environmental Impact Statement notes that overall, similar to potential operational impacts, the highly specialised nature of Sydney Olympic Park indicates that most of the

businesses would be resilient to potential negative construction impacts. This is likely as many customers who visit Sydney Olympic Park are attracted by destination businesses which serve a wider regional catchment or for major events and sporting activities (i.e., most of the businesses are not highly reliant on passing trade). Sydney Metro would work with the NSW Department of Planning and Environment in relation to managing construction impacts throughout the precinct during major events. As such, temporary or mobile businesses associated with major events would generally not be impacted.

Table 7-6 defines the potential unmitigated social impact to people as a result of the construction of Sydney Olympic Park metro station and how they relate to each of the social impact categories.

Table 7-6 Unmitigated potential impact to people – Sydney Olympic Park metro station

Construction aspect	Impact to people	Social impact category	Evaluated significance rating (unmitigated)
Construction traffic, access, transport network modifications and parking	Continued temporary changes to the way of life for people living, working, or accessing services near the construction site due to, temporary removal of parking spaces and ongoing changes to traffic management in the area. Culturally and linguistically diverse households and communities may be disproportionately impacted if communication materials are not accessible.	Accessibility Way of life	Possible / minor = medium (negative)
Station construction, precinct and interchange works	Continued indirect impact to heritage item near the construction site and potential disturbance due to construction.	Culture	Possible / minimal = low (negative)
Station construction, precinct and interchange works	Continued changes to the community character of the area due to changing visual amenity including additional hoarding and streetscape changes.	Surroundings	Possible / minor = medium (negative)

North Strathfield metro station

Construction of North Strathfield metro station would require the continued use of the construction site established as part of the previous Sydney Metro West planning application. In addition, it would require additional construction site areas within the rail corridor to support within-corridor construction activities.

Key construction work would include:

- enabling and site establishment work
- relocation of utilities
- access to and use of the existing rail corridor between Rhodes Station to the north and Strathfield Station to the south, to support work within the rail corridor
- construction and fit-out of a new aerial footbridge (to the north of the existing footbridge) to enable integration of this proposal with the existing Sydney Trains suburban network and to provide access to the existing station and the North Strathfield metro station from the west of the rail corridor. This would include modification such as localised widening to Platform 3
- construction of the station and structures for non-station use
- station fit-out, including tie-in work to the existing aerial footbridge on the eastern side of the rail corridor
- construction of station precinct and interchange facilities
- finishing work, testing and commissioning.

Table 7-7 defines the potential unmitigated social impact to people as a result of the construction of North Strathfield metro station and how they relate to each of the social impact categories.

Table 7-7 Unmitigated potential impact to people – North Strathfield metro station

Construction aspect	Potential impact to people	Social impact category	Evaluated significance rating (unmitigated)
Construction traffic, access, transport network modifications and parking	Continued temporary changes to the way of life for people living, working, or accessing services near the construction site due to reconfiguration of stairs and vertical transport connections from the existing station. Temporary changes to bus stops, parking, footpaths and pedestrian crossings. Culturally and linguistically diverse households and older residents may be disproportionately impacted if communication materials are not accessible.	Accessibility Way of life	Likely / moderate = high (negative)
Station construction, precinct and interchange works	Continued changes to community character and connection to place due to ongoing construction activity and an increased construction interface with customers on the existing platform and Queen Street, including additional hoarding and changes to streetscape.	Community	Possible / minor = medium (negative)
Station construction, precinct and interchange works	Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. Psychosocial impacts as a result of inherent changes to the social fabric or the local area.	Health and wellbeing	Possible / moderate = medium (negative)
Station construction, precinct and interchange works	Continued reduction in amenity in local area due to the expansion of the existing construction site and associated noise, air quality and vibration impacts.	Surroundings Way of life	Likely / moderate = high (negative)

Burwood North Station

Construction of Burwood North Station would require the continued use of the construction site established as part of the work carried out under the previous Sydney Metro West planning application. Key construction work would include:

- enabling and site establishment work, including installation of an acoustic shed (or other acoustic measure) over the rail systems fit-out shaft at the Burwood North northern construction site
- construction of the station and structures for non-station use
- station fit-out, including the underground pedestrian link below Parramatta Road, providing a permanent connection between two station entrances to the north and south of Parramatta Road
- construction of station precinct and interchange facilities
- provision for adjacent station development
- access for tunnel fit-out and rail systems work
- finishing work, testing and commissioning.

Chapter 11 (Burwood North Station) of this Environmental Impact Statement notes that overall, the nature of the businesses within the Burwood North locality and the existing environment suggests that most of the businesses would be more resilient to construction impacts. Additionally, during this proposal, local amenity impacts such as noise, vibration, and air quality would reduce compared to work carried out under the previous Sydney Metro West planning application due to the nature of this proposal's activities.

Table 7-8 defines the potential unmitigated social impact to people as a result of the construction of Burwood North Station and how they relate to each of the social impact categories.

Table 7-8 Unmitigated impact to people – Burwood North Station

Construction aspect	Impact to people	Social impact category	Evaluated significance rating (unmitigated)
Station construction, precinct and interchange works	Continued changes to community character and connection to place due to ongoing construction activity and changes to streetscape.	Community Surroundings	Possible / minor = medium (negative)
Station construction, precinct and interchange works	Continued impact on how people experience local social infrastructure, including churches, schools and a nursing home due to ongoing construction and associated noise, traffic, parking, access, air quality and vibration impacts. Considering the larger representation of residents who require assistance, low-income households and older and elderly residents, these vulnerable communities could be potentially disproportionately impacted.	Surroundings Way of life	Possible / moderate = medium (negative)
Station construction, precinct and interchange works	Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. Psychosocial impacts as a result of inherent changes to the social fabric or the local area. Considering the larger representation of residents who require assistance, low-income households and older and elderly residents, these vulnerable communities could be potentially disproportionately impacted.	Health and wellbeing	Possible / moderate = medium (negative)

Five Dock Station

Construction of Five Dock Station would require the continued use of the construction site established as part of the work carried out under the previous Sydney Metro West planning application.

Key construction work would include:

- enabling and site establishment work
- construction of the station and structures for non-station use
- station fit-out
- construction of station precinct and interchange facilities
- finishing work, testing and commissioning.

The walkability of areas close to construction sites would be regularly assessed as this may affect the high proportion of older people living in and accessing Five Dock (who would frequent the town centre regularly to access services and for social connections) as they may feel more vulnerable than other members of the community. Also, 6.2 per cent of residents in the locality need assistance in their day to day lives due to disability (Australian Bureau of Statistics, 2016) therefore they are at greater vulnerability of changed access arrangements.

Considering the high representation of low-income households, culturally and linguistically diverse households, residents requiring assistance and older resident, construction impacts maybe be disproportionately experienced across the Five Dock locality. Communication materials would need to be appropriate and targeted for each community while some vulnerable residents who are sensitive receivers may need a case-by-case approach for the management of construction impacts. Relevant mitigation strategies are discussed in Section 7.3 below and, through the Overarching Community Communications Strategy, include consultation activities accommodating culturally and linguistically diverse households.

Table 7-9 defines the potential unmitigated social impact to people as a result of the construction of Five Dock Station and how they relate to each of the social impact categories.

Table 7-9 Unmitigated impact to people – Five Dock Station

Construction aspect	Impact to people	Social impact category	Evaluated significance rating (unmitigated)
Construction traffic, access, transport network modifications and parking	Continued reduction in amenity due to ongoing construction and associated impacts on traffic, parking, access, noise, air quality and vibration. This would include changes to how people experience the area, including Fred Kelly Place, the local library, places of worship, childcare centres and other civic spaces. Older residents, residents who require assistance, and culturally and linguistically diverse communities may be more impacted than other residents in the locality.	Way of life	Likely / moderate = high (negative)
Station construction, precinct and interchange works	Continued impacts on connection to place associated with construction impacts. This would include disruption to access to the local retail village centre and community gathering areas (potentially including temporary access impacts to the adjacent St Alban's Anglican Church), within an established residential neighbourhood, with a relatively higher proportion of older residents.	Community Culture Accessibility	Possible / moderate = medium (negative)
Station construction, precinct and interchange works	Potential psychosocial impacts as a result of inherent changes to the social fabric or the local area and resistance to change. This may impact residents who are older, require assistance or are linguistically and culturally diverse.	Health and wellbeing	Possible / moderate = medium (negative)
Station construction, precinct and interchange works	Potential wellbeing impacts associated with ongoing construction activity for vulnerable community members, including those people with need for assistance, the elderly, low-income households, culturally diverse households and community members sensitive to noise and vibration.	Health and wellbeing	Possible / moderate = medium (negative)

The Bays Station

Construction of The Bays Station would require the continued use of the construction site established as part of the work carried out under the previous Sydney Metro West planning applications. In addition, construction activities would require the use of:

- an area to the north of the former White Bay Power Station to allow for the construction of flood mitigation and road upgrade works
- an area to the south of the former White Bay Power Station to allow for the construction of a traction substation.

Key construction work would include:

- enabling and site establishment work, including installation of acoustic sheds (or other acoustic measures) over rail systems fit-out shafts
- construction of the station and structures for non-station use

- station fit-out
- construction of station precinct and interchange facilities, including the construction of a bus interchange located on both sides of the new precinct street
- provision of infrastructure such as trunk utilities, as well as public domain and landscape works to service the station precinct and future adjacent station development (subject to separate approvals)
- access for tunnel fit-out and rail systems work
- construction of flood mitigation work from Robert Street, near its intersection with Mullens Street, through the site to White Bay, including a culvert beneath the Port Access Road
- road work, including the construction of new precinct street and associated footpaths, including new intersection with Robert Street and associated line marking on Robert Street
- construction of a traction substation
- provision for adjacent station development
- finishing work, testing and commissioning.

The Bays area is undergoing substantial renewal, including transport links and industrial development that continues to change the visual character of the area and changes to the cultural heritage of the area. In terms of cumulative impacts, proximal projects, including the Western Harbour Tunnel and Warringah Freeway Upgrade project has identified areas of Aboriginal archaeological potential. If Aboriginal objects are identified during further investigations for The Bays Station construction site and the Western Harbour Tunnel and Warringah Freeway Upgrade, then there may be a cumulative social impact on culture and connection to Country. The nature of the cumulative impact would be dependent on the scientific and cultural significance of the Aboriginal objects identified for this proposal.

Table 7-10 defines the potential unmitigated social impact to people as a result of the construction of The Bays Station and how they relate to each of the social impact categories.

Table 7-10 Unmitigated impact to people – The Bays Station

Construction aspect	Impact to people	Social impact category	Evaluated significance rating (unmitigated)
Station construction, precinct and interchange works	Continued reduction in amenity in local area due to the expansion of the existing construction site and associated impacts on noise, traffic, parking, air quality and vibration, noting this site is largely located in a non-residential locality.	Way of life Livelihoods	Possible / minor = medium (negative)
Station construction, precinct and interchange works (cumulative)	Potential cumulative landscape impact, as part of a wider transformation of the precinct contributing to a potential decline in the way people experience their surroundings.	Surroundings	Possible / minor = medium (negative)
Station construction, precinct and interchange works	Continued changes to community character and sense of place associated with visual changes and the proximity to the Heritage listed White Bay Power Station.	Community Culture	Possible / minor = medium (negative)

Construction aspect	Impact to people	Social impact category	Evaluated significance rating (unmitigated)
Station construction, precinct and interchange works (cumulative)	Potential cumulative impacts on culture and connections to Country if Aboriginal objects are identified during further investigations for The Bays Station construction site and the Western Harbour Tunnel and Warringah Freeway Upgrade.	Culture	The nature of the cumulative impact would be dependent on the scientific and cultural significance of the Aboriginal objects identified for this proposal and cannot be assessed at this stage.
Construction traffic, access, transport network modifications and parking	Continued changes to the way of life for people working, or accessing services near the construction site, noting this is primarily an industrial area, primarily due to transport network modifications including the permanent realignment of the Port Access Road, construction of new precinct street and associated footpaths and interchange facilities on Port Access Road.	Accessibility	Likely / minor = low (negative)
Station construction, precinct and interchange works	Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration.	Health and wellbeing	Possible / minor = medium (negative)

Pymont Station

Construction of Pymont Station would require the continued use of the construction site established as part of the work carried out under the previous Sydney Metro West planning application. Key construction work would include:

- enabling and site establishment work
- construction of the station and structures for non-station use
- station fit-out
- construction of station precinct and interchange facilities
- provision for over station development
- finishing work, testing and commissioning.

Chapter 14 (Pymont Station) of this Environmental Impact Statement notes that overall, the nature of the businesses within the Pymont Station locality and the existing environment suggests that most of the businesses would be resilient to construction impacts. This is because a large portion of them are destination businesses that do not rely on passing trade or amenity to a significant degree.

Table 7-11 defines the potential unmitigated social impact to people as a result of the construction of Pymont Station and how they relate to each of the social impact categories.

Table 7-11 Unmitigated impact to people – Pyrmont Station

Construction aspect	Impact to people	Social impact category	Evaluated significance rating (unmitigated)
Construction traffic, access, transport network modifications and parking	Continued temporary changes to the way of life for people living, working, visiting or accessing services near the construction site due to additional temporary removal of parking spaces, temporary footpath closures and the closure of the westbound traffic lane on Union Street.	Way of life Accessibility	Possible / minor = medium (negative)
Construction traffic, access, transport network modifications and parking	Potential time delays related stress as a result of road works, increased construction traffic and impacts to the road network.	Health and wellbeing	Possible / moderate = medium (negative)
Station construction, precinct and interchange works	Continued changes to the community character of the area due to changing visual amenity and streetscape changes.	Community Surroundings	Possible / minor = medium (negative)
Station construction, precinct and interchange works	Continued changes to how people access local social infrastructure and services including cultural infrastructure and cycling infrastructure within the locality and potential disruption to way of life.	Accessibility Way of life	Possible / minor = medium (negative)
Station construction, precinct and interchange works	Continued changes to the appearance and use of the site potentially impacting on local heritage items and cultural infrastructure, such as the Sydney Lyric Theatre of Australian National Maritime Museum.	Culture	Possible / minor = medium (negative)
Station construction, precinct and interchange works	Continued health and wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration, including the potential for construction activities adjacent the Union Street cycleway to reduce opportunities for or discourage physical activity.	Health and wellbeing	Possible / minor = medium (negative)

Hunter Street Station (Sydney CBD)

Construction of Hunter Street (Sydney CBD) Station would require the continued use of the construction site established as part of the work carried out under the previous Sydney Metro West planning application. Key construction work would include:

- enabling and site establishment work
- construction of the station and structures for non-station use
- station fit-out
- construction of station precinct and interchange facilities
- provision for over station development
- finishing work, testing and commissioning.

The Hunter Street locality has a relatively high representation of older residents and culturally and linguistically diverse households. These communities could be disproportionately impacted by construction impacts if communication materials are not accessible.

Chapter 15 (Hunter Street (Sydney CBD)) of this Environmental Impact Statement states that similar to the potential operational impacts, the Hunter Street Station (Sydney CBD) locality is a diverse and dynamic area with

a large number of businesses and a high capacity to absorb and adapt to construction impacts that may change the localised trading environment around the construction sites.

Table 7-12 defines the potential unmitigated social impact to people as a result of the construction of Hunter Street Station (Sydney CBD) and how they relate to each of the social impact categories.

Table 7-12 Unmitigated impact to people – Hunter Street Station (Sydney CBD)

Construction aspect	Impact to people	Social impact category	Evaluated significance rating (unmitigated)
Construction traffic, access, transport network modifications and parking	Continued temporary changes to the way of life for the large number of people living, working, visiting or accessing services near the construction site due to additional temporary removal of parking spaces, temporary impacts to footpaths and temporary road closures. Communication materials would need to address the needs of linguistically diverse residents so that impacts are not disproportionately experienced.	Way of life Livelihoods	Likely / major = high (negative)
Station construction, precinct and interchange works	Continued change to community character and sense of place and belonging associated with changes to streetscape and construction activity, and potential disruption to access to some community gathering spaces.	Community	Possible / moderate = medium (negative)
Station construction, precinct and interchange works	Continued changes to how people access local social infrastructure and services including within the locality and potential disruption to way of life, including the continued closure of the existing underground walkway between Wynyard Station and Pitt Street. This could also continue to impact businesses who rely on passing trade or who have already been affected by a redistribution of trade.	Accessibility Way of life Livelihoods	Possible / minor = medium (negative)
Station construction, precinct and interchange works	Continued health and wellbeing impacts associated with ongoing construction activity for those people sensitivity to noise and vibration.	Health and wellbeing	Possible / minor = medium (negative)

Clyde stabling and maintenance facility and Rosehill services facility

Construction of the Clyde stabling and maintenance facility and the Rosehill services facility would require the continued use of the construction site established as part of the work carried out under the previous Sydney Metro West planning application. Key construction work would include:

- enabling and site establishment work
- placement of select material to final design levels
- construction of access roads and car parking, including kerb and guttering, localised drainage work, surfacing including asphalt, concrete or pavers, line marking, signage and other finishes (stabling and maintenance facility)
- building and facility construction and fit-out, including maintenance buildings, the operations control centre, administration, cleaning facilities, security and fire control buildings, a train wash facility and an operational water treatment plant
- construction and fit-out of the stabling facility to accommodate the stabling of trains
- construction of aboveground and below ground structures for the services facility

- construction and fit-out of a traction substation
- access for tunnel fit-out and rail systems work
- rehabilitation and revegetation work within the Duck Creek and A'Beckett's Creek riparian zone
- finishing work, testing, and commissioning.

Considering the relatively high representation of culturally and linguistically diverse households in the Clyde and Rosehill locality, there is the potential for this community to experience disproportionate construction impacts if communication materials and management measures are not accessible.

Chapter 17 (Clyde stabling and maintenance facility and the Rosehill services facility) of this Environmental Impact Statement notes that it is highly unlikely that businesses located in the future Camellia town centre area and west of James Ruse Drive would be substantially affected given that they are well separated from the Clyde stabling and maintenance facility and the Rosehill services facility construction site.

Table 7-13 defines the potential unmitigated social impact to people as a result of the construction of Clyde stabling and maintenance facility and Rosehill services facility and how they relate to each of the social impact categories.

Table 7-13 Unmitigated impact to people – Clyde stabling and maintenance facility and the Rosehill services facility

Construction aspect	Impact to people	Social impact category	Evaluated significance rating (unmitigated)
Construction traffic, access, transport network modifications and parking	Continued temporary changes to the way of life for people living, working, or accessing services near the construction site including potential impact due to continued transport network modifications and continued pedestrian detours to the Rosehill Gardens racecourse. Culturally and linguistically diverse households could potentially be disproportionately impacted.	Way of life Livelihoods	Possible / minor = medium (negative)
Construction, precinct and interchange works	Continued minor changes to community character and sense of place associated with construction activity and how people experience the area, including uncertainty related to the connection of Clyde and Rosehill with the broader Parramatta community.	Community	Possible / minor = medium (negative)
Construction, precinct and interchange works	Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. Culturally and linguistically diverse households could potentially be disproportionately impacted.	Health and wellbeing	Possible / minor = medium (negative)
Construction, precinct and interchange works	Continued reduction in amenity in local area due to ongoing construction and associated noise, air quality and vibration impacts.	Surroundings Way of life	Possible / minor = medium (negative)

Tunnel fit-out and rail systems work

Tunnel excavation between Westmead and The Bays was approved as part of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a). Tunnel excavation between The Bays and Sydney CBD is subject to a separate assessment and approval as part of *Sydney Metro West Environmental Impact Statement – The Bays to Sydney CBD* (Sydney Metro, 2021). Tunnel fit-out and rail systems work would occur from the same construction sites utilised for work carried out under the previous Sydney Metro West planning applications.

The mitigated and unmitigated social impacts relating to tunnel alignments and excavation were assessed in the preceding assessments as having low or negligible impacts. Given the scope of construction for this proposal (that it would have relatively reduced construction impacts compared to the work carried out under the previous Sydney Metro West planning applications) and the outcomes of technical assessments, social impacts relating to tunnel fit-out and rail systems works have been assessed as low or negligible with further assessment inherently carried out as part of the assessments at each station or ancillary facility or not specifically required for this proposal (given tunnel fit out activities not assessed at stations or ancillary facilities would predominantly occur underground with no discernible impacts to the community).

7.3 Responses, mitigation and management strategies and opportunities

This Section provides a summary of the potential strategies that may be implemented in response to the predicted social impacts associated with the construction of this proposal.

Table 7-14 identifies responses to potential construction impacts identified in this social impact assessment. Given the history of the Sydney Metro West and the staged planning approval process, there are a number of existing strategies already being implemented as part of the design process and through planning and construction that directly influence the management of the impacts relevant to this proposal. These have been identified in the Environmental Impact Statement for this proposal and are briefly outlined in the table below. In addition, opportunities to further respond to social impacts during the construction of this proposal are also identified.

A key management approach relevant to this assessment is the Sydney Metro Overarching Community Communications Strategy. It is anticipated that many social impacts will be managed or addressed through this specific strategy.

The Sydney Metro Overarching Community Communications Strategy requires that during construction, consideration of vulnerable and culturally and linguistically diverse communities are considered. Vulnerable communities would be considered through tools such as:

- engagement with relevant support organisations to keep vulnerable communities informed of work occurring
- provision of regular updates to rough sleepers about construction timing and impacts. Sydney Metro endorses the NSW Government approach to homelessness by incorporating the Sydney Metro Protocol for Homelessness within all community communication strategies
- informing and engaging with businesses impacted by people sleeping rough who may have been displaced by construction

Culturally and linguistically diverse communities would be considered through tools such as:

- providing project information on the Sydney Metro website, which can be translated into 58 different languages
- working closely with local councils and community groups to utilise existing relationships
- continued outreach with targeted culturally and linguistically diverse community groups, and face-to-face meetings and briefings with these communities as required
- advertising project milestones in foreign language newspapers
- translating project milestone factsheets and newsletters into targeted languages
- ensuring that foreign language submissions can be received
- providing translators for meetings and engagements as required.

Collectively, these tools aim to mitigate disproportionate impacts which may be experienced by vulnerable communities.

The assessment presented in Table 7-15 provides a summary of social impacts after management strategies have been implemented. The management strategies identified also consider the requirements of the Sydney Metro West – Concept and Stage 1 Conditions of Approval (July 2021) as well as the environmental mitigation measures included in the *Sydney Metro West Submissions Report – Westmead to The Bays and Sydney CBD*

(Sydney Metro, 2020a) and the *Sydney Metro West Environmental Impact Statement – The Bays to Sydney CBD* (Sydney Metro, 2021) that would be applicable to this proposal.

Section 8.1 provides a summary of all responses to social impacts specific to this proposal.

Table 7-14 Responses and management strategies

Responses to potential construction impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings	Livelihoods
Existing strategies							
Community benefits The Sydney Metro West Community Benefit Plan for the previous Sydney Metro West planning application would be updated for this proposal. 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: <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. 	✓	✓	✓	✓	✓	✓	✓
Social infrastructure Consultation would be carried out with managers of social infrastructure located near construction sites about the timing and duration of construction and management of potential impacts, with the aim of minimising potential disruption to the use of the social infrastructure from construction activity.	✓	✓	✓	✓	✓		
Impacts on events or festivals Consultation would be carried out with festival and event organisers in proximity to construction sites to mitigate potential impacts on the operation of the festival or event.				✓			
Promote local culture and identity Consultation would be carried out with stakeholders to identify opportunities for public art to reflect community values, culture and identity of the local community.		✓		✓		✓	

Responses to potential construction impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings	Livelihoods
Environmental management Implementation of the Sydney Metro West Construction Environmental Management Framework, which would include the 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 noise, dust, vibration and visual impacts vibration management strategies to minimise impacts on heritage structures changes to pedestrian, bicycle or vehicular access and/or circulation cumulative impacts due to other major projects in the locality. 	✓	✓	✓	✓	✓	✓	
Stakeholder and community involvement Implementation of the Sydney Metro West Overarching Community Communication Strategy to provide for continued community engagement across all Sydney Metro West construction sites. The Strategy includes the approach to communication and engagement across all work activities of Sydney Metro West and 12 months following the completion of construction.	✓	✓	✓	✓	✓	✓	

Responses to potential construction impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings	Livelihoods
Visual surroundings Several visual management strategies as identified in Technical paper 6 (Landscape and visual amenity) would be implemented and are also relevant for managing visual impacts to 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 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 relevant councils to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable. 				✓		✓	
Cumulative impacts Co-ordination and consultation would be undertaken prior to and during construction to manage the interface of this proposal with other major projects and manage construction fatigue impacts where possible.	✓	✓	✓	✓	✓	✓	
Crime prevention through environmental design In partnership with NSW Police conduct regular CPTED audits of the construction site's areas of impact.					✓	✓	
Sydney Metro West Workforce Development and Industry Participation Plan							✓
Sydney Metro West Aboriginal Participation Plan							✓

Responses to potential construction impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings	Livelihoods
Sydney Metro Sustainability Plan Sustainability initiatives are being incorporated into the planning, design, construction and operations of Sydney Metro West and would achieve a minimum of 75 under the Infrastructure Sustainability Council (ISC) Infrastructure Sustainability (IS) Design and As-Built rating tool Version 1.2 or a 5-Star Green Star rating (or equivalent level of performance using a demonstrated equivalent rating tool), in accordance with Condition C-B7 of the Minister's Conditions of Approval. This includes sustainable procurement requirements.	✓	✓			✓	✓	✓
Continuation of activation of streetscapes In addition to temporary activation measures outlined in the Construction Environmental Management Framework, temporary activation considered in the vicinity of the Five Dock Station western construction site and Parramatta metro station construction site would include opportunities to provide spaces and places for the community to gather and meet each other.		✓		✓		✓	
Potential impacts on school infrastructure Ongoing engagement would be undertaken with NSW Department of Education to continue to investigate feasible and reasonable mitigation measures related to construction traffic, pedestrian safety, construction noise and vibration, and air quality.	✓		✓				

Responses to potential construction impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings	Livelihoods
Additional responses relevant to this proposal							
<p>Monitoring of construction social impacts</p> <p>To monitor social impacts, Sydney Metro, together with the construction contractor, would develop a plan to monitor impacts during the construction of this proposal.</p> <p>Monitoring and evaluation are key components of a social impact assessment process to identify any unanticipated impacts that may arise as a result of the proposal.</p> <p>The analysis and research conducted for a social impact assessment provides a foundation for the ongoing monitoring and adaptive management of social impacts over the life of this proposal.</p> <p>The plan would include mechanisms to monitor any commitments and assumptions made in the SIA, including those predicted negative construction impacts shown in Table 7-15. For example, consideration of impacts and mechanisms to address personal issues on a case-by-case basis. Adaptive management principles are further explored in Chapter 8.</p>	✓	✓	✓	✓	✓	✓	✓

7.4 Social impact summary – construction

Table 7-15 provides a summary of the unmitigated social impacts, the proposed response (mitigation or enhancement measure) to these impacts and the residual impact.

Construction activities would be carried out predominantly within the same construction footprint as required for construction subject to the previous Sydney Metro West planning applications, with the potential for some minor additional and/or changes to construction footprint areas required. Generally, due to the scope of construction, the impacts are expected to be generally felt to a lesser degree than those major construction activities carried out under the previous Sydney Metro West planning applications

Ongoing monitoring and evaluation of predicted social impacts are an important part of mitigation and management during construction activities so that any unanticipated impacts are identified, or mitigation measures are adapted to address unanticipated change (refer to chapter 8).

There is likely to be an increase in cumulative impacts relating to construction and consultation fatigue that would need to be mitigated by continued proactive and responsive community engagement and opportunities to create positive community outcomes through the Community Benefit Plan. These potential cumulative impacts are more likely to occur at construction sites in close proximity to the projects identified in Table 5-14, including at Parramatta, Clyde, Sydney Olympic Park, The Bays, Pyrmont and Hunter Street.

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Table 7-15 Social impact summary – construction

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Regional				
Enhanced wellbeing from job opportunities and community investment related to Sydney Metro West contributing to the generation of an estimated 10,000 direct and 70,000 indirect jobs in total across all stages and station localities of Sydney Metro West, including vulnerable groups. This is a cumulative impact.	Almost certain / major = very high (positive)	Sydney Metro West Workforce Development and Industry Participation Plan, Sydney Metro West Aboriginal Participation Plan	Almost certain / major = very high (positive)	Not applicable. Social employment and procurement practices are already part of Sydney Metro policies and plans.
Continued temporary changes to the way of life for people living, working, or accessing services near the construction site including impact on daily routines due to pedestrian and traffic detours.	Likely / minor = medium (negative)	CEMF, Overarching Community Communications Strategy, Community Benefits Plan	Possible / minor = medium (negative)	Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. For example, engagement may need to be adapted in response to specific concerns relating to an individual circumstance.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Sydney Metro West corridor				
Time delays related stress as a result of road works, increased construction traffic and impacts to the road network.	Likely / minor = medium (negative)	CEMF, Overarching Community Communications Strategy,	Possible / minimal = low (negative)	Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. For example, engagement may need to be adapted in response to specific concerns relating to an individual circumstance.
Continued temporary change to the way of life for people living, working, or accessing services near construction sites due to a greater construction interface with customers on the existing Sydney Trains platform, or changes to transport, temporary changes to bus stops, parking, footpaths and pedestrian crossings. Temporary changes to bus stops, temporary removal of parking spaces and additional road works.	Possible / moderate = medium (negative)	CEMF, Overarching Community Communications Strategy, Community Benefits Plan Construction Traffic Management Framework	Possible / minor = medium (negative)	Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. For example, engagement may need to be adapted in response to specific concerns relating to an individual circumstance.
Potential for cumulative noise and vibration impacts during construction which could impact on the way of life and social amenity of those people within the Sydney Metro West corridor.	Possible / moderate = medium (negative)	Overarching Community Communications Strategy	Possible / minor = medium (negative)	The potential cumulative impacts (both concurrent and consecutive) from this proposal and other projects would be investigated further as the project progresses when detailed construction planning is developed. Specific management strategies designed to address potential impacts should be developed and used to minimise the impacts as far as practicable, in consultation with the affected community.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Extended construction periods and potential associated impacts on traffic, noise, air quality and amenity may result in construction fatigue in surrounding communities.	Possible / moderate = medium (negative)	Overarching Community Communications Strategy	Possible / minor = medium (negative)	The potential cumulative impacts (both concurrent and consecutive) from this proposal and other projects would be investigated further as the project progresses when detailed construction planning is developed. Specific management strategies designed to address potential impacts should be developed and used to minimise the impacts as far as practicable, in consultation with the affected community, including vulnerable stakeholders.
Continued impact to people's livelihoods due to ongoing construction impacts on businesses	Possible / moderate = medium (negative)	CEMF, Overarching Community Communications Strategy, Community Benefits Plan Construction Traffic Management Framework, Social Impact Monitoring	Possible / minor = medium (negative)	Ongoing disruption and changes expected due to construction activity, however, impacts on businesses would continue to be closely monitored and mitigation measures adapted as necessary in response to specific concerns relating to individual circumstances.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Westmead metro station				
Ongoing impact to how people experience the local area, reduced social cohesion or a decline in community interactions due to continued construction impacts and changes to the streetscape, particularly considering the linguistic diversity in the community.	Likely / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Possible / minor = medium (negative)	<p>Changes to a 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 management strategies.</p> <p>The Overarching Community Communications Strategy includes a range of tools and guidance for engaging with linguistically and culturally diverse communities, including the ability to translate materials in 58 languages. These tools would assist with effective and inclusive community engagement ensuring vulnerable communities have access to the right resources.</p> <p>Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.</p>
Potential wellbeing impacts associated with ongoing construction activity for vulnerable people including those people sensitive to noise and vibration, needing assistance or experiencing mental ill health.	Possible / moderate = medium (negative)	CEMF, Overarching Community Communications Strategy	Unlikely / minimal = low (negative)	<p>The Overarching Community Communications Strategy would facilitate 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 complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p> <p>The Overarching Community Communications Strategy includes a range of tools and guidance for engaging with linguistically and culturally diverse communities. These tools would assist with effective and inclusive community engagement ensuring vulnerable communities have access to the right resources.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Disruption to business trade due to the demolition of the existing concourse.	Almost certain / moderate = high (negative)	Property acquisition and business impacts	Unlikely / minimal = low (negative)	Impact limited to one business that would likely relocate.
Continued reduction to social amenity in local area due to the presence of a slightly larger construction site and associated impacts on noise, air quality and vibration.	Likely / moderate = high (negative)	Promote local culture and identity, CEMF, Overarching Community Communications Strategy, visual surroundings, Construction Noise and Vibration System	Possible / moderate = medium (negative)	<p>Some disruption and changes are inevitable due to construction activity, however environmental management measures aim to minimise these impacts.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for culturally and linguistically diverse communities, older residents and residents who require assistance so that vulnerable customers and residents are not disproportionately impacted.</p>
Parramatta metro station				
Continued impact to cultural festivals and Aboriginal and European heritage items of significance adjacent to the construction site, with attendant impacts to communities' connection to place, shared histories and the future of their community.	Possible / moderate = medium (negative)	Overarching Community Communications Strategy, Community Benefit Plan	Possible / minor = medium (negative)	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would continue to 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>Through working with festival organisers, construction activity and traffic management practices would be adjusted or temporarily changed to minimise potential conflicts during special or cultural events in the Parramatta CBD.</p> <p>Opportunities to offset temporary changes to community culture would be considered in the Community Benefit Plan.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. Psychosocial impacts as a result of inherent changes to the social fabric or the local area. Culturally and linguistically diverse households and communities may be disproportionately impacted if communication materials are not accessible.	Possible / moderate = medium (negative)	Overarching Community Communications Strategy	Possible / minor = medium (negative)	The Sydney Metro West Overarching Community Communications Strategy would facilitate 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 complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for culturally and linguistically diverse communities. This would reduce the potential for vulnerable communities to experience disproportional impacts.
Continued reduction in amenity in local area and on how people experience local social infrastructure, including churches and learning environments due to ongoing construction and associated noise, air quality and vibration impacts.	Likely / moderate = high (negative)	Promote local culture and identity, CEMF, Overarching Community Communications Strategy, visual surroundings, Construction Noise and Vibration System Construction Traffic Management Framework	Possible / minor = medium (negative)	Some disruption and changes are inevitable due to construction activity, however environmental management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Sydney Olympic Park metro station				
Continued temporary changes to the way of life for people living, working, or accessing services near the construction site due to, temporary removal of parking spaces and ongoing changes to traffic management in the area. Culturally and linguistically diverse households and communities may be disproportionately impacted if communication materials are not accessible.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy, Construction Traffic Management Framework	Likely / minor = low (negative)	Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
Continued changes to the community character of the area due to changing visual amenity including additional hoarding and streetscape changes. This is a cumulative impact.	Possible / minor = medium (negative)	Promote local culture and identity, CEMF, Overarching Community Communications Strategy, visual surroundings	Unlikely / minimal = low (negative)	Potential changes to community character associated with visual amenity impacts of construction would continue to an extent, however, they would be temporary and be mitigated through the implementation of environmental management strategies.
North Strathfield metro station				
Continued temporary changes to the way of life for people living, working, or accessing services near the construction site due to reconfiguration of stairs and vertical transport connections from the existing station. Temporary changes to bus stops, parking, footpaths and pedestrian crossings. Culturally and linguistically diverse households and older residents may be disproportionately impacted if communication materials are not accessible.	Likely / moderate = high (negative)	CEMF, Overarching Community Communications Strategy, Construction Traffic Management Framework	Possible / minor = medium (negative)	Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for culturally and linguistically diverse communities and be accessible in a range of formats for elderly residents.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Continued changes to community character and connection to place due to ongoing construction activity and an increased construction interface with customers on the existing platform and Queen Street, including additional hoarding and changes to streetscape.	Possible / minor = medium (negative)	Overarching Community Communications Strategy, Community Benefit Plan	Possible / minimal = low (negative)	Changes to a sense of place and community character associated with construction impacts (i.e., dust, noise, vibration, traffic, changes to streetscape) would be temporary and would be mitigated through the implementation of environmental management strategies. Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.
Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. Psychosocial impacts as a result of inherent changes to the social fabric or the local area.	Possible / moderate = medium (negative)	CEMF, Overarching Community Communications Strategy, Construction Noise and Vibration System	Possible / minor = medium (negative)	The Sydney Metro West Overarching Community Communications Strategy would facilitate 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 complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for culturally and linguistically diverse communities and be accessible in a range of formats for elderly residents.
Continued reduction in amenity in local area due to the expansion of the existing construction site and associated noise, air quality and vibration impacts.	Likely / moderate = high (negative)	Promote local culture and identity, CEMF, Overarching Community Communications Strategy, visual surroundings, Construction Noise and Vibration System	Possible / minor = medium (negative)	Some disruption and changes are inevitable due to construction activity, however environmental management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Burwood North Station				
Continued changes to community character and connection to place due to ongoing construction activity and changes to streetscape.	Possible / minor = medium (negative)	Promote local culture and identity, Overarching Community Communications Strategy, visual surroundings, Community Benefit Plan	Possible / minimal = low (negative)	Changes to a 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 management strategies. Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.
Continued impact on how people experience local social infrastructure, including churches, schools and a nursing home due to ongoing construction and associated noise, traffic, parking, access, air quality and vibration impacts. Considering the larger representation of residents who require assistance, low-income households and older and elderly residents, these vulnerable communities could be potentially disproportionately impacted.	Possible / moderate = medium (negative)	CEMF, Overarching Community Communications Strategy. Construction Noise and Vibration System	Possible / minor = medium (negative)	Some disruption and changes are inevitable due to construction activity, however environmental management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for vulnerable groups to support them through periods of change.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. Psychosocial impacts as a result of inherent changes to the social fabric or the local area. Considering the larger representation of residents who require assistance, low-income households and older and elderly residents, these vulnerable communities could be potentially disproportionately impacted.	Possible / moderate = medium (negative)	CEMF, Overarching Community Communications Strategy	Unlikely / minimal = low (negative)	The Sydney Metro West Overarching Community Communications Strategy would facilitate 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 complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for vulnerable groups to support them through periods of change.
Five Dock Station				
Continued reduction in amenity due to ongoing construction and associated impacts on traffic, parking, access, noise, air quality and vibration. This would include changes to how people experience the area, including Fred Kelly Place, the local library, places of worship, childcare centres and other civic spaces. Vulnerable communities may be more impacted than other residents in the locality.	Likely / moderate = high (negative)	Promote local culture and identity, Overarching Community Communications Strategy, visual surroundings, Community Benefit Plan, Construction Noise and Vibration System	Possible / minor = medium (negative)	Some disruption and changes are inevitable due to, however, environmental management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes materials specifically designed for vulnerable groups to support them through periods of change.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Continued impacts on connection to place associated with construction impacts. This would include disruption to access to the local retail village centre and community gathering areas, within an established residential neighbourhood, with a relatively higher proportion of older residents.	Possible / moderate = medium (negative)	Promote local culture and identity, Overarching Community Communications Strategy, visual surroundings, Community Benefit Plan	Possible / minor = medium (negative)	The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.
Potential psychosocial impacts as a result of inherent changes to the social fabric or the local area and resistance to change.	Possible / moderate = medium (negative)	CEMF, Overarching Community Communications Strategy	Possible / minor = Medium (negative)	The Sydney Metro West Overarching Community Communications Strategy would facilitate 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 complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
Potential wellbeing impacts associated with ongoing construction activity for vulnerable community members, including those people with need for assistance, the elderly, low-income households, culturally diverse households and community members sensitive to noise and vibration	Possible / moderate = medium (negative)	CEMF, Overarching Community Communications Strategy. Construction Noise and Vibration System	Possible / minor = Medium (negative)	The Sydney Metro West Overarching Community Communications Strategy would facilitate 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 complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for vulnerable groups to support them through periods of change.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
The Bays Station				
Continued reduction in amenity in local area due to the expansion of the existing construction site and associated impacts on noise, traffic, parking, air quality and vibration, noting this site is largely located in a non-residential locality.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Medium (negative)	The Sydney Metro West Overarching Community Communications Strategy would facilitate 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 complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
Potential cumulative landscape impact, as part of a wider transformation of the precinct contributing to a potential decline in the way people experience their surroundings. This is a cumulative impact.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Unlikely / minimal = low (negative)	This cumulative impact would reduce over time with the completion of adjacent infrastructure projects.
Continued changes to community character and sense of place associated with visual changes and the proximity to the Heritage listed White Bay Power Station	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Unlikely / minimal = low (negative)	Potential changes to community character associated with visual amenity impacts of construction would continue to an extent, however they would be temporary and be mitigated through the implementation of environmental management strategies.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Potential cumulative impacts on culture and connections to Country if Aboriginal objects are identified during further investigations for The Bays Station construction site and the Western Harbour Tunnel and Warringah Freeway Upgrade.</p> <p>This is a cumulative impact.</p>	<p>While the likelihood is possible, the magnitude of the cumulative impact would be dependent on the scientific and cultural significance of the Aboriginal objects identified for this proposal and cannot be assessed at this stage.</p>	<p>Designing with Country strategy</p>	<p>n/a</p>	<p>This proposal also has the potential to impact on unidentified surface and subsurface archaeological sites and identified cultural values which could result in potential cumulative impacts on identified cultural and archaeological values (such as values of significance to Aboriginal people resulting from traditions, customs, beliefs and history, and those associated with waterways surrounding the project). Sydney Metro is developing a Designing with Country strategy to inform the development of appropriate Aboriginal Cultural Design Principles that would be incorporated into the design, public art and cultural heritage interpretation of Sydney Metro West.</p>
<p>Continued changes to the way of life for people working, or accessing services near the construction site (noting this is primarily an industrial area), primarily due to transport network modifications including the permanent realignment of the Port Access Road, construction of new precinct street and associated footpaths and interchange facilities on Port Access Road.</p>	<p>Likely / minor = low (negative)</p>	<p>Overarching Community Communications Strategy, visual surroundings, Community Benefit Plan, Construction Noise and Vibration System</p>	<p>Possible / minimal = low (negative)</p>	<p>Some disruption and changes are expected, however environmental management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. This is a cumulative impact.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Unlikely / minimal = low (negative)	The Sydney Metro West Overarching Community Communications Strategy would facilitate 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 complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
Pymont Station				
Continued temporary changes to the way of life for people living, working, visiting or accessing services near the construction site due to additional temporary removal of parking spaces, temporary footpath closures and the closure of the westbound traffic lane on Union Street.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Possible / minimal = low (negative)	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 complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
Potential time delay related stress as a result of road works, increased construction traffic and impacts to the road network. This is a cumulative impact.	Possible / moderate = medium (negative)	CEMF, Overarching Community Communications Strategy, Construction Traffic Management Framework	Possible / minimal = low (negative)	Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Continued changes to the community character of the area due to changing visual amenity and streetscape changes. This is a cumulative impact.	Possible / minor = medium (negative)	Communications Strategy, visual surroundings, Community Benefit Plan	Unlikely / minor = low (negative)	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) would be temporary and be mitigated through the implementation of environmental management strategies. Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.
Continued changes to how people access local social infrastructure and services including cultural infrastructure and cycling infrastructure within the locality and potential disruption to way of life. This is a cumulative impact.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Unlikely / minor = low (negative)	The Sydney Metro West Overarching Community Communications Strategy would facilitate communication related to any changes to access routes for nearby social infrastructure which may 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 complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Continued changes to the appearance and use of the site potentially impacting on local heritage items and cultural infrastructure, such as the Sydney Lyric Theatre of Australian National Maritime Museum.	Possible / minor = medium (negative)	Promote local culture and identity, Overarching Community Communications Strategy, visual surroundings, Community Benefit Plan	Unlikely / minor = low (negative)	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate 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. 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>
Continued health and wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration, including the potential for construction activities adjacent the Union Street cycleway to reduce opportunities for or discourage physical activity.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy, Construction Traffic Management Framework	Possible / minimal = low (negative)	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate communication related to any changes to access routes for nearby social infrastructure which may 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 complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Hunter Street Station (Sydney CBD)				
Continued temporary changes to the way of life for the large number of people living, working, visiting or accessing services near the construction site due to additional temporary removal of parking spaces, temporary impacts to footpaths and temporary road closures. Communication materials would need to address the needs of linguistically diverse residents to ensure impacts are not disproportionately experienced.	Likely / major = high (negative)	CEMF, Overarching Community Communications Strategy, Construction Traffic Management Framework	Likely / minor = medium (negative)	Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. The Overarching Community Communications Strategy would include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Strategy also includes tools and guidelines on engaging with culturally and linguistically diverse communities, overall supporting fair and equal access to grievance mechanisms.
Continued change to community character, and sense of place and belonging associated with changes to streetscape and construction activity, and potential disruption to access to some community gathering spaces (e.g., Ivy Precinct, the Domain 30 Knots, the Royal George). This is a cumulative impact.	Possible / moderate = medium (negative)	CEMF, Overarching Community Communications Strategy,	Possible / minor = medium (negative)	Changes to a 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 management strategies. Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Continued changes to how people access local social infrastructure and services including within the locality and potential disruption to way of life, including the continued closure of the existing underground walkway between Wynyard Station and Pitt Street. This could also continue to impact upon businesses who rely on passing trade or who have already been affected by a redistribution of trade.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Possible / minimal = low (negative)	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate 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 complaint handling process to facilitate 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>
Continued health and wellbeing impacts associated with ongoing construction activity for those people sensitivity to noise and vibration.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy, Construction Noise and Vibration System	Possible / minimal = low (negative)	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate 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 complaint handling process to facilitate 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>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Clyde stabling and maintenance facility and Rosehill services facility				
Continued temporary changes to the way of life for people living, working, or accessing services near the construction site including potential impact due to continued transport network modifications and continued pedestrian detours to the Rosehill Gardens racecourse. Culturally and linguistically diverse households could potentially be disproportionately impacted.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Possible / minimal = low (negative)	Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
Continued minor changes to community character and sense of place associated with construction activity and how people experience the area, including uncertainty related to the connection of Clyde and Rosehill with the broader Parramatta community.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Unlikely / minimal = low (negative)	Potential changes to community character associated with visual amenity impacts of construction would continue to an extent, however they would be temporary and be mitigated through the implementation of environmental management strategies.
Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. Culturally and linguistically diverse households could potentially be disproportionately impacted. This is a cumulative impact.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Unlikely / minimal = low (negative)	The Overarching Community Communications Strategy would facilitate 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 Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Continued reduction in amenity in local area due to ongoing construction and associated noise, air quality and vibration impacts. Construction impacts could also continue to affect people's livelihoods, through a continuation in amenity impacts to local businesses. This is a cumulative impact.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Possible / minimal = low (negative)	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 Overarching Community Communications Strategy which also includes protocols for complaint management.
Continued temporary changes to the way of life for people living, working, or accessing services near the construction site including impact due to continued transport network modifications and construction vehicle movements. This is a cumulative impact.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Possible / minimal = low (negative)	Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. The Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
Potential wellbeing impacts associated with ongoing construction activity for those people sensitivity to noise and vibration. This is a cumulative impact.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy	Unlikely / minimal = low (negative)	The Overarching Community Communications Strategy would facilitate 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 complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.

8 Monitoring and management

8.1 Management and mitigation measures

Environmental and social management for this proposal would be undertaken through the environmental management approach as detailed in Chapter 20 (Synthesis) of the Environmental Impact Statement. This includes mitigation measures that are applicable to all locations and performance outcomes for the operation and construction of this proposal.

Social impacts during the construction of this proposal would be managed in accordance with Sydney Metro's Construction Environmental Management Framework (CEMF) (Appendix F of the Environmental Impact Statement). The CEMF includes social impact management objectives and mitigation measures to minimise impacts as relevant to this proposal as a whole. Specifically, the CEMF includes the requirement for a Community Benefit Plan (as a measure within the Sustainability Management Plan requirements) that would guide the development of community benefit initiatives (by Principal Contractors) during construction to make a positive contribution to the potentially affected community(s).

The Sydney Metro West Overarching Community Communications Strategy (OCCS) (refer to Appendix C of the Environmental Impact Statement) also specifies that a Community Communication Strategy would be prepared and implemented during construction. The Community Communication Strategy would define the location-specific measures to be implemented to minimise impacts on people during construction. Additional engagement would be carried out to further inform the OCCS to increase the understanding of Aboriginal and First Nations people, the differential needs for vulnerable groups or marginalised groups including those with need for assistance and culturally and linguistically diverse groups.

Table 8-1 below outlines the responses to social impacts relevant to this proposal. Relevant management strategies and approaches that are already being implemented or are planned to be implemented as part of the broader proposal are outlined in Section 6.4 and Section 7.3, respectively. These strategies and approaches are captured in other technical papers and chapters of this Environmental Impact Statement.

Table 8-1 Social impact management and mitigation measures specific to this proposal

Reference	Impact/issue	Measure	Applicable location(s)	Phase
EIS-S1	Social impacts	Sydney Metro would develop a strategy to promote Sydney Metro West and educate customers on accessing and using the new public transport infrastructure. The objective of the strategy would include to enhance understanding of Sydney Metro West and its benefits, maximise customer use, alleviate travel related stress, and support the realisation of wider economic benefits through its use.	All sites	Operation
EIS-S2	Potential impacts on school infrastructure	Ongoing engagement would be undertaken with NSW Department of Education to continue to investigate feasible and reasonable mitigation measures related to construction traffic, pedestrian safety, construction noise and vibration, and air quality.	WMS, PMS, NSMS, BNS, FDS	Construction

Reference	Impact/issue	Measure	Applicable location(s)	Phase
EIS-S3	Activation of streetscapes	In addition to temporary activation measures outlined in the Construction Environmental Management Framework, temporary activation considered in the vicinity of the Five Dock Station western construction site and Parramatta metro station construction site would include opportunities to provide spaces and places for the community to gather and meet each other.	PMS, FDS	Construction

8.2 Monitoring

Monitoring and evaluation are key components of a social impact assessment process to identify any unanticipated impacts that may arise as a result of this proposal. The analysis and research conducted for a social impact assessment provides a foundation for the ongoing monitoring and adaptive management of social impacts over the life of this proposal.

Sydney Metro, together with Principal Contractors (including the operator for operation phase monitoring), would develop a plan that defines and guides the monitoring and evaluation of social aspects of this proposal. An adaptive management approach for the management of social impacts would utilise information and guidance from the Department of Planning and Environment's Social Impact Assessment Guideline (2021) and 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 or in operation
- outline the process of appropriate monitoring and review mechanisms of social management strategies
- detail adaptive management and mitigate strategies to address potential impacts
- identify appropriate stakeholder responsibilities
- include a community benefit register of the details of community benefit initiatives.

Sustainability Reports produced by Principal Contractors, or the operator 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 also includes 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.

It is important that the framework to monitor a project or program's impact over time includes mechanisms to monitor any commitments and assumptions made in the social impact assessment. The framework would propose monitoring throughout the lifecycle of this proposal, from construction through to operations.

8.3 Performance outcomes

Performance outcomes for Sydney Metro West were established as part of the concept assessment in the *Sydney Metro West Environment Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a). The performance outcomes related to social impacts are.

- 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.

Further details regarding how this proposal would achieve the performance outcomes is provided in Chapter 20 (Synthesis) of the Environmental Impact Statement.

Appendices

Appendix A: Certification page

I, Angela Peace, certify that this social impact assessment contains all information relevant to the social impact assessment for this proposal, and that the information is not false or misleading. Angela's qualifications and experiences are listed below.

Qualifications and Professional Memberships

- Bachelor of Arts (Communications)
- Social Impact Assessment Certificate, University of Strathclyde and Community Insights Group (2020)
- Member, International Association of Impact Assessment (membership no. 10499330)
- Member, International Association of Public Participation
- Member, Social Impact Measurement Network Australia.

Experience

The author is experienced in social science methodologies and has demonstrated social impact assessment skills in government, private and education settings. The author is a social impact and community engagement specialist and has managed social impact assessments for extractive industries, waste recovery, transport infrastructure, and energy projects in NSW and the ACT, including State Significant Projects.

Date: March 2022

Signature: *A Peace*

Appendix B: Assessment review questions

The following table has been extracted from Appendix C of the Guideline (2021).

These review questions are used to confirm that the requirements of the Guideline (2021) have been fulfilled when considering the scale of social impacts of this proposal. For ease of reference, the relevant chapter of this social impact assessment that addresses these questions is also provided.

Review questions		Reference within this social impact assessment
General		
1	Does the lead author meet the qualification and experience requirements?	Appendix A
2	Has the lead author provided a signed declaration?	Appendix A
3	Would a reasonable person judge the social impact assessment report to be impartial, transparent, and suitably rigorous given the nature of the project?	Chapter 1
Project's social locality and social baseline		
4	Does the social impact assessment report identify and describe all the different social groups that may be affected by the project?	Chapter 4
5	Does the social impact assessment report identify and describe all the built or natural features that have value or importance for people, and explain why people value those features?	Chapter 5
6	Does the social impact assessment 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?	Chapter 5
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?	Chapter 5
8	Does the social baseline study demonstrate social-science research methods and explain any significant methodological or data limitations?	Chapter 4
Identification and description of social impacts		
9	Does the social impact assessment 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 social impact assessment scoping and initial assessment, has the plan for the social impact assessment report been detailed?	Chapter 6 and Chapter 7
10	Does the social impact assessment report apply the precautionary principle to identifying social impacts, and consider how they may be experienced differently by different people and groups?	Chapter 6 and Chapter 7
11	Does the social impact assessment report describe how the preliminary analysis influenced project design and Environmental Impact Statement engagement strategy?	Chapter 6 and Chapter 7

Review questions		Reference within this social impact assessment
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?	Chapter 4
13	How have the views, concerns, and insights of affected and interested people influenced both the project design and each element of the social impact assessment report?	Chapter 6 and Chapter 7
Predicting and analysing social impacts		
14	Does the social impact assessment report impartially focus on the most important social impacts to people at all stages of the project, without any omissions or misrepresentations?	Chapter 6 and Chapter 7
15	Does the social impact assessment report analyse the distribution of both positive and negative social impacts, and identify who would benefit and who would lose from the project?	Chapter 6 and Chapter 7
16	Does the social impact assessment report identify its assumptions, and include sensitivity analysis and alternative scenarios? (including 'worst-case' and 'no project' scenarios where relevant)	Chapter 5, Chapter 6 and Chapter 7
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?	Chapter 6 and Chapter 7
18	Are the evaluations of significance disaggregated to consider the likely different experiences for different people or groups, especially vulnerable groups?	Chapter 6 and Chapter 7
Responses, monitoring and management		
19	Does the social impact assessment report propose responses that are tangible, deliverable, likely to be durably effective, directly related to the respective impact(s) and adequately delegated and resourced?	Chapter 6, Chapter 7 and Chapter 8
20	Does the social impact assessment report demonstrate how people can be confident that social impacts would be monitored and reported in ways that are reliable, effective, and trustworthy?	Chapter 6, Chapter 7 and Chapter 8
21	Does the social impact assessment report demonstrate how the proponent would adaptively manage social impacts and respond to unanticipated events, breaches, grievances and non-compliance?	Chapter 6, Chapter 7 and Chapter 8

Appendix C: Social profiling, data collection and social infrastructure

Statistical areas of analysis

Analysis area	Geographical boundaries
Proximal area	
Westmead locality	12504149104, 12504149110, 12504149111, 12504149112, 12504149113, 12504149115, 12504158901, 12504158911, 12504158913, 12504158914, 12504158918, 12504158919, 12504158924, 12504158927, 12504158932
Parramatta locality	12504148922, 12504148932, 12504148939, 12504148940, 12504148946, 12504149206, 12504149207, 12504149209, 12504149236, 12504149237, 12504149251, 12504149252, 12504149259
Clyde locality	12501147317, 12501147322, 12501147323, 12501158314, 12501158318, 12503148134, 12503148146, 12504149210, 12504149212, 12504149213, 12504149214, 12504149256, 12504149258
Sydney Olympic Park locality	12501147312
North Strathfield locality	12001138307, 12001138308, 12001138310, 12001138311, 12001138401, 12001138403, 12001138404, 12001138406, 12001138407, 12001138408, 12001138409, 12001138410, 12001138411, 12001138432, 12001138452, 12001138455, 12003139622, 12003139624
Burwood North locality	12001138301, 12001138303, 12001138314, 12001138324, 12001138335, 12001138336, 12001138621, 12003139117, 12003139118, 12003139119, 12003139120, 12003139124, 12003139128, 12003139151, 12003139154, 12003139156
Five Dock locality	12001138605, 12001138606, 12001138615, 12001138616, 12001138620, 12001138622, 12001138624, 12001138632, 12001138633, 12001138634, 12001138635, 12001138637, 12001138643, 12001138644, 12001138646, 12001138647, 12001138649
The Bays locality	12002138702, 12002138705, 12002138711, 12002138712, 12002138728, 12002138738, 12002138904, 12002138906, 12002138907, 12002138908, 12002138909, 12002138919, 12002138930
Pymont locality	11703133401, 11703133402, 11703133403, 11703133404, 11703133405, 11703133406, 11703133408, 11703133409, 11703133410, 11703133411, 11703133413, 11703133414, 11703133418, 11703133419, 11703133420, 11703133421, 11703133423, 11703133437, 11703133438, 11703133447, 11703133448, 11703133450, 11703133744
Hunter Street locality	11703133701, 11703133704, 11703133705, 11703133706, 11703133720, 11703133729, 11703133746, 11703133748, 11703133749, 11703133751

Analysis area	Geographical boundaries
Suburb	
Corridor	Northmead, Wentworthville – Westmead, Parramatta – Rosehill, Auburn – North, Granville – Clyde, Concord West – North Strathfield, Burwood – Croydon, Concord – Mortlake – Cabarita, Five Dock – Abbotsford, Haberfield – Summer Hill, Lilyfield – Rozelle, Balmain, Drummoyne – Rodd Point, Pyrmont – Ultimo, Sydney – Haymarket – The Rocks
Region	
Greater Sydney	Greater Sydney (GCCSA)

Primary data sources for community capitals analysis

Source	Content
Australian Bureau of Statistics (ABS)	TableBuilder Pro was used to collate and review Census data for both individuals/residents and dwellings for the proximal area, suburb and regional scales. 2016 Socioeconomic Indices for Areas (SEIFA) for Socioeconomic disadvantage, education and occupation, and access to economic resources.
The Public Health Information Development Unit (PHIDU), Torrens University Australia	2019 and 2020 releases of public health data through the Social Health Atlas (Western Australia) and Aboriginal and Torres Strait Islander Social Health Atlas. Data within the Social Health Atlas is collated from a range of sources. Refer to http://phidu.torrens.edu.au/social-health-atlases
NSW Government Department of Planning, Industry and Environment (DPIE)	2019 release of population projections by NSW State and Local Government Area Population and Household Projections – based on data sourced from the 2016 Census. Refer to https://www.planning.nsw.gov.au/Research-and-Demography/Population-projections/Projections

Reporting of household income and SEIFA

For this report, household income has been reported as the proportion of low- and high-income households in set areas. The categories for high² and low³ income households were sourced from the ABS and profile.id.

Median household income was not included in this report as there is no way to accurately calculate the median of a conglomerate of SA1s or SA2s. This is reflected in profile .id methodologies, where the median income is only discussed at an individual SA1 level.

The baseline also uses the Socio-Economic Indexes for Areas (SEIFA). This is an ABS measure that ranks areas in Australia according to relative socio-economic advantage and disadvantage⁴. There are four different SEIFA measures, however, this report utilises the Index of Relative Socio-Economic Advantage and Disadvantage (IRSAD) as it considers both vulnerability and privilege in the same score. High IRSAD scores reflect lower levels of disadvantage and higher levels of advantage. Low IRSAD scores reflect higher levels of disadvantage and lower levels of advantage.

² Households earning more than \$2,500 per week

³ Households earning less than \$650 per week

⁴ <https://www.abs.gov.au/websitedbs/censushome.nsf/home/seifa>

The IRSAD scores included in this report are for geographical areas at the SA2 level. The score is standardised against a mean of 1,000, with a standard deviation of 100. The mean is the SA2(s) with the middle IRSAD score (1,000) within Australia.

Regional context – Greater Sydney

Human capital

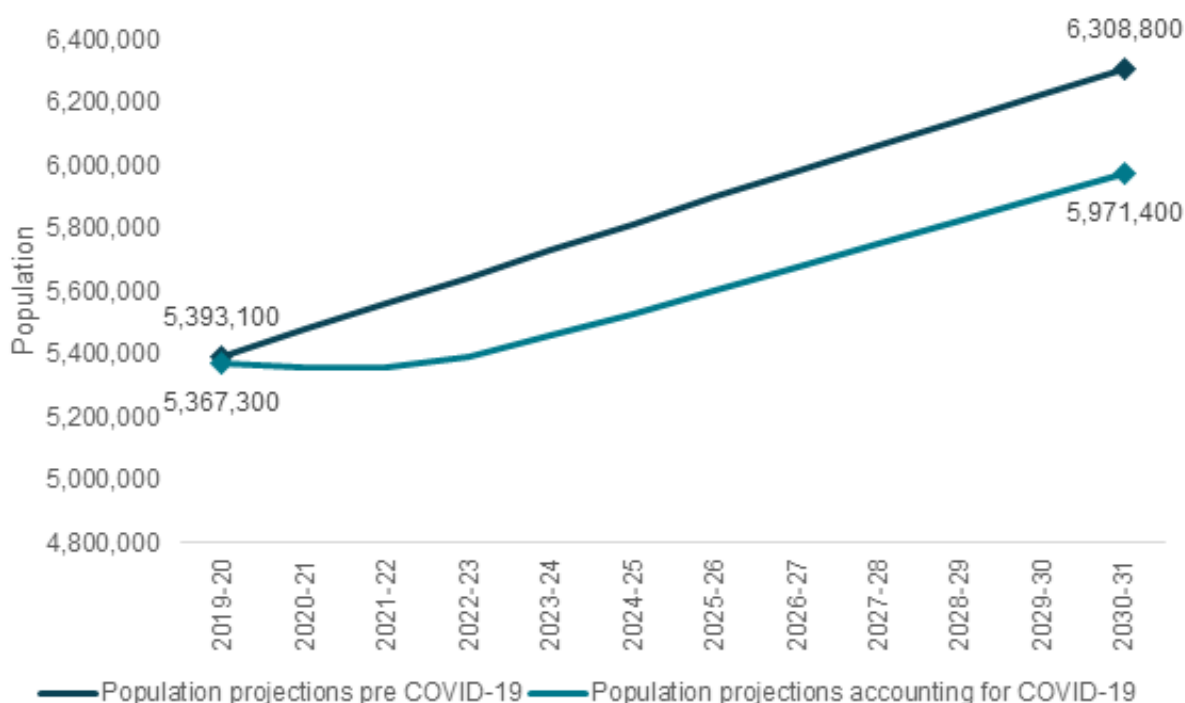
According to the Australian Government Centre for Population, the impact of COVID-19 is expected to be long lasting. Australia's population is estimated to be around four per cent smaller (1.1 million fewer people) by 30 June 2031 than it would have been in the absence of COVID-19 (Annual Population Statement, December 2020).

Melbourne and Sydney are projected to experience the largest population decrease due to the pandemic, with an estimated 390,000 and 340,000 fewer people respectively by 30 June 2031 compared to the pre-COVID-19 scenario.

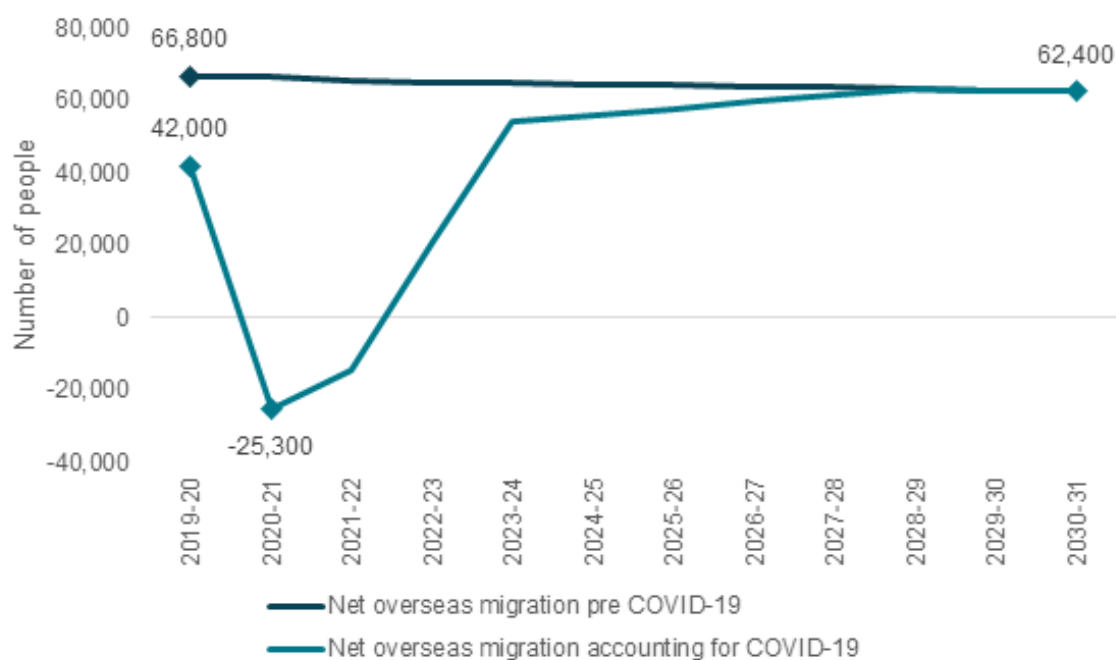
The anticipated impacts of COVID-19 on Sydney's population growth are reflected in the figures below. The pre-COVID-19 forecast scenario shows positive linear growth between 2019 and 2031 whilst the revised population forecast, which accounts for COVID-19, shows limited population growth between 2019-2020 and 2022-23, then linear growth 2023-2024 onwards.

When considering the components of population growth, impacts to Sydney's population growth caused by COVID-19 are primarily a product of distributions to net overseas migration. Negative net migration indicates there are more people in Sydney who are migrating overseas than the number of overseas migrants coming to Sydney. Compared to the pre-COVID-19 population forecast this is a substantial difference.

Net overseas migration for Sydney is expected to recover to pre-COVID-19 levels by 2030-31. This suggests that one of the significant factors impacting population growth in Sydney will recover within 10 years.



Forecasted population growth for Sydney considering the impacts of COVID-19, 2019-2031



Forecasted net overseas migration for Sydney considering the impacts of COVID-19, 2019-2031

When compared to Australia and the rest of NSW, Greater Sydney has a younger population reflected by a lower median age (38, 38 and 36 years of age respectively). Greater Sydney's relatively younger population is driven by a higher proportion of residents aged 20-44 years of age and a lower of residents aged 65 years and older.

Residents across Greater Sydney have higher levels of educational attainment when compared to NSW and Australia. This is reflected by a higher proportion of residents with a bachelor's degree or higher or finished schooling in year 12. Conversely, NSW and Australia have a higher proportion of residents who completed their school prior to year 12 and residents with certificates.

Social capital

The indicators show that residents within the Sydney Metro West corridor are very linguistically diverse with almost 55.0 per cent of people speaking a language other than English at home.

The Sydney Metro West corridor also shows some signs of weaker social capital in some localities, due to the transient nature of the population. In particular, the Parramatta and Sydney Olympic Park localities both have higher-than-average rates of mobility with only 17.8 per cent and 4.8 per cent of people living at the same address five years ago. This is significantly lower when compared to the Greater Sydney Region where more than half the population was still at the same address. When people come and go a lot within a community, their community bonds and social ties can be weakened, resulting in poorer social capital in terms of connection to place and community. In the case of Sydney Olympic Park, the mobility is more likely indicative of the rapidly increasing residential area.

There are several community groups along the Sydney Metro West corridor that contribute to fostering social connections and relationships. Some of these groups include resident action groups, environmental protection groups, activist/lobby groups, chambers of commerce and cultural groups.

Social infrastructure – intangible community assets

This Section provides a summary of intangible community assets across this proposal's corridor (human and social capital). The overview of intangible community assets provided is based on a review 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.

A shifting demographic: Along the Sydney Metro West corridor, shifting population dynamics are influencing the diversity and composition of communities. Ongoing gentrification has resulted in changes to the way people

live, work, play and interact with their local area. The rising cost of housing is also changing household structures, which also impacts on the diversity and type of people living in certain locations

Cohesive communities: Many of the residential localities along the Sydney Metro West corridor are tightly formed residential neighbourhoods with established, cohesive communities heavily reliant on local social infrastructure, community facilities and services for their day-to-day community health and wellbeing. Some neighbourhoods are also high amenity environments with active and engaged communities. A greater level of community resistance to change in these locations may be experienced for those localities affected by Sydney Metro West

Strong social capital: There are a number of community groups along the Sydney Metro West corridor that contribute to fostering social connections and relationships. Some of these groups include resident action groups, environmental protection groups, activist/lobby groups, chambers of commerce and cultural groups. Weekly, seasonal and annual events also contribute to connecting communities and contributing to a sense of place and identity amongst the diverse communities along the Sydney Metro West corridor. These include markets, sporting events and major celebrations such as New Year's Eve

Highly engaged communities: Along the Sydney Metro West corridor there are many highly engaged communities, particularly those located within close-knit residential settings such as North Strathfield, Burwood North, Five Dock and Pyrmont. Many of these communities have at least one engaged resident action group that are highly active and well represented across local issues and proposed changes

Community resistance to urban renewal and associated change and growth: The delivery of Sydney Metro West may catalyse future urban renewal in areas close to future metro stations, including residential neighbourhoods. There may be some community resistance as Sydney Metro West is realised, as it may look and feel different to what the community was anticipating. Resistance to Sydney Metro West may be exacerbated when combined with the cumulative impact of other city-shaping projects taking place at the same time, or due to the cumulative impacts from previous projects. In contrast, other communities may support change and growth that is supported by investment in infrastructure to improve liveability in their neighbourhoods

Transition away from car dependence: The need for increased public and active transport options and reducing congestion have consistently been raised as issues during community consultation activities carried out by various councils along the Sydney Metro West corridor. The construction and complete delivery of Sydney Metro West would increase accessibility to different parts of metropolitan Sydney not previously seen before in some communities

Potential COVID-19 impacts and uncertain futures: Employment centres across Greater Sydney, including Parramatta, Pyrmont and the Sydney CBD, were substantially impacted by the restrictions and the remote/flexible work arrangements implemented in response to the COVID-19 pandemic in 2020 (Maginn and Mortimer, 2020). The number of workers accessing these areas daily dropped significantly compared to the pre-COVID levels. The same localities also function as major tourism destinations – entertainment and accommodation sectors have been materially affected by the interstate and international border closures, with no certainty around when tourism numbers might return to pre-COVID-19 levels. Provision of amenity and quality of built environment will be the key to attracting future residents, the workforce and visitors back to areas surrounding the Sydney CBD.

Economic capital

At the 2016 Census, local workers within the Sydney Metro West corridor had slightly higher levels of unemployment but a slightly higher participation rate, and comparable employment-to-population ratio, suggesting that overall, residents experience comparable labour market conditions to the rest of Greater Sydney.

The level of income of households within the Sydney Metro West corridor was comparable to Greater Sydney. Households with higher incomes tend to be concentrated in the eastern localities, whereas the level of income tends to decline further west along the Sydney Metro West corridor, particularly between the Westmead and Clyde localities.

There is also a rising cost of housing across the localities, which is changing household structures and also impacts on the diversity and type of people living in certain locations. There is also evidence to suggest that some of the localities, towards the west of the corridor including Clyde could be susceptible to financial and mortgage stress.

In terms of occupation, the dominant occupations within the Sydney Metro West corridor include professionals (32.0 per cent), managers (15.6 per cent), clerical and administrative workers (13.1 per cent), technicians and trades workers (9.6 per cent), community and personal service workers (9.3 per cent). The dominant industries of employment were professional, scientific and technical services (13.1 per cent), health care and social assistance (10.8 per cent) and accommodation and food services (9.7 per cent).

Physical capital

Over 60.0 per cent of dwellings within the corridor are flats, units or apartments, with the most of these concentrated in areas with existing access to heavy rail including Parramatta, Sydney Olympic Park and the Sydney CBD. This proportion is well above the Greater Sydney average. 24.6 per cent of dwellings are separate houses, which is proportionately lower than for Greater Sydney (57.2 per cent).

In terms of transport and access, overall, populations across the corridor have relatively good access to Sydney's road network and major arterial roads leading to major employment centres. As a result, residents tended to use private methods of travel to work (as at the 2016 Census), with the central section of the corridor tending to have the highest proportion of private means of travel. Train use is also relatively high across a number of SA2s, compared to Greater Sydney. The eastern section of the corridor also had greater access to light rail and bicycle networks.

Suburb context – Sydney Metro West corridor

Human capital

The social baseline for this proposal uses the Socio-Economic Indexes for Areas (SEIFA) to assess human capital. This is an ABS measure that ranks areas in Australia according to relative socio-economic advantage and disadvantage⁵. This report, however, utilises the Index of Relative Socio-Economic Advantage and Disadvantage (IRSAD) as it considers both vulnerability and privilege in the same score. High IRSAD scores reflect lower levels of disadvantage and higher levels of advantage. Low IRSAD scores reflect higher levels of disadvantage and lower levels of advantage.

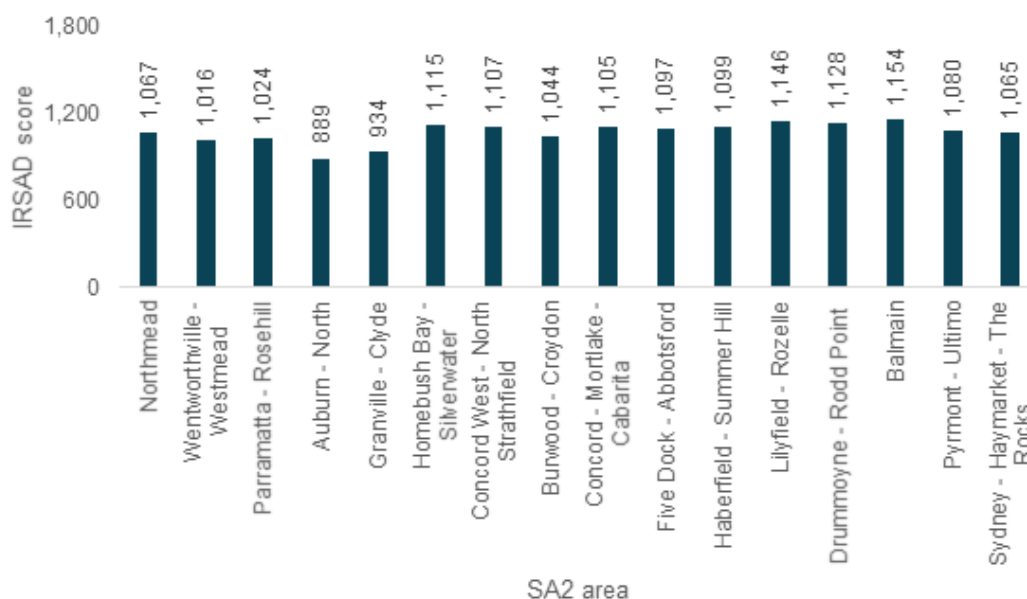
The IRSAD scores included in this report are for geographical areas at the SA2 level. The score is standardised against a mean of 1,000, with a standard deviation of 100. The mean is the SA2(s) with the middle IRSAD score (1,000) within Australia.

Across the social locality, IRSAD scores vary between SA2s. Areas with the highest IRSAD scores include Balmain (1,154), Lilyfield – Rozelle (1,146) and Drummoyne – Rodd Point (1,128). These three areas represent the SA2s within the social locality which have the greatest advantage and least disadvantage compared to other SA2s in the locality. When compared to the Australian median (1,000), Balmain, Lilyfield – Rozelle and Drummoyne – Rodd Point are well above the national median.

Auburn – North and Granville – Clyde have the lowest IRSAD scores within the social locality (889 and 934 respectively). Auburn – North and Granville – Clyde represents areas within the social locality that have higher levels of disadvantage and lower levels of advantage. These two areas have IRSAD score below the Australian median (1,000), reflecting relatively higher rates of disadvantage and lower rates of advantage compared to other SA2s within Australia.

Consequently, the communities of Auburn – North and Granville – Clyde are more vulnerable due to higher rates of disadvantage and lower rates of advantage. Vulnerable communities generally have lower resilience to environmental, social, and economic change meaning their ability or capacity to adapt and absorb impacts is lower than other communities.

⁵ <https://www.abs.gov.au/websitedbs/censushome.nsf/home/seifa>



Relative socio-economic advantage and disadvantage

Social infrastructure – tangible community assets

In terms of social infrastructure and tangible community assets, the Sydney Metro West corridor includes a wide range of social infrastructure serving residents, workers and visitors from across a broad regional catchment, ranging from Greater Sydney to international and interstate visitors.

Key community assets within this proposal corridor include various heritage, cultural, or built form landmarks, including the Westmead Hospital and Westmead Children's Hospital, Western Sydney University Parramatta campus, Parramatta Park, Sydney Olympic Park, 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 proposed stations.

The localities along this corridor also include infrastructure that serves a more localised resident and worker catchment – including open spaces, community centres, recreation facilities, childcare centres, medical centres, entertainment and cultural facilities. The social infrastructure context within each of these localities is distinct. Within major centres, there are clusters of regional social infrastructure serving a broad regional population. Within local centres, there are clusters of local community services, such as childcare centres, aged care facilities, community centres, libraries and local open spaces and recreation facilities.

Within residential localities, there are clusters of recreation facilities and open spaces within a lower density residential setting. Within predominantly industrial and commercial settings, such as Clyde, there tends to be very limited social infrastructure associated with the lack of residential population in these areas. Similarly, the Sydney Olympic Park precinct is a rapidly increasing residential area and a recreation and entertainment destination.

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

Natural capital

Despite the dense population of Greater Sydney, natural capital is abundant. The area is rich in water courses including the Parramatta River, White Bay, Blackwattle Bay, Darling Harbour and many small creeks and tributaries such as Duck Creek near the Clyde stabling and maintenance facility and Rosehill services facility.

There are several natural heritage sites including the UNESCO World Heritage listed Parramatta Park, the natural heritage Bicentennial Park which is part of the Sydney Olympic Park and features an important wetland ecosystem and parklands and The Royal Botanic Garden in the Sydney CBD, a heritage-listed 30-hectare (74-acre) botanical garden.

Community profiles

	SA1 localities										SA2		
Indicators	Westmead	Parramatta	Clyde & Rosehill	Sydney Olympic Park	North Strathfield	Burwood North	Five Dock	The Bays	Pymont	Hunter Street	Suburb corridor	Greater Sydney	Community capital
Population													
Total persons	6,642	6,848	4,911	4,260	6,837	6,503	7,551	5,187	10,009	3,865	318,343	4,823,900	Human
Income													
% of Households earning \$2,500pw or more (high income households)	24.6%	26.0%	18.6%	23.6%	39.5%	30.4%	39.2%	54.4%	40.9%	43.3%	33.8%	31.8%	Economic
% of households earning under \$650pw (low-income households)	16.4%	13.3%	16.0%	14.1%	13.9%	18.4%	18.1%	8.3%	11.0%	14.2%	16.4%	16.8%	Economic
Age profile													
0-4 years	8.8%	9.8%	8.0%	6.9%	5.6%	4.5%	6.7%	8.5%	4.3%	2.6%	6.5%	6.4%	Human
5-19 years	17.1%	9.3%	13.1%	5.5%	17.7%	13.8%	16.7%	13.3%	6.1%	4.0%	13.2%	18.2%	Human
20-34 years	28.8%	45.5%	39.9%	57.4%	26.3%	30.3%	17.2%	22.9%	47.3%	42.0%	33.4%	23.1%	Human
35-64 years	36.6%	30.3%	34.2%	28.5%	38.0%	35.7%	42.5%	47.3%	35.6%	40.7%	36.2%	38.3%	Human
65-84 years	7.5%	4.7%	4.3%	1.6%	10.4%	11.7%	13.4%	7.6%	6.3%	9.7%	9.3%	12.0%	Human
85 years and over	1.3%	0.3%	0.5%	0.1%	1.6%	4.1%	3.3%	0.5%	0.4%	0.9%	1.5%	2.0%	Human
Population aged 65+ (%)	8.8%	5.0%	4.8%	1.7%	12.0%	15.8%	16.7%	8.1%	6.7%	10.6%	10.8%	14.0%	Human / Social
Cultural diversity													
Aboriginal and/or Torres Strait Islander people	0.5%	0.3%	0.5%	0.4%	0.7%	0.5%	0.7%	0.8%	1.0%	0.3%	0.7%	1.4%	Social / Human
Born in Australia	28.2%	21.2%	36.7%	30.8%	53.4%	39.0%	67.0%	67.5%	36.4%	40.0%	44.7%	61.9%	Social
Proportion born overseas	71.8%	78.8%	63.3%	69.2%	46.6%	61.0%	33.0%	32.6%	63.6%	60.0%	55.3%	38.1%	Social / Human

Top 5 countries of birth (excluding Australia)													
1	India (39.7%)	India (39.2%)	India (16.5%)	China (22.1%)	China (9.2%)	China (23.2%)	Italy (9.9%)	England (10.2%)	China (7.9%)	India (7.8%)	China (10.8%)	Australia (61.9%)	Social / Human
2	Sri Lanka (5.2%)	China (13.0%)	China (7.4%)	South Korea (8.7%)	South Korea (5.6%)	India (3.3%)	England (3.1%)	New Zealand (3.6%)	South Korea (5.4%)	China (6.4%)	India (8.9%)	China (5.0%)	Social / Human
3	China (4.8%)	Philippines (2.2%)	South Korea (6.4%)	India (3.2%)	India (3.9%)	South Korea (3.3%)	China (2.6%)	Ireland (1.8%)	England (5.0%)	England (5.5%)	South Korea (2.9%)	England (3.4%)	Social / Human
4	Philippines (2.6%)	South Korea (1.9%)	Lebanon (3.7%)	Iran (2.3%)	Italy (3.9%)	Italy (3.3%)	New Zealand (1.9%)	China (1.2%)	India (4.1%)	South Korea (3.4%)	England (2.7%)	India (2.9%)	Social / Human
5	Bangladesh (2.0%)	Nepal (1.6%)	Philippines (2.7%)	Hong Kong (1.7%)	England (1.7%)	Vietnam (2.8%)	Ireland (0.7%)	Scotland (0.8%)	Thailand (3.1%)	New Zealand (2.8%)	Italy (2.2%)	New Zealand (1.9%)	Social / Human
Cultural diversity													
% speak English only at home (e.g., language spoken at home)	23.0%	23.4%	30.5%	36.3%	29.6%	50.1%	33.7%	65.4%	85.7%	49.6%	57.8%	45.0%	62.0%
Top 5 languages spoken at home													
1	English (23.0%)	English (23.4%)	English (30.5%)	English (25.0%)	English (50.1%)	English (33.7%)	English (65.4%)	English (85.7%)	English (49.6%)	English (57.8%)	English (45.0%)	English (62.5%)	Social
2	Tamil (9.85)	Hindi (13.7%)	Arabic (10.0%)	Mandarin (22.2%)	Mandarin (9.3%)	Mandarin (22.8%)	Italian (15.6%)	Mandarin (1.5%)	Mandarin (9.4%)	Mandarin (7.9%)	Mandarin (10.9%)	Mandarin (5.1%)	Social
3	Hindi (9.4%)	Mandarin (13.1%)	Korean (8.0%)	Korean (10.1%)	Italian (6.7%)	Cantonese (10.5%)	Mandarin (3.1%)	Spanish (1.3%)	Korean (5.0%)	Hindi (3.4%)	Cantonese (4.5%)	Arabic (4.3%)	Social
4	Telugu (8.8%)	Tamil (7.1%)	Mandarin (7.6%)	Cantonese (5.1%)	Korean (6.6%)	Italian (5.1%)	Greek (2.5%)	Italian (1.3%)	Cantonese (4.4%)	Korean (3.0%)	Arabic (3.7%)	Cantonese (3.1%)	Social
5	Gujarati (8.7%)	Telugu (6.0%)	Hindi (4.9%)	Arabic (2.4%)	Cantonese (6.1%)	Korean (3.7%)	Cantonese (2.2%)	French (0.9%)	Spanish (3.1%)	Thai (2.2%)	Italian (3.4%)	Vietnamese (2.2%)	Social
Need for assistance and care givers													
% of residents who require assistance with core activities	5.3%	1.8%	2.5%	0.6%	4.0%	7.8%	6.6%	2.6%	1.7%	1.8%	4.0%	4.9%	Social
Provided unpaid assistance to a person with a disability (last two weeks before Census night) (%)	11.2%	7.9%	10.1%	5.5%	11.5%	10.8%	13.8%	9.1%	6.0%	7.2%	10.1%	11.1%	Social
Education													
Attending education (% of those attending)													
Pre-school	5.6%	7.0%	6.0%	3.7%	5.2%	3.8%	8.9%	10.8%	3.9%	1.4%	5.7%	6.9%	Human
Infants/Primary	41.3%	27.0%	26.0%	10.9%	29.1%	21.5%	38.5%	38.5%	12.7%	6.9%	24.5%	32.2%	Human
Secondary	17.3%	9.7%	18.8%	6.7%	24.1%	19.0%	23.8%	18.1%	8.7%	7.9%	16.6%	25.0%	Human

Technical or Further Educational Institution	6.4%	10.2%	11.5%	12.2%	6.6%	8.0%	5.0%	5.5%	19.8%	14.3%	9.2%	7.6%	Human
University or other Tertiary Institution	24.4%	37.5%	30.4%	57.4%	30.8%	42.0%	19.8%	23.4%	33.7%	50.7%	35.2%	24.2%	Human
Other type of educational institution	4.5%	8.2%	7.6%	9.1%	4.2%	5.5%	4.1%	3.0%	21.2%	15.9%	8.8%	4.0%	Human
% of total population attending education	23.7%	19.5%	22.9%	18.3%	28.4%	28.8%	23.5%	21.7%	20.3%	16.6%	27.2%	25.2%	Human
Highest level of educational attainment													
Highest Educational attainment: Year 9 or below (%)	5.5%	2.6%	4.8%	1.0%	6.9%	8.5%	10.8%	2.4%	2.4%	1.1%	5.7%	7.1%	Human
Volunteerism													
Volunteered through an organisation or group (last 12 months), 2016 (%)	14.3%	12.6%	14.3%	10.7%	18.0%	14.4%	18.0%	21.6%	14.7%	19.2%	16.3%	16.7%	Social
Population mobility (address)													
Same address as one year ago	79.1%	62.5%	68.9%	42.1%	83.1%	79.1%	85.7%	77.1%	68.0%	66.4%	76.8%	76.6%	Social
Overseas one year ago	8.5%	14.7%	6.4%	5.7%	2.9%	5.7%	1.3%	3.1%	12.4%	14.4%	6.6%	2.5%	Social
Same address as five years ago	41.7%	22.4%	35.6%	4.8%	58.1%	49.3%	62.3%	45.0%	33.2%	29.0%	44.5%	53.2%	Social
Overseas five years ago	30.3%	44.4%	21.9%	20.8%	11.6%	20.3%	44.3%	10.9%	32.5%	33.0%	21.6%	8.9%	Social
Household composition													
Couple family with no children	17.0%	26.8%	25.3%	37.3%	22.6%	22.5%	22.3%	27.4%	31.6%	32.3%	25.7%	23.8%	Social
Couple family with children	46.2%	31.1%	28.2%	17.2%	39.4%	32.2%	36.5%	31.0%	13.2%	9.7%	29.8%	37.5%	Social
Couple family – Total	63.2%	57.9%	53.5%	54.5%	62.0%	54.7%	58.8%	58.4%	44.8%	42.0%	55.5%	61.3%	Social
One parent family	7.2%	6.5%	7.8%	6.3%	9.9%	9.8%	10.2%	7.0%	5.9%	2.7%	7.9%	11.1%	Social
Other families	0.1%	1.5%	2.4%	2.2%	2.1%	2.3%	1.2%	1.0%	2.2%	1.3%	1.9%	1.3%	Social
Family Households – Total	72.8%	65.9%	117.2%	63.0%	74.0%	66.8%	70.2%	66.4%	52.9%	46.0%	65.3%	73.7%	Social
Lone person household	20.9%	22.0%	25.9%	29.5%	16.8%	19.3%	23.6%	24.9%	28.8%	45.0%	23.6%	21.7%	Social
Group Household	4.9%	10.2%	8.3%	7.5%	5.9%	9.7%	4.1%	8.1%	17.5%	8.6%	8.8%	4.6%	Social
Average household size													

Average household size	3.0	2.5	2.6	2.1	2.9	2.8	2.5	2.2	2.0	1.5	2.4	2.8	Physical
Dwelling structure (occupied private dwellings)													
Separate house	20.7%	0.7%	22.6%	0.3%	55.3%	42.0%	52.5%	11.5%	1.2%	0.4%	24.6%	57.2%	Physical
Semi-detached, row or terrace house, townhouse etc.	3.9%	2.0%	14.7%	0.0%	12.7%	16.4%	12.9%	51.7%	6.0%	0.0%	13.5%	14.0%	Physical
Flat, unit or apartment	74.5%	93.0%	62.6%	99.7%	30.5%	38.5%	32.8%	36.7%	92.6%	92.5%	60.8%	28.2%	Physical
Other dwelling	0.8%	4.1%	0.0%	0.0%	1.7%	2.6%	1.9%	0.4%	0.3%	7.0%	1.0%	0.5%	Physical
Occupancy rate													
Occupancy rate	93.9%	92.8%	89.3%	92.7%	94.3%	93.5%	92.4%	91.7%	92.1%	78.1%	91.8%	92.3%	Physical
Tenure type													
Owned outright	11.5%	7.5%	11.5%	4.1%	34.7%	30.2%	35.2%	20.7%	13.1%	18.5%	23.6%	30.0%	Economic
Owned with a mortgage	17.0%	16.9%	28.3%	26.6%	30.4%	24.6%	31.1%	35.3%	18.9%	15.0%	25.8%	34.2%	Economic
Rented	63.5%	73.9%	58.5%	68.9%	33.9%	43.4%	32.1%	43.6%	65.9%	62.5%	48.8%	35.1%	Economic
Other tenure type	8.2%	1.8%	1.6%	0.4%	1.0%	2.2%	1.8%	0.9%	1.7%	4.4%	1.8%	0.7%	Economic
Housing cost													
Monthly mortgage repayment quartile													
Lowest group (\$0-1184)	20.0%	18.2%	15.7%	10.4%	21.8%	21.1%	17.4%	13.5%	15.8%	18.0%	18.2%	18.0%	Economic
Medium lowest (\$1185-1784)	31.5%	26.8%	26.0%	20.5%	13.2%	14.8%	8.3%	11.0%	14.7%	9.3%	15.9%	18.7%	Economic
Medium highest (\$1785-2518)	28.1%	33.6%	39.1%	42.5%	21.6%	23.3%	19.0%	18.3%	25.0%	28.0%	24.4%	25.8%	Economic
Highest group (\$2519+)	22.2%	21.4%	20.4%	26.6%	44.3%	40.8%	55.4%	57.2%	45.2%	44.7%	42.3%	38.5%	Economic
Weekly rents quartile													
Lowest group (\$0-234)	17.3%	3.5%	4.5%	1.2%	10.1%	13.2%	15.4%	3.4%	9.1%	7.1%	11.1%	15.8%	Economic
Medium lowest (\$235-339)	3.3%	6.4%	15.6%	0.6%	5.8%	7.3%	3.3%	5.1%	3.8%	0.0%	6.0%	10.6%	Economic
Medium highest (\$340-442)	55.1%	34.1%	42.0%	13.4%	9.0%	16.1%	8.0%	7.8%	4.0%	1.8%	20.6%	23.7%	Economic
Highest group (\$443+)	24.3%	56.0%	37.9%	84.9%	75.0%	63.3%	73.3%	83.6%	83.0%	91.1%	62.4%	49.8%	Economic
Internet connectivity													
Share of occupied dwellings connected to the internet	87.7%	92.5%	88.3%	94.1%	88.7%	87.2%	85.3%	94.9%	93.8%	93.0%	89.7%	87.9%	Physical
Car Ownership per Dwelling													
None	21.5%	30.6%	11.8%	9.0%	9.9%	20.7%	11.1%	10.2%	35.0%	58.1%	20.0%	11.4%	Physical

One	56.9%	58.5%	50.8%	65.1%	40.9%	42.7%	39.8%	56.0%	51.1%	33.3%	46.2%	38.5%	Physical
Two	18.3%	9.8%	27.6%	23.2%	34.7%	25.8%	36.3%	28.5%	11.9%	7.7%	25.9%	34.0%	Physical
Three of more	3.7%	1.0%	10.4%	2.8%	14.6%	11.1%	12.8%	5.9%	1.4%	1.2%	2.5%	16.2%	Physical
Method of travel to work													
Train or bus	40.3%	43.4%	15.9%	29.2%	27.8%	30.3%	15.1%	25.5%	15.6%	18.7%	24.5%	22.4%	Physical
Car as a driver only	32.4%	24.8%	54.5%	50.1%	45.5%	39.5%	53.0%	37.5%	17.9%	12.4%	39.4%	53.9%	Physical
Bicycle	0.1%	0.6%	0.5%	0.6%	0.9%	0.6%	1.2%	2.8%	1.6%	0.3%	1.0%	0.6%	Physical
Walked only	6.4%	13.0%	5.2%	4.0%	3.7%	5.7%	2.9%	6.2%	41.5%	49.5%	10.3%	4.1%	Physical
Worked at home	2.8%	2.0%	1.8%	2.5%	3.3%	3.1%	4.8%	5.6%	3.8%	6.1%	3.9%	4.4%	Physical
Did not go to work	6.2%	5.9%	5.5%	8.9%	7.5%	7.7%	8.9%	6.8%	6.4%	5.4%	7.0%	12.3%	Physical
Other	11.9%	9.4%	0.5%	7.2%	0.9%	0.4%	0.6%	0.6%	0.4%	1.1%	0.6%	6.7%	Physical
Employment													
Labour force participation (15-85 years) (including those are unemployed looking)	75.2%	75.9%	73.0%	79.0%	69.2%	59.8%	67.7%	81.8%	79.9%	78.5%	68.2%	65.6%	Economic
Employment status													
Worked Full Time	64.2%	68.6%	62.4%	70.3%	62.3%	58.8%	63.3%	71.8%	66.7%	72.0%	61.4%	61.2%	Economic
Worked part-time	22.1%	18.2%	24.1%	18.7%	28.6%	29.4%	27.8%	20.2%	23.9%	19.7%	27.5%	28.2%	Economic
Away from work	4.1%	3.3%	5.4%	3.8%	4.0%	3.7%	4.6%	4.7%	4.1%	4.2%	4.3%	4.5%	Economic
Unemployed	9.6%	9.9%	8.2%	7.8%	5.3%	8.1%	4.2%	3.0%	5.4%	4.1%	6.8%	6.0%	Economic
Occupation													
Top 5 occupations													
1	Professional s (39.3%)	Professional s (44.2%)	Professio nals (23.6%)	Professio nals (34.2%)	Professional s (31.3%)	Professio nals (29.0%)	Professio nals (31.8%)	Professio nals (40.5%)	Professio nals (33.6%)	Professio nals (43.5%)	Professio nals (32.0%)	Professio nals (26.3%)	Economic
2	Clerical and Administrati ve (13.5%)	Clerical and Administrati ve Workers (13.4%)	Clerical and Administr ative Workers (14.6%)	Managers (16.5%)	Clerical and Administrati ve Workers (16.7%)	Clerical and Administr ative Workers (15.1%)	Managers (18.3%)	Managers (24.6%)	Manger (18.5%)	Managers (20.9%)	Managers (15.6%)	Clerical and Administr ation Workers (14.6%)	Economic
3	Labourers (8.8%)	Managers (11.6%)	Technicia ns and Trades Workers (13.9%)	Clerical and Administr ative Workers (15.0%)	Managers (14.0%)	Managers (12.0%)	Clerical and Administr ative Workers (15.2%)	Clerical and Administr ative Workers (11.8%)	Communi ty and Personal Service Workers (12.4%)	Clerical and Administr ative Workers (11.2%)	Clerical and Administr ative Workers (13.1%)	Managers (13.7%)	Economic

4	Managers (8.7%)	Technicians and Trades Workers (7.3%)	Managers (10.6%)	Sales Workers (9.1%)	Technicians and Trades Workers (9.8%)	Technicians and Trades Workers (10.3%)	Technicians and Trades Workers (9.7%)	Sales Workers (6.5%)	Clerical and Administr- ative Workers (11.1%)	Communit- y and Personal Service Workers (7.8%)	Technicians and Trades Workers (9.6%)	Technicians and Trade Workers (11.7%)	Economic
5	Community and Personal Service Workers (8.2%)	Community and Personal Service Workers (7.3%)	Labourers (9.6%)	Technicians and Trade Workers (8.4%)	Community and Personal Service Workers (8.6%)	Sales Workers (10.1%)	Community and Personal Service Workers (8.4%)	Technicians and Trades Workers (6.4%)	Technicians and Trades Workers (9.0%)	Sales Workers (6.5%)	Community and Personal Service Workers (9.3%)	Community and Personal Service Workers (9.6%)	Economic
Industry of employment													
Agriculture	0.2%	0.1%	0.1%	0.2%	0.2%	0.0%	0.2%	0.1%	0.2%	0.5%	0.2%	0.4%	Economic
Mining	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.2%	0.2%	0.2%	0.6%	0.2%	0.2%	Economic
Manufacturing	4.6%	4.0%	6.8%	5.8%	4.4%	4.5%	4.8%	3.5%	2.2%	2.0%	4.5%	5.9%	Economic
Utilities	0.5%	0.6%	0.7%	0.8%	0.5%	0.5%	0.8%	0.5%	0.5%	0.8%	0.6%	0.8%	Economic
Construction	3.7%	3.6%	10.0%	7.0%	6.9%	7.3%	7.3%	5.2%	3.7%	2.7%	6.0%	6.9%	Economic
Wholesale Trade	3.7%	3.6%	5.0%	5.1%	4.5%	3.9%	3.4%	3.7%	2.5%	2.8%	3.6%	3.7%	Economic
Retail Trade	7.8%	8.4%	10.9%	9.6%	9.3%	10.1%	7.6%	6.0%	6.3%	5.2%	8.6%	9.5%	Economic
Accommodation and Food services	5.8%	7.3%	7.0%	6.8%	8.0%	10.6%	6.4%	4.8%	16.2%	10.5%	9.7%	6.8%	Economic
Transport, Postal and Warehousing	4.8%	3.3%	6.2%	3.7%	4.2%	4.4%	4.1%	3.2%	3.0%	2.6%	3.9%	5.0%	Economic
Information, Media and Telecommunications	4.0%	3.3%	2.0%	2.0%	3.3%	2.6%	3.7%	5.9%	5.3%	3.4%	3.4%	2.8%	Economic
Financial and Insurance Services	8.6%	11.2%	5.9%	11.1%	8.1%	7.4%	8.2%	12.5%	13.2%	19.7%	8.7%	6.6%	Economic
Rental, Hiring and Real Estate	1.0%	1.5%	1.7%	4.3%	2.0%	2.2%	2.7%	2.6%	1.7%	3.1%	2.3%	2.0%	Economic
Professional, scientific and Technical Services	17.6%	24.0%	8.8%	11.8%	11.6%	10.4%	12.7%	18.6%	15.8%	20.5%	13.1%	10.1%	Economic
Administrative	3.6%	3.7%	4.3%	3.7%	2.9%	4.2%	2.9%	3.3%	4.9%	3.4%	4.1%	3.3%	Economic
Public admin	5.5%	5.3%	5.0%	4.0%	6.3%	4.5%	5.7%	5.7%	4.2%	4.4%	4.8%	5.7%	Economic
Education and Training	5.2%	4.4%	4.8%	5.4%	8.3%	6.6%	9.3%	7.7%	4.8%	4.8%	7.1%	8.2%	Economic
Health Care and Social Assistance	17.2%	9.4%	10.5%	9.8%	11.5%	12.2%	10.9%	8.5%	5.5%	5.9%	10.8%	11.7%	Economic

Arts and Recreation Services	0.6%	0.9%	2.2%	1.6%	1.3%	0.8%	2.1%	2.6%	3.9%	1.9%	1.8%	1.7%	Economic
Other Services	3.3%	1.9%	3.5%	2.4%	3.3%	3.4%	4.2%	2.5%	2.4%	2.2%	2.9%	3.5%	Economic

Social infrastructure

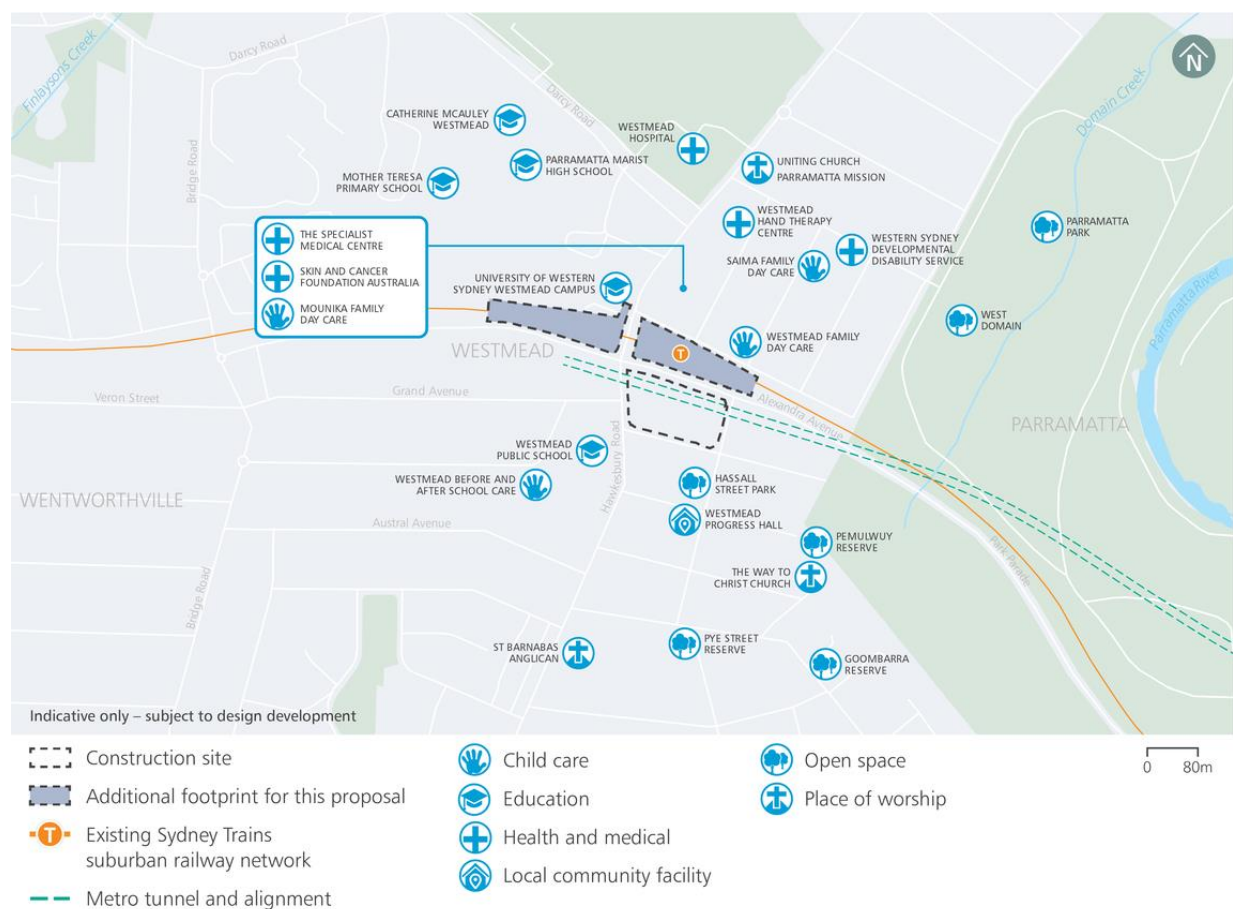
The following figures show the social infrastructure provision across the Sydney Metro West corridor localities.

Raw data for social infrastructure has been sourced from a number of documents and databases including:

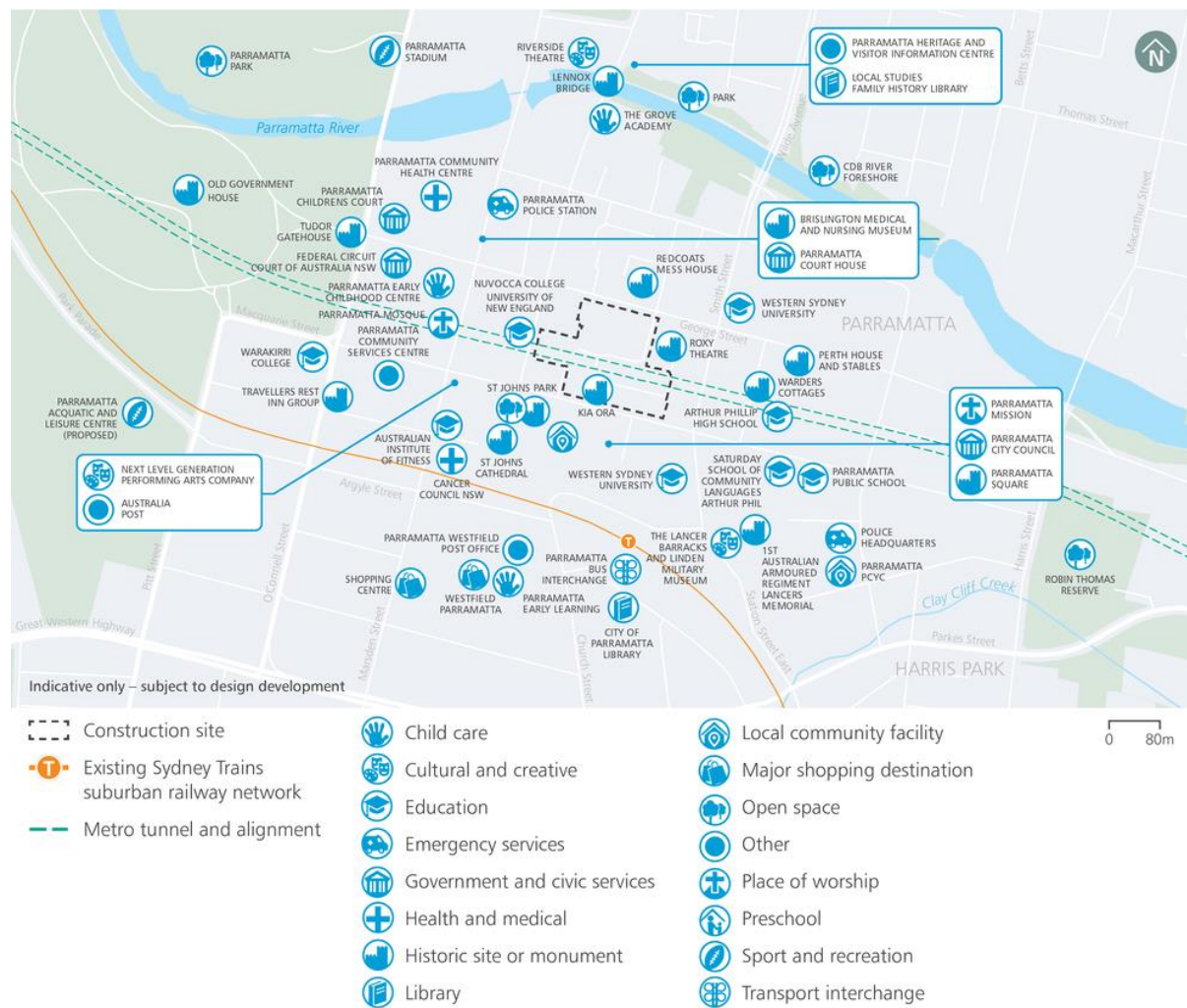
- *Sydney Metro West Environmental Impact Statement – Westmead to The Bays* Technical Paper 6 (Social impact assessment) (2020a)
- *Sydney Metro West Environmental Impact Statement – The Bays to Sydney CBD* Technical Paper 6 (Social impact assessment) (2021)
- GIS mapping and Google Maps.

The data has been adapted, edited and mapped by bd infrastructure.

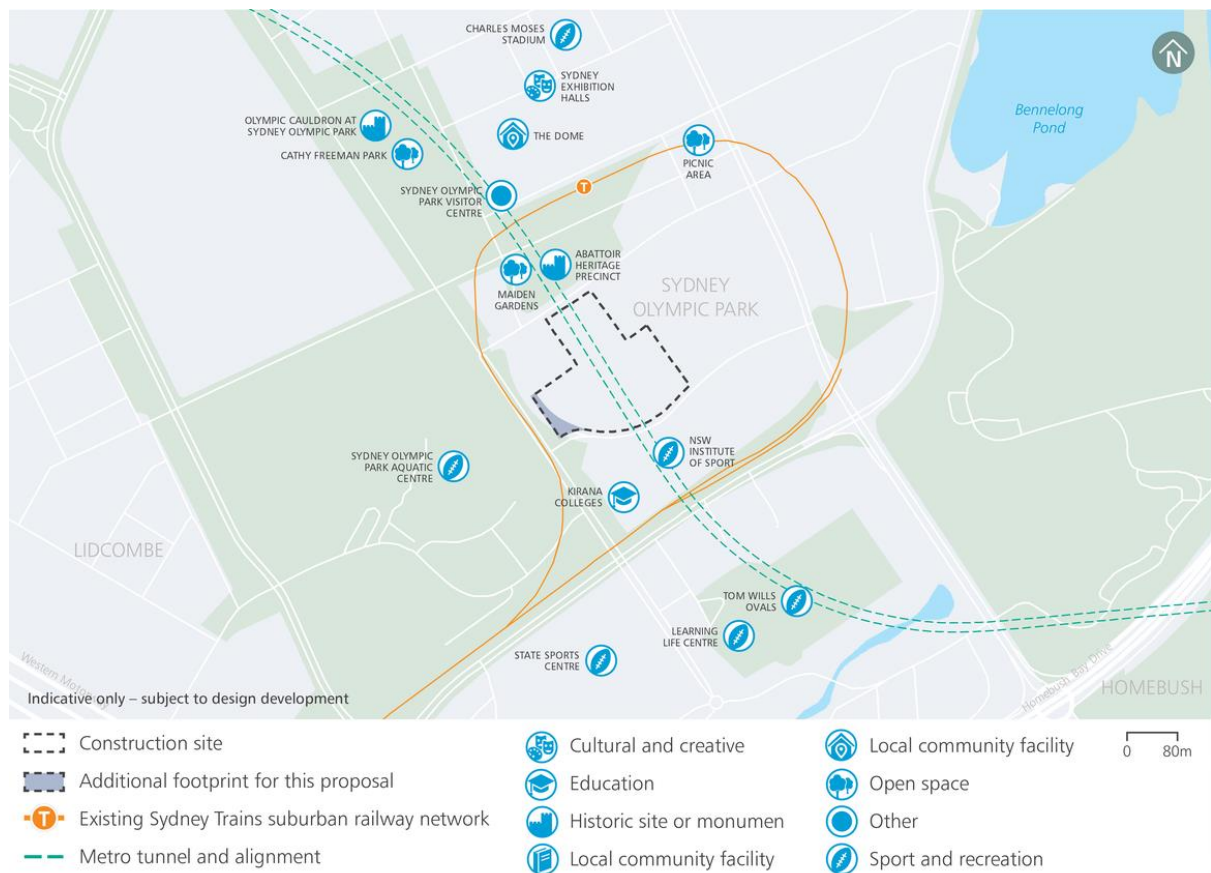
Westmead social infrastructure



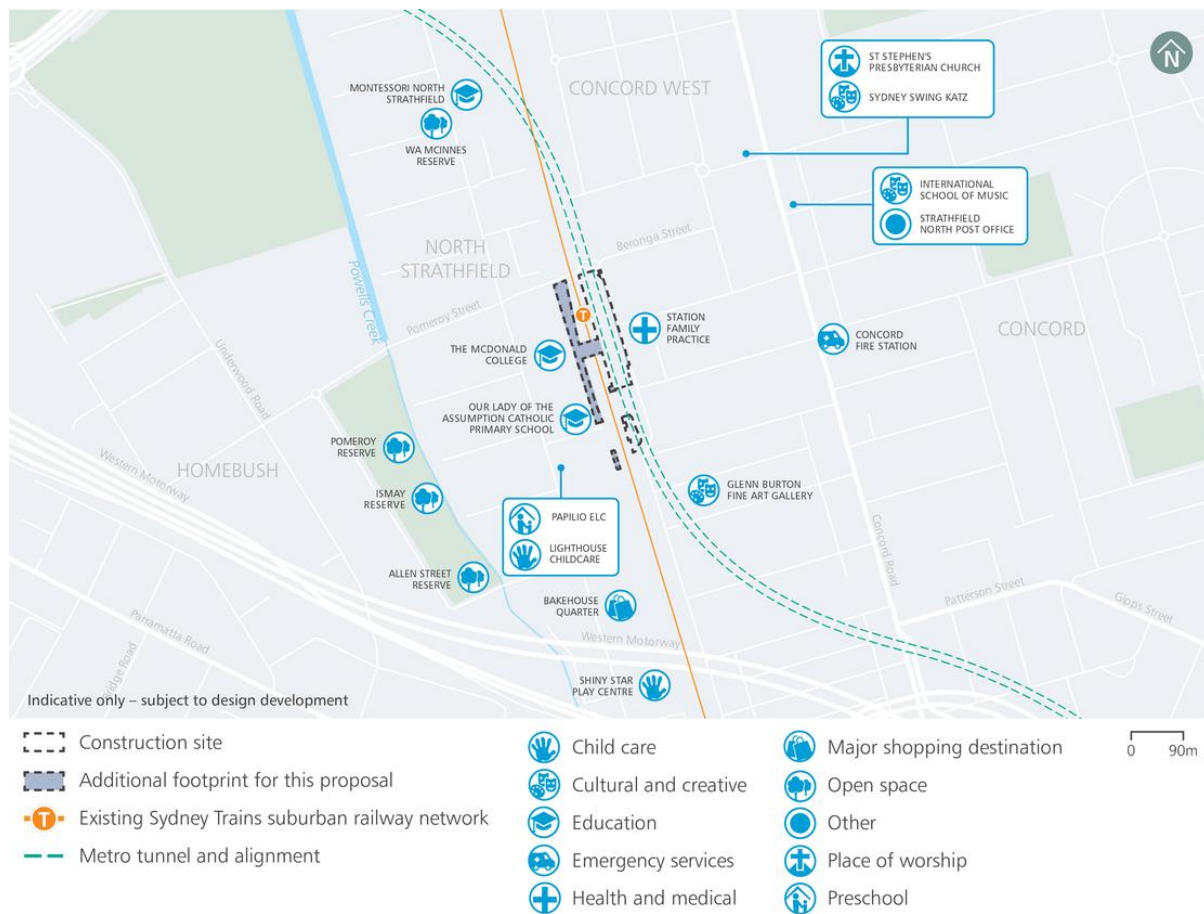
Parramatta social infrastructure



Sydney Olympic Park social infrastructure



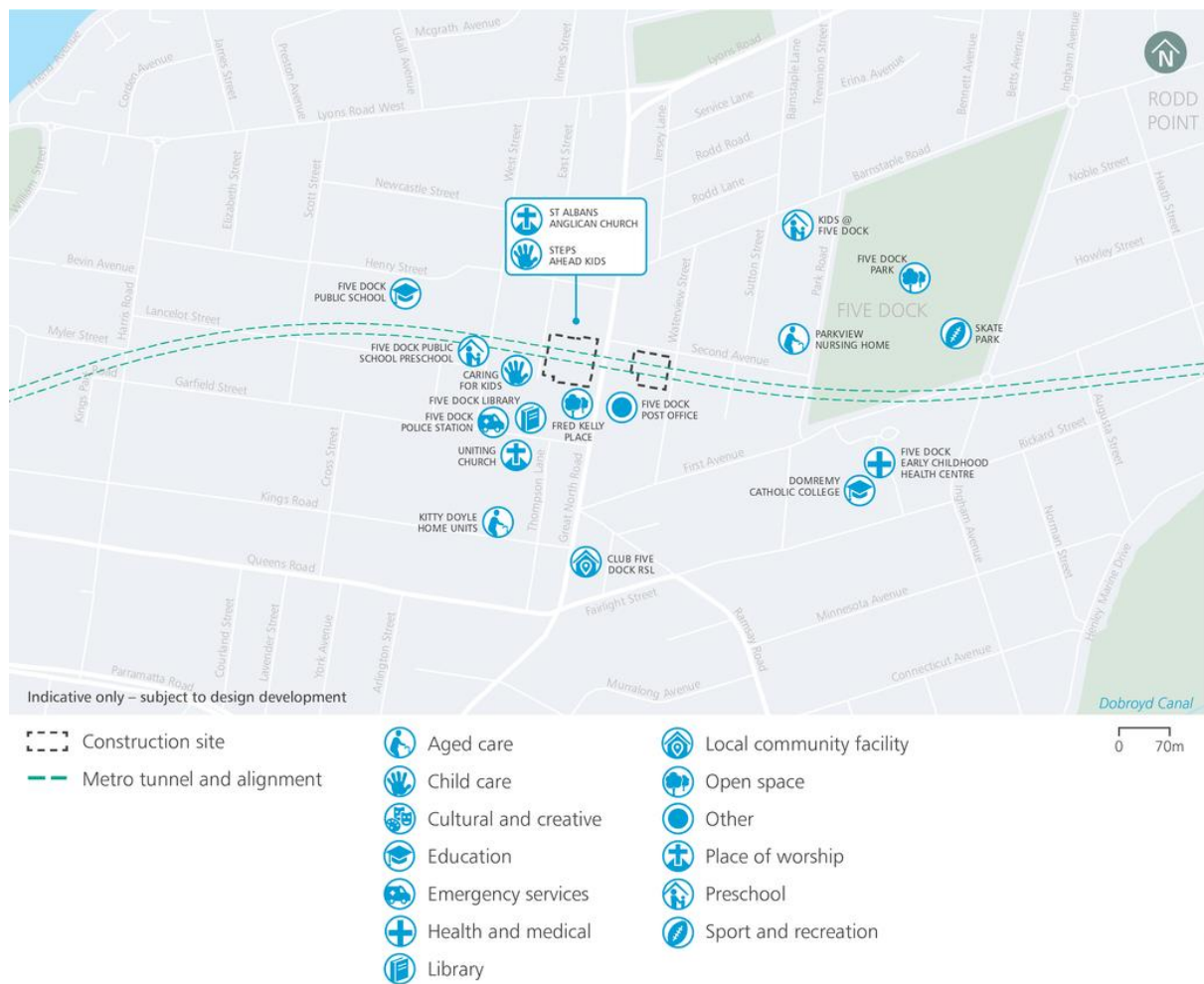
North Strathfield social infrastructure



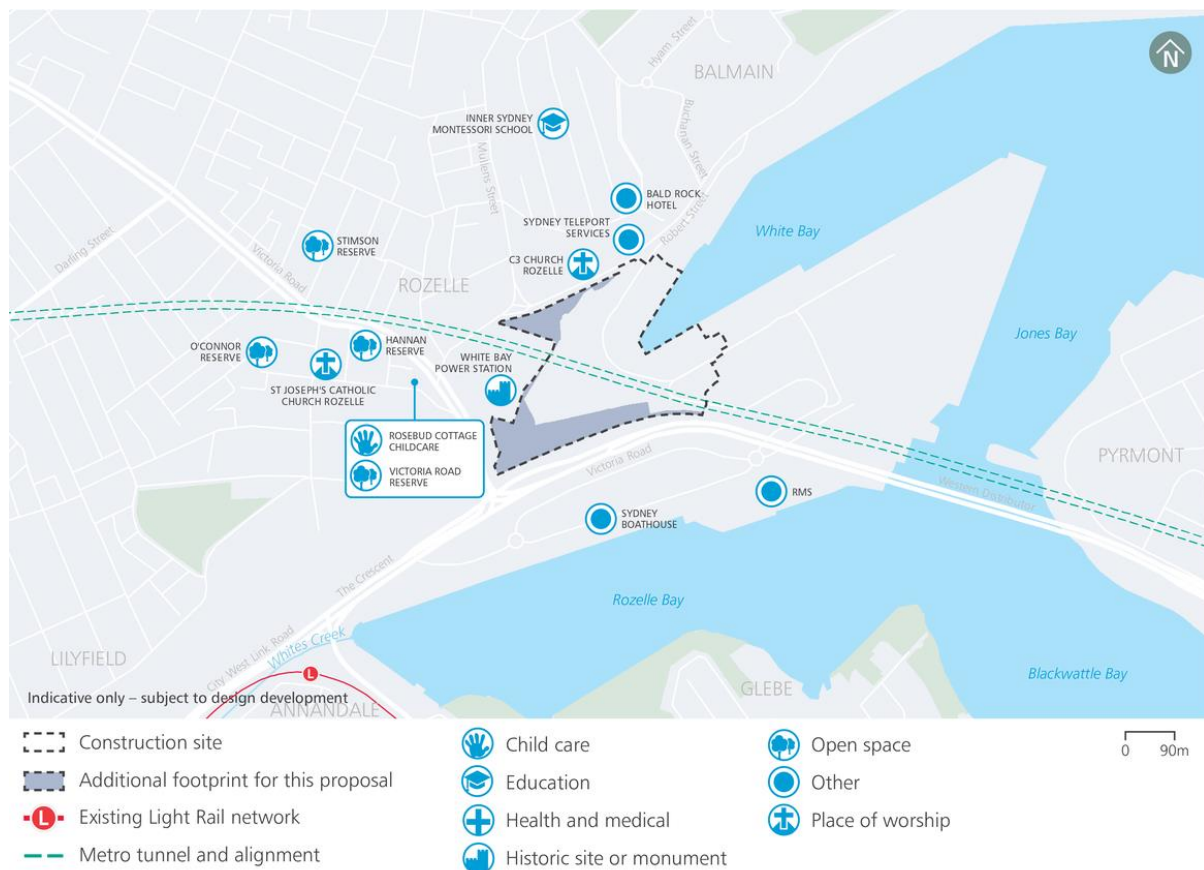
Burwood North social infrastructure



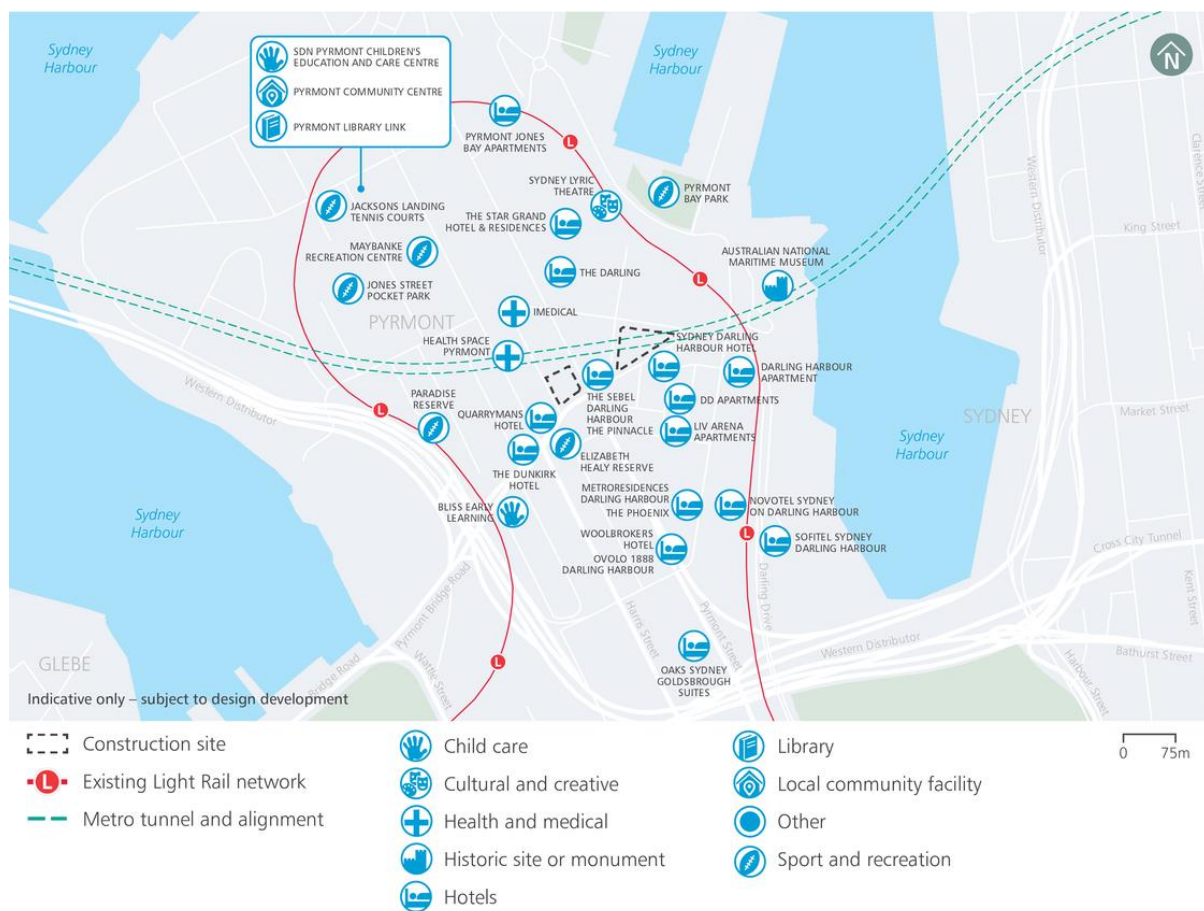
Five Dock social infrastructure



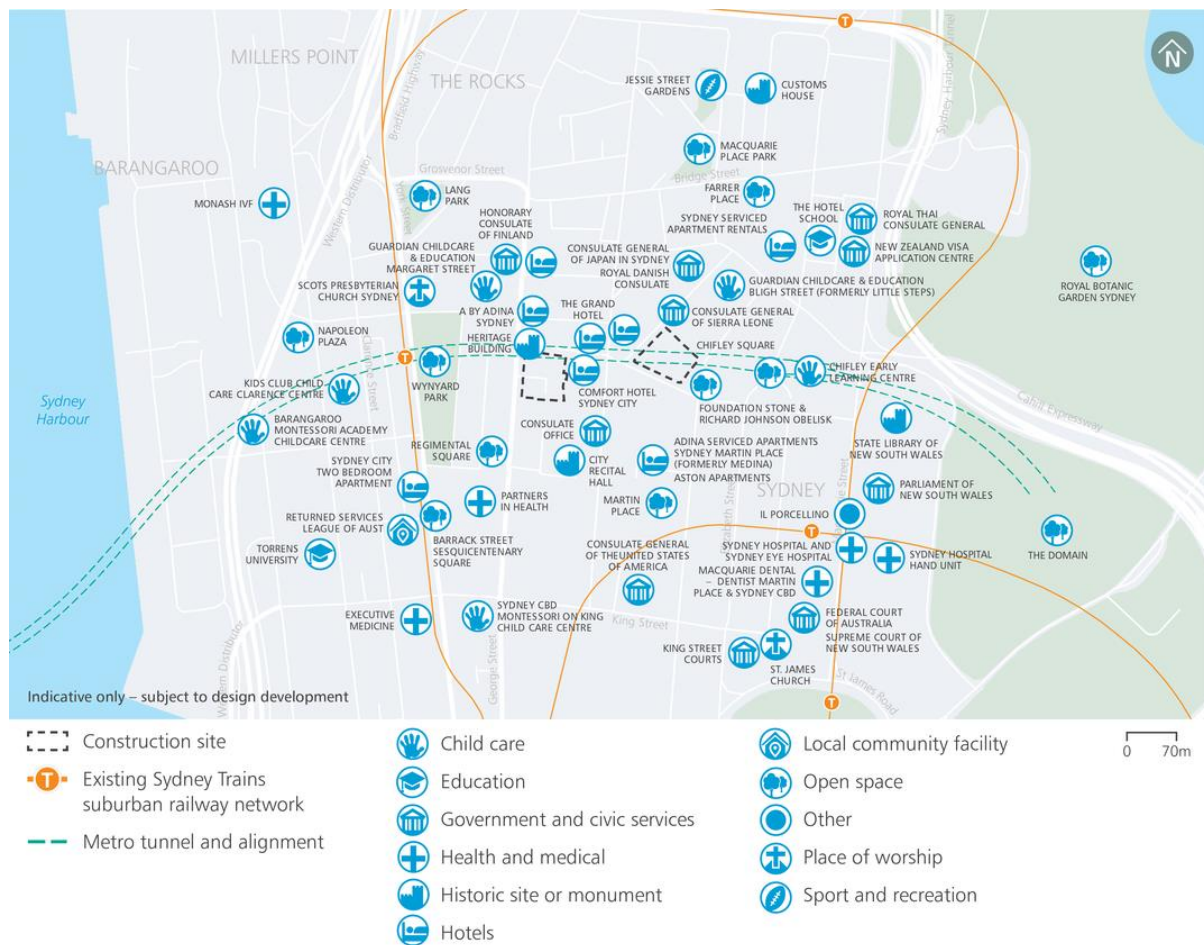
The Bays social infrastructure



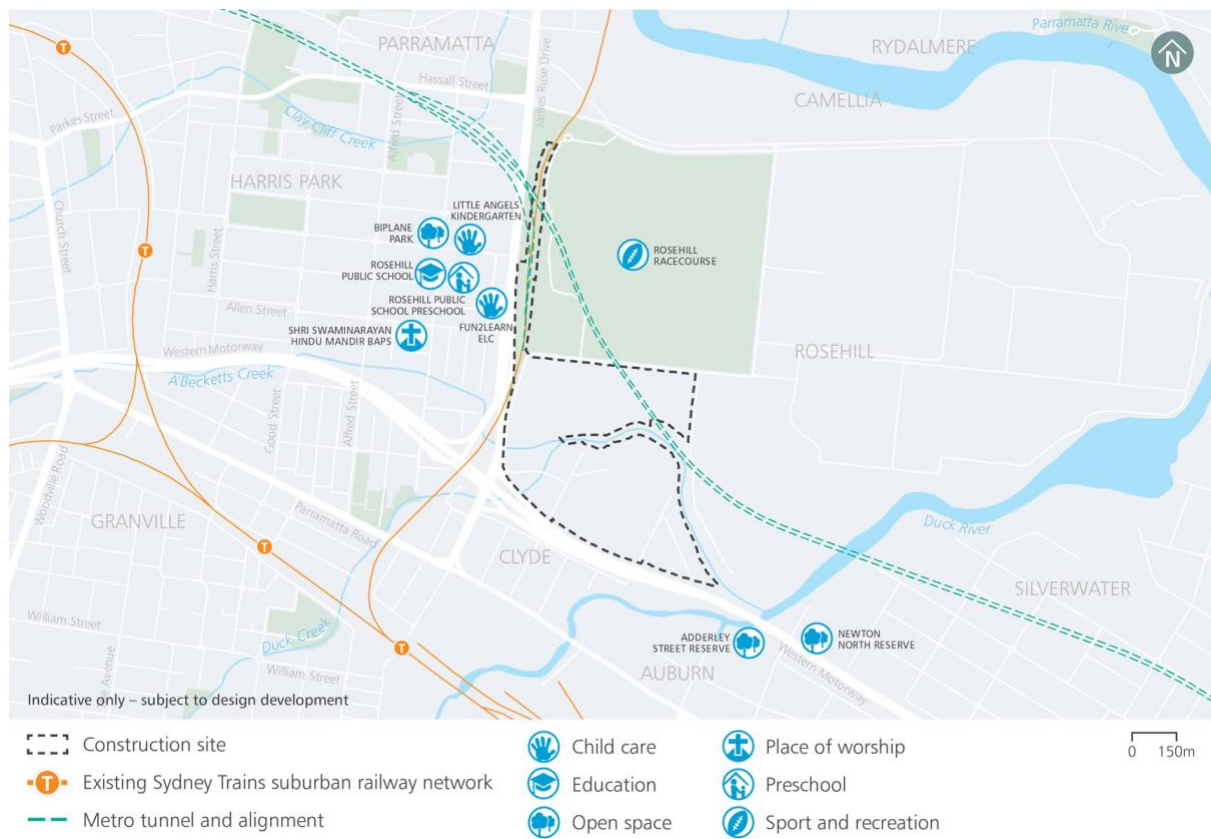
Pymont social infrastructure



Hunter Street Station (Sydney CBD) social infrastructure



Clyde and Rosehill social infrastructure



Appendix D:

Stakeholder mapping

Some stakeholder mapping for this social impact assessment utilises information developed by Ethos Urban for the social impact assessments carried out as part of the previous Sydney Metro West planning applications, as well as additional stakeholder mapping carried out by bd infrastructure for this social impact assessment.

Stakeholder group	Stakeholder
Westmead metro station locality	
Local Government and peak agencies	<ul style="list-style-type: none"> • City of Parramatta City Council • Cumberland Council • The Westmead Alliance
Elected members	<ul style="list-style-type: none"> • State and Federal MPs • Mayor and Councillors – City of Parramatta • Mayor and Councillors – Cumberland Council
Businesses	<ul style="list-style-type: none"> • Refer to Business Impact Assessment
Schools and education	<ul style="list-style-type: none"> • University of Western Sydney • Westmead Public School • Sacred Heart School • Marist High School • Catherine McAuley • Mother Teresa Primary • Redbank School • Palm Avenue School
Health and medical	<ul style="list-style-type: none"> • Westmead Hospital • Hospitals and medical facilities throughout the precinct
Places of worship	<ul style="list-style-type: none"> • Sacred Heart Church • Barnabas Anglican • Heberon Chinese Church • Westmead Church • The Way to Christ Church • Westmead Hospital Chapel
Community groups	<ul style="list-style-type: none"> • Parramatta Chamber of Commerce

Stakeholder group	Stakeholder
Parramatta metro station site locality	
Local Government and peak agencies	<ul style="list-style-type: none"> Parramatta City Council
Elected members	<ul style="list-style-type: none"> State and Federal MPs Mayor and Councillors – City of Parramatta
Businesses	<ul style="list-style-type: none"> Refer to Business Impact Assessment
Schools and education	<ul style="list-style-type: none"> Western Sydney University Campus Western Sydney University Nuvocca Beauty College Trison Business College Front Runner Learning Centre Navitas English School UNE – Church Street Warakirri College Parramatta Public School Arthur Phillip High School Saturday School Of Community Languages Arthur Phillip Parramatta Early Childhood Centre
Health and medical	<ul style="list-style-type: none"> Parramatta Community Health Centre Teaches Health Centre Parramatta Cancer Council NSW
Places of worship	<ul style="list-style-type: none"> St John's Cathedral St John's Anglican Cathedral Church Leigh Memorial Church/Parramatta Mission The Fellowship Centre Parramatta Mosque
Community groups	<ul style="list-style-type: none"> Parramatta Chamber of Commerce North Parramatta Residents Action Group
Clyde stabling and maintenance facility and Rosehill services facility	
Local Government and peak agencies	<ul style="list-style-type: none"> Parramatta City Council
Elected members	<ul style="list-style-type: none"> State and Federal MPs Mayor and Councillors – City of Parramatta
Businesses	<ul style="list-style-type: none"> Australian Turf Club Sydney Speedway

Stakeholder group	Stakeholder
Schools and education	<ul style="list-style-type: none"> Rosehill Public School Fun2Learn ELC Little angels Kindergarten Rosehill Public School Preschool
Health and medical	<ul style="list-style-type: none"> Nil
Places of worship	<ul style="list-style-type: none"> Shri Swaminarayan Hindu Mandir Baps
Community groups	<ul style="list-style-type: none"> Parramatta Chamber of Commerce
Sydney Olympic Park metro station	
Local Government and peak agencies	<ul style="list-style-type: none"> Parramatta City Council NSW Institute of Sport
Elected members	<ul style="list-style-type: none"> State and Federal MPs Mayor and Councillors – City of Parramatta
Businesses	<ul style="list-style-type: none"> Figtree Conference Centre Surrounding Hotels (Pullman, Novotel, Ibis) Refer to Business Impact Assessment
Schools and education	<ul style="list-style-type: none"> SP Jain School of Management
Health and medical	<ul style="list-style-type: none"> Nil
Places of worship	<ul style="list-style-type: none"> Nil
Community groups	<ul style="list-style-type: none"> Flourish Australia
North Strathfield metro station	
Local Government and peak agencies	<ul style="list-style-type: none"> City of Canada Bay
Elected members	<ul style="list-style-type: none"> State and Federal MPs Mayor and Councillors – Canada Bay Council
Businesses	<ul style="list-style-type: none"> Refer to Business Impact Assessment
Schools and education	<ul style="list-style-type: none"> The McDonald College Our Lady of the Assumption Catholic Primary School Strathfield North Public School Montessori North Strathfield Shiny Star Play Centre Lighthouse Childcare Papilio ELC

Stakeholder group	Stakeholder
Health and medical	<ul style="list-style-type: none"> • Station Family Practice • Banter Speech Therapy
Places of worship	<ul style="list-style-type: none"> • St Stephen's Presbyterian Church
Community groups	<ul style="list-style-type: none"> • North Strathfield Residents Group • Save North Strathfield Residents Action Group • North Strathfield Residents Action Group
Burwood North Station	
Local Government and peak agencies	<ul style="list-style-type: none"> • Burwood City Council • City of Canada Bay
Elected members	<ul style="list-style-type: none"> • State and Federal MPs • Mayor and Councillors – Canada Bay Council • Mayor and Councillors – Burwood City Council
Businesses	<ul style="list-style-type: none"> • Refer to Business Impact Assessment
Schools and education	<ul style="list-style-type: none"> • Southern Cross Catholic Vocational College • MLC Primary School • St Mary's Primary School • Smoosh Concord
Health and medical	<ul style="list-style-type: none"> • Concord Private Hospital • St Marys Villa Nursing Home and Hostel
Places of worship	<ul style="list-style-type: none"> • St Luke's Anglican Church • St Marys Catholic Parish
Community groups	<ul style="list-style-type: none"> • Enfield Action Group, • Residents Action for Auburn Area (RAGAA) • Business Chamber of Commerce • Sports Groups
Five Dock Station	
Local Government and peak agencies	<ul style="list-style-type: none"> • City of Canada Bay
Elected members	<ul style="list-style-type: none"> • State and Federal MPs • Mayor and Councillors – Canada Bay Council
Businesses	<ul style="list-style-type: none"> • Refer to Business Impact Assessment

Stakeholder group	Stakeholder
Schools and education	<ul style="list-style-type: none"> • Five Dock Public School • Domremy Catholic College • Lucas Gardens School • Literacy and Learning Centre • Caring for Kids • Five Dock Primary School • Steps Ahead Kids • Sunshine Early Learning Centre • Laugh and Learn Early Learning Centre • Raising Stars Early Learning Centre
Health and medical	<ul style="list-style-type: none"> • Five Dock Early Childhood Health Centre • Parkview Nursing home • Kitty Doyle Home Units
Places of worship	<ul style="list-style-type: none"> • St Albans Church
Community groups	<ul style="list-style-type: none"> • WestConnex Action Group • Club Five Dock RSL
The Bays Station	
Local Government and peak agencies	<ul style="list-style-type: none"> • Inner West Council
Elected members	<ul style="list-style-type: none"> • State and Federal MPs • Mayor and Councillors – Inner West Council
Businesses	<ul style="list-style-type: none"> • Bald Rock Hotel • Sydney Teleport Services • Refer to Business Impacts Assessment
Schools and education	<ul style="list-style-type: none"> • Rosebud Cottage Childcare • Inner Sydney Montessori School
Health and medical	<ul style="list-style-type: none"> • Nil
Places of worship	<ul style="list-style-type: none"> • C3 Church Rozelle • St Joseph's Catholic Church Rozelle
Community groups	<ul style="list-style-type: none"> • Rozelle Against WestConnex • WestConnex Action Group
Pymont Station	
Local Government and peak agencies	<ul style="list-style-type: none"> • City of Sydney

Stakeholder group	Stakeholder
Businesses	<ul style="list-style-type: none"> • Quarrymans Hotel • The Star Grand Hotel & Residences • The Dunkirk Hotel • Novotel Sydney on Darling Harbour • Sofitel Sydney Darling Harbour • Oaks Sydney Goldsbrough Suites • Woolbrokers Darling Harbour • The Phoenix • The Darling • Pyrmont Jones Bay Apartment • Darling Harbour Apartments • DD Apartments • LIV Arena Apartments • Sydney Darling Harbour Hotel • The Sebel Darling Harbour • The Pinical • OVOLO 1888 Darling Harbour • Metro residences Darling Harbour
Schools and education	<ul style="list-style-type: none"> • SDN Pyrmont Children's Education and Care Centre • Bliss Early Learning
Health and medical	<ul style="list-style-type: none"> • Health Space Pyrmont • IMedical
Hunter Street (Sydney CBD) Station	
Local Government and peak agencies	<ul style="list-style-type: none"> • City of Sydney
Government and civic services	<ul style="list-style-type: none"> • King Street Courts • Consulate General of the United States of America • Consulate Office • Parliament of New South Wales • New Zealand Visa Application Centre • Royal Thai Consulate General • Consulate General of Japan in Sydney • Royal Danish Consulate • Honorary Consulate of Finland • Consulate General of Sierra Leone

Stakeholder group	Stakeholder
Businesses	<ul style="list-style-type: none"> • The Grand Hotel • Comfortable Hotel Sydney City • Sydney Serviced Apartment Rentals • Sydney City Two Bedroom Apartment • A by Adina Sydney • Adina Serviced Apartments Sydney Martin Place
Schools and education	<ul style="list-style-type: none"> • Torrens University • The Hotel School • Barangaroo Montessori Academy Childcare Centre • Kids Club Care Clarence Centre • Sydney CBD Montessori on King Child Care Centre • Chifley Early Learning Centre • Guardian Childcare & Education Margaret Street • Guardian Childcare & Education Bligh Street (Formerly Little Steps)
Health and medical	<ul style="list-style-type: none"> • Monash IVF • Executive Medicine • Partners in health • Macquarie Dental – dentist Martin Place & Sydney CBD • Sydney Hospital and Sydney Eye Hospital • Sydney Hospital Hand Unit
Places of worship	<ul style="list-style-type: none"> • St. James Church • Scots Presbyterian Church Sydney

Appendix E: Preliminary scoping

Potential Impact	Risk rating (without management)	Discussion
<ul style="list-style-type: none"> Improved access to employment, education and entertainment opportunities during operation Amenity, health and placemaking benefits from enhanced pedestrian movements and improved active transport links Potential to reduce travel related stress for people who switch modes in peak hours by reducing the time spent in congested conditions Improved amenity associated with the upgrade to public spaces at station locations Potential community concern with proposed changes to the character of local areas, including the sense of place Potential temporary and permanent changes to the way of life for residents close to the construction sites and station precincts Temporary or permanent amenity impacts to local residents from nearby construction sites or operation of stations, including to receivers who are more sensitive to such impacts Temporary wellbeing impacts on residents who are located close to construction sites Potential temporary impacts to traffic and access conditions for road users, including for business deliveries Potential temporary or permanent loss of community facilities/open space, and changes in access to community facilities Potential community concern and disruption to people from temporary or permanent acquisition or leasing of existing residential or commercial properties. 	<p>Consequence: Major</p> <p>Likelihood: Likely</p> <p>Risk rating: High</p>	<p>The proposal would facilitate transit-oriented development through the generation of new rail catchment areas. Health and liveability benefits would primarily be associated with increased active transport opportunities around stations.</p> <p>Construction activities may result in some temporary social impacts, both for individuals and the community at various sites along the corridor.</p> <p>Construction activities may result in the temporary or permanent loss of community facilities and/or public open space.</p> <p>Opportunities to minimise these impacts (such as replacement of facilities within the local area) would be explored.</p>

Source: *Potential social impacts, Sydney Metro West Scoping Report – Rail Infrastructure, stations, precincts and operations, (2021)*

Appendix F:

Comparative assessment

Sydney Metro West is expected to be world class rail system, unparalleled in Australia. Due to this, comparative case studies look to international best practice such as:

City & Southwest, Sydney Metro, Australia

Sydney Metro City & Southwest delivers 30 kilometres of metro rail between Chatswood and Bankstown, including a new crossing beneath Sydney Harbour, new railway stations in the lower North Shore and Central Business District (CBD), and the upgrade and conversion of the current line between Sydenham and Bankstown stations.

The new metro railway has capacity for up to 40,000 customers per hour, nearly double Sydney's current suburb system. Key benefits of Sydney Metro City & Southwest include:

- improving access to jobs within Sydney and encouraging greater commercial development – and jobs – in key areas of the city and North Sydney
- changing the way people move about the city, reducing congestion and improving travel efficiency between key centres
- enabling housing and employment growth along the Global Economic Corridor and west to Bankstown
- deliver flow-on benefits across productivity, wages and the state's overall economic performance.

Tokyo rail system, Japan

The Tokyo metro is considered one of the world's most reliable rail networks, facilitating 6.84 million rides and supporting 10,000 trains per day. The rail system plays a crucial role in facilitating residents commute to work and school, connecting the outer suburbs of Tokyo with the central business district and key retail areas in the city.

Key benefits of the Tokyo rail system include:

- fast, reliable and safe public transport
- environmentally sustainable transport
- strong and efficient connections between where people live and where people work, study and socialise.

London Underground Metro, England

Established in 1863, the London Underground services Greater London and the counties of Buckinghamshire, Hertfordshire and Essex. The London Underground comprises of 270 stations and 11 lines, servicing a total of 1.7 billion passenger per year.

London Underground plays an important role in connecting workers to London. This has been fundamental for London considering its status as a global city. Conversely, London Underground has made commuting quicker, overall increasing the liveability and feasibility of living outside London. In 2017 Transport of London stated that the location of underground stations increased local property values by up to 10.5 per cent. Evidently, the London Underground supports economic development at both the origin and destination.

Paris Metro, France

Paris Metro is the second busiest metro system in the Europe and comprises of 303 stations and 14 inner city lines. The Paris Metro has played an important role in reduced car usage within the city, with policy makers advocating for transport system which focuses on public transport and active transport within Paris. The ability to support a transition from private motor vehicle to public and active transport creates a more pedestrian friendly city and improves air quality.

The planned expansions of the Paris Metro, The Grand Paris Express, seeks to improve rail connectivity between the greater city and residential areas of Paris. Key benefits of this expansion include:

- improved access to jobs in the city
- decrease car dependency for commuters
- new station locations are expected to stimulate urban renewal projects and new competitive commercial hubs
- decentralise employment opportunities.

Appendix G: References and information sources

This assessment has been informed by a wider range of information and documentation, along with engagement with Sydney Metro to gain deeper insights on stakeholder and community engagement carried out to date. Key documents used include:

Demographic data:

- ABS Census 2016 – Greater Sydney demographic data for study area
- ABS Census 2016 – SA2 level demographic data for study area
- ABS Census 2016 – SA1 level demographic data for study area

Sydney Metro documents

- Sydney Metro 2021, Major civil construction between the Bays and Sydney CBD, Environmental Impact Statement
- Sydney Metro 2021, Major civil construction between the Bays and Sydney CBD, EIS Technical Paper 6 Social Impact Assessment
- Sydney Metro 2021, Customer Centred Design Guidebook: Customer Experience & Analytics
- Sydney Metro 2020a, Concept and Stage 1 (major civil construction between Westmead and The Bays), Environmental Impact Statement
- Sydney Metro 2020b, Concept and Stage 1 (major civil construction between Westmead and The Bays), EIS Technical Paper 6

Strategies and plans:

- Australian Government 2016, *Smart Cities Plan*
- Burwood Council 2018, *Burwood 2030*
- City of Canada Bay 2014, *Five Dock Urban Design Study*
- City of Canada Bay *YOUR Future 2030*
- City of Parramatta Council 2020, *Local Strategic Planning Statement*
- City of Parramatta Council 2017, *Civic Link Framework Plan*
- City of Parramatta Council 2018, *Community Strategic Plan 2018-2038*
- City of Parramatta Council 2017, *Sharing the opportunities of growth for all: Socially Sustainable Parramatta Framework*
- City of Sydney 2015, *City North Public Domain Plan*
- City of Sydney 2017, *Sustainable Sydney 2030: Community Strategic Plan 2017-2021*
- City of Sydney 2020, *City Plan 2036: Local strategic planning statement*
- Cumberland Council 2017, *Community Strategic Plan 2017-2027*
- Cumberland Council 2020, *Cumberland 2030: Our Local Strategic Planning Statement*
- Greater Sydney Commission 2018, *A Metropolis of Three Cities*
- Greater Sydney Commission 2018, *Eastern City District Plan*
- Government Architect New South Wales 2017, *Sydney Green Grid*

- Infrastructure NSW 2018, *Building Momentum: State Infrastructure Strategy 2018-2038*
- Inner West Council 2018, *Our Inner West 2036: A community strategic plan for the Inner West community.*
- NSW Department of Planning, Industry and Environment 2021, *Pymont Peninsula Place Strategy*
- NSW Department of Planning, Industry and Environment 2020, *Westmead 2036 Draft Place Strategy*
- NSW Department of Planning, Industry and Environment 2021, *Bays West Place Strategy (Draft)*
- NSW Department of Planning, Industry and Environment 2021, *Directions for Camellia-Rosehill Place Strategy 2021*
- NSW Department of Planning, Industry and Environment 2021, *Blackwattle Bay State Significant Precinct Study (revised 14 July 2021)*
- NSW Department of Planning, Infrastructure and Environment, 2021, *Sydney Olympic Park Master Plan 2030 (Interim Metro Review) Explanation of Intended Effects*
- Transport for NSW 2018, *Future Transport Strategy 2056*
- Victoria Transport Policy Institute 2021, *Evaluating Public Transport Benefits and Costs: Best Practices Guidebook*

Reviews of other rail infrastructure projects:

- Auckland City Rail Link, 2017 (July), *Social Impact and Business Disruption Delivery Plan Rev. 07*, accessed at:
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Other

- Australian Government, Centre for Population, December 2020, *Population Statement*
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- Brereton, D, 2005, *Developing a Community Impacts Monitoring and Management Strategy, A Guidance Document for Australian Coal Mining Operations*. Brisbane: Centre for Social Responsibility in Mining. Retrieved March 17, 2018
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- NSW Department of Planning, Industry and Environment, July 2021, *Social Impact Assessment Guidelines for State Significant Projects*
- NSW Department of Planning, Industry and Environment, July 2021, *Social Impact Assessment Guidelines Technical Supplement*
- Sumners, JK, 2014, *The role of social and intergenerational equity in making changes in human well-being sustainable*
- Vanclay, F, 2015, *Social Impact Assessment: Guidance for Managing the Social Impacts of Projects*. Fargo ND: International Association for Impact Assessment. Vanclay, 2015). PO Box 620863, Middleton WI 53562) ISBN 0-941042-17-0.
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