

# **Westmead to The Bays and Sydney CBD**

Environmental Impact Statement  
Concept and Stage 1

**Technical Paper 6**  
**Social impact assessment**

# ETHOS URBAN

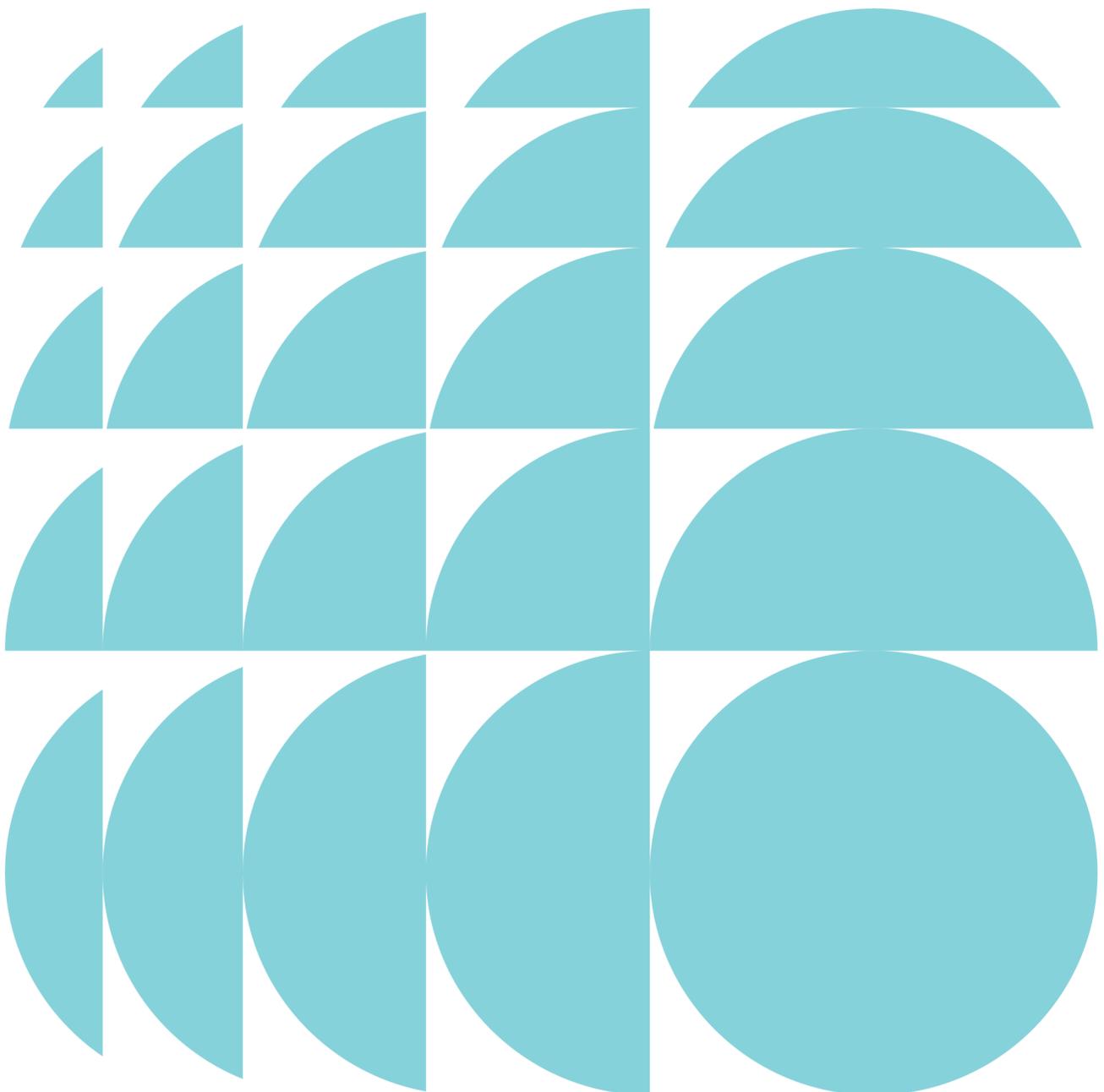
## Social impact assessment

Sydney Metro West

### Stage 1

Submitted to Sydney Metro

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## Abbreviations

EIS Environmental Impact Statement

SEARS Secretary's Environmental Assessment Requirements

SIA Social Impact Assessment

## Glossary

**Human capital:** The knowledge, skills and attributes an individual or community possesses and regards as a resource or asset, encompassing education, training and creativity, along with other attributes linked to productivity. It is noted that for the purposes of this assessment report, a relatively narrower interpretation of human capital has been applied, based on Census data on communities' level of educational attainment, income and employment.

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

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

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

### **Social Impact Assessment (SIA):**

- The process of identifying, predicting, evaluating and developing responses to the social impacts of a proposed project, as part of the overall EIA of that project. (NSW DPIE Guideline, 2017).
- The processes of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans and projects) and any social change processes affected by those interventions (City of Sydney, 2018).

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

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

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

## 1.0 Introduction

### 1.1 Sydney Metro West

Sydney Metro West is a critical step in the delivery of Future Transport Strategy 2056. It would provide a fast, reliable and frequent rail service between Greater Parramatta and the Sydney CBD.

Sydney Metro (as 'the proponent') is seeking planning approvals as follows:

- Approval for the whole Sydney Metro West (at concept level) concurrent with Stage 1. Stage 1 involves the major civil construction works between Westmead and The Bays (and is the subject of this technical paper).
- Future stage(s) would include the remaining major civil construction works from The Bays to the Sydney CBD, rail systems fit-out, station fit-out and aboveground building construction, and operation of the metro line (future application(s)).

Sydney Metro is seeking a specific declaration for Sydney Metro West to be declared as State significant infrastructure and critical State significant infrastructure under sections 5.12(4) and 5.13 of the *Environmental Planning and Assessment Act 1979* (EP&A Act), respectively.

#### 1.1.1 Location

Sydney Metro West would mainly be located underground in twin tunnels. Stage 1, which is subject of this assessment, extends from Westmead to The Bays (refer to Figure 1).

#### 1.1.2 Overview of Stage 1

Stage 1 would involve major civil construction work between Westmead and The Bays, including:

- 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
- Station excavation for the new metro stations at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock and The Bays
- Shaft excavation for services facilities at Rosehill (within the Clyde stabling and maintenance facility construction site), Silverwater and between Five Dock Station and The Bays Station construction sites
- Civil work for the stabling and maintenance facility at Clyde including earthworks and structures for crossings of A'Beckett's Creek and Duck Creek
- A concrete segment facility for use during construction located at the Clyde stabling and maintenance facility construction site
- Excavation of a tunnel dive structure and associated tunnels at Rosehill to support a connection between the Clyde stabling and maintenance facility and the mainline metro tunnels.

Stage 1 is further described in Chapter 9 (Stage 1 description) of the Environmental Impact Statement.

The location of the services facility between Five Dock Station and The Bays Station is currently being investigated, and is not assessed within this technical paper. Further detail on the locational and design criteria that would be used as part of determining the preferred location is detailed in Chapter 9 (Stage 1 description) of the Environmental Impact Statement.



**Figure 1 Sydney Metro West – Stage 1 overview**

**1.2 Purpose and scope of this report**

This technical paper, Technical Paper 6: Social impact assessment, is one of a number of technical papers that form part of the Environmental Impact Statement. The purpose of this report is to provide an assessment of the potential social impacts of Stage 1 on the community and social environment, both across the Stage 1 corridor and within individual construction site localities. It responds directly to the Secretary’s Environmental Assessment Requirements outlined in Section 1.3, and has been prepared with consideration of the NSW Department of Planning, Industry and Environment *Social Impact Assessment Guideline for state significant mining, petroleum production and extractive industry development* (September 2017) (the SIA Guideline).

**1.3 Secretary’s Environmental Assessment Requirements**

The Secretary’s Environmental Assessment Requirements were issued for Stage 1 on 11 December 2019. The requirements specific to the social impact assessment, and where these requirements are assessed in this technical paper, are outlined in Table 1. The Secretary’s Environmental Assessment Requirements refer to the further investigations and assessments as identified in the Sydney Metro West Scoping Report – Westmead to The Bays and Sydney CBD (Sydney Metro, 2019). How these are addressed in this technical paper are outlined in Table 2.

**Table 1 Secretary’s Environmental Assessment Requirements – Social**

Secretary’s Environmental Assessment Requirements	Where addressed
Commitments made in Section 9.10.2 of the Scoping Report	Refer to Table 2.
Address impacts to different aspects of people’s lives set out in the SIA Guideline.	Refer to Section 4.0

**Table 2 Proposed investigations and assessment as identified in Sydney Metro West Scoping Report – Westmead to The Bays and Sydney CBD**

Proposed investigations and assessment	Where addressed
Identify the existing social environment and any impacts to social conditions, communities and community values within the areas around the Stage 1 construction sites	Refer to Section 3.0, Section 4.0, Appendix E and Appendix F
Review community characteristics, including identification of significant community infrastructure	Refer to Section 3.0 and Appendix F
Assess the social impact on the directly affected community and its facilities and/or services around the Stage 1 construction sites	Refer to Section 4.0
Identify any community facilities that would be lost as a result of Stage 1, and if alternative facilities are available or if the facilities can be replaced in the local area	Refer to Section 3.0 and Section 4.0
Identify community facilities adjacent to construction sites that may be impacted by reduced amenity or access	Refer to Section 3.0, Section 4.0 and Appendix F
Propose mitigation and management measures for any potential impacts	Refer to Section 4.0 and Section 5.0

**1.4 Structure of this report**

- Chapter 1 (this Chapter) provides an introduction to Stage 1 and the scope of this report
- Chapter 2 provides an outline of the methodology that has been followed for this assessment
- Chapter 3 provides a social baseline study, which describes the current social context of the corridor, including localities (being the area within 400 metres of Stage 1 construction sites)
- Chapter 4 sets out the social impact assessment of the Stage 1 works across the corridor, including localities
- Chapter 5 sets out a suite of monitoring and management measures in response to identified social impacts.

## 2.0 Methodology

The methodology used to assess potential social impacts of Stage 1 is discussed in the following section, with reference to the relevant legislation and guidelines. An overview of the information sources used to inform the assessment is also provided.

### 2.1 Legislation and guidelines

The *Environmental Planning and Assessment Act 1979* establishes the framework for assessing all types of development in New South Wales. In particular, the objects of the *Environmental Planning and Assessment Act 1979* include the need to promote the social and economic welfare of the community and to include social considerations in decision-making about environmental planning and assessment.

The *Social impact assessment guideline for state significant mining, petroleum production and extractive industry development* (Department of Planning and Environment, September 2017) (the SIA Guideline) has been prepared by the Department of Planning, Industry and Environment to provide a consistent framework and approach to the assessment of social impacts associated with state significant resource projects. This guideline is referenced in the Secretary's Environmental Assessment Requirements for Stage 1 and has been applied to this assessment of Stage 1.

The SIA Guideline is considered by NSW Government to represent best practice in social impact assessment processes. The approach set out in the SIA Guideline is recommended to be applied across a range of development types, including major infrastructure projects.

This SIA also responds to the intent, objectives and principles outlined in the International Association for Impact Assessment's (IAIA) International Principles for Social Impact Assessment guideline (2003) (IAIA guideline), which defines Social Impact Assessment as:

*"The process of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment"* (2003, p.5).

As outlined in the IAIA guideline, social impacts vary in their nature and can be positive or negative, tangible or intangible, quantifiable, partly quantifiable or qualitative. Social impacts can also be experienced or perceived differently by different people and groups within a community.

### 2.2 Assessment methodology

#### 2.2.1 Overview

The assessment has been carried out through an extensive background review of documentation, along with engagement with Sydney Metro to obtain additional insights. It has involved the following phases:

##### Phase 1 – Study area definition

- Definition of the study area – the 'area of social influence'. For each construction site, this is generally an 'area of social influence,' defined as the locality, being an area within 400 metre walking distance of the site. These localities represent the geographies / populations most directly impacted by surface construction works, noting that in some areas, impacts extend to populations at a suburb or regional level. For impacts associated with tunnelling beyond the area of social influence for surface construction activities, these have been considered at a corridor level. This is further discussed in Section 2.2.3.

## Phase 2 – Community and social profiling

- Development of a social baseline for the study area, describing the community’s demographic characteristics, social infrastructure and amenity, and intangible community assets – including human and social capital, community cohesion, community values and connection to place (refer to Section 2). The preparation of the social baseline involved the following:
  - Analysis of ABS Census data (2016) to prepare community profiles for the localities, based on data for ABS Census Statistical Area level 1 (SA1s). SA1s have been chosen as the closest approximation of the 400 metre radius around each construction site. In several instances, a locality is on the edge of an SA1 boundary or extends across more than one SA1 boundary. In these instances, data for relevant agglomerations of SA1s has been used to prepare representative community profiles.
  - Analysis of ABS Census data (2016) at Statistical Area level 2 (SA2s) to prepare community profiles for residual sections of the corridor between construction sites, along which tunnelling works would occur. A map illustrating selected geographies for community profiles is provided in Figure 3.
  - Desktop survey and mapping of the locality to identify existing regional, district and local social infrastructure (tangible community assets)
  - Desktop review of a range of documents and data sources to inform the context and understanding of the study area characteristics – including community character, values and concerns (refer to Section 2.4 for sources)
  - Analysis of information obtained directly from potentially affected community stakeholders to further understand community values and concerns, through a review of outcomes of engagement to date (refer to Section 2.3), engagement with Sydney Metro and other available sources (refer to Section 2.4)

## Phase 3 – Scoping of issues and opportunities

- Review of evidence from other transport (metro) projects, including published research relating to comparable national and international projects, to test and justify the magnitude and likelihood of impacts (see Appendix C)
- Completion of a preliminary scoping assessment (refer to Appendix B), with consideration of the area of social influence for Stage 1, to identify potential material social impacts on the social factors set out in the SIA Guideline (as set out in Section 2.2.2)

## Phase 4 – Social impact assessment

- Assessment of potential impacts of the specified social factors set out in the SIA Guideline, and in terms of their likelihood and consequence (Section 4.0).
- Identification and assessment of potential cumulative impacts on communities resulting from other major transport and construction/ urban renewal projects occurring in proximity to designated localities (Section 4.0).
- Development of mitigation measures for identified negative impacts and means to enhance social benefits and realise opportunities arising for communities (Section 4.0).
- Development of community indicators and a measurement approach that may be used to measure the success of the Stage 1 construction process over time in social terms (Section 5.0).

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

### 2.2.2 Social factors

The SIA Guideline defines social impact as changes that can occur as a result of a project on the following social factors:

- **Way of life** including:
  - How people live, for example how they get around, access to adequate housing
  - How people work, for example access to adequate employment, working conditions and/or practices
  - How people play, for example access to recreational activities
  - How people interact with one another on a daily basis

- **Community**, including its composition, cohesion, character, how it functions and sense of place
- **Access to and use of infrastructure, services and facilities**, whether provided by local, state, or federal governments, or by for-profit or not-for-profit organisations or volunteer groups
- **Culture**, including shared beliefs, customs, values and stories, and connections to land, places, and buildings (including Aboriginal culture and connection to country)
- **Health and wellbeing**, including physical and mental health
- **Surroundings**, including access to and use of ecosystem services, public safety and security, access to and use of the natural and built environment, and its aesthetic value and/ or amenity
- **Personal and property rights**, including whether their economic livelihoods are affected, and whether they experience personal disadvantage or have their civil liberties affected
- **Decision-making systems**, particularly the extent to which they can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms
- **Fears and aspirations** related to one or a combination of the above, or about the future of their community.

### 2.2.3 Study area definition: Area of social influence

The area of social influence has been determined for Stage 1 based on the consideration of:

- The activities that form part of Stage 1, including construction activities at the surface and tunnelling activities
- The likely scale and extent of potential direct and indirect impacts of Stage 1 on the social factors. Indirect impacts are generally less tangible and more commonly relate to matters such as community values, identity and sense of connection to place
- Cumulative impacts that may impact affected communities as a result of other transport, construction and major urban renewal processes underway within or proximate to the Stage 1 corridor or localities
- The potentially affected built or natural features located on or near Stage 1 that have social value or importance, and the social characteristics of the areas likely to be affected by Stage 1, as informed by the social baseline study and other technical assessments that inform the Environmental Impact Statement
- The community and stakeholder groups that would be most likely affected by the direct and indirect impacts, based on stakeholder and community engagement activities, and other available information sources.

Based on the above, this assessment has considered the following ‘areas of social influence’, as depicted in Figure 3:

- The ‘locality’ is spatially defined as a 400 metre catchment around each Stage 1 construction site, and is a proxy for five minutes walking distance. This is identified as the geographic area in which communities are most likely to experience social impacts from Stage 1 construction works.
- ‘Suburb’ is applied through the social impact assessment where the spatial extent of social impacts on communities is generally broader than the locality. For example, where a construction site is in a locality frequented by populations of surrounding suburb/s who would be impacted (for example, North Strathfield and Five Dock town centres). In this report, ‘suburb’ refers to a conceptual geography not necessarily aligned to actual suburb boundaries.
- ‘Region.’ In some instances, the ‘area of social influence’ is extended to a ‘region’ to reflect potential social impacts on a broader community, compared to locality or suburb-level communities. This geography is applied where a construction site is within or proximate to a locality frequented by regional populations, for example a key employment centre (for example, Parramatta CBD), or a locality in which there is regional infrastructure or services (for example, the Westmead health precinct or Sydney Olympic Park). A ‘region’ typically comprises several Local Government Areas (LGAs).

The Stage 1 construction corridor affects areas of social influence according to the geographies identified above which may vary across the length of the corridor.

To further clarify the application of these geographies or 'areas of social influence,' in a locality where the construction site is located within a regional centre (for example, Westmead, Parramatta CBD) or a local centre (for example, North Strathfield, Five Dock), the social impacts of construction works are likely to extend beyond the 400 metre catchment. This is because the population of residents, visitors and workers from surrounding areas may regularly travel to or through these centres as part of their daily routines, such as employment, grocery shopping, or accessing a general practitioner, and are therefore likely to experience construction impacts. This approach is reflected throughout the impact assessment chapter (Section 4.0).

#### **2.2.4 Evaluation of impacts**

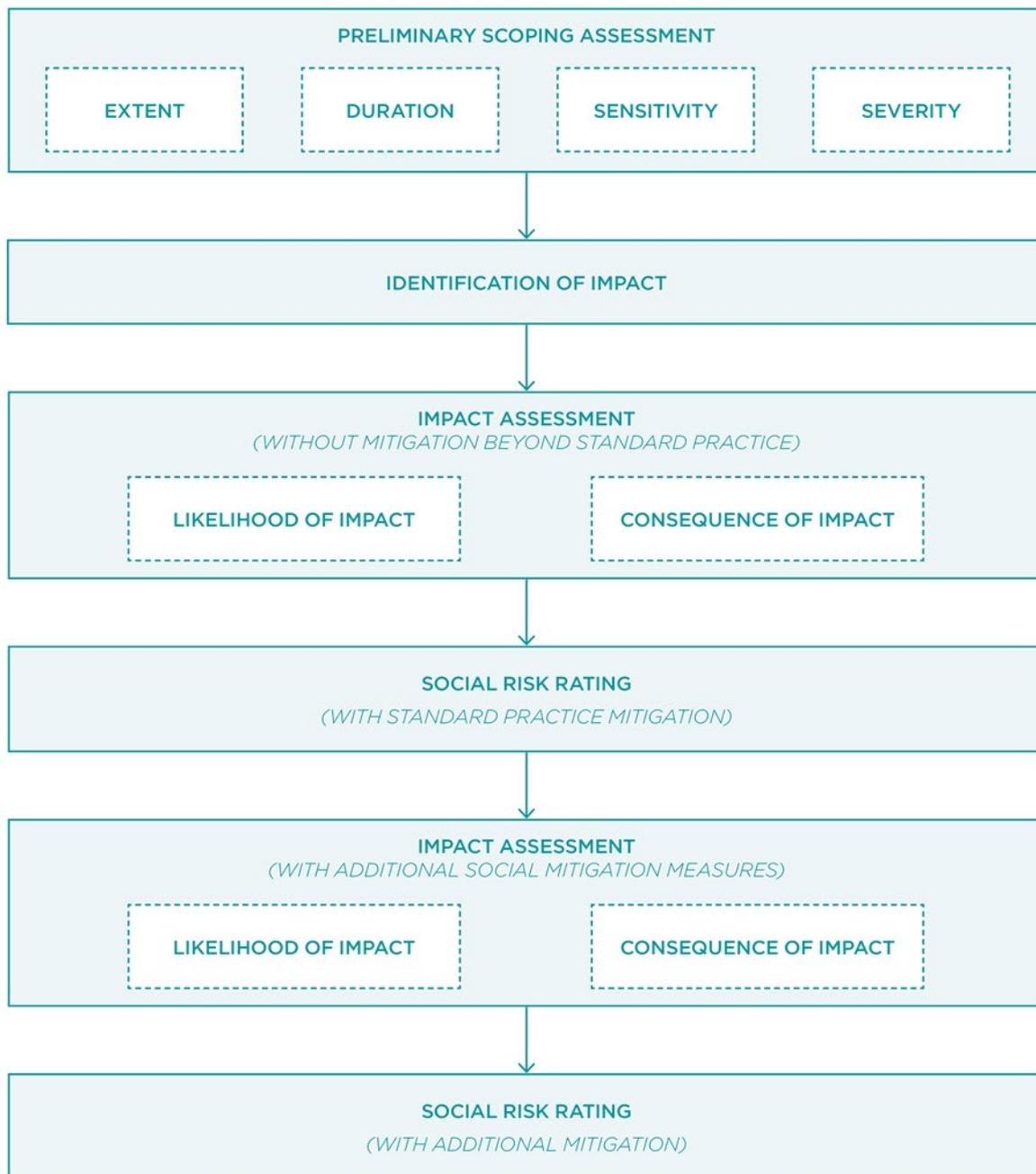
This assessment has been carried out in two key stages (refer to Figure 2):

- The preliminary scoping assessment. This step considers the potential social impacts arising from Stage 1 in relation to the social factors identified in the SIA Guideline. The scoping exercise is designed to inform what social impacts require further assessment, and the degree of assessment that is required
- The impact assessment. This step is based on the outcomes of the scoping stage, and includes the assessment of potential positive and negative social impacts and the evaluation of residual impacts following the implementation of mitigation and management responses. This step is discussed further below.

The diagram in Figure 2 shows the process for determining the social risk rating used in this report.

The preliminary scoping assessment for Stage 1 considers the duration, extent, severity and sensitivity of potential social impacts (refer to Table 3). A full version of the scoping assessment is provided in Appendix C and is summarised in Section 4.0.

The preliminary scoping assessment highlighted what elements of the natural or human environment are expected to be impacted upon by activities associated with Stage 1, how those impacts should be assessed and to what level of detail. It has been used to focus the subsequent social impact assessment on the most relevant and important issues for each locality within the Stage 1 corridor and ensures the scale of assessment required is proportionate to the importance of the expected impacts.



**Figure 2** Assessment framework for determining risk rating of social impacts

**Table 3** Impact characteristic definitions<sup>1</sup>

Characteristic	Definition	Material effect examples (indicative only)
Extent	<p>The geographic area affected by the impact and populations therein.</p> <p>The geographies applied in this report are:</p> <ul style="list-style-type: none"> <li>• Locality – refers to the 400 metre catchment around each Stage 1 construction site, and is a proxy for a five minute walking distance.</li> <li>• Suburb level – refers to a conceptual geography, which does not necessarily align to formal suburb boundaries. The ‘suburb level’ represents areas likely to experience impacts through their populations.</li> <li>• Region – This refers to a broader area of social influence, in which populations are expected to be impacted, but less directly than localities. A ‘region’ comprises several LGAs.</li> </ul> <p>Refer to Section 2.2.3 for a more detailed explanation of study geographies.</p>	<ul style="list-style-type: none"> <li>• Impacts occur beyond the construction site boundary</li> <li>• Impacts on large geographical area (for example, suburb or region, or larger).</li> <li>• Impacts affect a large proportion of a population group.</li> <li>• Impacts will have ripple effects on multiple matters</li> </ul>
Duration	The timeframe over which the impact occurs.	<ul style="list-style-type: none"> <li>• Permanent impact</li> <li>• Life of the project or longer</li> <li>• Specific project phase</li> <li>• Frequently occurring impact</li> </ul>
Severity	Scale or degree of change from the existing condition as a result of an impact.	<ul style="list-style-type: none"> <li>• Scale or degree of change from existing conditions is substantial</li> <li>• Will take substantial time and effort to reverse or ameliorate</li> <li>• Ecological or community function, process, health, lifestyle or livelihood is expected to change substantially or be substantially disrupted</li> </ul>
Sensitivity	<p>Susceptibility or vulnerability of people, receivers or receiving environments to adverse changes caused by the impact, or the importance placed on the matter being affected.</p> <p>Attributes of sensitivity include: conservation status, intactness, uniqueness or rarity, resilience to change and capacity to adapt, replacement potential, impacts on vulnerable people, and/or of value or importance to the community.</p>	<ul style="list-style-type: none"> <li>• Disturbance of listed heritage, including Aboriginal heritage</li> <li>• Impacts on sensitive receivers (for example, hospital, school, residential area)</li> <li>• Unique or widely recognised asserts or values will be disturbed</li> </ul>

For the second stage of assessment, an assessment of positive and negative impacts of Stage 1 was completed firstly without additional mitigation or management measures then secondly, following the application of additional measures. For the purposes of this assessment, ‘without mitigation’ represents the potential social impact without any specific social mitigation measures above and beyond what has already been included in the design of Stage 1, or what is standard practice for construction management (e.g. dust suppression).

<sup>1</sup> These definitions are as per the SIA Guideline (2017).

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

- The likely population to be affected, relevant to each component of Stage 1
- The timing of the potential social impact. As this report is concerned only with Stage 1 of Sydney Metro West, all social impacts assessed in Section 4.0 of this report are temporary, as they are part of a specific project phase (with the exception of impacts related to property acquisition, which are long term). A temporary impact, for the purposes of this assessment, is defined as an impact that would occur for the duration of construction
- The impact characteristics that were assessed during the scoping phase (extent, duration, severity, sensitivity)
- The potential level of risk of the potential social impact, considering the likelihood and consequence of the potential social impact.

This risk rating process is undertaken in accordance with the principles of the Australian and New Zealand standard AS / NZS ISO 31000:2009 Risk Management – Principles and Guidelines. The application of AS / NZS ISO 31000:2009 Risk Management – Principles and Guidelines has been applied to provide a consistent approach across the Environmental Impact Statement for Stage 1, however the definition of likelihood has been altered to provide greater relevance to a social impact assessment. The definitions of the consequences used are provided in Table 4 and the definitions of likelihood are provided in Table 5. The risk rating was then determined by combining the consequence and likelihood to identify the level of risk as shown in the matrix in Table 6.

The assessment of positive social impacts has been completed alongside the assessment of negative impacts, however, the risk rating process only applies to negative impacts (which is consistent with the SIA Guideline). For potential positive impacts, consideration was given to the likelihood of the benefits and the scale of improvement or benefit (instead of a consequence level).

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

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

**Table 4 Consequence definitions**

Consequence level	Definition
Catastrophic	<ul style="list-style-type: none"> <li>• Long-term (greater than 12 months) and irreversible large-scale environmental, social or economic impacts</li> <li>• Extended substantial disruptions and impacts to stakeholder(s) or customers</li> </ul>
Severe	<ul style="list-style-type: none"> <li>• Long-term (6 to 12 months) and potentially irreversible impacts</li> <li>• Extensive remediation required</li> <li>• Severe disruptions or long-term impacts to stakeholder(s) or customers</li> </ul>
Major	<ul style="list-style-type: none"> <li>• Medium-term (between 3 and 6 months) and potentially irreversible impacts</li> <li>• Considerable remediation required</li> <li>• Major impacts or disruptions to stakeholder(s) or customers</li> </ul>
Moderate	<ul style="list-style-type: none"> <li>• Medium-term (between 1 and 3 months), reversible and/or well-contained impacts</li> <li>• Minor remedial actions required</li> <li>• Moderate impacts or disruptions to stakeholder(s) or customers</li> </ul>

Consequence level	Definition
Minor	<ul style="list-style-type: none"> <li>Short-term (less than 1 month), reversible or minor impacts that are within environmental regulatory limits and within site boundaries</li> <li>Minor or short-term impacts to stakeholder(s) or customers</li> </ul>
Insignificant	<ul style="list-style-type: none"> <li>No appreciable or noticeable changes to the environment</li> <li>Negligible impact to environment, stakeholder(s) or customers</li> </ul>

**Table 5 Likelihood definitions**

Likelihood level	Definition
Almost certain	Is expected to occur as a result of the project under most circumstances
Likely	Will probably occur as a result of the project in most circumstances
Possible	Could occur and has occurred in similar circumstances
Unlikely	Could occur as a result of the project but is not expected
Rare	Could occur only in exceptional circumstances
Almost unprecedented	Not expected to ever occur

**Table 6 Social risk rating matrix**

Likelihood	Consequence					
	Insignificant	Minor	Moderate	Major	Severe	Catastrophic
Almost unprecedented	Low	Low	Low	Low	Medium	Medium
Rare	Low	Low	Low	Medium	Medium	High
Unlikely	Low	Low	Medium	Medium	High	High
Possible	Low	Medium	Medium	High	High	Very high
Likely	Medium	Medium	High	High	Very high	Very high
Almost certain	Medium	High	High	Very high	Very high	Very high

### 2.3 Stakeholder and community engagement

Since the announcement of Sydney Metro West in November 2016, ongoing stakeholder engagement and two rounds of community consultation have been carried out to help define and refine the scope of Sydney Metro West.

Engagement with the community and stakeholders began in June 2017 and has continued during preparation of the Environmental Impact Statement.

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

- Directly impacted communities

- State government agencies (including but not limited to the Department of Planning, Industry and Environment, Greater Sydney Commission, other sections of Transport for NSW, NSW Environment Protection Authority, Infrastructure NSW, Port Authority of NSW, NSW Environment Protection Authority, NSW Treasury, NSW Department of Education, NSW Health, Sydney Olympic Park Authority)
- Local government (Cumberland Council, City of Parramatta, Municipality of Burwood, Municipality of Strathfield, City of Canada Bay, Inner West Council and the City of Sydney)
- Public utilities and business and industry groups near Sydney Metro West
- Local Aboriginal Land Councils and Aboriginal stakeholders
- Special interest groups such as peak bodies and sporting associations
- The broader community.

Engagement with stakeholders and the community has been undertaken over three rounds as follows:

- First round of community and industry consultation from June 2017 to September 2017
- Second round of community and industry consultation from March 2018 to May 2018
- Community and stakeholder engagement following the lodgement of the Scoping Report in November 2019 to December 2019

Further information on this engagement and outcomes is available in Chapter 5 (Stakeholder and community engagement) and Appendix C of the Environmental Impact Statement.

## 2.4 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 – SA2 level demographic data for study area
- ABS Census 2016 – SA1 level demographic data for study area

Local government strategies and plans:

- Burwood Council 2018, *Burwood 2030*
- Cumberland Council 2017, *Community Strategic Plan 2017-2027*
- City of Parramatta 2018, *Community Strategic Plan 2018-2038*
- City of Parramatta 2017, *Sharing the opportunities of growth for all: Socially Sustainable Parramatta Framework*
- City of Canada Bay 2018, *Your Future 2030*
- City of Sydney 2017, *Sustainable Sydney 2030: Community Strategic Plan 2017-2021*
- Inner West Council 2018, *Our Inner West 2036: A community strategic plan for the Inner West community.*

Reviews of other rail infrastructure projects:

- Auckland City Rail Link, 2017 (July), Social Impact and Business Disruption Delivery Plan Rev. 07, accessed at: [https://d3n8a8pro7vhm.cloudfront.net/nationalparty/pages/12310/attachments/original/1561430653/Social\\_impact\\_and\\_Business\\_Disruption\\_Plan\\_Rev7\\_11072017\\_%281%29.pdf?1561430653](https://d3n8a8pro7vhm.cloudfront.net/nationalparty/pages/12310/attachments/original/1561430653/Social_impact_and_Business_Disruption_Plan_Rev7_11072017_%281%29.pdf?1561430653)
- Brisbane Cross River Rail, 2011, Social Impact Assessment, accessed at: <http://eisdocs.dsdip.qld.gov.au/Completed%20Projects/Cross%20River%20Rail/EIS/EIS%2030%20Aug%202011/01%20Volume%201/20%20Social%20Impact%20Assessment.pdf>
- Crossrail, 2015, Crossrail 2 Consultation: Our Response to Issues Raised, UK
- Information from Sydney Metro Authority including outcomes from consultation to date and complaints data from Sydney Metro City and Southwest.

- MetroTunnel, Melbourne Metro Environmental Effects Statement Chapter 10: Social and Community, accessed at: [https://metrotunnel.vic.gov.au/data/assets/pdf\\_file/0010/51040/MMRP\\_Chapter-10\\_Social-and-Community.pdf](https://metrotunnel.vic.gov.au/data/assets/pdf_file/0010/51040/MMRP_Chapter-10_Social-and-Community.pdf)
- MetroTunnel, Melbourne Metro Statutory Assessment and Approvals, Statutory Assessment, accessed at: <https://metrotunnel.vic.gov.au/planning/statutory-assessment>
- Nikfalazar, S., and Amiri, M., 2014, 'Social impact Assessment on metro development with a case study in the Eastern District of Tehran,' in *International Journal of Systems Science*, Vol. 6, No. 3, Department of Public Administration, University of Tehran
- World Bank, 2018, *Colombia - Support to the First Bogota Metro Line Section One Project : Environmental and Social Impact Assessment - Executive Summary (English)*, Washington, D.C.: World Bank Group, accessed at <http://documents.worldbank.org/curated/en/392821521470050649/Colombia-Support-to-the-First-Bogota-Metro-Line-Section-One-Project-Environmental-and-Social-Impact-Assessment-Executive-Summary>

Social Impact Assessment guidelines:

- International Association for Impact Assessments, 2003, *International Principles for Social Impact Assessment Guideline*
- International Association for Impact Assessment, 2015, *Social Impact Assessment: Guidance for assessing and managing the social impacts of projects*
- NSW Department of Planning and Environment, 2017, *Social Impact Assessment Draft Guidelines for State Significant Mining, Petroleum Production and Extractive Industry Development*

Sydney Metro West reports:

- Sydney Metro, 2019, Sydney Metro West Scoping Report

## 3.0 Social baseline study: existing social context

### 3.1 Introduction

This section describes the existing social context of the Stage 1 corridor and individual construction site localities. It describes the following:

- Community profile for Stage 1 – key demographic characteristics including age, income, employment, cultural and linguistic diversity, household structure, relative levels of advantage and disadvantage, and transport and access, including journey to work travel patterns. This community profile comprises two sets of demographics:
  - A community profile based on SA1 Census collection districts most closely aligned to the 400 metre catchments around construction sites, known as ‘localities.’ Comparative data for these ‘localities’ has been provided and also aggregated to provide a holistic understanding of the Stage 1 corridor.
  - A community profile for SA2 Census collection districts that best align with the Stage 1 corridor. This profile is relevant to the consideration of impacts related to tunnelling activities along the corridor.
- Community stakeholders – including their relative likely level of interest, impact and influence.
- Community assets – both tangible (social infrastructure) and intangible (human and social capital, community cohesion, community values and connection to place).

The map in Figure 3 over page shows the geographies used to develop community profiles for this study.

### 3.2 Sydney Metro West Stage 1 corridor overview

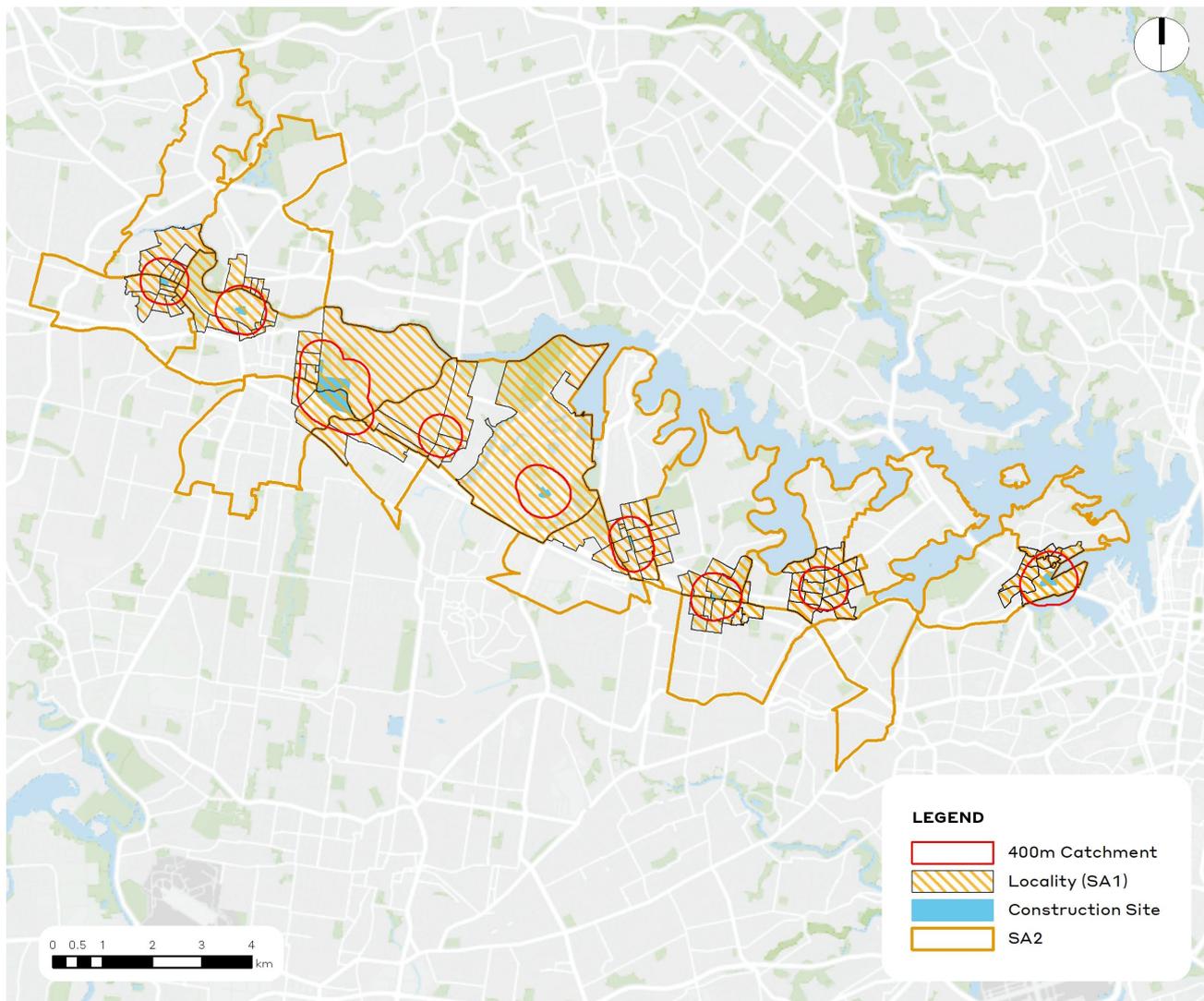
This section identifies key community characteristics, along with social issues and trends that may be relevant for Stage 1 along the corridor from a social perspective. Demographic data is based on 2011 and 2016 Census data. A summary table is provided at Appendix A.

#### 3.2.1 Community profile

##### Demographics related to ‘localities’ along the Stage 1 corridor

The Stage 1 corridor comprises a series of construction site ‘localities’, along with stretches of tunnelling works between them. The following summary statistics represent an aggregate of demographic data which uses relevant SA1 census collection districts across these localities:

- In 2016, the population across the entire Stage 1 corridor was approximately 52,480 based on SA1. Between 2011 to 2016, the population of the corridor increased by 10,490 persons, at an average annual growth rate of 4.6 per cent.
- The median age of the Stage 1 corridor was 32.9 years, which was relatively young compared to the median age of Greater Sydney at 36.4 years. Residential population of localities in the western extent of the corridor tended to be younger.
- Across the Stage 1 corridor, the majority of households were family households (70.1 per cent), however, this share was slightly below the share of Greater Sydney’s of 73.7 per cent. Around half of family households were couple family with children households, which was slightly below the share in Greater Sydney. The share of lone person households was 22.6 per cent which was just above the share of Greater Sydney at 21.7 per cent. Similarly, the share of group households was above the share in Greater Sydney at 7.3 per cent compared to 4.6 per cent.
- Across the Stage 1 corridor, 3.7 per cent of residents needed assistance in their day to day lives due to disability, which was lower than the Greater Sydney average (4.9 per cent). To determine disability, ABS data for ‘core activity need for assistance’ was used to determine the numbers of people who need help or assistance in their day-to-day lives in one or more core activity areas of self-care, mobility or communication, due to disability, a long-term health condition or old age. These groups may be more vulnerable to social impacts from major projects, due to potential changes in: local access affecting their routines, social and community networks or the local community character and amenity.



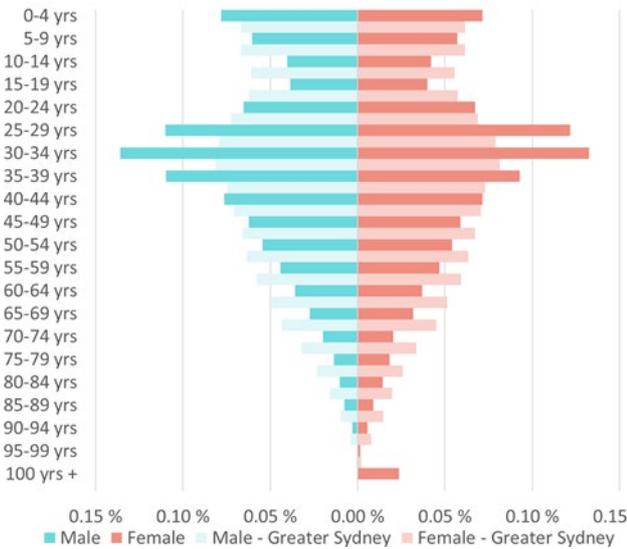
**Figure 3 SA1 and SA2 Census collection districts across the Stage 1 corridor and localities**

Source: Ethos Urban; ABS 2016.

- Over half of dwellings within the corridor were flats, units or apartments, with most of these concentrated towards the western extent of the corridor in areas with existing access to heavy rail. This share was well above the share in Greater Sydney. While 27.6 per cent of dwellings were separate houses, which was lower than for Greater Sydney (57.2 per cent).
- Half of the dwellings were rented in the corridor, which was well above the share in Greater Sydney, while a lower share of dwellings were owned outright or with a mortgage compared to Greater Sydney. Higher shares of dwellings being rented were concentrated along the western extent of the corridor, while high shares of dwelling ownership were concentrated towards the eastern extent of the corridor.
- Overall, households across the corridor were relatively financially advantaged compared to households in Greater Sydney. The most well off households were in localities on the eastern side of the corridor, while households facing mortgage stress, measured as the share of median household income against median mortgage repayments, were concentrated within the middle of the corridor.
- Across the entire corridor, 43.8 per cent of households spoke only English at home, this was below the share of households in Greater Sydney at 62 per cent.
- A relatively lower share of residents (22.7 per cent) were attending education compared to Greater Sydney (25.2 per cent), with high shares of education attendance concentrated in localities within the middle of the corridor. A comparable share of residents were attending infants/primary school or university or other tertiary

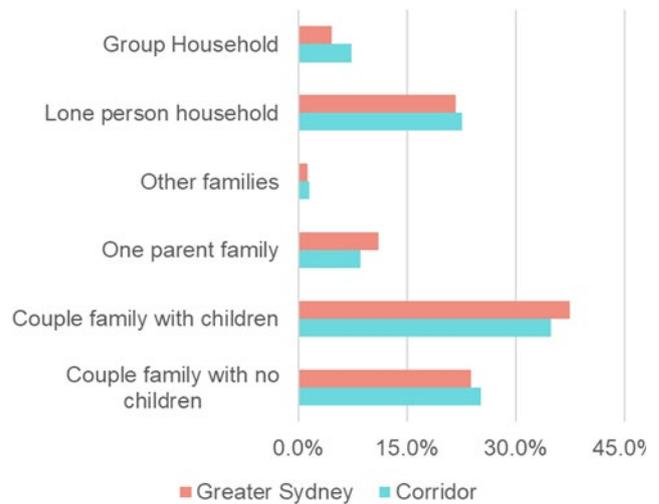
institution (30.7 per cent across the corridor, compared to 30.5 per cent in Greater Sydney). The former was comparable to the share in Greater Sydney, while the share of residents attending tertiary education in the Stage 1 corridor was 31.4 per cent, compared to 24.2 per cent in Greater Sydney.

- Stability of residence tended to be slightly lower in the Stage 1 corridor than in Greater Sydney, with 66.7 per cent of residents in the corridor living in the same address at one year compared to 76.6 per cent in Greater Sydney. Localities of highest stability of residence tended to be along the eastern extent of the corridor. The corridor also tended to include slightly more residents that were living overseas in 2016 and 2011, with residents in localities along the western extent of the corridor more likely to be overseas in those years.



**Figure 4 Age structure: Stage 1 corridor, aggregation of localities**

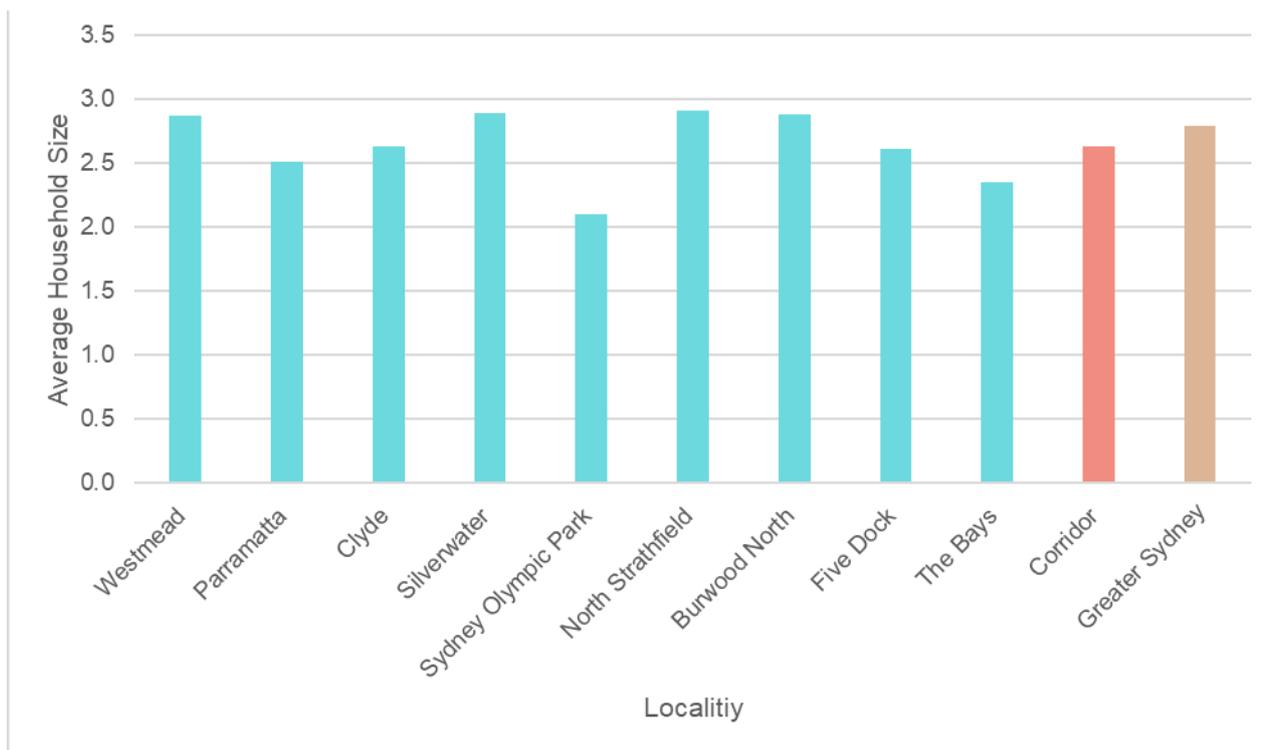
Source: ABS, 2016



**Figure 5 Household types: Stage 1 corridor, aggregation of localities**

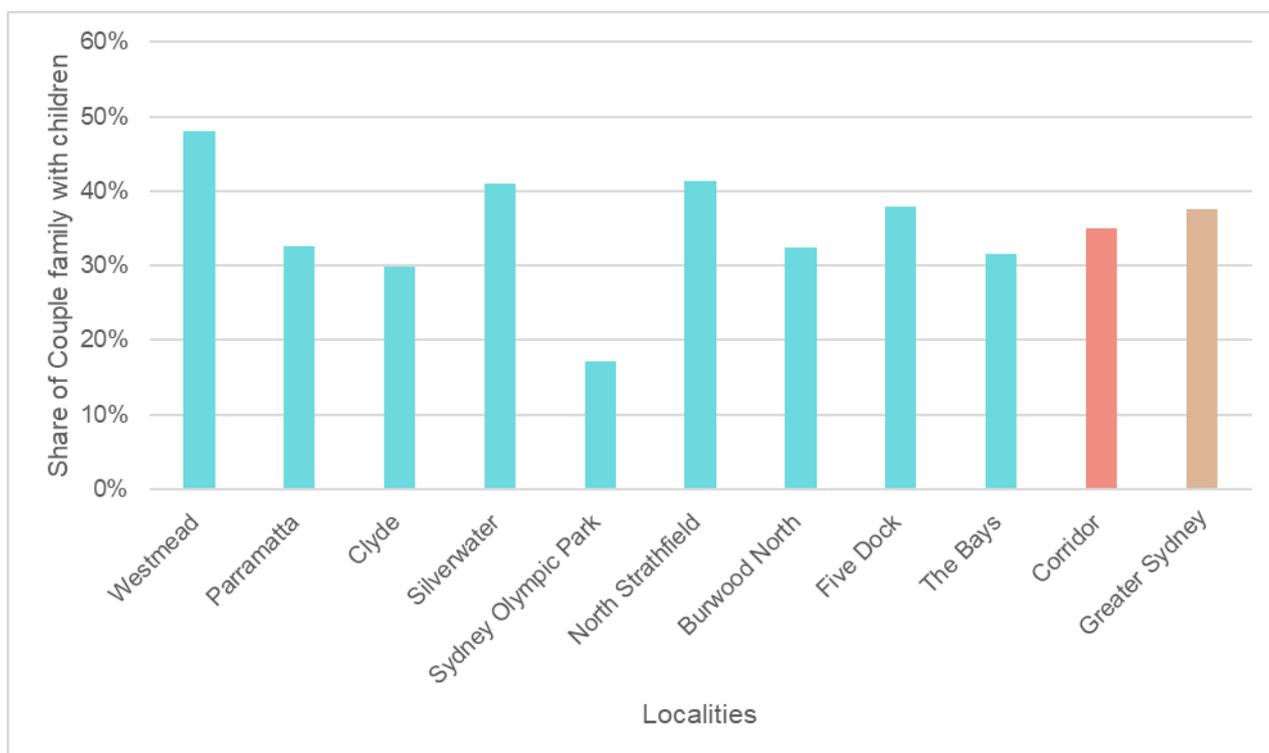
Source: ABS 2016

**Figure 6 to Figure 10** compares the localities along the corridor with Greater Sydney against key demographic characteristics, including average household size, percentage of couple families with children households, median age, percentage of residents speaking a language other than English at home and percentage of dwellings that are apartments.



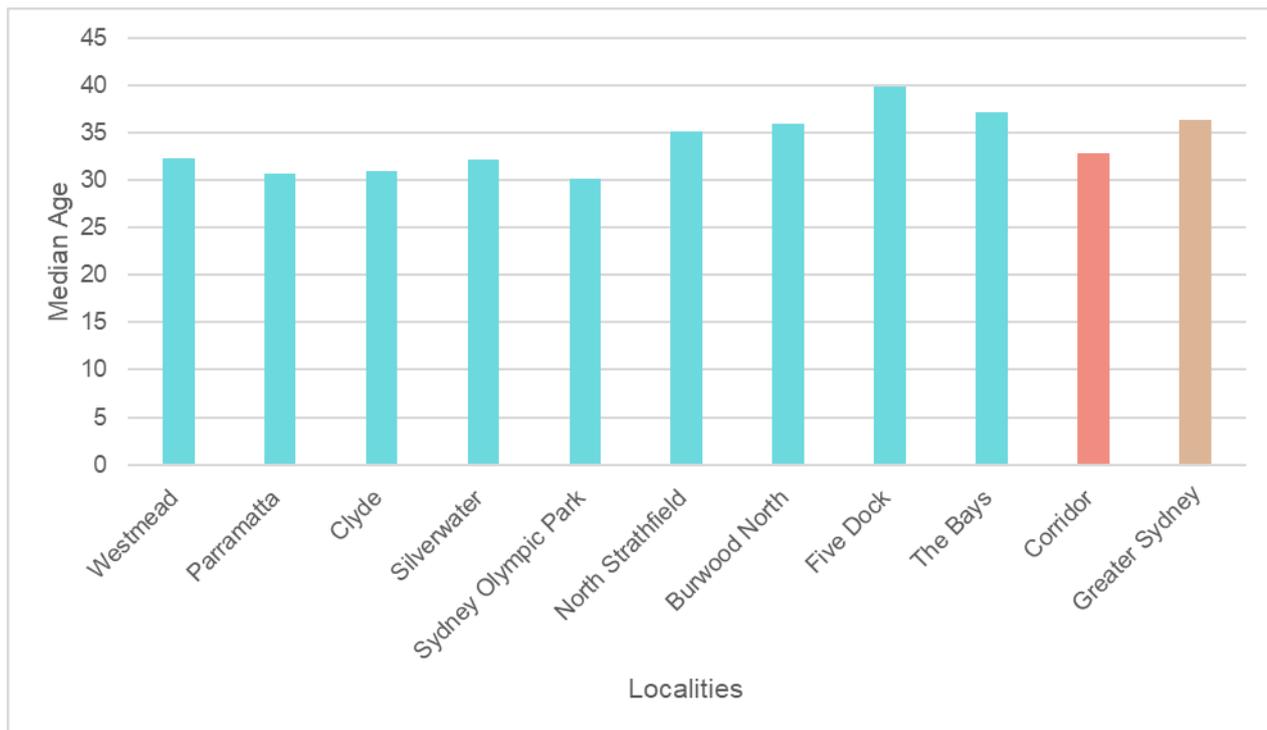
**Figure 6 Average household size by locality**

Source: ABS, 2016



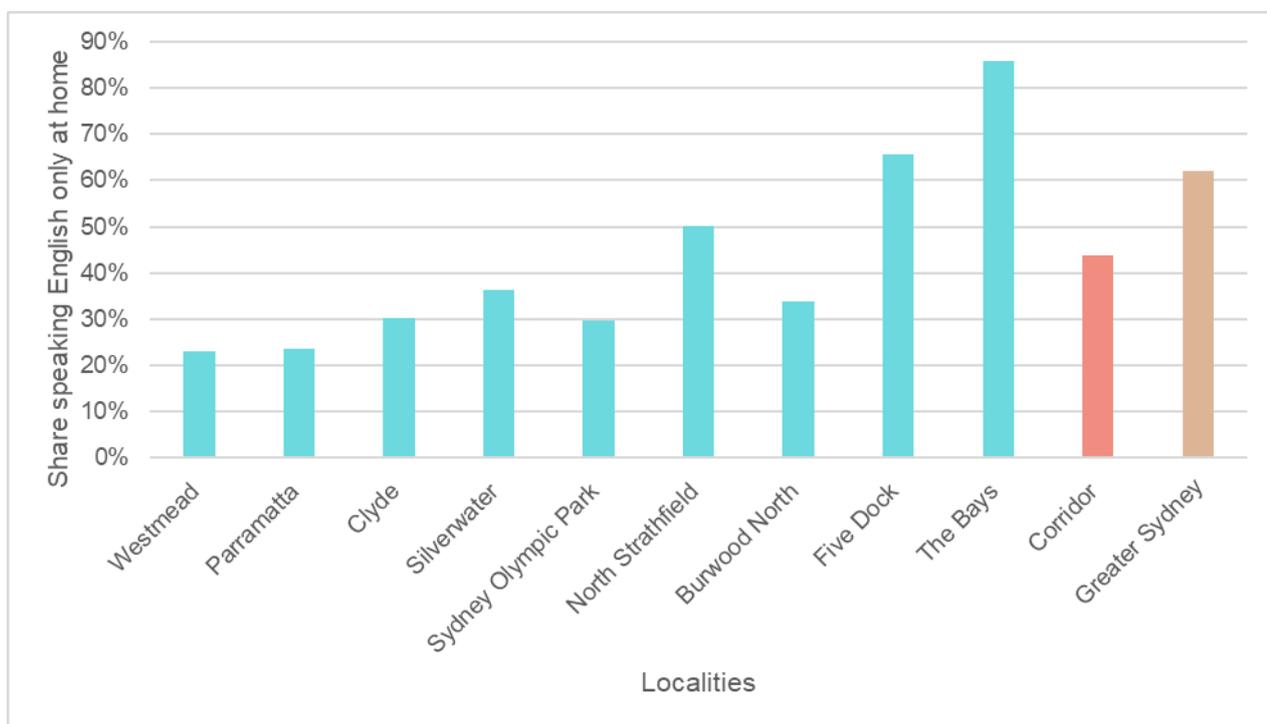
**Figure 7 Percentage of households that are couple families with children by locality**

Source: ABS, 2016.



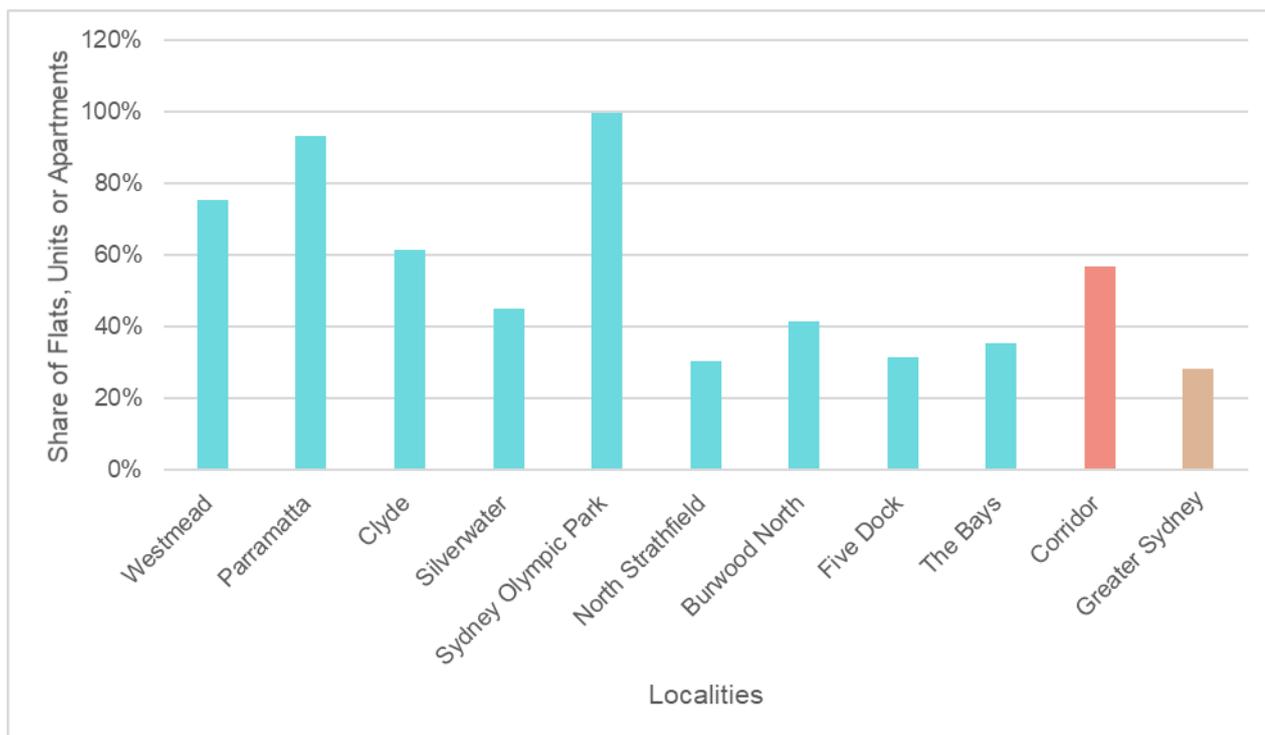
**Figure 8 Median age, by locality**

Source: ABS, 2016.



**Figure 9 Percentage of residents speaking a language other than English at home, by locality**

Source: ABS, 2016.



**Figure 10 Percentage of dwellings that are apartments, by locality**

Source: ABS, 2016.

### Demographics related to the Stage 1 corridor tunneling activities (SA2)

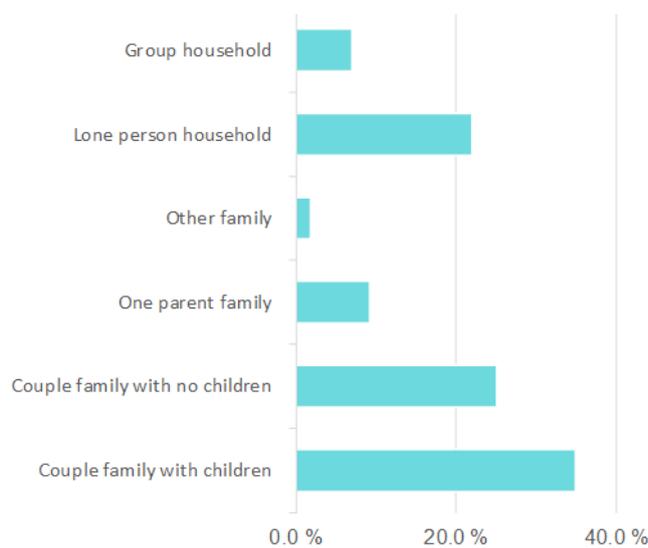
This community profile is an aggregation of all SA2 Census collection districts aligned with construction sites along the Stage 1 corridor, including the following areas from west to east: Northmead (SA2); Wentworthville – Westmead (SA2); North Parramatta (SA2); Parramatta – Rosehill (SA2); Auburn – North (SA2); Granville – Clyde (SA2) Homebush Bay – Silverwater (SA2); Concord West – North Strathfield (SA2); Burwood – Croydon (SA2); Concord – Mortlake – Cabarita (SA2); Five Dock – Abbotsford (SA2), Summer Hill – Haberfield (SA2) and Lilyfield – Rozelle (SA2). As shown on Figure 2, this is a larger corridor (or study area) compared to the amalgamation of SA1 census collection districts discussed in the section above. The key findings of the demographic analysis are as follows:

- As at 2016, there were approximately 257,500 residents living within the Stage 1 corridor (SA2). Between 2011 and 2016, the population of the corridor increased by around 65,730 residents at an average annual rate of 6.1 per cent. The largest growth rates were concentrated around Sydney Olympic Park and the western extent of the Stage 1 corridor. In comparison, the eastern extent of the corridor experienced population growth rates at below the Greater Sydney rate of 3.2 per cent.
- The median age of the Stage 1 corridor (SA2) was 33 years, with most of the corridor having populations relatively younger compared to Greater Sydney. SA2s along the eastern extent of the corridor tend to have an older population. The SA2s of Parramatta – Rosehill and Concord West – North Strathfield have the youngest population with a median age of 31. There is a high proportion of residents between 20 to 39 years within the Stage 1 corridor.
- Couple households with children was the largest overall household type through the Stage 1 corridor (SA2s). Couple households with children, as a share of each SA2's population, tended to be higher in the SA2s in the western extent, whereas lone person households tended to be higher in the eastern SA2s. Couple households with no children tended to be higher around Silverwater – North Strathfield (SA2), while group households were highest in North Strathfield and Rosehill SA2s. Compared to Greater Sydney, the corridor had more couple households with no children, and group households.
- The average household size for the Stage 1 corridor (SA2) was 2.70 people, with larger households along the western part of the corridor.



**Figure 11 Age structure: Stage 1 corridor (SA2)**

Source: ABS, 2016

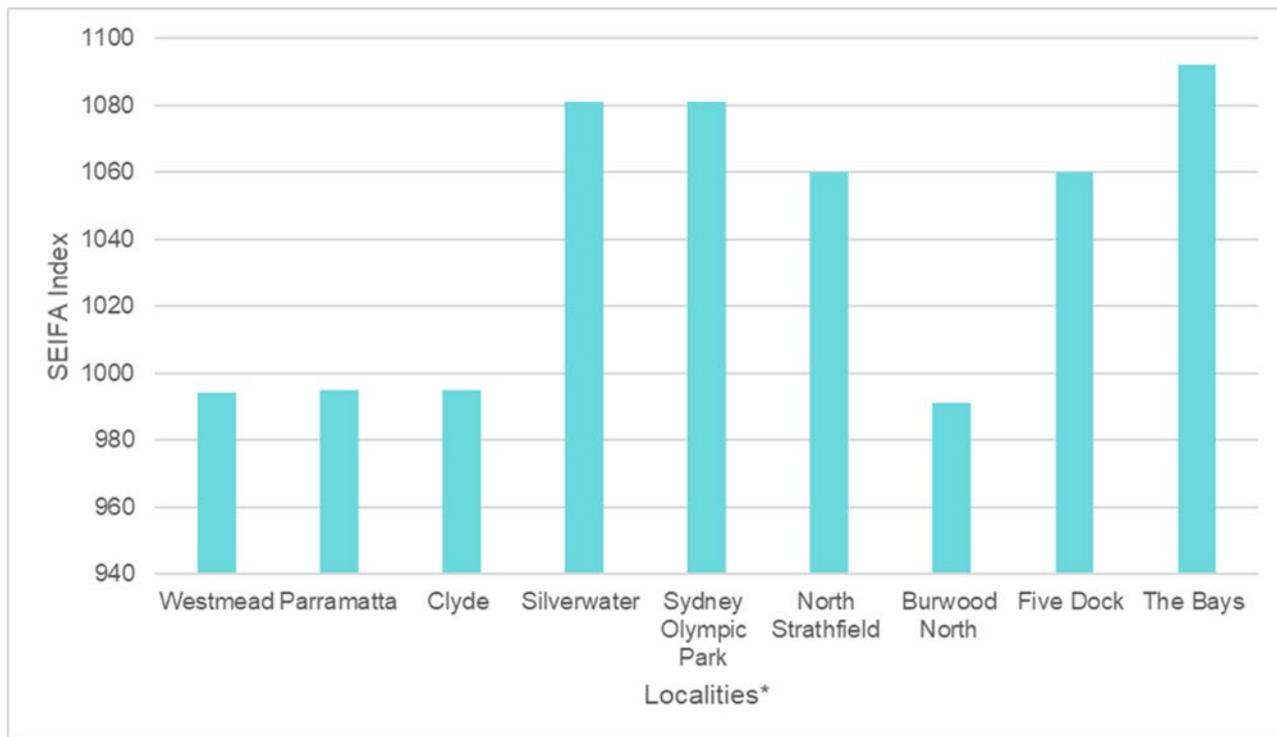


**Figure 12 Household types: Stage 1 corridor (SA2)**

Source: ABS 2016

- There were high levels of cultural and linguistic diversity along the Stage 1 corridor at SA2 level. The western extent of the corridor tended to be dominated by residents identifying as Indian, whereas residents along the eastern extent of the corridor identified as Australian and English. Residents identifying as Chinese were highly represented within the middle of the corridor, along Sydney Olympic Park to Burwood. There was a noticeable grouping of residents with Italian heritage around the Burwood to Five Dock area.
- The proportion of English-speaking households was higher along the eastern extent of the Stage 1 corridor but tended to be lower along the western extent. Indian languages tended to be spoken in the western end of the corridor, while east Asian languages were spoken in the centre.
- Newly arrived migrants tended to live within the western extent of the Stage 1 corridor.
- The majority of dwellings were apartments, and these were primarily concentrated in the western extent of the Stage 1 corridor, between Parramatta and North Strathfield. Townhouses were fairly common around The Bays, while separate houses were most common between Burwood and Five Dock.
- Around a quarter of residents within the Stage 1 corridor were attending university, with a fairly large proportion of university students in North Strathfield. A greater share of residents had achieved a high level of education compared to Greater Sydney.
- The western SA2s of the Stage 1 corridor have a relatively higher level of disadvantage across all Socio-economic indexes for areas (SEIFA indexes<sup>2</sup>), whereas eastern SA2s, and around Sydney Olympic Park, have relatively higher levels of advantage.
- In terms of transport and access, overall, populations across the Stage 1 corridor have relatively good access to Sydney’s road network and major arterial roads leading to major employment centres. As a result, across the Stage 1 corridor, 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 was also relatively high across a number of SA2s, compared to Greater Sydney. Eastern SA2s in the Stage 1 corridor also had access to the light rail, and bicycle networks.

<sup>2</sup> SEIFA, or the Socio-economic indexes for areas, is a suite of four summary measures that have been created from Census information. Each index summarises a different aspect of the socio-economic condition in an area, therefore summarises a different set of social and economic information. A SEIFA score is standardised against a mean of 1000, with a standard deviation of 100.



**Figure 13 SEIFA scores across the Stage 1 corridor\***

Source: ABS, 2016

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

### 3.2.2 Community assets (tangible) – social infrastructure

The Stage 1 corridor includes a wide range of regional social infrastructure serving a broad catchment – including Westmead Hospital and Westmead Children’s Hospital, Western Sydney University Parramatta campus, Parramatta Park, Sydney Olympic Park recreation and entertainment precinct, and the Iron Cove Bay Run. Also, extensive district and local infrastructure – including open spaces, community centres, recreation facilities, childcare centres, medical centres, nursing homes and creative and cultural facilities are within walking distance of Stage 1 construction sites.

Across the Stage 1 corridor, construction sites are located in the Westmead health and research precinct, Parramatta CBD, local centres – including North Strathfield, Burwood North and Five Dock; industrial areas – including Clyde, Silverwater, along with the Sydney Olympic Park sport, recreation and entertainment precinct.

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 catchment. 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 Silverwater and 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.

Appendix B provides detailed maps of social infrastructure provision across the Stage 1 corridor localities.

### 3.2.3 Community assets (intangible)

This section provides a summary of intangible community assets across the Stage 1 corridor (being human and social capital, community cohesion, community values and connection to place). The analysis below is based on an analysis of community demographics, high level analysis of relevant media sources, community consultation

undertaken for Sydney Metro West 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 Stage 1 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.

**High human capital:** The Stage 1 corridor has a relatively high level of human capital when compared to the rest of Greater Sydney. The level of education for the Stage 1 corridor is high compared to Greater Sydney. Across the Stage 1 corridor, residents within the western and eastern localities have obtained levels of education above the Stage 1 corridor average, whereas localities below the Stage 1 corridor average were in Rosehill, Burwood North, and Five Dock localities. At the 2016 Census, local workers within the Stage 1 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 Stage 1 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 Stage 1 corridor, particularly between the Westmead and Clyde localities.

**Cohesive communities:** Many of the residential localities along the Stage 1 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 construction activities from Stage 1.

**Strong social capital:** There are a number of community groups along the Stage 1 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 Stage 1 corridor. These include markets, sporting events and major celebrations such as Australia Day.

**Highly engaged communities:** Along the Stage 1 corridor there are a number of highly engaged communities, particularly those located within close-knit residential settings such as North Strathfield, Burwood North and Five Dock. Many of these communities have at least one vocal and 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 Stage 1 may catalyse future urban renewal in areas close to future Metro stations, including residential neighbourhoods. As Stage 1 is the first part of realising Sydney Metro West, there may be resistance to Stage 1. Resistance to Stage 1 may be exacerbated when combined with the cumulative impact of other city-shaping projects taking place at the same time. 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 improved parking, 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 Stage 1 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.

**Community sensitivities associated with recent construction projects along the corridor:** Community feedback received by Sydney Metro to date indicates that some communities within proximity to the WestConnex construction sites have expressed concern over the impact of construction and vibration on their homes. Reported issues of buildings cracking and recent building compliance issues, as reported in the media, may particularly concern residents living in higher density apartment buildings in close proximity to future construction sites.

### 3.2.4 Community engagement

Engagement by Sydney Metro with stakeholders and the community, and the outcomes of this engagement, is summarised in Chapter 5 (Stakeholder and community engagement) of the Environmental Impact Statement.

A review of the themes across both stakeholder and community engagement outcomes to date (based on community engagement conducted in the first half of 2018 and a community survey of 135 respondents undertaken in November and December 2019) has identified there is strong support amongst the community and stakeholder groups for Sydney Metro West. Engagement processes to date have also demonstrated alignment between government agencies and departments.

A summary of the overall key themes is provided below:

- There is strong support for Sydney Metro West. Although there are some concerns amongst the community of the impact of the construction phase and the development of new stations in particular locations, there is general support for the following benefits of Sydney Metro West when it is operational:
  - Greater connectivity, reduction of congestion and improvement of travel times,
  - Employment opportunities,
  - More shops, services, entertainment options and housing options, and
  - Improved public places.
- There is concern about the impacts of construction, including noise and vibration, and potential disruption to sleep, traffic and loss of parking, potential damage to properties, dust and reduced amenity.
- There is a need for investment in major public transport infrastructure to support current and future growth.
- The integration of Sydney Metro West with the existing transport network is strongly supported. Many submissions received regarding the location of the metro stations supported the integration with existing train and transport interchanges.
- Opportunities to improve the public amenity and domain around future stations is an area of interest for many stakeholders.
- There are underlying concerns by residents and community groups regarding the cumulative impact of other overlapping major projects for example the Parramatta Light Rail and WestConnex projects.
- There has been strong community advocacy for new stations at Silverwater, Newington and North Strathfield.
- A high proportion of residents in the area have a strong attachment to their suburb, and think that their area has a strong sense of community. In particular, the community survey of 135 respondents undertaken across the corridor in November and December 2019, highlighted:
  - 85 per cent of survey respondents had a strong attachment to their suburb
  - 80 per cent of survey respondents thought their area had a strong sense of community
  - 85 per cent highly valued their open space and community spaces
  - Almost 60 per cent of respondents were concerned about construction impacts, but the majority of respondents (85 per cent) are supportive of having a metro station in their suburb.

Specific issues and topics relevant to each locality are summarised in Sections 3.3 – 3.11.

### 3.2.5 Community values and aspirations

A review of Community Strategic Plans and social plans relevant to each local government area has been undertaken to identify community values and aspirations along the Stage 1 construction corridor. These Community Strategic Plans are overarching Council policy documents that are prepared on the basis of extensive community engagement, so provide further insights into issues important to the communities. Key community issues identified across the corridor include community aspirations for unique, liveable neighbourhoods with a strong sense of place and character; need for improved public and active transport options, and concern over the impacts of increased population growth, particularly if not well supported by infrastructure. This review is summarised at **Appendix E** and also discussed within each section on construction sites below.

### 3.3 Westmead metro station construction site

#### 3.3.1 Urban and social context

The Westmead metro station construction site is located within the Cumberland LGA. The site is bounded by Hawkesbury Road, Bailey Street, the T1 Western Line rail corridor and Alexandra Avenue. Areas to north of the locality falls within the Parramatta City LGA.

The Westmead Health precinct is located on the periphery of the 400 metre catchment from the construction site, to the north of the site, within the Parramatta LGA. Other notable landmarks include Parramatta Park to the east and the Westmead Public School to the south-west of the construction site. Westmead is home to a highly diverse community, including a large proportion of residents born in India, and highly skilled migrants, some of whom work in the Westmead Health precinct.

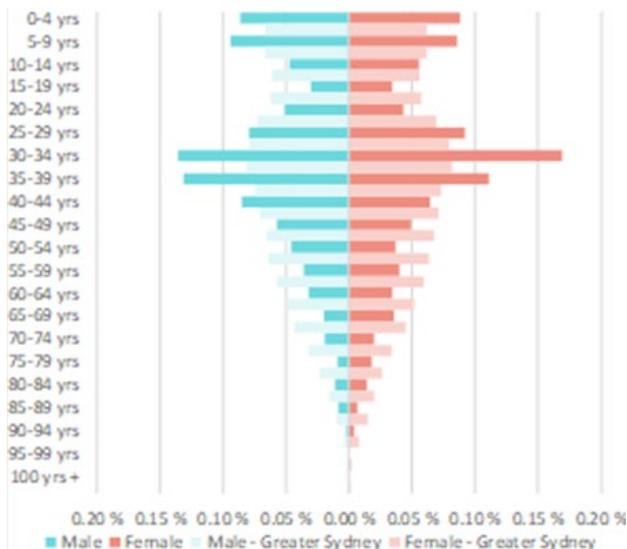
#### 3.3.2 Community profile

##### Demographics related to the 'locality'

For the purposes of demographic analysis, the Westmead locality comprises of the SA1s that best fit the 400 metre catchment surrounding the Westmead metro station construction site. The key findings of the demographic analysis for the Westmead locality are as follows:

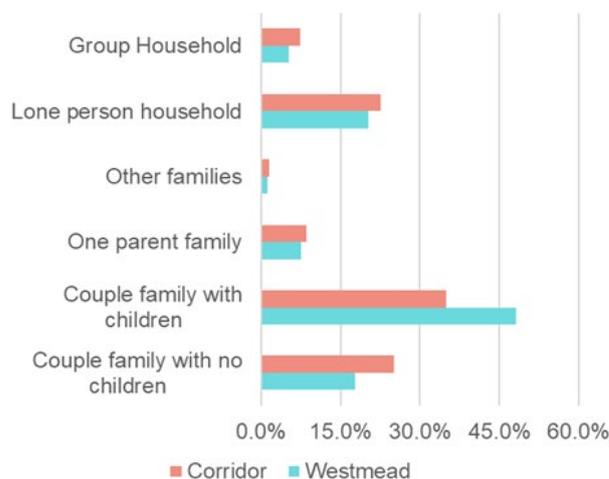
- As at 2016, the population of the Westmead locality was approximately 7,580 residents. Between 2011 and 2016, the population of the Westmead locality increased by around 700 residents at an average annual rate of 1.9 per cent, which is slightly below the rate of the entire corridor.
- The population was relatively young compared to the other localities (refer to **Figure 14**). In 2016, the median age of the locality was 32.3 years, which is similar to the median age of 33.1 for the entire Stage 1 corridor.
- In 2016, 74.6 per cent of households were family households, with the majority being couple families with children (refer to **Figure 15**). Compared with the other localities across the corridor, the Westmead locality had one of the largest shares of family households and couple family with children.
- In the Westmead locality, five per cent of residents needed assistance in their day to day lives due to disability, which was higher than the Stage 1 corridor average (3.7 per cent).
- In the Westmead locality, the majority of dwellings were flats, units or apartments. There was also a fairly high share of separate houses within the locality. The average household size was 2.9 which was among the highest across all the localities, with the average household size being 2.3 across the entire corridor. 68.6 per cent of dwellings were being rented, while only 12.4 per cent were owned outright.
- Overall, households in the Westmead locality were slightly less financially advantaged compared to other localities, as they have a lower median household annual income. Within the Westmead locality the median household annual income in 2016 was \$90,050. Median monthly mortgage repayments were \$1,900, which represents around 25.3 per cent of median household income. The median weekly rent in the Westmead locality was \$400, below the Stage 1 corridor median of \$480 per week.
- In the Westmead locality, only 23.1 per cent of households spoke English only at home. This was the lowest share of all localities across the corridor.
- In 2016, the stability of residence within the Westmead locality was fairly low compared to other localities across the corridor, with 34.7 per cent of people reporting living in the same address five years ago. However, the stability of residence has been increasing relative to other localities, with the share of residents living at the same address one year ago increasing to 69.2 per cent compared to 67.8 per cent across the corridor as a whole. The share of persons living overseas has declined between 2011 and 2016.
- In 2016, 23.7 per cent of all residents of the Westmead locality were attending an educational institution, including preschool, or primary or secondary school, or university, or TAFE or other educational institutions. Of the residents attending an educational institution:
  - 41.9 per cent were attending primary education which is the highest share across all the localities

- 24.7 per cent of residents were attending university or other tertiary institutions, which was slightly higher than some of the other localities and slightly lower than the share for the corridor as a whole at 31.4 per cent.
- Residents within the locality reported one of the highest uses of public transport use compared to other localities, with 48.9 per cent of residents travelling to work via train or bus. While 33.1 per cent of residents travelled to work via car, this share was relatively low compared to other localities. The existing station and bus networks within the Westmead locality means that residents have fairly good access to public transport and are less car dependent compared to other localities.



**Figure 14 Age structure: Westmead locality**

Source: ABS, 2016



**Figure 15 Household types: Westmead locality**

Source: ABS 2016

### 3.3.3 Community assets (tangible) – social infrastructure

The Westmead locality comprises a mix of social and community assets focused around health, education and research. Westmead Public School is south-west of the construction site. The Westmead Health precinct is located to the north of the construction site and the existing Westmead train station. Parramatta Park, a major open space and recreational asset is located to the east of the Westmead metro station construction site.

Figure 16 identifies community assets (tangible) within the locality.

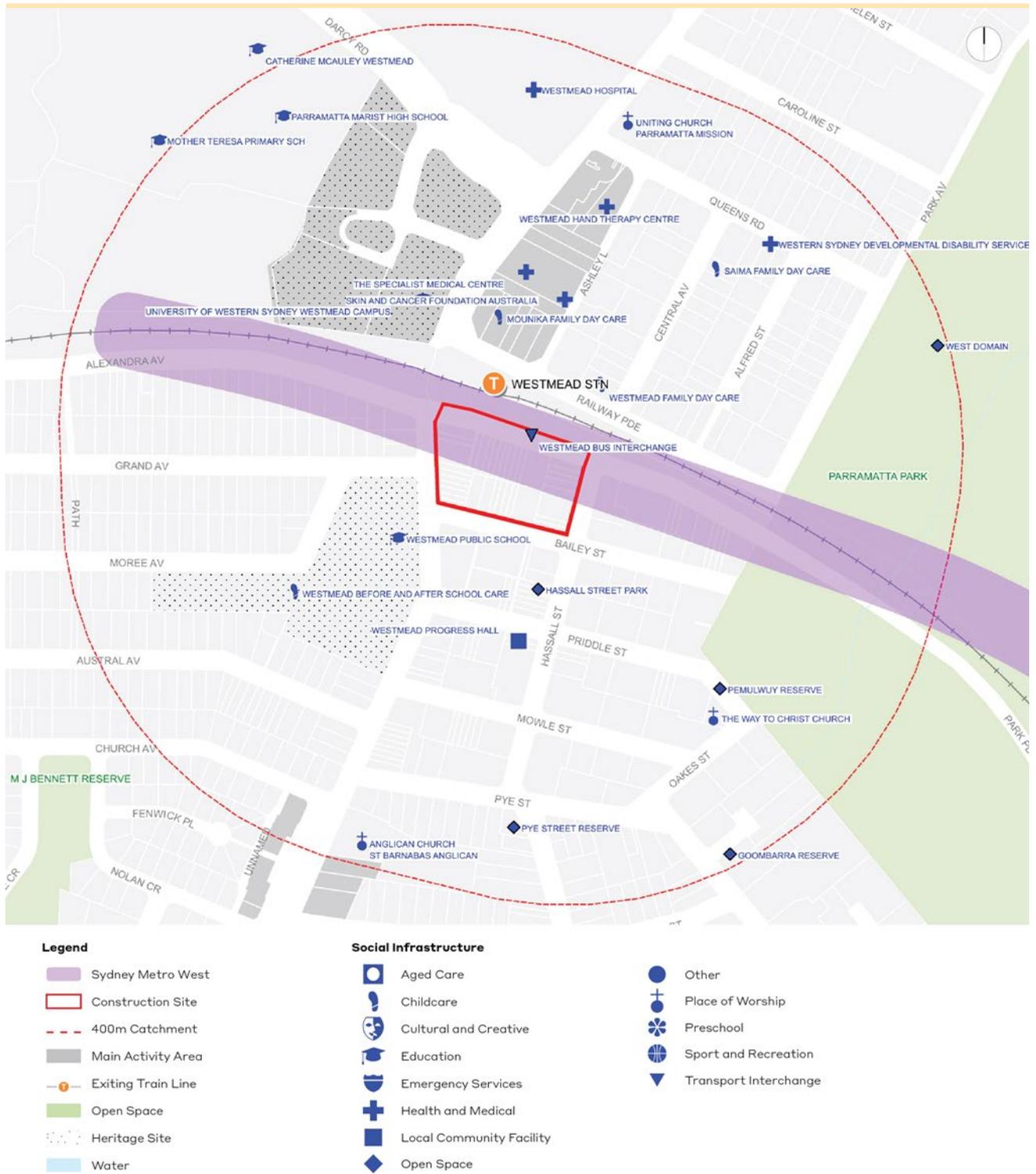


Figure 16 Westmead locality – community assets (social infrastructure)

### 3.3.4 Community assets (intangible)

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

A highly diverse migrant community: The locality has a culturally diverse community with a large Indian and Sri Lankan population. As well as a younger demographic profile when compared to the Parramatta LGA, a high proportion of residents rent in medium and higher density housing. Reliance on key open space assets such as the nearby Parramatta Park is important to sustaining community health and wellbeing. As well as being a highly diverse community, more than 70 per cent of residents are born overseas, with 50 per cent of existing residents in the locality arriving in the last five years.

A high proportion of families and young people: The majority (approximately 64 per cent) of residents within the area comprise families with children. The locality also has a significantly higher proportion of the population that is aged under 34 years when compared with the Parramatta LGA. A family-orientated younger population profile is dependent on local social infrastructure and services such as childcare and schools, several of which are located close to the construction site.

High social capital: High levels of social capital are evidenced by the number of organised and informal community groups active within the immediate 400m catchment of the construction site. For example, there are a number of places of worship which bring together people on a regular basis across different denominations and faiths. Organised groups associated with the Westmead Hospital and medical precinct also operate within the area. In addition, the Westmead Alliance, a group of organisations who have joined together to collaborate on the planning and development of Westmead, is also operative in the area. The nearby Parramatta Park hosts many events and community gatherings throughout the year which also supports a range of events, celebrations and local activities.

Relatively lower human capital: Overall, the locality has relatively lower levels of human capital compared to other localities within the Stage 1 corridor. While residents have obtained relatively high levels of education, households have overall lower levels of average household income. As at the 2016 Census, 70.4 per cent of local workers were in full-time employment; however, the unemployment rate was quite high, and the participation rate and employment to population ratio were low, suggesting that residents have experienced poorer labour market outcomes.

A nationally significant health and education precinct: Westmead is home to one of the largest health, education, research and training precincts in Australia providing direct health services to almost 10 per cent of Australia's population. It is also a key provider of jobs for the Greater Parramatta and Western Sydney region, drawing in a large proportion of skilled workers from across metropolitan Sydney.

Growth supported by investment: More than \$3 billion has been committed to upgrade health, education and medical facilities in Westmead over the next 10 years. Along with other city shaping infrastructure projects, including the Parramatta Light Rail construction and the redevelopment of Westmead Health precinct, this investment will see a significant growth in the number of people visiting, living and working around Westmead over the next 20 years. Associated with this growth is ongoing change and transformation within the neighbourhood, particularly impacting the residential populations within the immediate area.

Day-to-day accessibility throughout the Westmead locality is challenging: New investment in the Parramatta Light Rail and Sydney Metro West would significantly improve the accessibility of Westmead via public transport. The Westmead locality is already significantly congested, and access and availability of parking is highly valued amongst the community. The impact of ongoing (and future) construction works on availability of parking is a key community concern. The existing Westmead Station is located away from the entrances of hospitals, and shift workers and patients accessing the hospital at night or after hours, often choose to use car transport.

### 3.3.5 Community engagement

Community engagement during the first half of 2018 highlighted the following:

- Strong support for a station at Westmead, particularly as this presents an opportunity to create a transport interchange that could connect major destinations
- A few submissions recommended a need to link the Westmead campus to the University of Sydney and Camperdown Health and Education precinct
- The City of Parramatta Council is supportive of a station at Westmead and supportive of an interchange with the existing Western Line and the new light rail
- Several submissions suggested alternative station locations. Some indicated that the station should be closer to Westmead Hospital
- There was concern about parking availability around Westmead metro station.

A community survey of 135 respondents across the corridor was undertaken in late 2019, and the outcomes of the community engagement are summarised in Section 3.2.4.

### 3.3.6 Community values and aspirations

The key issue of relevance to Stage 1, as identified through a review of Community Strategic Plans prepared by Cumberland Council and City of Parramatta Council, relates to community concern around ongoing growth and disruption associated with development, including infrastructure investment. While the communities within the Cumberland and Parramatta LGAs recognise the opportunities offered by infrastructure investment and urban renewal – including improved accessibility and connectivity, amenity and liveability, as well as improved access to high quality jobs close to home – some members of the community are also concerned that growth is having an unacceptable impact on existing lifestyles in their neighbourhoods.

Planning and delivering a vibrant, safe and attractive local centres, including with improved public transport options, is a key priority for both communities. Other priorities identified improved access to jobs locally and within the region, and a strong and diverse local economy supported by a network of local businesses.

Appendix E provides further detail.

## 3.4 Parramatta metro station construction site

### 3.4.1 Urban and social context

The Parramatta metro station construction site is located approximately 200 metres north of the existing Parramatta Station. The construction site is situated centrally within the city block bounded by George Street to the north, Macquarie Street to the south, Church Street to the east and Smith Street to the west. The construction site is situated to the north-east of Centenary Square and is surrounded by retail, commercial, education and other employment centre uses.

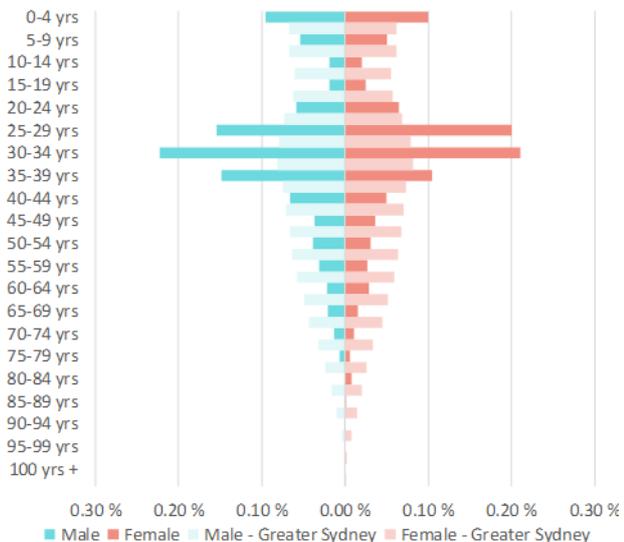
The Parramatta CBD is Sydney's second city and is currently a regional population-servicing centre for Western Sydney. Of all the proposed construction sites along the Stage 1 corridor, the Parramatta metro station construction site has the highest density and diversity of social infrastructure within 400 metres. As a city centre experiencing significant and ongoing urban transformation, such as the current revitalisation of Parramatta Square, ongoing construction works in the Parramatta CBD are likely to cause temporary disruption to the accessibility of some local social infrastructure and services. This could be particularly disruptive for visitors from outside the local area coming to Parramatta CBD to access regional and district services.

### 3.4.2 Community profile

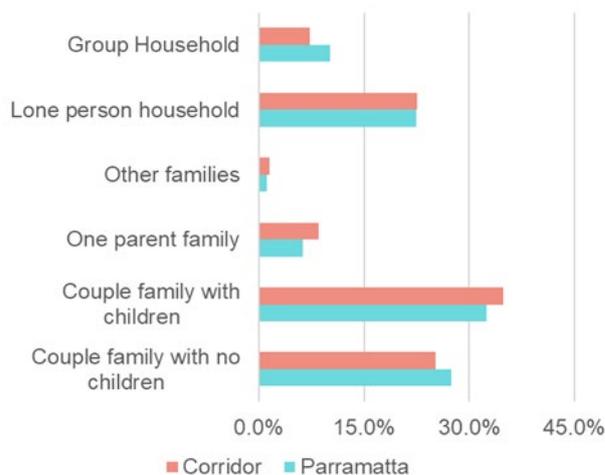
#### Demographics related to the 'locality'

For the purposes of demographic analysis, the Parramatta locality comprises of the SA1s that best fit the 400 metre catchment surrounding the Parramatta metro station construction site. The key findings of the demographic analysis for the Parramatta locality are as follows:

- As at 2016, the population of the Parramatta locality was 7,130 residents. Between the period 2011 to 2016, the population of the locality increased by 2,240 residents at an average annual growth rate of 7.9 per cent.
- The population of the Parramatta locality was among the youngest across all localities, with a median age of 30.6 years (refer to **Figure 17**). Driving this relatively younger age was the large share of residents aged 0 to 4 years and 20 to 34 years.
- In 2016, 67.4 per cent of households were family households, which was relatively lower compared to other localities in the Stage 1 corridor (refer to **Figure 18**). 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. There was also a fairly high share of lone person households compared to other localities across the corridor, and the highest overall share of group households.
- In the Parramatta locality, 1.5 per cent of residents needed assistance in their day to day lives due to disability, which was lower than the Stage 1 corridor average (3.7 per cent).
- The overwhelming majority of dwellings within the Parramatta locality were flats, units or apartments which accounted for 93.4 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 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. A significant majority of dwellings were being rented at 74.6 per cent, which was among the highest across all the localities, while 17.7 per cent of dwellings were owned with a mortgage, which was the lowest overall across all the localities.
- The average household size was 2.5 persons, which was slightly lower compared to other localities and below the average household size of the corridor as a whole.
- Overall, households in the Parramatta locality were slightly less advantaged compared to some other localities. In 2016, the median annual household income in the locality was \$97,150 which was slightly higher compared to some of the other localities but lower compared to the median of the corridor as a whole which is \$99,580 per year. Median monthly mortgage repayments were \$1,900. This is 23.5 per cent of median household income, which was among the lowest percentages across all the localities. This suggests households in the Parramatta locality face lower levels of mortgage stress than households in the other localities. Median weekly rents in the Parramatta locality were \$460, which was comparable to the median weekly rent of households across the entire corridor.
- In the Parramatta locality, 23.7 per cent of households spoke English only at home. This was the lowest share compared to other localities across the Stage 1 corridor.
- The stability of residence within the Parramatta locality was fairly low compared to other localities, although this has increased over time. Compared to other localities, the Parramatta locality has a fairly high share of residents living overseas in 2011 and 2015, though this has also declined in 2016.
- In 2016, 19.6 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 institutions. 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.
- Compared to other localities, residents in the Parramatta locality were relatively less car dependent with only 25.4 per cent reporting travelling to work via car as a driver. Compared with the Stage 1 corridor, the Parramatta locality had the highest overall share of residents travelling to work via train or bus, and also 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.



**Figure 17 Age structure: Parramatta locality**  
Source: ABS, 2016



**Figure 18 Household types: Parramatta locality**  
Source: ABS 2016

### 3.4.3 Community assets (tangible) – social infrastructure

The Parramatta locality comprises the highest concentration of social infrastructure along the Stage 1 corridor. As a regionally significant, population serving centre, there is a range of regional and district level social infrastructure including government services, university campuses and other educational institutions. There are also a number of historic sites, cultural heritage sites and monuments distributed within proximity around the Parramatta construction site.

Figure 19 identifies community assets (tangible) within the locality.

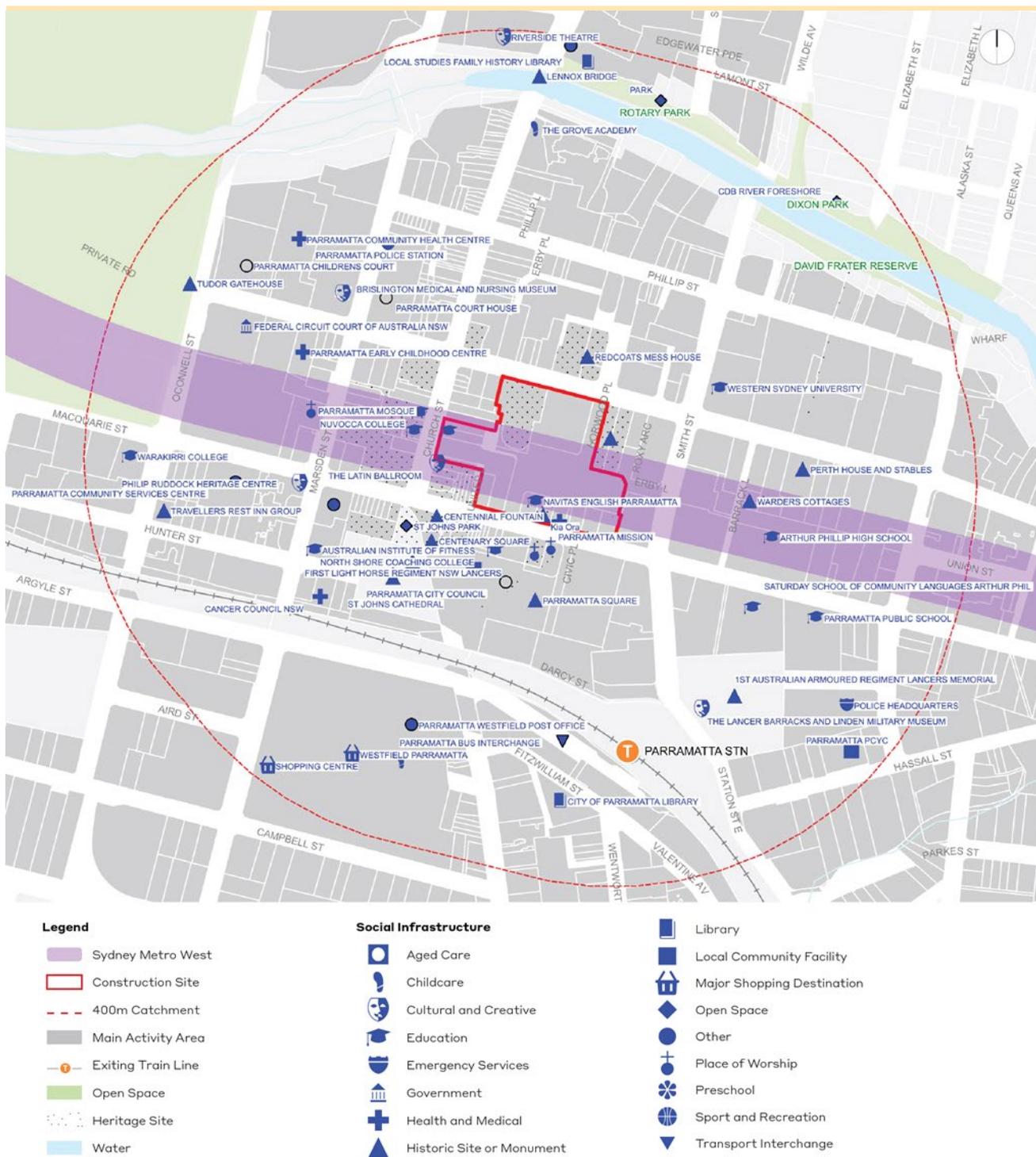


Figure 19 Parramatta locality – community assets (tangible)

### 3.4.4 Community assets (intangible)

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

Pace of change and population growth: Parramatta is currently undergoing significant urban transformation with numerous major infrastructure projects occurring within and around the city centre including the construction of Parramatta Light Rail (Stage 1) and the transformation of Parramatta Square. There are also six major CBD residential tower projects which are expected to provide more than of 2,600 apartments in the short to medium term. Associated with these developments will be a significant increase in the number of jobs and residents living and working in Parramatta over the next five to 10 years.

A changing local community: As Parramatta CBD transforms over time, there will be a change in the types of jobs and local business within the area. Local cultural institutions such as the Roxy Theatre, adjacent to the site, and Centenary Square, will become increasingly more important in reflecting and retaining community linkages and identity to place and heritage. Local shopping centres such as Parramall include a diverse range of local businesses and also includes many empty retail spaces available for lease.

High social capital: Parramatta CBD is a vibrant urban area, comprising many diverse communities and interest groups. As a regionally significant destination within the Central City District with a high level of social infrastructure provision, Parramatta attracts commuters and visitors from a wide metropolitan catchment who visit the Parramatta CBD to engage with the many education, health and cultural assets. Social capital in the community is strengthened through the regular and varied program of community events, cultural gatherings, celebrations and festivals across different venues and public spaces within the Parramatta CBD. These gatherings bring the community together and foster social cohesion. A social enterprise is also located in the ground floor of the Horwood Place carpark (within the construction site footprint), which provides services to break the cycle of homelessness, connecting communities, assisting refugees and disengaged youth.

Relatively lower human capital: The Parramatta locality has relatively lower levels of human capital compared to localities in the eastern extent of the Stage 1 corridor. While residents have obtained relatively high levels of education, households have overall lower levels of average household income.

New city-shaping infrastructure transforming a city: Parramatta is a key focus for public and private investment as it transforms into Sydney's Central City. Between 2016 and 2021, more than \$10 billion will be invested in constructing roads, light rail, schools, hospitals, offices, shops, accommodation, a museum, a sports stadium and new public spaces. There is also likely to be strong demand for office and commercial space, partly driven by the relocation of public and private sector tenants from the Sydney CBD to the Parramatta CBD. The intensity of development across Parramatta LGA will lead to intense construction activity, which is likely to be disruptive to the local community – including their sense of connection to place.

Community aspirations for balanced growth: Community consultation activities carried out by the City of Parramatta Council throughout 2017 and 2018 highlighted that 'balanced growth' is a priority for Parramatta LGA residents. While many residents are enthusiastic about and supportive of growth and development in Parramatta, some residents are concerned about overdevelopment, and increased population not being well supported by increased infrastructure provision. In particular, community comments reflect that growth should not be at the expense of green space or valued heritage assets.

### 3.4.5 Community engagement

Earlier community engagement during the first half of 2018 highlighted the following:

- Submissions for Parramatta mainly related to the location of the metro station, with some supporting a new location and others supporting an interchange at the current Parramatta Station
- Submissions in support of using the existing Parramatta Station felt it would be better to provide an interchange to the Western Line here rather than Westmead
- The City of Parramatta Council is supportive of a station in the Parramatta CBD to facilitate the Central City and support its development as a vibrant city centre, plus provide fast connections to Sydney CBD

- The City of Parramatta Council also believes that the station would be the catalyst for new jobs and services in the city and supports a location close to or on the proposed Civic Link
- Council recommends that the station is designed to allow for future provision of a north/south connection to Parramatta and be located and designed to facilitate integration with transport modes and links to significant arts, culture, sport and entertainment infrastructure.

The community survey of 135 respondents across the corridor undertaken in late 2019, and the outcomes of the community engagement are summarised in Section 3.2.4.

### 3.4.6 Community values and aspirations

Key issues of relevance to Stage 1, as identified through a review of the City of Parramatta Council's Community Strategic Plan and Socially Sustainable Parramatta Framework, relates to concerns over the pace and scale of growth and development across Parramatta LGA and the community aspiration that increased development leads to improved liveability. Drawing on extensive community engagement, City of Parramatta's key documents define improved liveability as improved infrastructure and public transport, enhanced access to high quality jobs, management of congestion and prevention of overdevelopment.

While the Parramatta LGA community recognises the opportunities offered by infrastructure investment and urban renewal – including improved accessibility and connectivity, amenity and liveability, as well as improved access to high quality jobs close to home – some members of the community are also concerned that growth is having an unacceptable impact on existing lifestyles in Parramatta LGA. A key community priority is planning and delivering a vibrant, safe and attractive Parramatta CBD and local centres that are supported with improved public transport options.

## 3.5 Clyde stabling and maintenance facility construction site

### 3.5.1 Urban and social context

The Clyde stabling and maintenance facility construction site would be located over a large industrial area. It is located in the suburbs of Clyde and Rosehill, within the Parramatta LGA. Rosehill Gardens racecourse is immediately adjacent to the construction site.

The Clyde locality is primarily characterised as an industrial and warehousing logistics precinct for light and heavy industry. Within 400 metres of the construction site, there is a diverse mix of land uses ranging from residential, industrial, sporting and commercial. Major transport infrastructure is located near the construction site, including James Ruse Drive, the M4 Motorway, the now closed T6 Carlingford Line and the T1 Western Line. The site is also located near the juncture of Parramatta LGA and Cumberland LGA. A'Becketts Creek and Duck Creek run through part of, and adjacent to the construction site. These geographic and spatial conditions contribute to the mixed character of the area and create distinct neighbourhoods within the catchment area.

Key landmarks within the catchment include the Rosehill Gardens racecourse which is located directly adjacent to the construction site and the Sydney Speedway (located on NSW Government owned land within the construction site). There is a limited range of social infrastructure within the immediate construction catchment with most residents likely to travel to nearby Parramatta to access daily services and amenities.

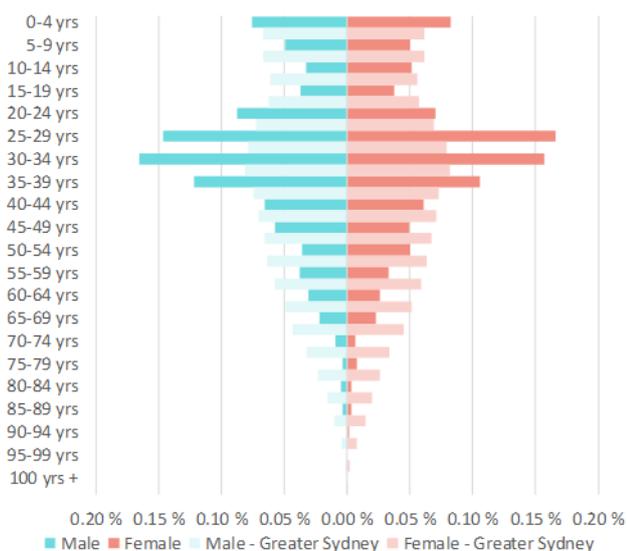
### 3.5.2 Community profile

#### Demographics related to the 'locality'

For the purposes of demographic analysis, the Clyde locality comprises of the SA1s that best fit the 400 metre catchment surrounding the Clyde stabling and maintenance facility construction site. The key findings of the demographic analysis for the Clyde locality are as follows:

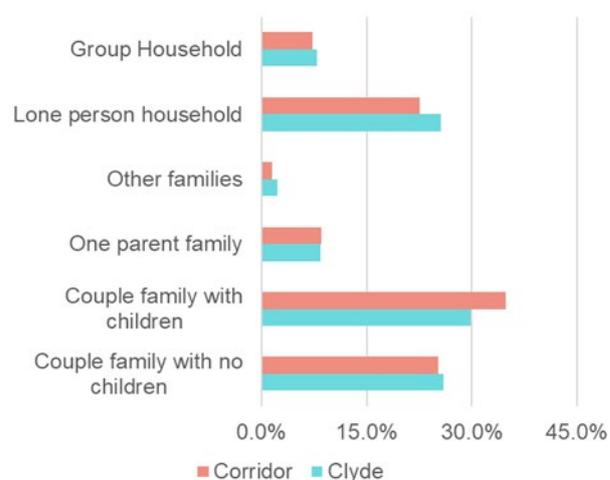
- As at 2016, the population of the Clyde locality was 5,120, which was slightly lower compared to the other localities. Between 2011 to 2016, the population increased by 1,440 at an average annual growth rate of 6.9 per cent.

- The median age of the Clyde locality was 30.9 years, which was among the youngest across all the localities (refer to **Figure 20**). Driving this relatively younger population was the relatively higher share of residents aged 0 to 4 years, 5 to 19 years and 20 to 34 years.
- The Clyde locality had one of the highest shares of family households, of which the majority were couple family households, with slightly more couple family with children households than couple families with no children (refer to **Figure 21**). There was also a relatively high share of other family households. Lone person households were also quite high accounting for 25.6 per cent of all household types.
- In the Clyde locality, 2.2 per cent of residents needed assistance in their day to day lives due to disability, which was lower than the Stage 1 corridor average (3.7 per cent).
- In the Clyde locality, the majority of dwellings were flats, units or apartments; however, this share was below that of some of the surrounding localities. While the majority of dwellings were being rented, a relatively high share were owned with a mortgage. The average household size of the locality was 2.6 which was slightly below the majority of the other localities within the corridor.
- A slightly higher share of residents were attending education facilities compared to other localities across the corridor and compared to the corridor as a whole. In 2016, 22.6 per cent of residents were attending education, with most at university or other tertiary institution or attending infants/primary.
- Overall, households in the Clyde locality were less advantaged compared to other localities in the corridor. In 2016, households in the locality had the lowest median annual household income at \$80,250 compared to the other localities. The median monthly mortgage was \$2,040 which was slightly higher compared to some of the other localities and represents 30.5 per cent of the share of median household income, while household weekly median rents were \$420. Taken together these factors suggest that some households in the locality could be susceptible to financial and mortgage stress.
- In the Clyde locality, 30.3 per cent of households spoke English only at home which was the lowest share compared to some of the other localities across the corridor.
- Compared to other localities, residents within the Clyde locality had relatively lower levels of stability of residence compared to other localities and the corridor as a whole. Share of residents living overseas in 2011 and 2015 was comparable to the share across the corridor as a whole.
- Residents within the Clyde locality were highly car dependent compared to residents across the entire corridor with 56.0 per cent of residents reporting travelling to work via car as a driver.



**Figure 20 Age structure: Clyde locality**

Source: ABS, 2016

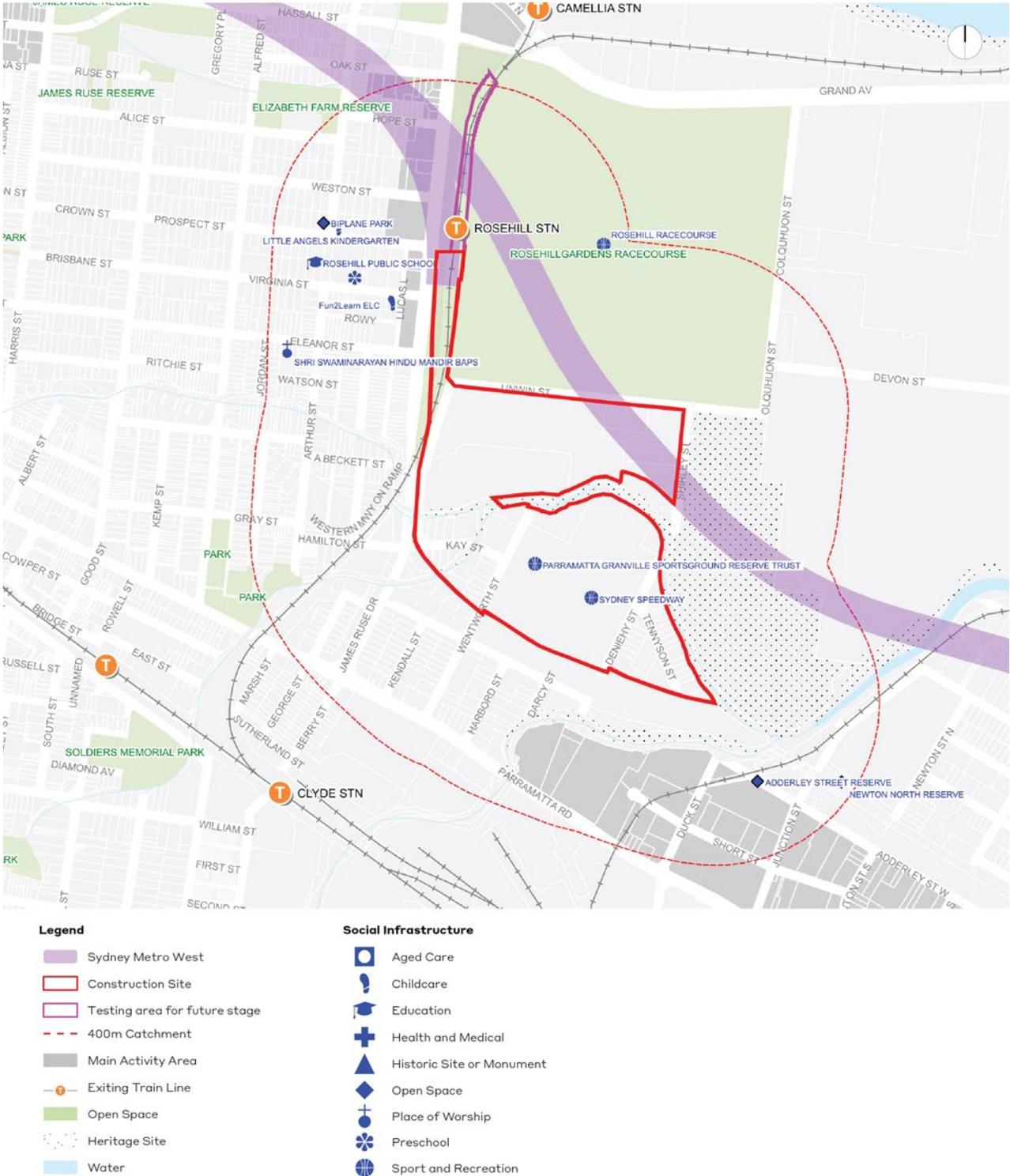


**Figure 21 Household types: Clyde locality**

Source: ABS 2016

### 3.5.3 Community assets (tangible) – social infrastructure

The Clyde stabling and maintenance facility construction site would be located over a large industrial area adjacent to Rosehill Garden Racecourse. The Sydney Speedway (location on NSW Government owned land) and the Rosehill Gardens racehorse are key landmarks and the provision of social infrastructure within the catchment area is limited. This includes two childcare centres, a preschool and one public school as shown in **Figure 22**.



**Figure 22 Clyde locality – community assets (social infrastructure)**

### 3.5.4 Community assets (intangible)

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

A sporting and recreation destination: Located directly adjacent to the construction site is the Rosehill Gardens racecourse, one of Sydney's premier sporting and events destinations. Its flagship event, the Golden Slipper, attracts tens of thousands of visitors annually and contributes to the identity of the area. Alongside horse racing, the Rosehill Gardens racecourse also has a range of premium event and function spaces which are available for hire throughout the year. The Sydney Speedway is also another key sporting and recreation landmark located within the construction site footprint, which would be acquired as part of Stage 1.

Connections to place associated with recreation infrastructure: Community connections to key sporting and recreation infrastructure within the catchment include connections by visitors as well as local residents and workers to the Rosehill Gardens racecourse and Sydney Speedway. The Sydney Speedway, for example, has operated at this site since 1977 and for some users is associated with a strong connection to place. There is a limited range of local social infrastructure within the immediate construction catchment, with most residents likely to travel to nearby Parramatta to access daily services and amenities.

Social capital connected with Parramatta CBD: The Clyde locality is set within an industrial context, however there is a distinct residential community to the west of the construction site, within Rosehill. Levels of community cohesion and sense of belonging are varied throughout the locality, and existing residents are more likely to identify as part of the broader Parramatta CBD catchment rather than the Clyde industrial precinct.

Relatively lower human capital: The Clyde locality had the lowest overall level of human capital of all localities within the Stage 1 corridor, as at the 2016 Census. The level of education obtained was the lowest across all localities. Similarly, it also had the lowest average household income of all localities. Residents generally experience relatively poorer labour market conditions, with the highest overall unemployment rate, and among the lowest overall participation rate, and the lowest employment to population ratio. These labour market indicators suggest that some working age residents within the locality have been discouraged from looking for work. Offsetting this slightly was the higher proportion of residents currently attending an educational institution. Notwithstanding this, the proportion of part-time employment within the locality suggests that local workers are likely to be underemployed. The proportion of local workers in part-time employment was among the highest of all localities.

### 3.5.5 Community engagement

As community engagement during the first half of 2018 focused on potential station locations, no specific feedback was received in relation to this locality. However, several submissions identified that a station at Rosehill would service the residents and visitors to Rosehill Gardens racecourse. A community survey of 135 respondents across the corridor was undertaken in late 2019, and the outcomes of the community engagement are summarised in Section 3.2.4.

### 3.5.6 Community values and aspirations

Key issues raised in the City of Parramatta Council's Community Strategic Plan and Socially Sustainable Parramatta Framework that are relevant to the site include concern over the pace and scale of growth and development across Parramatta LGA and the community aspiration that increased development leads to improved liveability. Drawing on extensive community engagement, the City of Parramatta Council's key documents define improved liveability as improved infrastructure and public transport, enhanced access to high quality jobs, management of congestion and prevention of overdevelopment.

While the Parramatta LGA community recognises the opportunities offered by infrastructure investment and urban renewal – including improved accessibility and connectivity, amenity and liveability, as well as improved access to high quality jobs close to home – some members of the community are also concerned that growth is having an unacceptable impact on existing lifestyles in Parramatta LGA. A key community priority is planning and delivering a vibrant, safe and attractive Parramatta CBD and local centres that are supported with improved public transport options.

## 3.6 Silverwater services facility construction site

### 3.6.1 Urban and social context

The Silverwater services service facility construction site is located at the heart of the Silverwater industrial and commercial area surrounded by large format retailing and offices with limited surrounding social infrastructure. The construction site is a vacant lot on the corner of Silverwater Road and Derby Street. The nearest residential properties are located approximately 250 metres south of the construction site. The Silverwater services facility construction site is located in Parramatta LGA.

The suburb of Silverwater is bounded by Parramatta River in the north and the M4 Motorway in the south, and is located approximately 20 kilometres west of the Sydney CBD. The suburb comprises light industrial, business park and large-format retail/office distribution centres. Within the broader context, one of the key landmarks is the Silverwater Correction Complex, taking up a large portion of land in the north-eastern corner of the suburb, approximately one kilometre from the construction site. To the east of the construction site, beyond the light industrial area, is the suburb of Newington, the former Sydney Olympic athlete's village, now home to a community of residents.

### 3.6.2 Community profile

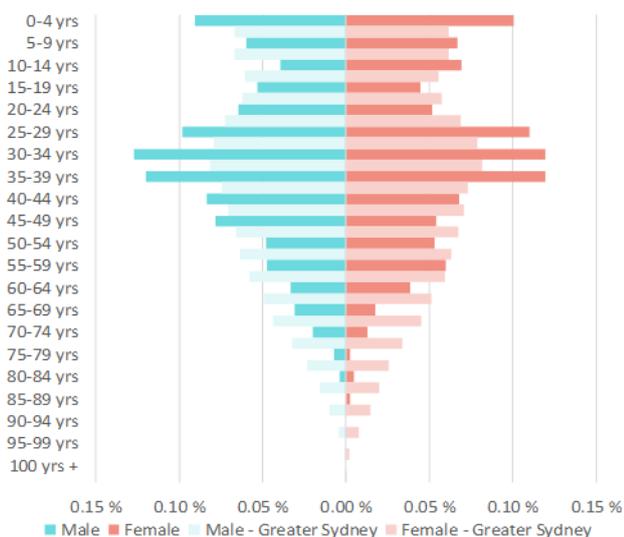
#### Demographics related to the 'locality'

For the purposes of demographic analysis, the Silverwater locality comprises the SA1s that best align to the 400 metre catchment surrounding the Silverwater services facility construction site. The key findings of the demographic analysis for the Silverwater locality are as follows:

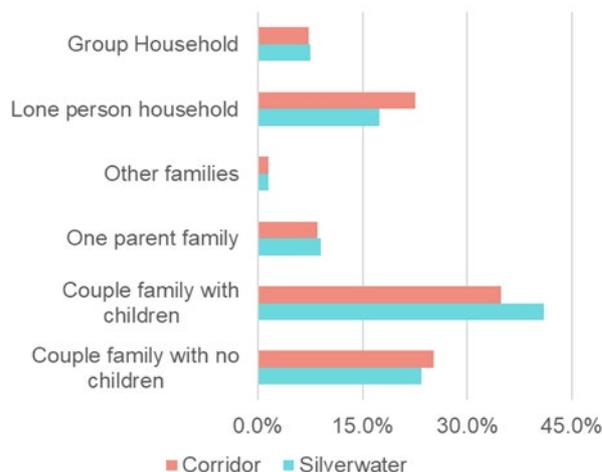
- In 2016, the population of the Silverwater locality area was 2,640 residents. This population was one of the lowest compared to the other localities in the corridor, and reflects the comparative lack of residential areas directly adjacent to the construction site. Between 2011 and 2016 the population increased by 570 at an average annual growth rate of 4.7 per cent. To the south of the construction site, there are residential areas in Silverwater and Newington.
- The population profile of the Silverwater locality was relatively young, with a median age of 32.2 years compared to 33.1 across the corridor as a whole (refer to **Figure 23**). Driving this younger population was the relatively large share of residents aged 0 to 4 years and 5 to 19 years. This reflects that the residential area within the locality (to the south of the construction site) has been an attractive place for young families, who are living in residential developments in proximity to the construction site.
- In the Silverwater locality, 75 per cent of households were family households, with the majority of these being couple family with children, which was more than double the number of couple family with no children households (refer to **Figure 24**). This indicates that although the residential population of the locality is comparatively small, the area is an attractive location for young families.
- In the Silverwater locality, 2.5 per cent of residents needed assistance in their day to day lives due to disability, which was lower than the Stage 1 corridor average (3.7 per cent).
- Within the Silverwater locality, the share of dwelling types was fairly balanced compared to some of the other localities. A little under half of all dwellings were flats, units or apartments, while over a third were separate houses.
- The average household size of the Silverwater locality was 2.9 people per household, which was among the highest across all the localities.
- In 2016, the Silverwater locality had one of the highest shares of residents attending an educational institution, including preschool, or primary or secondary school, or university, or TAFE or other educational institutions.
- Overall, households in the Silverwater locality were relatively less advantaged compared to other localities. In 2016, the median household income was \$86,630 which was among the lowest across all the localities within the corridor. The median monthly mortgage repayment was \$2,180, which was slightly high compared to some localities but well below the median across the entire corridor which was \$2,320. The median households were approximately spending 30.2 per cent of their median income on mortgage repayments. Which suggests there are relatively higher levels of mortgage stress amongst households in this locality compared to households in

other localities. The median weekly rent was \$420, which is comparable to the median across the corridor as a whole at \$480.

- In the Silverwater locality, 36.3 per cent of households spoke English only at home which was slightly higher compared to other localities particular directly to the west along the corridor.
- Stability of residence was fairly high compared to other localities across the corridor. A relatively low share of residents in the Silverwater locality were living overseas in 2011 and 2015.
- Residents within the Silverwater locality were the most car dependent compared to residents in other localities, with 61.8 per cent of residents reporting travelling to work via car in 2016. The Silverwater locality also had one of the lowest shares of residents travelling to work via train or bus, which suggests limited public transport access for residents to get to their workplaces.



**Figure 23 Age structure: Silverwater locality**  
Source: ABS, 2016



**Figure 24 Household types: Silverwater locality**  
Source: ABS 2016

### 3.6.3 Community assets (tangible) – social infrastructure

Silverwater is an established industrial, retail and commercial precinct. In this context, there is limited social infrastructure within proximity to the Silverwater services facility construction site. Existing provision in proximity to the construction site includes one childcare centre, a local performing arts space and two places of worship as shown in **Figure 25**.

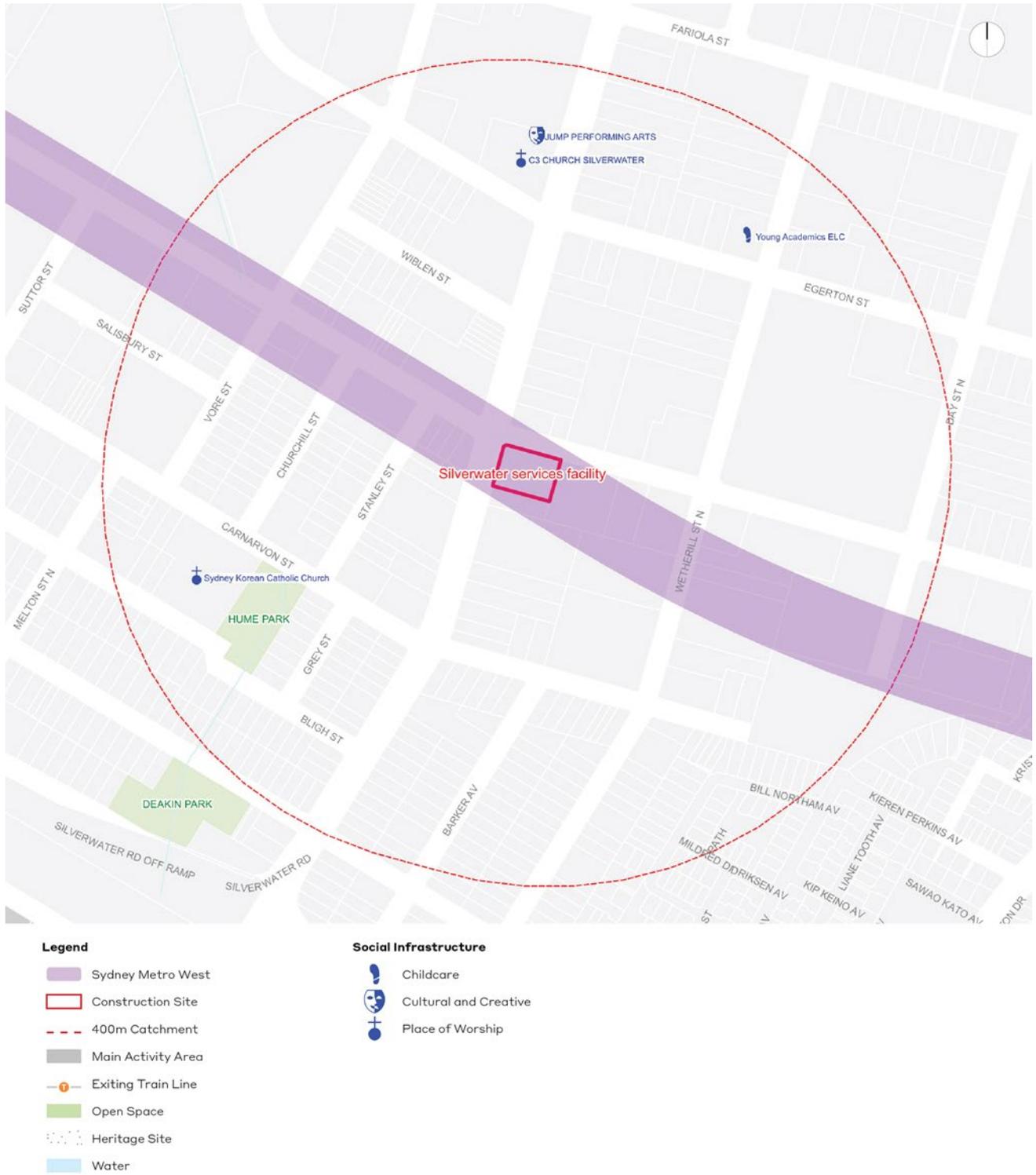


Figure 25 Silverwater locality – community assets (social infrastructure)

### 3.6.4 Community assets (intangible)

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

An active commercial and enterprise precinct: Silverwater is characterised by its high concentration of small to medium enterprises as well as warehouses, distribution centres and other large format office and retail outlets. The suburb is well connected by road to the north (to suburbs such as Rydalmere and Ermington) as well as to the Parramatta and Sydney CBDs via the M4 Motorway.

A limited residential population: The closest residential population is located approximately 200 metres to the south of the construction site. For daily local needs, these residents would likely be visiting the Lidcombe Centre or the retail precinct around Auburn.

Relatively low human capital: The Silverwater locality had fairly low levels of human capital compared to other localities, as at the 2016 Census. The level of education obtainment was fairly moderate compared to other localities. Average household income was just above the average for the Stage 1 corridor, while labour market conditions are slightly more favourable than localities to the west. The unemployment rate is quite low compared to both the Stage 1 corridor and Greater Sydney; however, this is offset by relatively low participation rate and employment to population ratio. These indicators suggest that, at the time of the 2016 Census, there may be a discouraged worker phenomenon occurring. If these residents were looking for work at the time of the Census collection period, the unemployment rate would have been much higher. Around 73.4 per cent of residents were in full-time employment, which was among the highest of all localities.

Strong social capital in nearby Newington: Newington is just outside the SA1 boundary for the locality and community engagement outcomes to date have indicated strong social capital in the nearby residential suburb of Newington, with a high level of participation in engagement processes to date demonstrated by the relatively high response rate to consultation on Sydney Metro West. Within Silverwater, social capital exists among communities of workers. There is a diverse range of employee groups and workers in the suburb, which comprises a range of business and industrial activities.

Advocacy for a metro station at Newington: During the early community engagement activities associated with Metro West, there was a high volume of feedback from residents within the suburb of Newington for a new metro station within their suburb. As a unique residential precinct (the former Olympic Village for athletes), it is relatively isolated within its broader industrial context and the community is reliant on the existing bus network for public transport needs.

### 3.6.5 Community engagement

During earlier community engagement during the first half of 2018, a large number of submissions were received in support of a station to be included at Silverwater. Many reasons for support were cited, including its central location, the potential to grow business, create employment and provide public transport to residential areas.

Some Silverwater residents indicated that there are long commute times in private vehicles to Auburn or Lidcombe Stations to access rail services. Some cited this added extra traffic congestion and increased reliance on private vehicles.

A community survey of 135 respondents across the corridor was undertaken in late 2019, and the outcomes of the community engagement are summarised in Section 3.2.4.

### 3.6.6 Community values and aspirations

Key issues raised in the City of Parramatta Council's Community Strategic Plan and Socially Sustainable Parramatta Framework that are relevant to the site include concern over the pace and scale of growth and development across Parramatta LGA and the community aspiration that increased development leads to improved liveability. Drawing on extensive community engagement, the City of Parramatta Council's key documents define improved liveability as improved infrastructure and public transport, enhanced access to high quality jobs, management of congestion and prevention of overdevelopment.

While the Parramatta LGA community recognises the opportunities offered by infrastructure investment and urban renewal – including improved accessibility and connectivity, amenity and liveability, as well as improved access to high quality jobs close to home – some members of the community are also concerned that growth is having an unacceptable impact on existing lifestyles in Parramatta LGA. A key community priority is planning and delivering a vibrant, safe and attractive Parramatta CBD and local centres that are supported with improved public transport options.

### 3.7 Sydney Olympic Park metro station construction site

#### 3.7.1 Urban and social context

The Sydney Olympic Park metro station construction site would be located between Dawn Fraser Avenue to the north, Figtree Drive to the south and Olympic Boulevard to the west. The construction site is located approximately 100 metres to the south of the existing Olympic Park Station. The Sydney Olympic Park metro station construction site is located in Parramatta LGA.

Sydney Olympic Park is a flagship sport and recreation precinct of state and national significance. With only a relatively small residential population and a high number of annual visitors, Sydney Olympic Park comprises a collection of large sporting arenas, exhibition and function spaces and sporting headquarters. Social infrastructure, services and retail are limited for existing residents, who are required to travel to neighbouring centres (such as Strathfield or Lidcombe) to access basic high street amenities (e.g. supermarket, medical services). The numerous hotels within the precinct service visitors and tourists and indicate a highly transient population. Over the coming years, the residential population of Sydney Olympic Park is expected to significantly increase as the precinct undergoes a new generation of urban renewal.

#### 3.7.2 Community profile

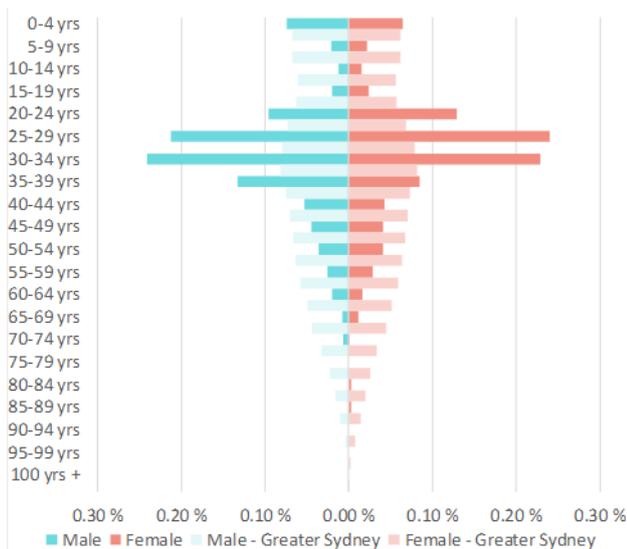
##### Demographics related to the Sydney Olympic Park locality

For the purposes of demographic analysis, the Sydney Olympic Park locality comprises of the SA1s that best align to the 400 metre catchment surrounding the Sydney Olympic Park metro station construction site. The key findings of the demographic analysis for the Sydney Olympic Park locality are as follows:

- In 2016, the population of the Sydney Olympic Park locality was 4,460 residents, which was slightly below the average population across all the localities. Between 2011 to 2016, the population of the Sydney Olympic Park locality increased by 4,390 at an average annual rate of 132.2 per cent.
- The population of the Sydney Olympic Park locality was relatively young with a median age of 30.1 years (refer to **Figure 26**). This was the lowest median age across the localities. This was driven by the relatively high share of young professionals and young families in the Sydney Olympic Park locality. The share of residents aged 20 to 34 years was the largest across all the localities indicating that this locality is an attractive location for young professionals and young families in part due to the new developments within the locality.
- 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 highest overall share of lone person households compared to the other localities, with lone person households accounting for 29.5 per cent of all household types within the Sydney Olympic Park locality (refer to **Figure 27**). Overall, this suggests that the locality is an attractive location for young professionals.
- In the Sydney Olympic Park locality, 0.6 per cent of residents needed assistance in their day to day lives due to disability, which was lower than the Stage 1 corridor average (3.7 per cent).
- Nearly all dwellings within the Sydney Olympic Park locality were flats, units or apartments at 99.7 per cent. The majority of these dwellings have been completed within the last ten years. As a result, the Sydney Olympic Park locality also had one of the lowest shares of dwellings owned outright, with the majority being rented. The average household size within the locality was the lowest overall at 2.1 persons per household.
- Compared to other localities, the Sydney Olympic Park locality had the lowest overall share of residents attending education at 18.3 per cent. Of those residents attending education, the majority were attending

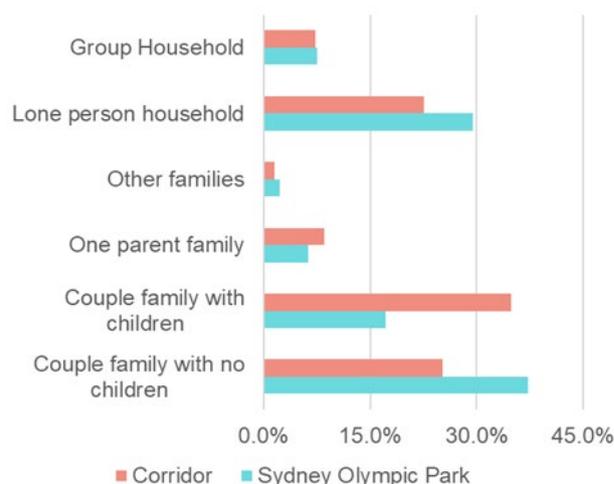
university or other tertiary institution, with relatively low shares attending pre-school, infants/primary school or secondary schools. This reflects the high share of young professionals living within the area.

- Overall, households in the Sydney Olympic Park locality were relatively worse off financially compared to households in other localities. In 2016, the median household income was \$88,660 which was below the median across the entire corridor. Monthly mortgage repayments were \$2,130 and represented 28.8 per cent of median monthly income. Compared to most of the other localities this was slightly high. In addition, weekly rents were \$520 which was also slightly high compared to other localities, particularly localities directly to the west within the Stage 1 corridor.
- 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 Stage 1 corridor, and well below the share across the entire corridor at 45.4 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. A relatively low share of residents were living overseas in 2011 and 2015.
- 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.



**Figure 26 Age structure: Sydney Olympic Park locality**

Source: ABS, 2016



**Figure 27 Household types: Sydney Olympic Park locality**

Source: ABS 2016

### 3.7.3 Community assets (tangible) – social infrastructure

Sydney Olympic Park is a regionally significant destination centred around sports, recreation, events and entertainment. The majority of social infrastructure within proximity to the Sydney Olympic Park metro station construction site comprises large-scale sporting facilities or associated infrastructure (refer to **Figure 28**).

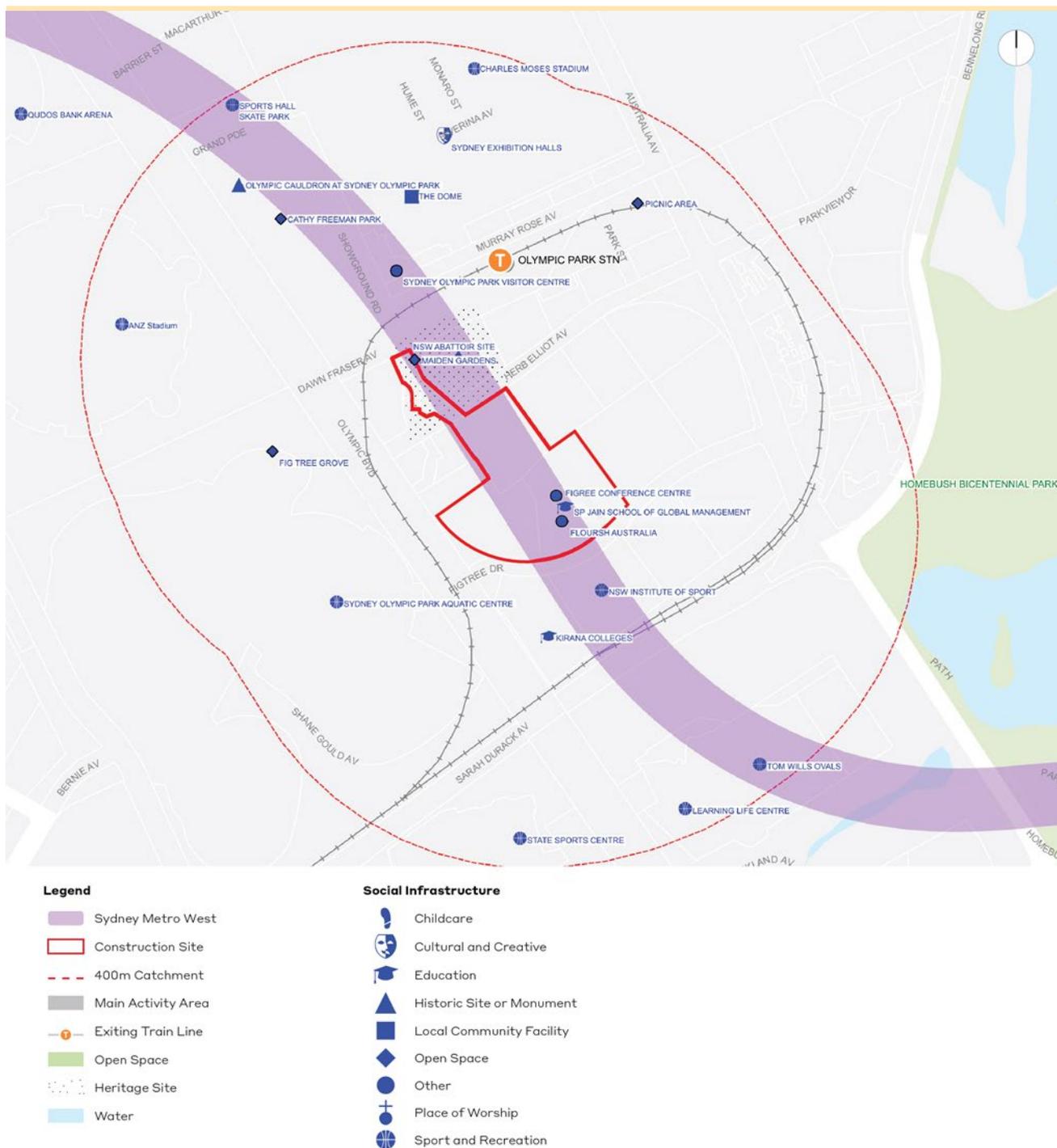


Figure 28 Sydney Olympic Park locality – community assets (social infrastructure)

### 3.7.4 Community assets (intangible)

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

A high density residential community: Unlike other localities along the Stage 1 corridor, there is only a small existing resident population. The local housing profile suggests that 100 per cent of dwellings within the immediate vicinity of the site are high density apartments. There is also a high rental rate with 65 per cent of residents renting, suggesting a somewhat transient residential population.

A state significant destination for major sport and entertainment events: Sydney Olympic Park is home to more than 10 sporting, events and convention facilities that attract approximately 10 million visitors each year. The ‘super lifestyle precinct’ has a very active program of events holding more than 5,600 business and entertainment events per year. Some of the key venues include the ANZ Stadium, Qudos Bank Arena, Giants Stadium, Sydney Showgrounds, Sydney Olympic Park Athletic and Aquatic Centre.

Social capital impacted by visitor population: Sydney Olympic Park’s role as a major events destination means social capital is largely transient, with high volumes of visitors – including sporting and recreation communities – drawn to the area for sporting events, recreational purposes or entertainment. There is a relatively small community of residents within the broader Sydney Olympic Park living entirely in high density apartments, with the majority renting.

A culturally diverse population: Only 29.6 per cent of the existing resident population speak English at home. Notably residents within Sydney Olympic Park comprise the highest proportion of Aboriginal and/or Torres Strait residents than any other location along the Stage 1 corridor (0.4 per cent of residents).

Relatively lower levels of human capital: The Sydney Olympic Park locality had fairly low levels of human capital compared to other localities, as at the 2016 Census. The level of education attainment was fairly moderate compared to other localities. Average household income was just above the average for the Stage 1 corridor, while labour market conditions were slightly more favourable than localities to the west. The unemployment rate was quite low compared to both the Stage 1 corridor and Greater Sydney; however, this was offset by relatively low participation rate and employment to population ratio. If these residents were looking for work at the time of the census collection period, the unemployment rate would have been much higher. Around 73.4 per cent of residents were in full-time employment, which was among the highest of all localities.

A vision for growth: The Sydney Olympic Park Master Plan is a long-term strategic plan which has a vision to create a vibrant town centre that will accommodate increased commercial, residential, sports and entertainment ventures. This will include 1.5 million square metres of additional floor space by 2030 along with 10,700 new dwellings and 34,000 new workers. This change represents a significant expansion of the role and function of Sydney Olympic Park as a truly mixed and integrated centre for jobs and housing.

Growing community concern over building quality: Recent media attention drawn to the building construction standards of the nearby Opal Tower has created an overlay of concern amongst residents living in high density environments.

### 3.7.5 Community engagement

Earlier community engagement during the first half of 2018 identified there has been general support for a new metro station at Sydney Olympic Park as it would support future development, and service surrounding suburbs such as Wentworth Point, Newington and the future community of the Carter Street planned precinct. Some submissions raised concerns about the similarities of metro with the current train line and light rail.

City of Parramatta Council supports a metro station at Sydney Olympic Park and recommends transport planning to identify how this station would service surrounding areas, including interchange with light rail and bus services.

A community survey of 135 respondents across the corridor was undertaken in late 2019, and the outcomes of the community engagement are summarised in Section 3.2.4.

### 3.7.6 Community values and aspirations

Key issues raised in the City of Parramatta Community Strategic Plan and Socially Sustainable Parramatta Framework that are relevant to the site include concern over the pace and scale of growth and development across Parramatta LGA and the community aspiration that increased development leads to improved liveability. Drawing on extensive community engagement, City of Parramatta Council's key documents define improved liveability as improved infrastructure and public transport, enhanced access to high quality jobs, management of congestion and prevention of overdevelopment.

While the Parramatta LGA community recognises the opportunities offered by infrastructure investment and urban renewal – including improved accessibility and connectivity, amenity and liveability, as well as improved access to high quality jobs close to home – some members of the community are also concerned that growth is having an unacceptable impact on existing lifestyles in Parramatta LGA. Planning and delivering a vibrant, safe and attractive Parramatta CBD and local centres, including with improved public transport options, is a key community priority.

## 3.8 North Strathfield metro station construction site

### 3.8.1 Urban and social context

The North Strathfield metro station construction site is divided into two sites. The sites are located adjacent to the existing North Strathfield Station, on land bordered by Beronga Street to the north, Queen Street to the east and the existing Northern Line rail corridor to the west. The North Strathfield metro station construction site is located in Canada Bay LGA.

Located east of the site (to the east of Queen Street) is a row of local shops along Queen Street comprising several food and beverage outlets, local business and health/medical services. There is also a group of houses on Queen Street, immediately east of the site, to the north of the shops. On the western side of the existing North Strathfield station are several schools and childcare centres. Further south of the construction site is the Bakehouse Quarter – a key local destination offering a collection of food and beverage, entertainment and recreational opportunities. More broadly, the locality is characterised by rows of low-scale residential streetscapes.

### 3.8.2 Community profile

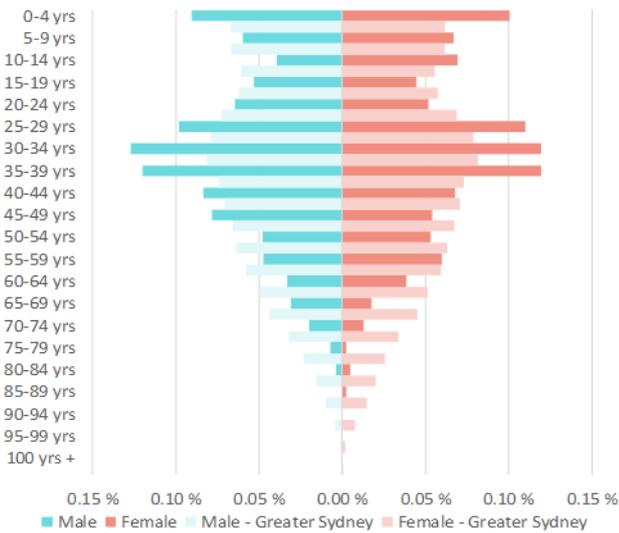
#### Demographics related to the North Strathfield locality

For the purposes of demographic analysis, the North Strathfield locality comprises of the SA1s that best align to the 400m catchment surrounding the North Strathfield metro station construction site. The key findings of the demographic analysis for the North Strathfield locality are as follows:

- In 2016, the population of the North Strathfield locality was 7,210 residents, which was slightly above the average across all the localities. Between 2011 and 2016 the population increased by 330 at an average annual rate of 0.9 per cent.
- The median age of the locality was 35.2 years, which was slightly older than the localities directly to the west and above the median age for the Stage 1 corridor at 33.1 years. The North Strathfield locality had a relatively higher share of residents aged 35 to 64 years and 65 to 84 years (refer to **Figure 29**).
- In 2016, 76.4 per cent of households were family households (refer to **Figure 30**). While the majority of family households were couple families with children, there were also high shares of one parent families and other family households.
- In the North Strathfield locality, 2.5 per cent of residents needed assistance in their day to day lives due to disability, which was lower than the Stage 1 corridor average (3.7 per cent).
- In 2016, over half of dwellings were separate houses at 56.1 per cent. The North Strathfield locality marks a turning point across the localities: most localities in the eastern extent of the corridor (with the exception of Sydney Olympic Park) being characterised by lower density housing, while the majority of localities to the west were generally characterised as being of higher density. The North Strathfield locality also marks the turning point along the corridor, where dwelling ownership changes towards more dwellings owned outright. Within the

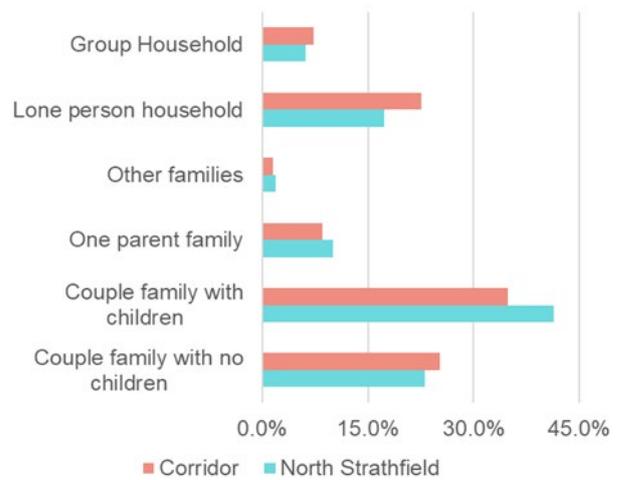
North Strathfield locality, ownerships were fairly even, with around a third owned outright, around a third owned with a mortgage and around a third being rented.

- The average household size of North Strathfield locality was 2.9 people, which was among the highest across all the localities.
- In 2016, 26.9 per cent of all residents of the North Strathfield locality were attending an educational institution, including either preschool, primary and secondary school, university, TAFE or other educational institutions. 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.
- Overall, households were relatively more advantaged compared to other localities, particularly those localities directly to the west. In 2016, the median annual household income was \$109,370 which was relatively high compared to the median across the entire Stage 1 corridor. The median monthly mortgage repayments was also relatively high at \$2,410 and as a share of median income was 26.4 per cent which was a slightly lower proportion compared to the entire Stage 1 corridor. Weekly rents were also slightly higher than the corridor average, at \$510 per week.
- Around half of households reported speaking only English at home, which was slightly higher than the proportion across the entire Stage 1 corridor at 45.4 per cent.
- 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 compared to 37.8 per cent for the corridor as a whole.
- Residents in the North Strathfield locality tended to be highly car dependent, with 46.3 per cent travelling to work via car as a driver, while 33.0 per cent travelled via train or bus.



**Figure 29 Age structure: North Strathfield locality**

Source: ABS, 2016



**Figure 30 Household types: North Strathfield locality**

Source: ABS 2016

### 3.8.3 Community assets (tangible) – social infrastructure

Social infrastructure within the North Strathfield locality is orientated towards local and community-based assets, reflective of the residential character of the area. There are a number of childcare, education and health and medical facilities and services within proximity to the North Strathfield metro station construction site, distributed on both sides of the T9 Northern Line (refer to **Figure 31**).



Figure 31 North Strathfield locality – community assets (social infrastructure)

### 3.8.4 Community assets (intangible)

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

A young and active population: There is a large proportion of young people and families who live and work in North Strathfield. In this context, access to local community facilities and services play an important role in supporting families and make it an attractive location for younger people to live. There are a number of schools and colleges within the immediate vicinity of the construction site.

Strong social capital and connection to place: There is a high level of social capital in North Strathfield and connectedness to place, as demonstrated by the numerous community and resident action groups active in the area. Within the immediate locality, there are a number of schools and childcare services, which form central nodes within the community and contribute to the local sense of place. The nearby Bakehouse Quarter is also a key destination within the neighbourhood which brings together diverse communities through accessibility to food, recreation and entertainment.

An active and engaged community: There are several highly active and engaged residents' groups including the North Strathfield Residents Group and the Save North Strathfield Residents Action Groups. Both groups have differing views on urbanisation, development and growth. The North Strathfield Residents Group is generally supportive of development while the Save North Strathfield Residents Group are opposed to the loss of local heritage and history, and the urbanisation of North Strathfield. They also express frustration over continued uncertainty of the future of the area. During the development of the Parramatta Road Corridor Urban Transformation Plan, the community provided feedback that increased heights and densities were not supported in North Strathfield.

Moderate human capital: The North Strathfield locality had moderate levels of human capital, as at the 2016 Census. Compared to other localities, the locality has one of the highest overall levels of educational attainment. Median household income in the North Strathfield locality (\$109,370 per year) is at a level comparable to the median across the Stage 1 corridor (\$100,630 per year). Labour market conditions in 2016 were moderate: while the unemployment rate was fairly high, the higher participation rate and employment-to-population ratio suggests local workers weren't discouraged from seeking employment.

Community frustration and concern over impacts of WestConnex: A scan of local media indicates that the community has expressed strong concerns throughout the construction of WestConnex in relation to reported cracking and damage of residential homes. Residents have claimed this is due to vibrations associated with the tunnelling. Residents have also expressed frustration after months of ongoing construction noise, dust and parking issues associated with the construction of WestConnex.

Transformative urban renewal – the Bakehouse Quarter: Recently acquired by a private developer and located to the south of the construction site, the Bakehouse Quarter is anchored by a co-working space, large supermarket and corporate headquarters. With historic links to the old Arnott's manufacturing site, potential plans for the Bakehouse Quarter are expected to include additional residential development in the future, characteristic of the incremental increase in residential apartments within the area.

### 3.8.5 Community engagement

Community engagement during the first half of 2018 highlighted the following:

- A substantial number of submissions were received in favour of a new metro station at North Strathfield. Submissions outlined a number of benefits including relieving congestion on the Northern Line, providing a connection to northern regional train services, providing access to retail, education and entertainment in the area (including the Bakehouse Quarter) and easing of congestion along George Street.
- Some submissions qualified their support of this metro station location and were only supportive if it did not require property acquisition. Concerns around property acquisition included changing the character of the area, and the potential to worsen the already constricted road network and parking in the area.

- A group of residents in North Strathfield provided a joint submission outlining why the metro station should not be at North Strathfield, indicating that the area is already well resourced with public transport and there are already many commuters parking in local streets. Concern for increased density was also cited.

A community survey of 135 respondents across the corridor was undertaken in late 2019, and the outcomes of the community engagement are summarised in Section 3.2.4.

### 3.8.6 Community values and aspirations

Key community values identified in Canada Bay Council's Community Strategic Plan include the community's aspiration to respect and promote the local sense of place within local village neighbourhoods, and to strengthen character and heritage. The community strongly values the vibrant local centres within the LGA, as well as green spaces, local parks and opportunities to be near the water. The local community sees the area as safe, and believes it is important to maintain these strong perceptions of safety.

The need to improve public and active transport across the LGA has been identified as a key community priority to reduce traffic congestion and parking issues. The community has identified that they feel the provision of infrastructure and services is not keeping pace with population growth across the LGA, and that enhanced infrastructure is required.

## 3.9 Burwood North Station construction site

### 3.9.1 Urban and social context

The Burwood North Station construction site comprises of two construction sites and are located along both the northern and southern sides of Parramatta Road. The northern construction site is bound by Parramatta Road to the south, Burwood Road to the west, Burton Street to the north and Loftus Street to the east. Concord Oval is located directly east of the northern construction site. The southern construction site is framed by Parramatta Road to the north, Burwood Road to the west and Esher Lane to the south. The Burwood North Station construction site is located in Canada Bay LGA (northern construction site) and Burwood LGA (southern construction site).

Burwood North is undergoing a new wave of gentrification which has seen an influx of new cafes and restaurants on either side of Burwood Road, transforming the locality into a vibrant destination for locals and visitors. Compared with other locations along the Stage 1 corridor, Burwood North has a higher median age with the majority of residents aged between 45 – 54 years. Like other residential localities there are several active and engaged community groups such as the Enfield Action Group. Alongside these groups, there is an active local business Chamber of Commerce.

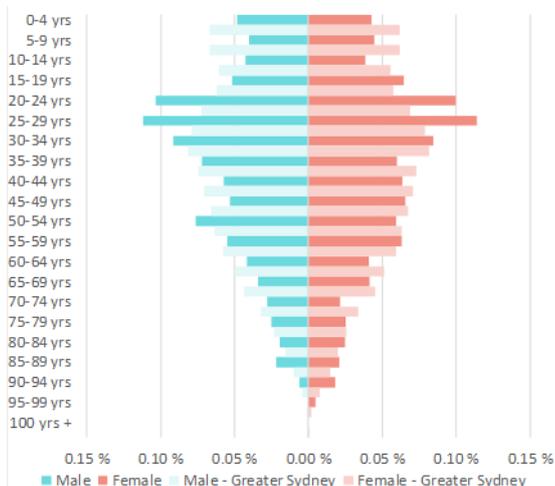
### 3.9.2 Community profile

#### Demographics related to the Burwood North locality

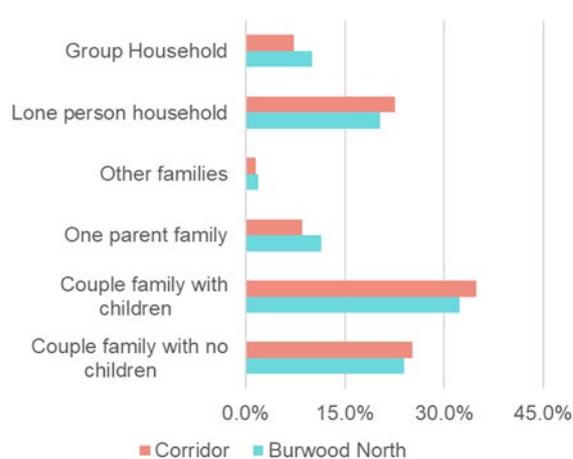
For the purposes of demographic analysis, the Burwood North locality comprises of the SA1s that best align to the 400 metre catchment surrounding the Burwood North Station construction site. The key findings of the demographic analysis for the Burwood North locality are as follows:

- In 2016, the population of the Burwood North locality was 6,500 which was above the average population across all the localities. Between 2011 and 2016, the population increased by 700 at an average rate of 2.3 per cent.
- The population of the Burwood North locality was relatively older, with a median age of 36.0 years (refer to **Figure 32**). The relatively older population was driven by high shares of persons within the 35 to 64 age group and 64 to 84 age groups. The share of these groups was also quite high compared to some of the localities along the western end of the Stage 1 corridor.
- Similar to the other localities within the Stage 1 corridor, the majority of households were family households; however, this share was relatively smaller compared to the other localities. In addition, the share of couple families was slightly smaller due to a greater share of one parent families. Burwood North locality had the second highest share of group households across the Stage 1 corridor (refer to **Figure 33**).

- In the Burwood North locality, 7.5 per cent of residents needed assistance in their day to day lives due to disability, which was higher than the Stage 1 corridor average (3.7 per cent). This may be due to the presence of an aged care facility within the locality.
- Dwelling types were fairly evenly balanced within the Burwood North locality with 41.7 per cent of households being flats, units, or apartments, while 39.1 per cent were separate houses. There was also a fairly high share of dwellings that were semi-detached, row or terrace houses or townhouses. Tenure types were also fairly balanced within the locality, with a slight majority of dwellings being rented at 45.9 per cent. The average household size within the Burwood North locality was 2.9 persons per household, which was among the highest across all the localities.
- The Burwood North locality had one of the highest shares of residents attending education at 26.9 per cent. A total of 42 per cent of these residents were attending university or other tertiary institution, which is consistent with the large proportion of students living in the area within group households. A total of 22 per cent of residents were attending infants/primary and 18.8 per cent were attending a secondary institution.
- Overall, households in the Burwood North locality were relatively less advantaged compared to households in other localities. In 2016, the median annual household income was \$85,070, which was among the lowest compared to other localities across the corridor. The median monthly mortgage repayments in the Burwood North locality were \$2,230 which was slightly lower; however, as a share of median household income was 31.5 per cent which was the second highest proportion for the localities across the corridor. This suggests households might be susceptible to mortgage stress within the Burwood North locality. The weekly rent was \$510 which was also slightly higher compared to some other localities in the Stage 1 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 corridor.
- Stability of residences tended to be high compared to other localities across the corridor.
- Residents tended to be slightly car dependent with 40.6 per cent of residents travelling to work via car.



**Figure 32 Age structure: Burwood North locality**  
 Source: ABS, 2016



**Figure 33 Household types: Burwood North locality**  
 Source: ABS 2016

### 3.9.3 Community assets (tangible)

There is a variety of social infrastructure within the Burwood North locality including a number of schools and places of worship. The area is characterised by its large expanses of sport and recreation areas including Concord Oval, Cintra Park, Queen Elizabeth Park and Godard Park (refer to **Figure 34**).

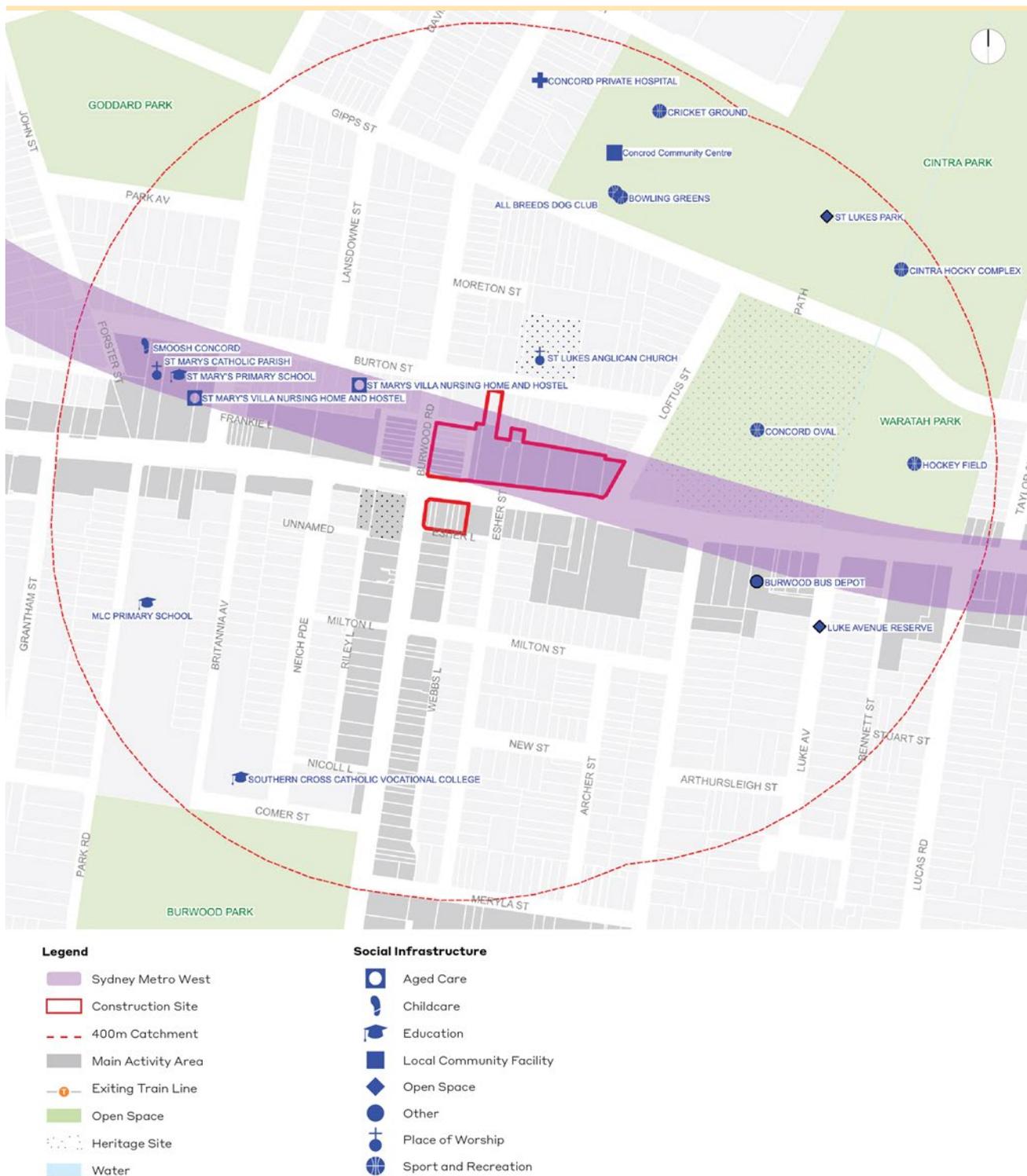


Figure 34 Burwood North locality – community assets (social infrastructure)

### 3.9.4 Community assets (intangible)

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

A close-knit residential community: As an older and more established demographic, there are a large proportion of residents who have lived and worked in the area for decades. Construction impacts for surrounding residential receivers are likely to be perceived to be significant in the highly residential and low density context of this locality. In addition, residents in the locality are likely to be sensitive to construction impacts due to their prior experience with WestConnex-related construction impacts. Residents have previously been concerned about the impacts to their neighbourhood from the WestConnex project, including vibration impacts to historic St Luke's Church.

Strong sports-related social capital: There is a long and proud sporting history in the Burwood North Station construction site locality associated with Concord Oval and Cintra Park. The large tracts of open space and recreation within the area bring together different communities from across the region for organised and informal sport and recreation activities on a regular basis. There is also a high degree of social capital through organised resident's action groups, a business Chamber of Commerce and a range of sporting organisations and clubs.

Incremental gentrification of the neighbourhood: Over the past few years there has been an influx of new cafes and restaurants on either side of Burwood Road, reflective of changing demographics and community needs. These eateries have been popular amongst new local residents and Burwood North is quickly becoming a destination hot spot amongst the wider Inner-West community. This change brings a range of mixed sentiments in relation to future density and development in the area.

Relatively lower human capital: The level of human capital within the Burwood North Station construction site locality was relatively low compared to other localities, as at the 2016 Census. The level of educational attainment was quite low compared to other localities, while residents experienced labour market conditions that were generally less favourable than other localities. The unemployment rate was slightly high, and the participation rate and employment to population ratio were also among the lowest. However, households have relatively higher levels of income compared to households in the western localities. The proportion of residents in full-time employment was the lowest, while the proportion of residents in part-time employment was the highest.

Valued open space and recreation infrastructure: Within the Burwood North Station construction site locality there are a number of sport and recreation fields, forming a significant cluster of facilities. At the heart of the Burwood North Station locality is Concord Oval, which is the subject of an upgrade proposal. As the training ground for several major rugby clubs and soccer clubs, established local residents have deep historical connections with Concord Oval.

### 3.9.5 Community engagement

Earlier community engagement during the first half of 2018 identified:

- There were mixed responses about a new station in this location with a small number of submissions supporting the inclusion of a metro station at Burwood North, while some felt this location didn't need another train station.
- Submissions in support of a Burwood North Station felt the area needs more rail capacity, as suburban trains on the Western Line are already crowded.
- Those in support for a new metro station also felt that it would link an 'up and coming CBD' at Burwood, support the revitalisation of the Parramatta Road corridor, relieve traffic congestion (particularly from Parramatta Road), and support population growth. A small number of submissions felt that Burwood North does not need a station, as it is a short bus ride to Burwood Station.

A community survey of 135 respondents across the corridor was undertaken in late 2019, and the outcomes of the community engagement are summarised in Section 3.2.4.

### 3.9.6 Community values and aspirations

Key community values identified in the City of Canada Bay Council's Community Strategic Plan includes the community's aspiration to respect and promote the local sense of place within local village neighbourhoods, and to strengthen character and heritage. The community strongly values the vibrant local centres within the LGA, as well as green spaces, local parks and opportunities to be near the water. The local community sees the area as safe, and believes it is important to maintain these strong perceptions of safety.

The need to improve public and active transport across the Canada Bay LGA has been identified as a key community priority to reduce traffic congestion and parking issues. The community has identified that they feel the provision of infrastructure and services is not keeping pace with population growth across the LGA, and that enhanced infrastructure is required.

Burwood Council's Community Strategic Plan identifies many similar themes including the need to enhance public transport and ensure connectivity of the road network with the Greater Sydney area to better connect Burwood's local centres with surrounding opportunities. The Community Strategic Plan recognises that public transport is a way to ensure that all people are able to access the services they need, and that convenient, accessible transport plays a key role in the liveability and sustainability of the area.

## 3.10 Five Dock Station construction site

### 3.10.1 Urban and social context

The Five Dock Station western construction site is located on the western side of Great North Road adjacent to Fred Kelly Place with frontage to the Great North Road. The eastern construction site is located on the corner of Waterview Street and Second Avenue. Both Five Dock Station construction sites are located in Canada Bay LGA.

Nestled in the eastern corner of Canada Bay LGA, Five Dock is a vibrant local neighbourhood centred around the Great North Road. A wave of Italian migration throughout the early 1900s has created a rich source of cultural influence and remains one of the area's defining characteristics. Located within the heart of the Five Dock commercial centre, the construction site is surrounded by a range of social infrastructure, community services and other local facilities. Along the high street are a number of local cafes and family owned businesses which have been passed down through the generations of local family ownership. These historic linkages to the past create a strong sense of place and identity amongst the local community.

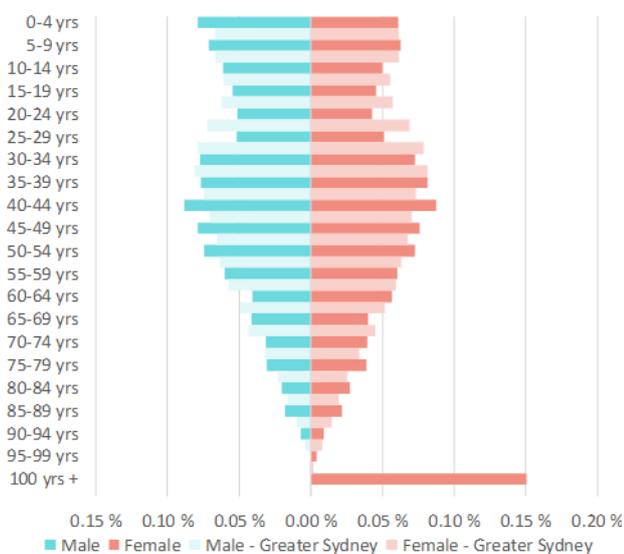
### 3.10.2 Community profile

#### Demographics related to the Five Dock locality

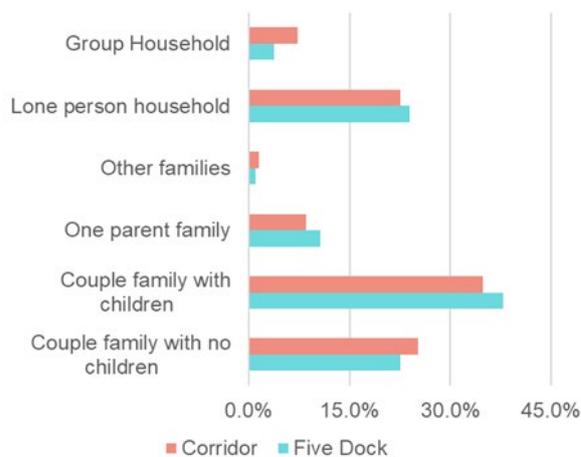
For the purpose of demographic analysis, the Five Dock locality comprises of the SA1s that best align to the 400 metre catchment surrounding the Five Dock Station construction site. The key findings of the demographic analysis for the Five Dock locality are as follows:

- In 2016, the population of the Five Dock locality was 7,550 persons, which was the largest across all the localities. Between 2011 to 2016, the population increased by 390 persons at an average annual growth rate of 1.2 per cent.
- The median age of the locality was 39.9 years, which was among the highest across all the localities (refer to **Figure 35**). The largest share of persons were aged 35 to 64 years, which was one of the highest shares across all the localities.
- Households in the Five Dock locality were primarily family households, with a fairly high share of couple family with children (refer to **Figure 36**). There was also a relatively high share of one parent families, 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.
- In the Five Dock locality, 6.2 per cent of residents needed assistance in their day to day lives due to disability, which was higher than the Stage 1 corridor average (3.7 per cent). This may be due to the comparatively older age profile of residents in the Five Dock locality.

- In 2016, around half of dwellings were separate houses at 54.2 per cent. The average household size was 2.6 persons per household, which was slightly lower when compared to the other localities, but comparable to the average household size of the Stage 1 corridor as a whole.
- A relatively lower share of residents was attending an educational institution (including either preschool, primary and secondary school, university, TAFE or other educational institutions) compared to the other localities across the corridor. Of the residents attending an educational institution in 2016, the majority were attending school, either infants/primary, secondary or pre-school.
- Overall, households were relatively well off compared to other localities. In 2016, the median annual household income was \$107,030 which was among the highest compared to other localities across the corridor and above the median for the entire corridor at \$100,630. Similarly, monthly mortgage repayments were also among the highest, the median being \$2,940. The median mortgage as a share of median household income was 31.8 per cent, which was the highest across the localities and suggests the potential for mortgage stress for some households. Weekly rents were also relatively high compared to other localities along the Stage 1 corridor, at \$540.
- A majority of households reported speaking only English at home, which was relatively high compared to other localities directly to the west along the Stage 1 corridor and compared to the Stage 1 corridor as a whole.
- The stability of residence in the Five Dock locality tended to be quite high compared to other localities, with 53.9 per cent of residents living at the same address in 2011 and 77.3 per cent in 2015.
- Residents were highly car dependent with over half of residents travelling to work via car while only 20.0 per cent of residents travelled to work via train or bus.



**Figure 35 Age structure: Five Dock locality**  
Source: ABS, 2016



**Figure 36 Household types: Five Dock locality**  
Source: ABS 2016

### 3.10.3 Community assets (tangible) – social infrastructure

Located along Great North Road within the main activity and commercial core, the Five Dock Station construction site is surrounded by a range of local social infrastructure and community facilities. Within closest proximity to the Five Dock Station construction site is the Five Dock Library, Fred Kelly Place and a number of childcare centres. Within the broader area there is a range of other local businesses, community services and open space. Refer to **Figure 37** for further detail.

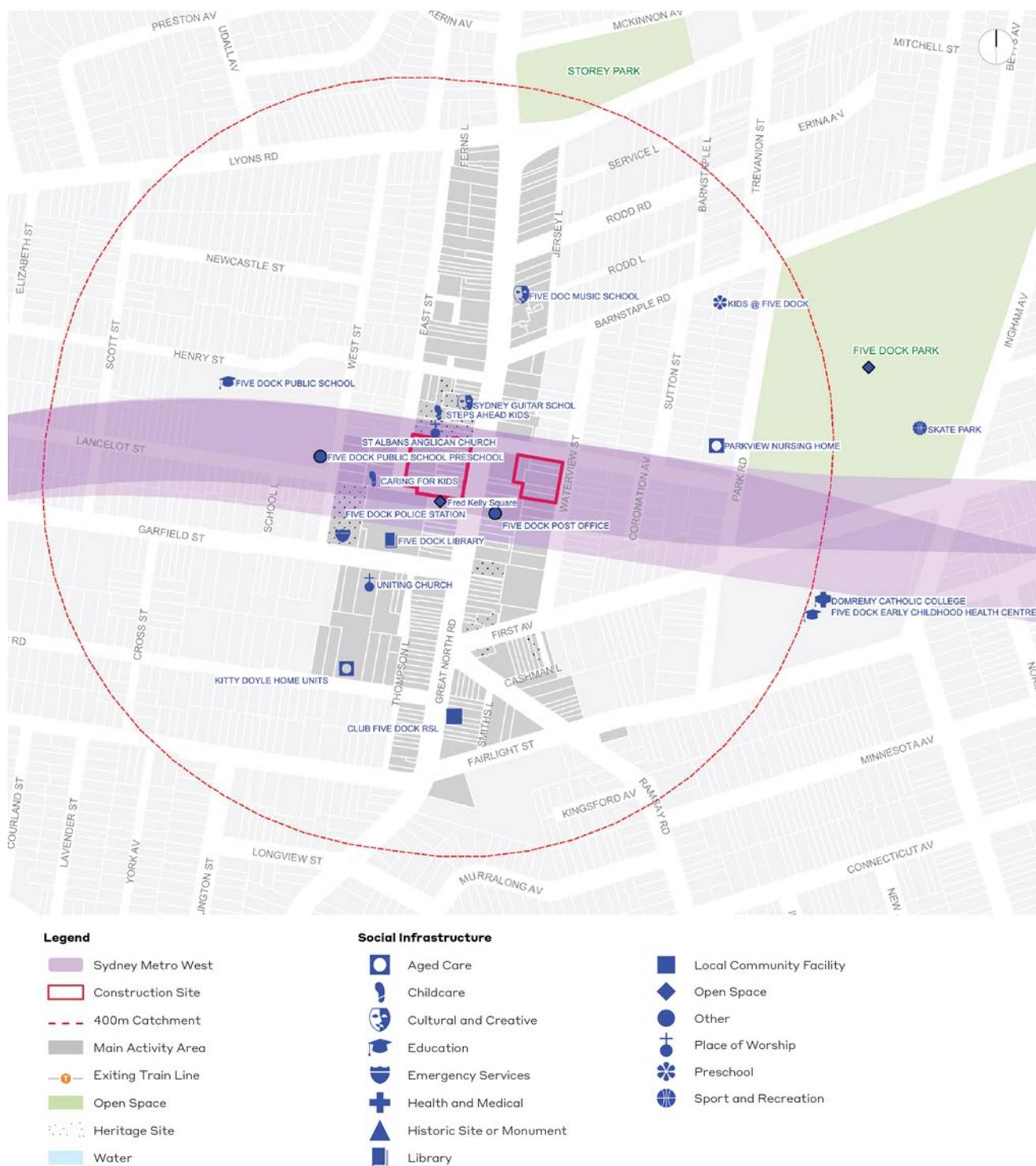


Figure 37 Five Dock locality – community assets (social infrastructure)

### 3.10.4 Community assets (intangible)

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

**Strong social capital:** There is a high level of social capital in the Five Dock locality, associated with the area's strong Italian and migrant heritage. Fred Kelly Place is a key destination for many of the suburb's older residents who meet daily to connect, interact and share stories. A prominent sense of place amongst the community is further demonstrated by the range of local businesses which still operate today that have been passed down through generations of family ownership.

**A culturally rich community:** The Five Dock locality has a strong and culturally rich community with a strong migrant population with an Italian heritage. The 'small village' atmosphere of the suburb is highly valued amongst local residents. The local community typically rely on the bus network for their public transport needs.

**A proud Italian heritage:** Many residents in the Five Dock locality have Italian heritage and there are also a number of local businesses which have been family owned for many generations. Throughout the year there are a number of festivals and events which celebrate the Italian heritage, such as the Ferragosto festival, which represents the importance of the centre's Italian community.

**Human capital advantages:** The level of human capital within the Five Dock locality was moderate to high compared with all other localities in the Stage 1 corridor, as at the 2016 Census. Residents had obtained generally lower levels of education relative to other localities. However, offsetting this, household income was quite high compared to the Stage 1 corridor average and Greater Sydney. Working-age residents generally experienced favourable conditions, with a relatively low unemployment rate, and a generally high participation rate and employment to population ratio. A total of 68.3 per cent of residents were in full-time employment.

**A strong local character:** The Five Dock community have been vocal and active around historic proposals for higher density housing, and, for example, opposed the increasing of height limits within the Five Dock Town Centre. A strong sense of local character and place are important values to the community. Local character is also reflected through the village with murals around the high street which represent the community.

**Connection to Fred Kelly Place – the heart of the community:** Located adjacent to the Five Dock Station western construction site, Fred Kelly Place is a highly valued and key community asset centred around the Five Dock Library and retail institutions. Local residents are known to congregate regularly in the Place to connect, socialise and interact, further contributing to the village atmosphere.

### 3.10.5 Community engagement

A substantial number of submissions received during engagement in the first half of 2018 supported a metro station at Five Dock. The majority of these felt that the area needed better public transport connections. Many cited that Five Dock is a similar distance from the Sydney CBD as Burwood, however journey times to the Sydney CBD can be up to 90 minutes compared with 23 minutes by train from Burwood. Many people felt that bus services were inadequate and long travel times affected by the increase in road congestion.

The City of Canada Bay Council supports Five Dock as a suitable station location and suggests that community consultation should be carried out to obtain the Five Dock community's views on a potential metro station at Five Dock.

A community survey of 135 respondents across the corridor was undertaken in late 2019, and the outcomes of the community engagement are summarised in Section 3.2.4.

### 3.10.6 Community values and aspirations

Key community values identified in the City of Canada Bay's Community Strategic Plan includes the community's aspiration to respect and promote the local sense of place within local village neighbourhoods (including Five Dock), and to strengthen character and heritage. The community strongly values the vibrant local centres within the LGA, as well as green spaces, local parks and opportunities to be near the water. The local community sees the area as safe, and believes it is important to maintain these strong perceptions of safety.

The need to improve public and active transport across the LGA has been identified as a key community priority to reduce traffic congestion and parking issues. The community has identified that they feel the provision of infrastructure and services is not keeping pace with population growth across the LGA, and that enhanced infrastructure is required. The community also values and respects the cultural and socio-economic diversity of the community.

### 3.11 The Bays Station construction site

#### 3.11.1 Urban and social context

The Bays Station construction site is located within Port Authority land at White Bay. Adjacent to the construction site is the iconic former White Bay Power Station which, over the years, has been the subject of numerous – and continuing – revitalisation plans.

Located two kilometres west of the Sydney CBD and within the Inner West LGA, The Bays Precinct comprises 5.5 kilometres of waterside harbour front and 95 hectares of primarily government-owned land across the suburbs of Rozelle, Balmain and Balmain East. Over the coming years, the construction of the Rozelle Interchange (as part of WestConnex) will provide linkages to the M4 Motorway and M5 Motorway, and will also result in the conversion of land of the former Rozelle rail yards into new public open space and parkland.

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

#### 3.11.2 Community profile

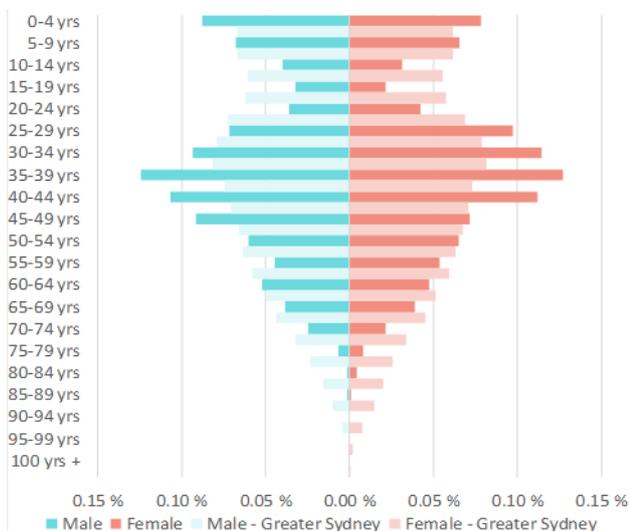
##### Demographics related to The Bays locality

For the purposes of demographic analysis, The Bays locality comprises of the SA1s that best fit the 400 metre catchment surrounding The Bays Station construction site. The key findings of the demographic analysis for The Bays locality are as follows:

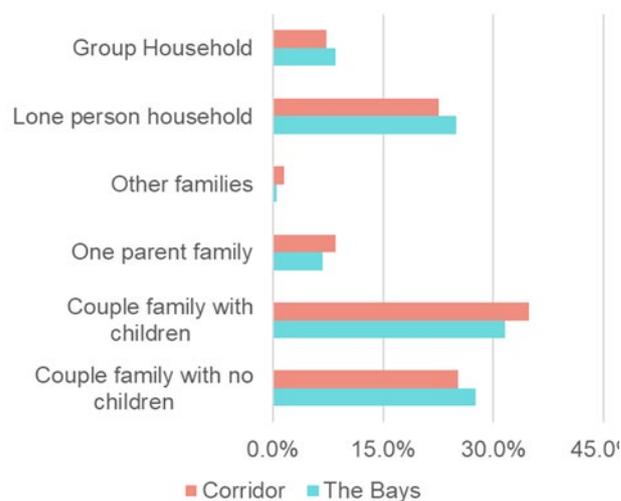
- In 2016, the population of The Bays locality was 5,200, which was slightly above the average population across all the localities. Between 2011 to 2016, the population of The Bays locality increased by 370 persons at an average annual growth rate of 1.4 per cent.
- The population of The Bays locality was relatively older, which a median age of 37.2 years, which was also the median age of localities across the corridor (refer to **Figure 38**). Compared to the other localities, The Bays locality had the largest overall share of persons aged 35 to 64 years.
- Households within The Bays locality differed slightly compared to the other localities. The Bays locality had one of the lower shares of family households but had one of the highest shares of lone person and group households (refer to **Figure 39**).
- In The Bays locality, 2.4 per cent of residents needed assistance in their day to day lives due to disability, which was lower than the Stage 1 corridor average (3.7 per cent).
- Within The Bays locality, the dwelling type profile differed noticeably from the other localities. The majority of dwellings were semi-detached, row or terrace houses or townhouses, which accounted for 53.4 per cent of all dwelling types. This share was well above all the share in the Stage 1 corridor as a whole. The average household size was slightly lower at 2.3 persons per household, compared to the Stage 1 corridor as a whole.
- In 2016, 19.7 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 institutions. Of the residents attending an educational institution, the majority were attending primary or secondary school and 23.4 per cent were attending university or other tertiary institutions.
- Overall households within The Bays locality were amongst the most advantaged compared to all the other localities. Within The Bays locality, the median annual household income was \$157,830, which was the highest across all the other localities and well above the median across the Stage 1 corridor at \$100,630. The median

monthly mortgage repayment was \$3,210 which represents 24.4 per cent of median monthly household income, which indicates relatively lower levels of mortgage stress. Weekly rents were among the highest at \$680.

- The Bays locality had the highest share of households speaking English only at home at 85.7 per cent. This share was well above the share of other localities and almost double the share for the Stage 1 corridor as a whole.
- Stability of residence in The Bays locality was comparable to the Stage 1 corridor as a whole with 37.5 per cent of residents in the same address as 2011 and 67.8 per cent in 2015. The locality also had a fairly low share of persons overseas in 2015 and 2011.
- To travel to work, residents of The Bays locality tended to rely on either train or bus (31.9 per cent) or car as a driver (37.7 per cent) to get to work. However, compared to other localities, a relatively high share of residents walk to work or ride a bike to work.



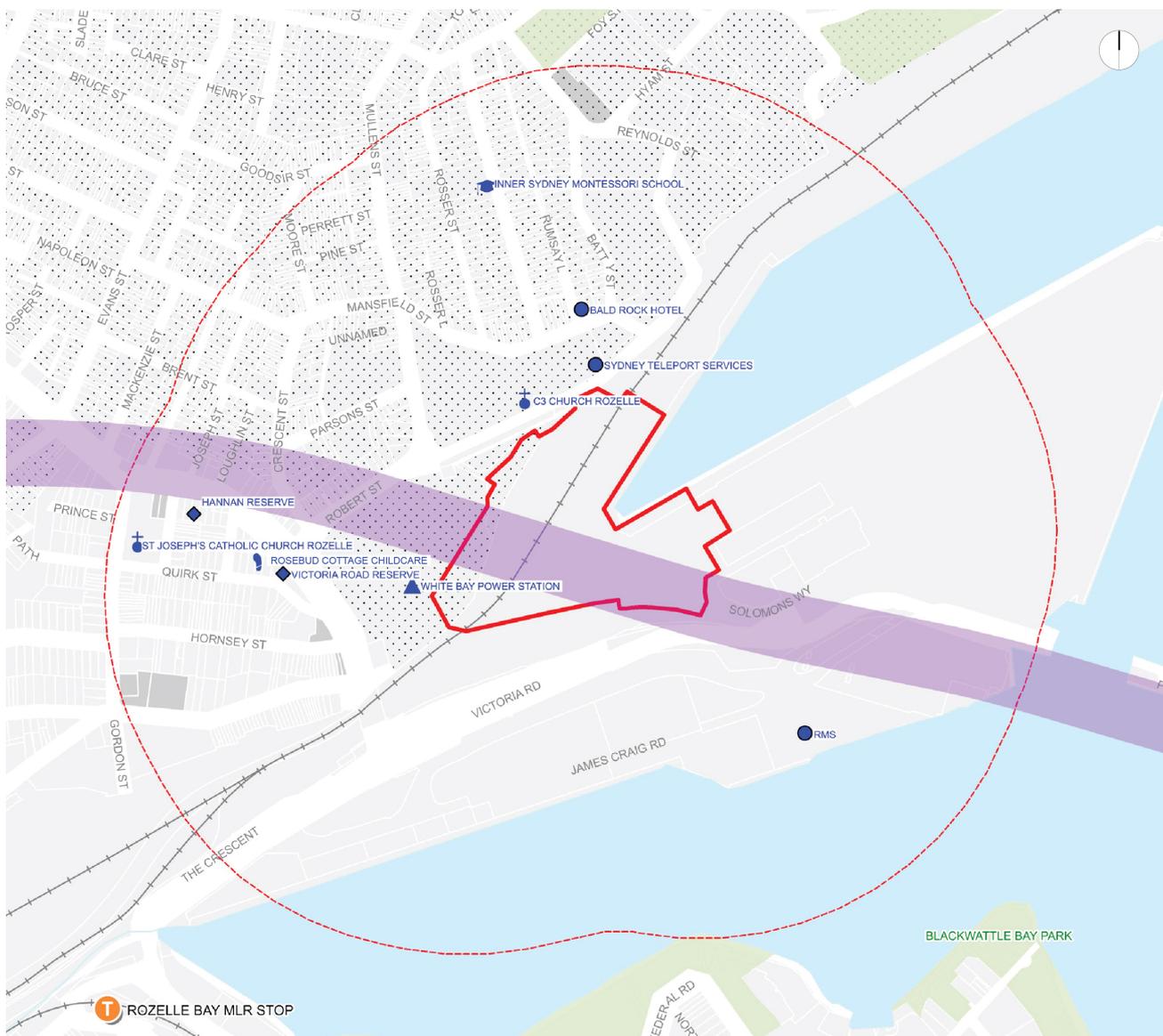
**Figure 38 Age structure: The Bays locality**  
Source: ABS, 2016



**Figure 39 Household types: The Bays locality**  
Source: ABS 2016

### 3.11.3 Community assets (tangible)

The Bays Station construction site is located on the periphery of an established residential area and within an established industrial and port area. There is currently limited provision of social infrastructure in proximity to the construction site, with the exception of several local-serving community facilities (refer to Figure 40 for further detail). In the future, a range of social infrastructure is expected to be provided as the planned urban renewal of the area as a mixed-use precinct is delivered.



- | Legend              | Social Infrastructure     |
|---------------------|---------------------------|
| Sydney Metro West   | Childcare                 |
| Construction Site   | Education                 |
| 400m Catchment      | Health and Medical        |
| Main Activity Area  | Historic Site or Monument |
| Existing Train Line | Open Space                |
| Open Space          | Other                     |
| Heritage Site       | Place of Worship          |
| Water               |                           |

Figure 40 The Bays locality – community assets (social infrastructure)

### 3.11.4 Community assets (intangible)

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

High human capital: The Bays locality had the overall highest level of human capital across all localities within the Stage 1 corridor, as at the 2016 Census. Residents had obtained a high level of education compared to other localities, and average household income was the highest of all localities, well above the average for the Stage 1 corridor and the average household in Greater Sydney. As at the time of the 2016 Census, residents had experienced very favourable labour market conditions: the unemployment rate was very low compared to other localities within the Stage 1 corridor. Furthermore, both the participation rate and employment-to-population ratio were very high. These labour market indicators suggest that residents were able to obtain employment and were generally being well utilised. The locality had one of the highest proportions of local workers in full-time employment.

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

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

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

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

### 3.11.5 Community engagement

Community engagement during the first half of 2018 identified:

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

A community survey of 135 respondents across the corridor was undertaken in late 2019, and the outcomes of the community engagement are summarised in Section 3.2.4.

### 3.11.6 Community values and aspirations

Key community priorities identified in the Inner West Council's Community Strategic Plan includes the community's vision for a city that is harmonious and cohesive, with affordable and diverse housing options, good access to facilities, and with a thriving economy and cultural life. The community acknowledged that the LGA is forecast to undergo significant growth and that integrated public and active transport options are needed to support population growth, economic growth and improve the amenity of local centres. It is also a community priority in the city to deliver safe and attractive public spaces for diverse communities to meet, and interact.

## 4.0 Social impact assessment

### 4.1 Introduction

The following section provides an assessment of social impacts arising from Stage 1 construction works. This includes impacts associated with surface works at each of the identified construction site localities, as well as other construction-related activities across the Stage 1 corridor (ie tunnelling activities). Broad operational impacts and benefits associated with the Sydney Metro West Concept (including the Stage 1) are addressed in Chapter 2 (Strategic need and justification) and Chapter 8 (Concept environmental assessment) of the Environmental Impact Statement.

The assessment has been undertaken on the basis of the social impact factors as specified in the SIA Guideline. A full explanation of the methodology applied in undertaking this assessment and the ratings scales used is provided at Section 2.0.

The relative level of assessment carried out for each social impact factor across the individual localities and the residual sections of the Stage 1 corridor has been informed by the preliminary scoping analysis carried out as per the Department of Planning, Industry and Environment's SIA Guideline, and is provided at Appendix B.

This section also includes recommended responses to identified impacts – both mitigation measures for potentially negative impacts and actions to enhance benefits and realise potential opportunities arising for communities – noting that the majority of benefits would be experienced post-construction over the medium to longer term, and so are separately addressed in the assessment of the Concept (refer to Chapter 8 of the Environmental Impact Statement).

The assessment has been informed by a range of evidence, including the outcomes of community engagement to date and evidence of social impacts and mitigation measures through comparable national and international metro projects. These projects include the Sydney Metro City & Southwest, Australia; Melbourne Metro, Australia; Crossrail, London, UK; the Second Avenue Subway Expansion, New York City, USA, and the Auckland City Rail Link, New Zealand. A summary of the review of evidence from these comparable national and international projects used to test and justify the magnitude and likelihood of impacts is provided at Appendix D.

## 4.2 Westmead metro station construction site

### 4.2.1 Social impact assessment

The preliminary scoping assessment identified the social factors listed in **Table 7** that have been carried forward for detailed assessment at the extents identified (refer to Appendix C for further detail). As shown in **Table 7**, impacts relating to social factors are experienced at different geographies or spatial extents across the corridor. Impacts associated with each construction site have been assessed at the most relevant extent, with regard to affected populations. Refer to Section 2.2.3 for a more comprehensive explanation of this approach.

It is noted that ‘suburb level’ extent incorporates impact in the ‘locality’, and that ‘region’ level extent incorporates assessment of impacts in the ‘suburb’ and ‘locality’ therein. Most of the impacts are at ‘locality level’ in the Westmead metro station construction site, as the construction site is about 100 metres south of the suburb centre (where the community is likely to undertake daily living activities (e.g. grocery shopping, accessing services) and the construction site is on the opposite side of the railway line).

The outcomes of this detailed assessment, and the risk of impact for each social factor, is provided in **Table 8**.

**Table 7 Social factors and extents carried forward to detailed assessment**

Social factor	Extent		
	Locality	Suburb level	Region
Way of life	✓		
Community	✓		
Access to and use of infrastructure, services and facilities			✓
Culture	✓		
Health and wellbeing	✓		
Surroundings	✓		
Personal and property rights	✓		
Fears and aspirations		✓	
Cumulative impacts		✓	

**Table 8 Westmead metro station construction site locality: potential impacts across key social factors**

Factors	Potential Impacts (description)	Social risk without mitigation <sup>3</sup>		
		Likelihood	Consequence	Risk rating
Way of life	<ul style="list-style-type: none"> <li>The construction site is on the southern side of the existing railway line which avoids affecting primary pedestrian routes to Westmead Hospital and the surrounding health precinct. This precinct is an important regional employment hub with a high number of workers and visitors, so any changes to access to transport modes could affect large numbers of people on a daily basis, highlighting the importance of the proposed measures to maintain access. Changes to current transport access arrangements north of the existing Westmead Station are not anticipated.</li> <li>Some minor changes to daily living routines could be possible due to changes to local access routes as a result of the construction site, including changed access arrangements to the southern entry for Westmead Station; relocation of bus stops at Westmead Station to alternative proximate sites, and access routes to Westmead Public School for students arriving by train, or from the northern side of the station. Five per cent of residents in the locality need assistance in their day to day lives due to disability (ABS), therefore they are at greater vulnerability of changed access arrangements.</li> <li>Reduced amenity and subsequent potential impacts to people’s enjoyment of everyday activities in the local area due to construction noise and vibration, including permanent changes due to traffic noise from the re-alignment of Alexandra Avenue and increased traffic along Grand Avenue.</li> <li>Construction noise and vibration may be particularly experienced by sensitive receivers surrounding the construction site which could affect local social interactions. This includes residential communities in close proximity to the construction site and students and staff of Westmead Public School. Noise and vibration has the potential to negatively affect people’s experience of everyday activities including physical activities and social interactions. The highest impacts would occur during noise intensive works at the construction site that use noise intensive equipment such as rockbreakers, and typically occurs in the early stages of site establishment and before the establishment of the acoustic shed or other acoustic measures. Use of rock breakers in external areas would be intermittent and would occur for only a limited number of weeks within the total construction program.</li> <li>Consultation with the school would be undertaken to understand their daily routines and then consider feasible and reasonable mitigation measures to minimise potential disruptions which may include adjusting the timing of construction works to less sensitive periods.</li> <li>Potential for increased competition for parking in the locality, due to the temporary loss of parking on the southern side of the station. This would be a convenience issue for those that rely on parking in this area, given the parking pressures already experienced in Westmead, which currently experiences congestion associated with the hospital and health precinct and commuter parking.</li> <li>Potential for changes to some routines and convenience for some residents (although not daily), due to the acquisition of properties containing several local businesses.</li> </ul>	Almost certain	Moderate	High

<sup>3</sup> Note that “without mitigation” means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Factors	Potential Impacts (description)	Social risk without mitigation <sup>3</sup>		
		Likelihood	Consequence	Risk rating
	<ul style="list-style-type: none"> <li>Potential for some temporary disruption for residents and visitors associated with trenching activities for power supply connections between the construction site and the West Parramatta Zone substation. Potential impacts are likely to result in a sense of frustration and inconvenience for residents on a temporary basis, but would be limited to communities for a short-term period along the power supply route.</li> </ul>			
Community	<ul style="list-style-type: none"> <li>Potential changes to community character and people's sense of place and belonging associated with the possible change to the residential character of this area due to increased construction activity and changes to the streetscape and an influx of unfamiliar construction workers into the area.</li> <li>Possible changes to local community (at a localised level) associated with property acquisition and removal of housing.</li> </ul>	Likely	Minor	Medium
Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>There is the potential for some minor changes to the accessibility of social infrastructure in the locality – for people travelling by train, bus or on foot – due to adjustments to transport infrastructure in the immediate vicinity of the construction site (including active transport). People arriving by bus or on foot from the southern side of the existing Westmead Station, or travelling along local roads in the vicinity of the construction may experience some changes to access routes or minor increases in travel time, but access to social infrastructure would be maintained during construction, and any directly impacted bus infrastructure would be relocated within close proximity. Further:</li> <li>The location of the construction site on the southern side of 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</li> <li>Westmead is an employment and health hub important to the broader Western Sydney region, so any changes to amenity and access have possible broader than local social impacts, reinforcing the importance of careful access planning.</li> </ul>	Possible	Minor	Medium
Culture	<ul style="list-style-type: none"> <li>Potential impacts on local social ties and community relationships to place due to acquisition and loss of residential properties and local businesses in this area (e.g. local mechanic, general practitioners and grocery shop). Westmead is currently undergoing transformation associated with the Parramatta Light Rail (Stage 1) construction activities and redevelopment of the hospital precinct, and therefore is in a state of transition.</li> </ul>	Possible	Minor	Medium

Factors	Potential Impacts (description)	Social risk without mitigation <sup>3</sup>		
		Likelihood	Consequence	Risk rating
Health and wellbeing	<ul style="list-style-type: none"> <li>Potential impacts to health and wellbeing of some nearby residents, workers and visitors associated with impacts of construction noise and vibration. The highest noise impacts would occur during noise intensive works at the construction site that use noise intensive equipment such as rockbreakers, and typically occurs in the early stages of site establishment before the establishment of the acoustic shed. Use of rock breakers in external areas would be intermittent and would occur for only a limited number of weeks within the total construction program.</li> <li>Potential concern and anxiety about future security for residents or landowners affected by compulsory property acquisition, and associated uncertainty for business owners, employees and residents for their next steps once acquisition has been completed. This locality has relatively lower levels of human capital compared to other localities within Stage 1, and the housing in this area is fairly affordable compared to Greater Sydney. Loss of housing in this area could displace residents who may not be able to easily secure alternative housing.</li> </ul>	Possible	Moderate	Medium
Surroundings	<ul style="list-style-type: none"> <li>Temporary changes to the appearance and use of local surroundings associated with reduced amenity due to construction noise, vibration, changes to the streetscape and establishment of a construction site (e.g. acoustic shed and hoardings) in a residential area. A large construction site enclosed by a 15-25 metre high acoustic shed (or alternative acoustic mitigation measures) would be established on the southern side of the existing station, with impacts on the visual amenity of the area, as discussed in Technical Paper 5 – Landscape and visual impact assessment. This may potentially result in reduced personal enjoyment of private homes and nearby outdoor activities for residents and users that are close to the construction site, for the period of Stage 1.</li> <li>Perceived and potential actual safety impacts associated with changed sightlines, establishment of the acoustic shed and hoardings, and changes to wayfinding and reduced activation of certain streets at night. Changes to surroundings are limited to south of Westmead Station, however visitors to the Westmead health precinct may notice changes to surroundings on the southern side of the existing station and some visitors may be experiencing illness and disability, and / or stress and concerns which may mean they are more sensitive and could result in these changes being felt more acutely.</li> <li>Perceived safety impacts associated with the influx of unfamiliar construction workers in a local neighbourhood setting, adjacent to a primary school, which may cause anxiety and concern to local residents.</li> <li>Short-term changes to surroundings and streetscape associated with trenching activities to establish a power connection between the construction site and West Parramatta Zone Substation. This is likely to result in short-term amenity impacts for residents fronting a 200 metre part of Alexandra Road and would be limited for a short period to the proposed power supply routes.</li> </ul>	Likely	Moderate	High

Factors	Potential Impacts (description)	Social risk without mitigation <sup>3</sup>		
		Likelihood	Consequence	Risk rating
Personal and property rights	<ul style="list-style-type: none"> <li>Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisitions and construction processes.</li> <li>Property acquisition and compensation processes impacting directly affected land owners and tenants are managed in accordance with processes under the <i>Land Acquisition (Just Terms) Compensation Act 1991</i>.</li> <li>Potential property impacts of construction (e.g. noise and vibration impacts to properties) would be appropriately managed through relevant legislation and the implementation of the Construction Environmental Management Framework.</li> <li>Potential impacts associated with construction impacts to surrounding businesses in the locality are being managed through due process and are further addressed in Chapter 16 (Business impacts – Stage 1) of the Environmental Impact Statement.</li> </ul>	Almost certain	Moderate	High
Fears and aspirations	<ul style="list-style-type: none"> <li>Potential negative impacts associated with fear of disruption to local community character, and perceptions about potential long term changes to the fabric of the community, particularly in combination with other construction activity.</li> <li>Potential concerns associated with uncertainty about urban renewal (of which this project is a part), and potential concern about significant changes to the local community, particularly in association with other projects.</li> <li>Potential positive impacts and aspirations associated with perceived investment in Westmead as a major centre and potential for transformation of the area.</li> </ul>	Possible	Minor	Medium
Cumulative impacts	<ul style="list-style-type: none"> <li>Potential cumulative impacts within the broader Westmead area associated with other large projects and development proposals such as the redevelopment of the Children's Hospital at Westmead, Parramatta Light Rail (Stage 1) and the approved re-development of the shopping village north of the existing station which may disrupt community connection to place, and potentially result in 'construction fatigue'.</li> <li>Potential cumulative impacts associated with the construction site's proximity to Parramatta and ongoing major projects and development currently occurring within the Parramatta CBD, potentially resulting in increased inconvenience, confusion and frustration.</li> <li>Potential cumulative impacts associated with multiple infrastructure projects requiring acquisition within the locality.</li> </ul>	Likely	Moderate	High

### 4.2.2 Responses and opportunities

**Table 9** includes mitigation measures that have been identified in this social impact assessment (refer to **Section 5.1**) as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 8** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

**Table 9 Westmead metro station construction site locality: responses, mitigation and management strategies**

Responses, mitigation and management strategies	Social factor
<p><b>Environmental management</b></p> <p>Implementation of the Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include mitigation measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> <li>• Changes to the pedestrian environment, such as suitable wayfinding strategies and consideration of the principles of Crime Prevention Through Environmental Design where works have a public interface</li> <li>• Changes to pedestrian or vehicular access and/or circulation, including changes as a result of impacts to Alexandra Avenue and access changes to public transport infrastructure (e.g. the existing Westmead Station and bus stops)</li> <li>• Amenity related impacts such as noise, vibration, dust and visual impacts</li> <li>• Cumulative impacts due to other major projects in the locality (Parramatta Light Rail (Stage 1)).</li> </ul>	<p>Way of life Community Access to and use of infrastructure services and facilities Health and wellbeing Surroundings Fears and aspirations Cumulative impacts</p>
<p><b>Stakeholder and community involvement</b></p> <p>Implementation of the Overarching Community Communication Strategy to provide for continued community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals.</p> <p>The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and 12 months following the completion of construction. It provides a framework and approach for:</p> <ul style="list-style-type: none"> <li>• Communicating adjustments to access to the existing Westmead Station and bus stops, as well as temporary and permanent changes to the road network as a result of Stage 1.</li> <li>• Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses.</li> <li>• Strategies to proactively address potential construction fatigue and potential cumulative impacts (where relevant).</li> </ul> <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West.</p> <p>The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p> <p>Further engagement and consultation would be carried out with:</p> <ul style="list-style-type: none"> <li>• The affected communities to understand their preferences for mitigation and management measures.</li> <li>• ‘Other sensitive’ receivers such as schools, medical facilities or places of worship to understand periods in which they are more sensitive to impacts.</li> </ul> <p>Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable to minimise the potential impacts.</p>	<p>Way of life Community Access to and use of infrastructure services and facilities Culture Health and wellbeing Surroundings Fears and aspirations Cumulative impacts</p>
<p><b>Social infrastructure</b></p> <p>Ongoing engagement with managers of social infrastructure located near construction sites (for example, Westmead Public School, child care, health and medical facilities) about the timing and duration of construction works and management of potential impacts. The engagement approach would be included in the Overarching Community Communication Strategy.</p>	<p>Access to and use of infrastructure services and facilities Cumulative impacts</p>

Responses, mitigation and management strategies	Social factor
<p><b>Community benefits</b></p> <p>A Community Benefit Plan would be developed to guide the development of community benefit initiatives (by Principal Contractors) during construction of Stage 1 to make a positive contribution to the potentially affected community.</p> <p>The key objectives of the Stage 1 Community Benefit Plan would include:</p> <ul style="list-style-type: none"> <li>Identify opportunities to create environmental and community benefits and provide positive social outcomes</li> <li>Respond to community priorities and needs in the locality of each relevant Stage 1 construction site.</li> </ul>	Way of life Community Access to and use of infrastructure, services and facilities Culture Health and wellbeing Surroundings Fears and aspirations
<p><b>Noise amenity – operational traffic noise</b></p> <p>The final operational road traffic noise mitigation strategy for receivers identified as being eligible for consideration of treatment would be determined as the project progresses. This most likely would be at-property treatment.</p>	Way of life Surroundings
<p><b>Culture</b></p> <p>Public art opportunities would be adopted on temporary hoarding. Opportunities would be identified in consultation with stakeholders for public art to reflect community values, culture and identity of the local community. This measure is recommended in addition to the visual mitigation measures in Technical Paper 5 - Landscape and visual impact assessment.</p>	Culture Surroundings
<p><b>Visual surroundings</b></p> <p>Several visual mitigation measures as identified in Technical Paper 5 – Landscape and visual impact assessment would be implemented and are also relevant for managing visual impacts for the community's surroundings:</p> <ul style="list-style-type: none"> <li>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).</li> <li>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.</li> <li>Opportunities would also be investigated with the relevant local council to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable.</li> </ul>	Surroundings Personal and property rights
<p><b>Livelihoods</b></p> <p>Small business owner engagement would be carried out to assist small business owners adversely impacted by construction.</p>	Community Personal and property rights
<p><b>Property rights</b></p> <p>All acquisitions would be carried out in consultation with landowners and in accordance with the requirements of the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> and the land acquisition reforms announced by the NSW Government which can be viewed online at (<a href="http://www.propertyacquisition.nsw.gov.au/">www.propertyacquisition.nsw.gov.au/</a>). Sydney Metro Personal Managers would provide assistance and support depending on each individual's circumstances.</p>	Personal and property rights
<p><b>Cumulative impacts</b></p> <p>Co-ordination and consultation would be undertaken prior to and during construction to manage the interface of construction works across Stage 1 and Parramatta Light Rail (Stage 1), and to manage construction fatigue impacts where possible.</p>	Cumulative impacts

### 4.2.3 Summary of social impacts

In accordance with the SIA Guideline, the potential social impacts in the Westmead locality have been re-assessed following the implementation of additional responses and controls. **Table 10** provides a summary of impacts ‘without mitigation’ (as provided in **Table 8**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 9**.

**Table 10 Westmead metro station construction site locality: social risk rating table**

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential Impact without mitigation <sup>4</sup>			Potential Impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Way of life <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb (including along route associated with power supply)</p>	<p>Reduced amenity and potential impacts to people’s enjoyment of everyday activities and social interactions in the local area due to construction impacts (noise and vibration, traffic and visual).</p>	<p>Almost certain</p>	<p>Moderate</p>	<p>High</p>	<p>Likely</p>	<p>Minor</p>	<p>Medium</p>	<p>Disruption to way of life may still be experienced, but negative impacts can be ameliorated and sensitivities reduced through effective wayfinding and other measures to improve access during construction and also through ensuring effectiveness of mitigation measures to manage potential amenity impacts. The Overarching Community Communication Strategy would include a complaints management system to ensure the community is able to provide feedback on the effectiveness of mitigation measures.</p>
<p><i>Social factor:</i> Community <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb</p>	<p>Potential and temporary changes to community character and sense of place and belonging associated with changes to streetscape, increased level of construction activity and influx of unfamiliar construction workers into the area.</p>	<p>Likely</p>	<p>Minor</p>	<p>Medium</p>	<p>Possible</p>	<p>Minor</p>	<p>Medium</p>	<p>Opportunities to offset potential and temporary changes to community character would be considered in the Community Benefit Plan. Disruption to community due to potential changes in character due to construction and the influx of unfamiliar workers can be ameliorated to an extent through social mitigation measures (see <b>Table 9</b> for description).</p>

<sup>4</sup> Note that “without mitigation” means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential Impact without mitigation <sup>4</sup>			Potential Impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Access to and use of infrastructure, services and facilities <i>Duration:</i> Temporary <i>Extent:</i> Locality to regional</p>	<p>Potential for adjustments to access to local social infrastructure and services – e.g. bus stops on the southern side of Westmead Station – and attendant disruption and inconvenience.</p> <p>As the construction site is on the southern side of Westmead station, most visitors to the hospital precinct would likely be minimally affected.</p>	Possible	Minor	Medium	Unlikely	Minor	Low	<p>The Overarching Community Communication Strategy would include processes to clearly inform communities in advance about planned relocation of bus stops and planned alternate access to ensure continuing access and convenience to the existing Westmead Station and surrounding precinct. Potential adjustments to access to infrastructure would be mitigated through close consultation and clear communication with communities, including with the Westmead Public School and the school community, however some sensitivities could remain – particularly in relation to people experiencing illness or disability accessing the locality to access specialist health services and infrastructure.</p>
<p><i>Social factor:</i> Culture <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Potential impacts to local social ties due to loss of – and changes to – businesses and residents.</p>	Possible	Minor	Medium	Unlikely	Minor	Low	<p>The Overarching Community Communication Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent.</p> <p>Opportunities to offset changes to community culture would be considered in the Community Benefit Plan.</p>

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential Impact without mitigation <sup>4</sup>			Potential Impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Health and wellbeing <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Potential wellbeing impacts associated with aspects of construction activity (e.g. sensitivity to noise and vibration; compulsory property acquisition; changes to local community).</p>	Possible	Moderate	Medium	Unlikely	Minor	Low	<p>The Overarching Community Communication Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent.</p> <p>The Overarching Community Communication Strategy would also include the complaints handling process to ensure community feedback on potential construction impacts are followed up and mitigation measures are reviewed and amended if required, to ensure effectiveness of environmental controls to minimise impacts.</p>
<p><i>Social factor:</i> Surroundings <i>Duration:</i> Temporary <i>Extent:</i> Locality (and along route associated with power supply)</p>	<p>Reduced amenity in local area due to establishment of construction site and potentially reduced community enjoyment of surroundings if amenity is affected by construction impacts and short-term trenching to establish connection to the substation – visual, noise and vibration impacts and attendant wellbeing, sense of place and sense of safety impacts.</p>	Likely	Moderate	High	Possible	Minor	Medium	<p>Some disruption and changes to community surroundings are inevitable due to the construction activity, however visual mitigation measures aim to minimise impacts on visual amenity and the community's surroundings. Opportunities for positive interventions to the area could include public art.</p> <p>Potential impacts to surroundings could be moderated through opportunities to offset these changes as identified in the Community Benefit Plan.</p>

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential Impact without mitigation <sup>4</sup>			Potential Impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Personal and property rights <i>Duration:</i> Short-term <i>Extent:</i> Locality</p>	Individuals may perceive negative impacts in relation to their personal and property rights and livelihoods, regardless of due process, legal protections and just compensation terms being in place.	Almost certain	Moderate	High	Likely	Minor	Medium	The Sydney Metro Personal Managers would provide close communication and other personal support mechanisms to minimise negative residual impacts experienced by individuals.
<p><i>Social factor:</i> Fears and aspirations <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb</p>	Potential concerns related to perceived changes to Westmead (both temporary and longer term), the transformation of the area and associated disruption.	Possible	Minor	Medium	Possible	Insignificant	Low	The Overarching Community Communication Strategy could reduce potential concerns about transformation of the area through effective communication with the community and include information and consultation on longer term benefits. Opportunities to offset impacts and maximise potential longer term social outcomes would be included in the Community Benefit Plan.
<p><i>Social factor:</i> Cumulative impacts <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb</p>	Potential for community sensitivities to cumulative impacts associated with other major construction projects in Westmead and their indicators of broader change – including construction fatigue.	Likely	Moderate	High	Likely	Minor	Medium	The Overarching Community Communication Strategy would provide strategies to reduce potential community sensitivities to cumulative impacts through effective coordination and communication across the major construction projects. These strategies would be designed to minimise disruption and provide adequate information about concurrent or subsequent construction timelines and processes.

### 4.3 Parramatta metro station construction site

#### 4.3.1 Social impact assessment

The preliminary scoping assessment identified the social factors listed in Table 11 that have been carried forward for detailed assessment at the extents identified (refer to Appendix C for further detail).

As shown in **Table 7**, impacts relating to social factors are experienced at different geographies or spatial extents across the corridor. Impacts associated with each construction site have been assessed at the most relevant extent, with regard to affected populations. Refer to Section 2.2.3 for a more comprehensive explanation of this approach.

It is noted that ‘suburb level’ extent incorporates impact in the ‘locality’, and that ‘region’ level extent incorporates assessment of impacts in the ‘suburb’ and ‘locality’ therein. There are several impacts at ‘suburb level’ and ‘region’ in the Parramatta metro station construction site, as this site is the centre for the surrounding suburb and some nearby local government areas, where the community is likely to undertake daily living activities (e.g. grocery shopping, accessing services).

The outcomes of this detailed assessment, and the risk of impact for each social factor, is provided in Table 12.

**Table 11 Social factors and extents carried forward to detailed assessment**

Social factor	Extent		
	Locality	Suburb level	Region
Way of life		✓	
Community		✓	
Access to and use of infrastructure, services and facilities			✓
Culture		✓	
Health and wellbeing	✓		
Surroundings	✓		
Personal and property rights	✓		
Fears and aspirations		✓	
Cumulative impacts		✓	

**Table 12 Parramatta metro station construction site locality: potential impacts across key social factors**

Factor	Potential Impacts (description)	Social risk without mitigation <sup>5</sup>		
		Likelihood	Consequence	Risk rating
Way of life	<ul style="list-style-type: none"> <li>The construction site is within the commercial core of Parramatta CBD and there is limited residential development within the locality. The changes in this area (due to the construction site) would potentially affect how the community (residents, commuters, workers, visitors) go about their daily activities due to changes to the streetscape; pedestrian routes; parking availability; mid-block north-south pedestrian access between Macquarie and George Streets, and access to local businesses and social infrastructure. There is also likely to be potential temporary disruption to daily routines due to changed access to shops, the closure of retail premises due to property acquisition and changed pedestrian routes to access local shops, cafes and restaurants along Church Street, Macquarie Street and George Street, including at night. Parramatta CBD is increasingly known as a night time destination with an array of activities after dark, and construction activity may also reduce perceptions of safety, which may impact people's choice to participate in after-dark activities.</li> <li>Reduced access to parking in the Parramatta CBD, as the works would result in closure of the City Centre Car Park (although the closure and demolition of the City Centre Car Park is included in the City of Parramatta Council strategy (Draft Parramatta CBD Public Car Parking Strategy) in order to realise the Civic Link). The City Centre Car Park provides car parking for businesses and visitors to the CBD and the closure may impact daily routines or opportunities for people to access Parramatta CBD for daily living needs. The City of Parramatta strategy also identifies potential measures to offset this loss of car parking.</li> <li>A sense of disruption to daily activities for drivers, pedestrians and local community members from increased traffic and associated noise due to truck and heavy vehicle movements within the Parramatta CBD (noting cumulative impacts associated with other construction projects in the vicinity).</li> <li>Some temporary disruption for residents and visitors associated with trenching activities for power supply connection between the construction site and the West Parramatta Zone substation. Potential temporary impacts are likely to result in a sense of frustration and inconvenience on a temporary basis, but would be limited to communities for a short-term along the power supply routes.</li> </ul>	Almost certain	Moderate	High

<sup>5</sup> Note that "without mitigation" means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Factor	Potential Impacts (description)	Social risk without mitigation <sup>5</sup>		
		Likelihood	Consequence	Risk rating
Community	<ul style="list-style-type: none"> <li>• Potential changes to community character and sense of place associated with changes to streetscape, changes to the business and retail character and loss of established businesses in the area, including older businesses and older-style retail arcades associated with Parramatta's suburban past (e.g. within Parramall and Greenway arcades).</li> <li>• Parramatta CBD is a culturally and linguistically diverse area and there are a number of businesses and facilities that reflect this diverse local character located within buildings that would be acquired and demolished as part of Stage 1.</li> <li>• Potential changes to sense of community character and cohesion associated with increased construction activity resulting in increased numbers of construction workers in the area. It is noted that much of Parramatta CBD is undergoing construction activity, so these are already being felt to an extent.</li> <li>• Potential localised impacts on the social fabric associated with the loss of some community meeting spaces (i.e. local shops and cafes) and loss of some relatively affordable premises for businesses, or relocation of organisations providing social services or social enterprises.</li> </ul>	Likely	Moderate	High
Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>• Potential temporary changes to some access routes to social infrastructure within walking distance of the construction site. There is a high concentration of social infrastructure within the construction site locality, including the University of New England campus, Parramatta Mission, Centenary Square, Parramatta Town Hall, Western Sydney University, Parramatta Library, along with a number of places of worship, childcare centres, schools and courts. The use of these facilities may be affected by construction noise and vibration within the locality and this is assessed further in Technical Paper 2 – Noise and vibration. Potential construction impacts would potentially be disproportionately felt by some users, particularly if people are experiencing disability or disadvantage, and therefore would be more sensitive to noise, vibration and/or changed access arrangements – e.g. people accessing services at Parramatta Mission (located opposite the construction site), places of worship and the courts.</li> <li>• Some pedestrian access routes through the Parramatta CBD would be temporarily altered during construction and could affect the routes of some customers of Parramatta bus and rail interchange. These changes may impact the perceived convenience and amenity of the interchange. As well as a key workforce destination, Parramatta CBD is a key service centre for the Western Sydney community, and many visitors visit the CBD to access community facilities and services (who may also be experiencing disadvantage or disability), and would therefore be more sensitive to changed access arrangements. Alternative routes however would be available via Smith and Church Streets.</li> <li>• Loss of premises for Parramatta Artist Studios (68 Macquarie Street), a Council-run artist studios space. There is currently limited access to creative and cultural facilities within Parramatta CBD and this facility is a local cultural hub within Parramatta CBD that provides affordable spaces for emerging artists to create work. The loss of this space may therefore have a degree of impact on the accessibility of creative and cultural facilities in the locality.</li> </ul>	Likely	Moderate	High

Factor	Potential Impacts (description)	Social risk without mitigation <sup>5</sup>		
		Likelihood	Consequence	Risk rating
	<ul style="list-style-type: none"> <li>The loss of premises for Darcy Street project (a social enterprise), however the organisation is relocating to a premises with Parramatta Mission, across the road from the construction site and around the corner from their previous premises within City Centre Car Park.</li> </ul>			
Culture	<ul style="list-style-type: none"> <li>Potential impacts on local social ties and community relationships to place due to the acquisition of premises owned or leased by local businesses in this area (e.g. business premises within Parramall and Greenway arcades) and loss of some relatively affordable premises for businesses and social enterprises. Some of these places may provide important meeting and gathering places for the local community and the loss of these premises and community connections could affect cultural ties.</li> <li>Possible impacts to accessibility and connectivity of the Parramatta CBD during major events, for event attendees. Parramatta CBD is a venue for major events in Western Sydney, including Sydney Festival, Parramatta Lanes, Parramasala and other events that contribute to community cohesion and sense of place. Some of these festivals take place wholly or partially with the 400 metre catchment of the construction site, and these events may possibly need to be moved to alternate locations and/or construction activities may need to be adjusted to avoid conflict with the festivals. Also, some attendees at these events would be likely to access the City Centre Car Park to park their vehicles and attend the events. The removal of the City Centre Car Park may impact the convenience or possibility for some people to attend events, resulting in a disruption to accessing cultural activities for attendees.</li> <li>Potential impacts to non-Aboriginal heritage items within the construction site boundary (noting that Kia Ora and the heritage listed shop on George Street would be protected), as well as adjacent to the site (e.g. Roxy Theatre, colonial terraces, trees, and heritage facades along Macquarie and Church Streets), with associated impacts to sense of place and community character. Built heritage items within the construction site would be retained, and controls implemented to minimise impacts of vibration intensive activity to built heritage items within and adjacent to the construction site (for eg – which would mitigate community concerns about any loss of culture).</li> <li>Potential impacts to Aboriginal heritage in this area. Parramatta is a significant place for Aboriginal people across Australia, including as the location of some of the earliest interactions between Aboriginal people and European settlers, and the displacement of Aboriginal communities. The construction site is partially located on the Parramatta Sand Body, which has significant Aboriginal heritage potential and has cultural value for members of Aboriginal community as it provides a tangible cultural link to the past environment of Parramatta and pre-colonial uses of the area.</li> </ul>	Possible	Moderate	Medium

Factor	Potential Impacts (description)	Social risk without mitigation <sup>5</sup>		
		Likelihood	Consequence	Risk rating
Health and wellbeing	<ul style="list-style-type: none"> <li>• Potential impacts to health and wellbeing of workers and visitors associated with impacts of construction noise, and vibration – acknowledging that these would, to some extent, be controlled by mitigation and management measures.</li> <li>• Potential impacts to health and wellbeing associated with ongoing construction activity across Parramatta CBD, resulting in ongoing stress and disruption for residents, visitors and businesses, also known as ‘construction fatigue’ (refer to cumulative impacts section below for further discussion).</li> <li>• Potential impacts to health and wellbeing associated with compulsory property acquisition, and attendant uncertainty for business owners, employees and residents of affected premises.</li> </ul>	Possible	Moderate	Medium
Surroundings	<ul style="list-style-type: none"> <li>• Reduced amenity could affect the community’s enjoyment of their surroundings due to construction noise, vibration, changes to the streetscape and establishment of the construction site (e.g. hoardings) along a major retail spine and within a CBD context. This could particularly be experienced by workers and visitors accessing premises in close proximity to the construction site, e.g. shops along Church Street; and visitors to community services along Macquarie Street, and users of Centenary Square – one of the more important community meeting places in Parramatta CBD. The highest impacts would typically occur when noise intensive equipment is in use (which would not be continuous), and for buildings immediately adjacent to the construction site, and impacts would reduce with increasing distance from the construction site.</li> <li>• Perceived safety impacts associated with changed sightlines; hoardings; reduced activation associated with loss of local retail businesses; reduced permeability of city blocks due to loss of laneways, and changes to pedestrian routes and wayfinding which may reduce perceptions of safety, particularly at night.</li> <li>• Short-term changes to surroundings and streetscape associated with temporary trenching activities to establish a power connection between the construction site and West Parramatta Zone Substation. This is likely to result in short-term amenity impacts for businesses, workers, visitors and residents along George Street and Macquarie Street and would be limited for a short period to the proposed power supply routes.</li> </ul>	Likely	Moderate	High

Factor	Potential Impacts (description)	Social risk without mitigation <sup>5</sup>		
		Likelihood	Consequence	Risk rating
Personal and property rights	<ul style="list-style-type: none"> <li>Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisitions and construction processes.</li> <li>Property acquisition and compensation processes impacting directly affected land owners are managed in accordance with due process under the relevant legislation (<i>Land Acquisition (Just Terms) Compensation Act 1991</i>).</li> <li>Property impacts of construction (e.g., noise and vibration impacts to properties) would be appropriately managed through relevant legislation and the implementation of the Construction Environmental Management Framework.</li> <li>Economic wellbeing impacts associated with acquisition of businesses in George Street, Church Street, Macquarie Street and Horwood Place and construction impacts to surrounding businesses in the locality are being managed through due process and are further addressed in Chapter 16 (Business impacts – Stage 1) of the Environmental Impact Statement.</li> </ul>	Almost certain	Moderate	High
Fears and aspirations	<ul style="list-style-type: none"> <li>Potential negative impacts associated with concern about disruption to, and the ongoing transformation of, Parramatta CBD, which is currently undergoing significant changes. The scale and pace of change can impact people's sense of place and belonging.</li> <li>Potential positive impacts associated with excitement and anticipation of improved public transport to and from the Parramatta CBD, and ongoing investment in transforming the area into a major business and civic hub.</li> </ul>	Possible	Minor	Medium
Cumulative impacts	<ul style="list-style-type: none"> <li>The potential for community sensitivity to impacts would be increased by the relative number of other major construction projects currently underway, which potentially may already result in amenity impacts in the locality and broader locality. Cumulative impacts related to ongoing construction and works associated with major infrastructure and development projects within 400 metres from the construction site could include Parramatta Light Rail (Stage 1), Parramatta Square urban renewal project, Westfield Shopping Centre redevelopment, Arthur Phillip High School redevelopment and the Western Sydney University Innovation Hub. The number and scale of projects underway in the area would contribute to communities' cumulative sense of disruption and 'construction fatigue'.</li> <li>A cumulative sense of disruption, frustration and inconvenience due to concurrent construction works further affecting movement patterns and connectivity within the Parramatta CBD.</li> <li>Potential cumulative impacts of various community consultation processes and associated risks of engagement fatigue associated with ongoing change within the Parramatta CBD.</li> </ul>	Likely	Moderate	High

### 4.3.2 Responses and opportunities

**Table 13** includes mitigation measures that have been identified in this social impact assessment (refer to **Section 5.1**) as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 12** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

**Table 13 Parramatta Metro Station construction site locality: responses, mitigation and management strategies**

Responses, mitigation and management strategies	Social factor
<p><b>Environmental management</b></p> <p>Implementation of the Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> <li>• Changes to the pedestrian environment, such as suitable wayfinding strategies and consideration of the principles of Crime Prevention Through Environmental Design where works have a public interface</li> <li>• Changes to pedestrian or vehicular access and/or circulation, including changes as a result of impacts to Horwood Place</li> <li>• Amenity related impacts such as noise, vibration, dust and visual impacts</li> <li>• Cumulative impacts due to other major projects in the locality.</li> </ul>	<p>Way of life Community Access to and use of infrastructure services and facilities Health and wellbeing Surroundings Fears and aspirations Cumulative impacts</p>
<p><b>Stakeholder and community involvement</b></p> <p>Implementation of the Overarching Community Communication Strategy to provide for continued community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals.</p> <p>The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and 12 months following the completion of construction. The Strategy provides a framework and approach for:</p> <ul style="list-style-type: none"> <li>• Communicating adjustments to pedestrian and vehicular access and car parking</li> <li>• Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses</li> <li>• Strategies to proactively address potential construction fatigue and potential cumulative impacts (where relevant).</li> </ul> <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West.</p> <p>The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p> <p>Further engagement and consultation would be carried out with:</p> <ul style="list-style-type: none"> <li>• The affected communities to understand their preferences for mitigation and management measures.</li> <li>• ‘Other sensitive’ receivers such as schools, medical facilities or places of worship to understand periods in which they are more sensitive to impacts.</li> </ul> <p>Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable to minimise the potential impacts.</p>	<p>Way of life Community Access to and use of infrastructure services and facilities Culture Health and wellbeing Surroundings Fears and aspirations Cumulative impacts</p>
<p><b>Social infrastructure</b></p> <p>Ongoing engagement with managers of social infrastructure located near the construction sites (for example, educational institutions, places of worship, community facilities such as the Parramatta Mission and relocated Darcy Street project, child care, health and medical facilities) about the timing and duration of construction works and management of potential impacts.</p> <p>Engagement would also be carried out with Parramatta City Council to identify alternative locations for the Parramatta Artist Studios to provide opportunities for facilitating local creative and cultural activities.</p>	<p>Access to and use of infrastructure services and facilities Cumulative impacts</p>

Responses, mitigation and management strategies	Social factor
<p><b>Community benefits</b></p> <p>A Community Benefit Plan would be developed to provide guide the development of community benefit initiatives (by Principal Contractors) during construction of Stage 1 to make a positive contribution to the potentially affected community.</p> <p>The key objectives of the Stage 1 Community Benefit Plan would include:</p> <ul style="list-style-type: none"> <li>Identify opportunities to create environmental and community benefits and provide positive social outcomes</li> <li>Respond to community priorities and needs in the locality of each relevant Stage 1 construction site.</li> </ul>	<p>Community</p> <p>Access to and use of infrastructure, services and facilities</p> <p>Culture</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p>
<p><b>Culture</b></p> <p>Consultation with organisers of major events within the Parramatta CBD (e.g. Sydney Festival, Parramatta Lanes, Parramasala) in proximity to the construction site to mitigate potential amenity impacts on the operation of cultural festivals or events. This is in addition to the mitigation measure in Technical Paper 1 - Transport and traffic, to mitigate impacts on special events.</p> <p>Public art opportunities would be adopted on temporary hoardings, including opportunities identified in consultation with stakeholders for public art to reflect community values, culture and identity of communities in the Parramatta CBD and broader region. This measure is recommended in addition to visual mitigation measures.</p>	<p>Culture</p> <p>Way of life</p> <p>Surroundings</p>
<p><b>Visual surroundings</b></p> <p>Several visual mitigation measures as identified in Technical Paper 5 – Landscape and visual impact assessment would be implemented and are also relevant for managing visual impacts for the community’s surroundings:</p> <ul style="list-style-type: none"> <li>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).</li> <li>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.</li> <li>Opportunities would also be investigated with the relevant local council to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable.</li> </ul>	<p>Surroundings</p> <p>Personal and property rights</p>
<p><b>Livelihoods</b></p> <p>Small business owner engagement would be carried out to assist small business owners adversely impacted by construction.</p> <p>Hoarding and screening which could potentially impact the visibility of local businesses would be minimised where feasible and reasonable, without compromising public safety or the effective management of construction airborne noise. Clear pathways and signage would be implemented around construction sites to maximise visibility of retained businesses, including sufficient lighting along pedestrian footpaths during night-time where relevant.</p>	<p>Community</p> <p>Personal and property rights</p>
<p><b>Property rights</b></p> <p>All acquisitions would be carried out in consultation with landowners and in accordance with the requirements of the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> and the land acquisition reforms announced by the NSW Government which can be viewed online at (<a href="http://www.propertyacquisition.nsw.gov.au/">www.propertyacquisition.nsw.gov.au/</a>). Sydney Metro Personal Managers would provide assistance and support depending on each individuals’ circumstances.</p>	<p>Personal and property rights</p>
<p><b>Cumulative impacts</b></p> <p>Co-ordination and consultation would be undertaken prior to and during construction to manage the interface across Stage 1 and Parramatta Light Rail (Stage 1), to manage construction fatigue impacts where possible.</p>	<p>Cumulative impacts</p>

### 4.3.3 Summary of social impacts

In accordance with the SIA Guideline, the potential social impacts in the Parramatta locality have been re-assessed following the implementation of additional responses and controls. **Table 14** provides a summary of impacts ‘without mitigation’ (as provided in **Table 12**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 13**.

**Table 14 Parramatta Metro Station construction site locality: social risk rating table**

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential Impact without mitigation <sup>6</sup>			Potential Impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Way of life <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb level</p>	<p>Potential changes to daily routines and how people get around Parramatta CBD due to construction activity.</p>	<p>Almost certain</p>	<p>Moderate</p>	<p>High</p>	<p>Likely</p>	<p>Minor</p>	<p>Medium</p>	<p>Potential disruption to way of life and daily routines may still be experienced, but negative social impacts can be ameliorated and sensitivities reduced through effective wayfinding and other measures to maintain access during construction. The Overarching Community Communication Strategy would provide a framework to ensure changes to transport and access are communicated and also include a complaints management system to ensure the community is able to provide feedback on the effectiveness of mitigation measures.</p>
<p><i>Social factor:</i> Community <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb level</p>	<p>Potential changes to community character, and sense of place and belonging associated with changes to streetscape and changes to local business community due to property acquisition of local shopping malls.</p>	<p>Likely</p>	<p>Moderate</p>	<p>High</p>	<p>Possible</p>	<p>Minor</p>	<p>Medium</p>	<p>Opportunities to offset changes to community character would be considered in the Community Benefit Plan. Disruption to community due to property acquisition and construction can be ameliorated to an extent through social mitigation measures, however local character and streetscape changes due to acquisition would be the first temporary stage to realise a new metro station.</p>

<sup>6</sup> Note that “without mitigation” means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential Impact without mitigation <sup>6</sup>			Potential Impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Access to and use of infrastructure, services and facilities</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality to regional</p>	<p>Potential changes to access for local social infrastructure and services – e.g. higher education institutions, bus and train services, and a range of other social infrastructure within the construction site locality – and attendant sense of disruption and inconvenience.</p>	Likely	Moderate	High	Possible	Minor	Medium	<p>The Overarching Community Communication Strategy would include a framework and processes for engagement with managers of social infrastructure and to clearly inform communities in advance about planned relocation of bus services and planned alternate access to ensure continuing convenience of access to existing facilities and services. These strategies and close and clear consultation and communication with affected communities would minimise disruption to infrastructure.</p>
<p><i>Social factor:</i> Culture</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality to suburb level</p>	<p>Potential impacts to cultural festivals and Aboriginal and European heritage items of significance within the construction site, with attendant impacts to communities' connection to place and shared histories.</p> <p>Potential impacts to local social ties due to loss of premises for businesses.</p>	Possible	Moderate	Medium	Possible	Minor	Medium	<p>The Overarching Community Communication Strategy would ensure effective communications with the community and approaches to support the community through changes which would mitigate impacts to some extent.</p> <p>Measures would be in place to mitigate impacts to culture associated with heritage items, over the longer term.</p> <p>Through working with festival organisers, construction activity and/or 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>

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential Impact without mitigation <sup>6</sup>			Potential Impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Health and wellbeing <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Potential wellbeing impacts associated with aspects of construction activity (e.g., sensitivity to noise and vibration; concerns around compulsory property acquisition and associated changes to the local community fabric).</p>	Possible	Moderate	Medium	Possible	Minor	Medium	<p>The Overarching Community Communication Strategy would ensure effective communications with community and approaches to support community through changes which would mitigate impacts to an extent. The Overarching Community Communication Strategy would also include the complaints handling process to ensure community feedback on potential construction impacts are followed up and performance of mitigation measures are reviewed and amended if required.</p>
<p><i>Social factor:</i> Surroundings <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Potential for reduced amenity in the local area due to the establishment of the construction site – visual, noise and vibration impacts and potential impacts on attendant wellbeing, sense of place and sense of safety impacts.</p>	Likely	Moderate	High	Possible	Minor	Medium	<p>Some disruption and changes are inevitable due to construction activity, however visual mitigation measures aim to minimise impacts on visual amenity and the community’s surroundings. Opportunities for positive interventions to the area could include public art and creative activation approaches. Potential impacts to surroundings could be moderated through opportunities to offset these changes as identified in the Community Benefit Plan.</p>
<p><i>Social factor:</i> Personal and property rights <i>Duration:</i> Short-term <i>Extent:</i> Locality</p>	<p>Individuals’ may perceive negative impacts in relation to their personal and property rights and livelihoods, regardless of due process, legal protections and just compensation terms being in place.</p>	Almost certain	Moderate	High	Likely	Minor	High	<p>The Sydney Metro Personal Managers would provide close communication and other personal support mechanisms provided to minimise negative residual impacts experienced by individuals.</p>

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential Impact without mitigation <sup>6</sup>			Potential Impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Fears and aspirations</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality to suburb level</p>	<p>Potential concerns and aspirations related to perceived changes to Parramatta CBD (both temporary and longer term), the transformation of the area and associated changes to communities' sense of place and belonging, and sense of the future of their community.</p>	Possible	Minor	Medium	Possible	Insignificant	Low	<p>Concerns about transformation of the area could be reduced through effective communication with the community (as provided by the Overarching Community Communication Strategy) and include consultation and information on longer term positive benefits. Opportunities to offset impacts and maximise potential longer term social outcomes would be considered in the Community Benefit Plan.</p>
<p><i>Social factor:</i> Cumulative impacts</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality to suburb level</p>	<p>Potential community sensitivities to cumulative impacts associated with the other major construction projects occurring concurrently in the Parramatta CBD and associated construction fatigue.</p>	Likely	Moderate	High	Likely	Minor	Medium	<p>Potential community sensitivities to cumulative impacts can be partially mitigated through effective coordination across the major construction projects designed to minimise disruption and provide adequate information about concurrent or subsequent construction timelines and processes. The Overarching Community Communication Strategy would include strategies for addressing potential cumulative impacts.</p>

## 4.4 Clyde stabling and maintenance facility construction site

### 4.4.1 Social impact assessment

This locality is primarily characterised by heavy industrial land uses, and workers involved in these industries, so social impacts are anticipated to be generally minimal – aside from potential impacts to users and visitors to the Sydney Speedway (located on NSW Government-owned land) and the residential area of Rosehill on the western side of James Ruse Drive.

The preliminary scoping assessment identified the social factors listed in **Table 15** that have been carried forward for detailed assessment at the extents identified (refer to Appendix C for further detail). As shown in **Table 7**, impacts relating to social factors are experienced at different geographies or spatial extents across the corridor.

Impacts associated with each construction site have been assessed at the most relevant extent, with regard to affected populations. Refer to Section 2.2.3 for a more comprehensive explanation of this approach.

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

The outcomes of this detailed assessment, and the risk of impact for each social factor, is provided in **Table 16**.

**Table 15 Social factors and extents carried forward to detailed assessment**

Social factor	Extent		
	Locality	Suburb level	Region
Way of life	✓		
Community	✓		
Access to and use of infrastructure, services and facilities	✓		
Culture		✓	✓
Health and wellbeing	✓		
Surroundings	✓		
Personal and property rights	✓		
Fears and aspirations	✓		
Cumulative impacts	✓		

**Table 16 Clyde stabling and maintenance facility construction site locality: potential impacts across key social factors**

Factors	Potential impacts (description)	Social risk without mitigation <sup>7</sup>		
		Likelihood	Consequence	Social risk
Way of life	<ul style="list-style-type: none"> <li>Potential changes to how the business community in the locality go about their daily activities due to the increased traffic and truck movements and associated noise associated with construction activities and the proposed realignment of Unwin and Kay Streets. This could result in a sense of disruption for daily activities, primarily for local workers and residential communities across James Ruse Drive. Additionally, the vehicular travel route of some attendees of Rosehill Gardens racecourse (depending on their origin location) may also change due to the proposed road realignment. Pedestrian movements are very unlikely in this area as the construction site locality has limited pedestrian permeability due to the high number of major roads and railway lines in the area and the format of large industrial lot sizes.</li> <li>There could be disruption to routines for those people or businesses that had accessed businesses located at premises that are being acquired in the property acquisition for Stage 1.</li> </ul>	Possible	Minor	Medium
Community	<ul style="list-style-type: none"> <li>The area has a primarily industrial character and therefore changes to community character and sense of place due to loss of established industrial businesses and relocation of the Sydney Speedway (location on NSW Government owned land) is limited as the area largely functions on a daily basis as a place of employment hence people accessing the locality on a daily basis are likely to be workers.</li> <li>The natural environment at this locality is highly degraded with limited public access and therefore impacts to 'sense of place' or reduced access to the natural environment are likely to be very low. Changes to Duck Creek and A'Becketts Creek (where some sections would be realigned and channelised) and potential impacts to the heritage mangrove area are within the construction site with no public access.</li> </ul>	Unlikely	Minor	Low
Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Relocation of Sydney Speedway, an established dirt track racing venue from the Clyde area to a new site in Western Sydney.</li> <li>There is no public access to local open space along Duck Creek and A'Becketts Creek, therefore there would be no impacts.</li> <li>The proposed road realignment of Unwin and Kay Streets could affect the travel routes of attendees to events or functions at Rosehill Gardens racecourse, however, as alternate travel routes would be available, impacts are anticipated to be limited with some forward planning.</li> </ul>	Possible	Minor	Medium
Culture	<ul style="list-style-type: none"> <li>Potential impacts to the cultural way of life for regular attendees that support and attend events at Sydney Speedway. Sydney Speedway conducts many sporting events during the year and for some, these events could be an important part of their recreational or sporting way of life. The relocation of this facility to a new location in Western Sydney could affect the convenience for some people to attend events at the future relocated site, possibly resulting in a disruption to a cultural way of life for some attendees who regularly attend events. Conversely, the relocated speedway venue may increase convenience and attendance at events for some individuals.</li> <li>Potential changes to community connection to place and shared histories associated with the relocation of Sydney Speedway, an established dirt track racing venue. Racing has taken place at this site since the 1970s, and the site has positive associations and memories for some members of the community.</li> </ul>	Likely	Minor	Medium

<sup>7</sup> Note that "without mitigation" means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Factors	Potential impacts (description)	Social risk without mitigation <sup>7</sup>		
		Likelihood	Consequence	Social risk
	<ul style="list-style-type: none"> <li>Potential impacts to a heritage façade located on the edge of the construction site footprint. This heritage item is located on private property currently and has limited public accessibility. It is also noted that this item would be retained and protected during construction.</li> </ul>			
Health and wellbeing	<ul style="list-style-type: none"> <li>The area is currently predominantly occupied by industrial uses, and therefore impacts of construction noise and vibration associated with construction activities at the site are likely to be minimal.</li> <li>Potential impacts to wellbeing associated with compulsory property acquisition, uncertainty for businesses and uncertainty for employees of businesses whose premises are being acquired.</li> </ul>	Unlikely	Minor	Low
Surroundings	<ul style="list-style-type: none"> <li>Potentially increased traffic and associated noise due to construction activities (e.g. segment production facility) and truck movements in the area, resulting in a sense of disruption in the surroundings, primarily affecting local workers and the nearest residences on the western side of James Ruse Drive. This area is primarily industrial, and therefore there is a comparatively higher level of existing noise in the area. Additionally, the worst case noise and vibration impacts are limited to standard construction hours, and those activities outside standard construction hours would have minor exceedances that would have a limited impact on residential communities.</li> <li>There would be some visual and noise amenity impacts for residents and businesses adjacent to the site. However, it is noted this area is dominated by industrial uses and therefore the impact of construction activities is likely to be minimal.</li> <li>There is currently no public access to open space along Duck Creek and A'Becketts Creek, therefore there would be no impacts to surroundings as the access and visibility towards these creeks would not change.</li> <li>Changes to the visual amenity of the area associated with construction of the land formation for the future stabling and maintenance facility to manage flood risk surrounding the site. This would have associated impacts on sense of place for local workers as it is primarily an industrial area. Given this is an industrial area, the visual impacts to this locality are likely to be minimal.</li> <li>Perceived safety impacts associated with changed sightlines, changed vehicle routes, establishment of hoardings, and an influx of unfamiliar construction workers during the day.</li> </ul>	Unlikely	Minor	Low
Personal and property rights	<ul style="list-style-type: none"> <li>Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisitions and construction processes.</li> <li>Property acquisition and compensation processes impacting directly affected land owners are managed in accordance with processes under the <i>Land Acquisition (Just Terms) Compensation Act 1991</i>. Impacts of construction such as noise and vibration impacts to properties would be appropriately managed through relevant legislation and the implementation of the Construction Environmental Management Framework, which aims to minimise construction impacts. It is also noted that this area is an established industrial area, and therefore already experiences a higher degree of noise and vibration compared to more residential localities along the Stage 1 corridor.</li> <li>Economic wellbeing impacts associated with acquisition of businesses and construction impacts to surrounding businesses in the locality are being managed through due process and are further addressed in Chapter 16 (Business impacts – Stage 1) of the Environmental Impact Statement.</li> </ul>	Almost certain	Moderate	High

Factors	Potential impacts (description)	Social risk without mitigation <sup>7</sup>		
		Likelihood	Consequence	Social risk
Fears and aspirations	<ul style="list-style-type: none"> <li>• Potential negative impacts associated with uncertainty about changes occurring in the Clyde and Rosehill industrial area, and potentially concern about significant changes to the local business area, in association with major changes to the broader Parramatta community.</li> <li>• Potential concerns regarding the management of existing contamination, as the site is in an industrial area where there is known contamination due to the operation of historical industrial uses.</li> </ul>	Possible	Minor	Medium
Cumulative impacts	<ul style="list-style-type: none"> <li>• Cumulative impacts related to ongoing construction and works associated with concurrent major projects including Clyde Terminal Conversion Project and Parramatta Light Rail (Stage 1) (including closure of Rosehill Station). Impacts to movement networks and transport connectivity particularly along Parramatta Road and James Ruse Drive could be experienced, potentially resulting in increased travel times and sense of disruption and inconvenience for users.</li> <li>• Potential cumulative impacts on the nearby community with regard to consultation and risk of 'engagement fatigue' associated with the concurrent construction projects identified above.</li> </ul>	Unlikely	Minor	Low

#### 4.4.2 Responses and opportunities

**Table 17** includes mitigation measures that have been identified in this social impact assessment (refer to **Section 5.1**) as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 16** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

**Table 17 Clyde maintenance and stabling facility construction site locality: responses, mitigation and management strategies**

Responses, mitigation and management strategies	Social factor
<p><b>Environmental management</b></p> <p>Implementation of the Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include mitigation measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> <li>• Changes to vehicular access and/or circulation, including changes as a result of impacts to Unwin Street, Kay Street and Wentworth Streets</li> <li>• Amenity related impacts such as noise, vibration, dust and visual impacts for residents, workers and visitors to the Rosehill Gardens racecourse</li> <li>• Cumulative impacts due to other major projects in the locality.</li> </ul>	<p>Way of life</p> <p>Community</p> <p>Access to and use of infrastructure services and facilities</p> <p>Health and wellbeing</p> <p>Fears and aspirations</p> <p>Cumulative impacts</p>
<p><b>Stakeholder and community involvement</b></p> <p>Implementation of the Overarching Community Communication Strategy to provide for continued community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals.</p> <p>The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and 12 months following the completion of construction. It provides a framework and approach for:</p> <ul style="list-style-type: none"> <li>• Communicating adjustments to pedestrian and vehicular access and car parking</li> <li>• Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses</li> <li>• Strategies to proactively address potential construction fatigue and potential cumulative impacts (where relevant).</li> </ul> <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West.</p> <p>The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p> <p>Further engagement and consultation would be carried out with:</p> <ul style="list-style-type: none"> <li>• The affected communities to understand their preferences for mitigation and management measures.</li> <li>• ‘Other sensitive’ receivers such as schools, medical facilities or places of worship to understand periods in which they are more sensitive to impacts.</li> </ul> <p>Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable to minimise the potential impacts.</p>	<p>Way of life</p> <p>Community</p> <p>Access to and use of infrastructure services and facilities</p> <p>Culture</p> <p>Health and wellbeing</p> <p>Fears and aspirations</p> <p>Cumulative impacts</p>
<p><b>Social infrastructure</b></p> <p>Ongoing engagement with Rosehill Gardens racecourse about the timing and duration of construction works and management of potential impacts for vehicular access routes and potential amenity related impacts from construction of Stage 1.</p>	<p>Access to and use of infrastructure services and facilities</p>

Responses, mitigation and management strategies	Social factor
<p><b>Community benefits</b></p> <p>A Community Benefit Plan would be developed to provide guide the development of community benefit initiatives (by Principal Contractors) during construction of Stage 1 to make a positive contribution to the potentially affected community.</p> <p>The key objectives of the Stage 1 Community Benefit Plan would include:</p> <ul style="list-style-type: none"> <li>Identifying opportunities to create environmental and community benefits and provide positive social outcomes</li> <li>Responding to community priorities and needs in the locality of each relevant Stage 1 construction site.</li> </ul>	<p>Community</p> <p>Access to and use of infrastructure, services and facilities</p> <p>Culture</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p>
<p><b>Visual surroundings</b></p> <p>Several visual mitigation measures as identified in Technical Paper 5 – Landscape and visual impact assessment would be implemented and are also relevant for managing visual impacts for the community’s surroundings:</p> <ul style="list-style-type: none"> <li>Structures 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).</li> <li>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.</li> </ul> <p>Opportunities would also be investigated with the relevant local council to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable.</p>	<p>Surroundings</p> <p>Personal and property rights</p>
<p><b>Natural environments</b></p> <p>Although the riparian zone of A’Becketts and Duck Creeks are not publicly accessible, a vegetated riparian zone and naturalised channels would be incorporated within the realigned open channel sections of A’Becketts and Duck Creek, where feasible and reasonable, to mitigate impacts to natural environments.</p>	<p>Surroundings</p>
<p><b>Livelihoods</b></p> <p>Small business owner engagement would be carried out to assist small business owners adversely impacted by construction.</p>	<p>Community</p> <p>Personal and property rights</p>
<p><b>Property rights</b></p> <p>All acquisitions would be carried out in consultation with landowners and in accordance with the requirements of the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> and the land acquisition reforms announced by the NSW Government which can be viewed online at (<a href="http://www.propertyacquisition.nsw.gov.au/">www.propertyacquisition.nsw.gov.au/</a>). Sydney Metro Personal Managers would provide assistance and support depending on each individuals’ circumstances.</p>	<p>Personal and property rights</p>
<p><b>Cumulative impacts</b></p> <p>Co-ordination and consultation would be undertaken prior to and during construction to manage the interface across Stage 1 and Parramatta Light Rail (Stage 1), and to manage construction fatigue impacts where possible.</p>	<p>Cumulative impacts</p>

#### 4.4.3 Summary of social impacts

In accordance with the SIA Guideline, the potential social impacts in the Clyde locality has been re-assessed following the implementation of additional responses and controls. **Table 18** provides a summary of impacts ‘without mitigation’ (as provided in **Table 16**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 17**.

**Table 18 Clyde stabling and maintenance facility construction site locality: social risk rating table**

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation <sup>8</sup>			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<i>Social factor:</i> Way of life <i>Duration:</i> Temporary <i>Extent:</i> Locality	Some changes to vehicular access routes, potentially affecting businesses in the broader locality.	Possible	Minor	Medium	Unlikely	Minor	Low	Some changes to vehicular access routes would be necessary, however this would be mitigated by the establishment of alternative routes to the surrounding precincts. The Overarching Community Communication Strategy would provide a framework to ensure changes to transport and access are communicated and also includes a complaints management system to ensure the community is able to provide feedback on the effectiveness of mitigation measures.
<i>Social factor:</i> Community <i>Duration:</i> Temporary <i>Extent:</i> Locality	Potential minor changes to community character and sense of place associated with construction activity.	Unlikely	Minor	Low	Unlikely	Insignificant	Low	There is a low residual risk in relation to social impacts of changes to community character and sense of place, however these are limited noting the largely existing industrial character of the locality.
<i>Social factor:</i> Access to and use of infrastructure, services and facilities <i>Duration:</i> Temporary <i>Extent:</i> Locality to region	Some possible impacts to vehicular routes to the Rosehill Gardens racecourse, and relocation of the Sydney Speedway from the locality to a new location in Western Sydney.	Possible	Minor	Medium	Unlikely	Minor	Low	The Overarching Community Communication strategy would include measures to ensure the community is kept informed of the timing of the opening of the Sydney International Speedway to its new location in Western Sydney. Some residual impacts may remain in terms of changes to access to infrastructure and services in the construction site locality.

<sup>8</sup> Note that "without mitigation" means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation <sup>8</sup>			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Culture <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Temporary impacts to heritage items of value to the community within the construction site locality and relocation of Sydney Speedway from the locality.</p>	Likely	Minor	Medium	Possible	Minor	Medium	Some residual social risks in terms of heritage assets and values. A new Sydney International Speedway would be constructed in Western Sydney.
<p><i>Social factor:</i> Health and wellbeing <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Some potential impacts to health and wellbeing associated with impacts of construction noise and vibration.  Potential concern about possible changes to employment and livelihoods associated with acquisition of business premises.</p>	Unlikely	Minor	Low	Unlikely	Minor	Low	<p>Impacts of noise and vibration would be well managed through the implementation of the Construction Environment Management Framework.  Some residual social impacts remain associated with potential impacts on owners of businesses and their employees where the business premises are subject to compulsory property acquisition. Sydney Metro Personal Managers provide support through the property acquisition process.</p>
<p><i>Social factor:</i> Surroundings <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Some changes to the natural environment surrounding the site, changes to amenity, visual and noise impacts.  The only natural feature in the area, A'Becketts and Duck Creeks are not publicly accessible.</p>	Unlikely	Minor	Low	Unlikely	Minor	Low	<p>Residual changes to the natural environment surrounding the site, changes to amenity, visual and noise impacts would be mitigated through mitigation measures. Naturalisation of some parts of the creek where practicable would minimise impacts to natural surroundings, however these areas are not currently publicly accessible or viewed by the community.</p>

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation <sup>8</sup>			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Personal and property rights <i>Duration:</i> Short term <i>Extent:</i> Locality</p>	<p>Individuals' may perceive negative impacts in relation to their personal and property rights and livelihoods, regardless of due process, legal protections and just compensation terms being in place.</p>	Almost certain	Moderate	High	Likely	Minor	High	<p>The Sydney Metro Personal Managers would provide close communication and other personal support mechanisms provided to minimise negative residual impacts experienced by individuals.</p>
<p><i>Social factor:</i> Fears and aspirations <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Potential concerns associated with uncertainty occurring in the Clyde and Rosehill area and in association with the broader Parramatta community.</p>	Possible	Minor	Medium	Unlikely	Minor	Low	<p>The Overarching Community Communications Strategy would provide a framework and approach for communications to the local community and would somewhat mitigate potential concerns and aspirations that may be associated with the project.</p>
<p><i>Social factor:</i> Cumulative impacts <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Potential community sensitivities to cumulative impacts associated with other major construction projects in Clyde (e.g., Parramatta Light Rail (Stage 1)) – including construction fatigue.</p>	Unlikely	Minor	Low	Rare	Minor	Low	<p>Community sensitivities to cumulative impacts can be partially mitigated through effective coordination across the major projects designed to minimise disruption and provide adequate information about concurrent or subsequent construction timelines and processes.</p>

## 4.5 Silverwater services facility construction site

### 4.5.1 Social impact assessment

The preliminary scoping assessment identified the social factors listed in **Table 19** that have been carried forward for detailed assessment at the different geographies or spatial extents identified across the corridor (refer to Appendix C for further detail). Social factors that do not require further assessment are shown as not applicable in **Table 7**.

Impacts associated with each construction site have been assessed at the most relevant extent, with regard to affected populations. Refer to Section 2.2.3 for a more comprehensive explanation of this approach. It is noted that 'suburb level' extent incorporates impact in the 'locality', and that 'region' level extent incorporates assessment of impacts in the 'suburb' and 'locality' therein.

The outcomes of this detailed assessment, and the risk of impact for each social factor, is provided in **Table 20**.

**Table 19 Social factors and extents carried forward to detailed assessment**

Social factor	Extent			
	Locality	Suburb level	Region	Not Applicable
Way of life	✓			
Community				✓
Access to and use of infrastructure, services and facilities	✓			
Culture				✓
Health and wellbeing				✓
Surroundings	✓			
Personal and property rights				✓
Fears and aspirations				✓
Cumulative impacts				✓

**Table 20 Silverwater services facility construction site locality: potential impacts across key social factors**

Factors	Potential impacts (description)	Social risk without mitigation <sup>9</sup>		
		Likelihood	Consequence	Social risk rating
Way of life	<ul style="list-style-type: none"> <li>Potential increased traffic and associated noise due to construction activities and truck movements in the area, resulting in attendant sense of disruption to daily activities primarily for local workers. However, it is noted that this area is primarily industrial and commercial and located on a major traffic corridor, and therefore there is an existing level of traffic movements and possibly traffic congestion at times, and Stage 1 construction activities may contribute to this with additional traffic movements.</li> </ul>	Possible	Minor	Medium
Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Potential impacts are likely to be very minor as the social infrastructure is approximately 300 metres from the construction site and it is not anticipated the construction site would affect travel to these sites. The social infrastructure within walking distance of the site, including Sydney Korean Catholic Church, Hume Park, C3 Church Silverwater, Young Academics ELC and Jump Performing Arts. Any increase in traffic volumes related to haulage routes associated with this site, may occasionally result in increased travel times and reduced parking, however such impacts would be minor.</li> </ul>	Unlikely	Insignificant	Low
Surroundings	<ul style="list-style-type: none"> <li>This area is currently an industrial and commercial area and the closest residential community to the site is about 250m away. Potential amenity impacts on homes and businesses in the area with associated noise and vibration related to truck movements could occur.</li> </ul>	Possible	Insignificant	Low
Cumulative impacts	<ul style="list-style-type: none"> <li>Negligible given the construction works at the site would not interrelate with other major projects in the broader area surrounding the locality.</li> </ul>	Rare	Insignificant	Low

<sup>9</sup> Note that "without mitigation" means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

### 4.5.2 Responses and opportunities

**Table 21** includes mitigation measures that have been identified in this social impact assessment (refer to **Section 5.1**) as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 20** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

**Table 21 Silverwater services facility construction site locality: responses, mitigation and management strategies**

Responses, mitigation and management strategies	Social factor
<p><b>Environmental management</b></p> <p>Implementation of the Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> <li>• Changes to pedestrian or vehicular access and/or circulation for a small section on Derby Street.</li> <li>• Amenity related impacts such as noise, vibration, dust and visual impacts for nearby workers and residents.</li> </ul>	<p>Way of life</p> <p>Access to and use of infrastructure services and facilities</p> <p>Surroundings</p> <p>Cumulative impacts</p>
<p><b>Stakeholder and community involvement</b></p> <p>Implementation of the Overarching Community Communication Strategy to provide for continued community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals.</p> <p>The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and 12 months following the completion of construction. It provides a framework and approach for:</p> <ul style="list-style-type: none"> <li>• Communicating adjustments to pedestrian and vehicular access and car parking.</li> <li>• Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses.</li> <li>• Strategies to proactively address potential construction fatigue and potential cumulative impacts (where relevant).</li> </ul> <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West.</p> <p>The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p> <p>Further engagement and consultation would be carried out with:</p> <ul style="list-style-type: none"> <li>• The affected communities to understand their preferences for mitigation and management measures.</li> <li>• ‘Other sensitive’ receivers such as schools, medical facilities or places of worship to understand periods in which they are more sensitive to impacts.</li> </ul> <p>Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable to minimise the potential impacts.</p>	<p>Way of life</p> <p>Access to and use of infrastructure services and facilities</p> <p>Surroundings</p> <p>Cumulative impacts</p>

Responses, mitigation and management strategies	Social factor
<p><b>Visual surroundings</b></p> <p>Several visual mitigation measures as identified in Technical Paper 5 – Landscape and visual impact assessment would be implemented and are also relevant for managing visual impacts for the community’s surroundings:</p> <ul style="list-style-type: none"> <li>Structures 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).</li> <li>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.</li> </ul> <p>Opportunities would also be investigated with the relevant local council to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable.</p>	<p>Surroundings</p> <p>Personal and property rights</p>
<p><b>Property rights</b></p> <p>All acquisitions would be carried out in consultation with landowners and in accordance with the requirements of the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> and the land acquisition reforms announced by the NSW Government which can be viewed online at (<a href="http://www.propertyacquisition.nsw.gov.au/">www.propertyacquisition.nsw.gov.au/</a>). Sydney Metro Personal Managers would provide assistance and support depending on each individuals’ circumstances.</p>	<p>Personal and property rights</p>

### 4.5.3 Summary of social impacts

In accordance with the SIA Guideline, the potential social impacts in the Silverwater locality has been re-assessed following the implementation of additional responses and controls. **Table 22** provides a summary of impacts ‘without mitigation’ (as provided in **Table 20**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 21**.

**Table 22 Silverwater services facility construction site locality: social risk rating table**

Impact description – Social factor, duration and affected stakeholders	Potential impact without mitigation <sup>10</sup>			Potential impact with mitigation			Change in impact	
	Impact characteristics	Likelihood	Consequence	Social risk rating	Likelihood	Consequence		Social risk rating
<i>Social factor:</i> Way of life <i>Duration:</i> Temporary <i>Extent:</i> Locality	Potential changes to some daily activities associated with increased traffic and associated noise.	Possible	Minor	Medium	Unlikely	Minor	Low	Some residual risk associated with increased traffic and associated noise—noting that construction is limited to the daytime at this site.
<i>Social factor:</i> Access to and use of infrastructure, services and facilities <i>Duration:</i> Temporary <i>Extent:</i> Locality	Possible minor impacts on occasion associated with increased traffic and associated noise to social infrastructure within walking distance of the site.	Unlikely	Insignificant	Low	Unlikely	Insignificant	Low	Low residual risk of changes to access to social infrastructure within walking distance of the site associated with increased traffic and associated noise and vibration, however these impacts are considered to be limited.  The Overarching Community Communication Strategy would include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
<i>Social factor:</i> Surroundings <i>Duration:</i> Temporary <i>Extent:</i> Locality	Negligible impact given the existing industrial and commercial character of the area.	Unlikely	Insignificant	Low	Unlikely	Insignificant	Low	Negligible impact is anticipated given the existing industrial and commercial character of the area. The Overarching Community Communication Strategy would include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
<i>Social factor:</i> Cumulative impacts <i>Duration:</i> Temporary <i>Extent:</i> Locality	Negligible given the lack of construction and works associated with major projects in the broader area surrounding the locality.	Rare	Insignificant	Low	Rare	Insignificant	Low	Negligible given the lack of construction and works associated with major projects in the broader area surrounding the locality.

<sup>10</sup> Note that “without mitigation” means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

## 4.6 Sydney Olympic Park metro station construction site

### 4.6.1 Social impact assessment

The preliminary scoping assessment identified the social factors listed in **Table 23** that have been carried forward for detailed assessment at the extents identified (refer to Appendix C for further detail).

As shown in **Table 7**, impacts relating to social factors are experienced at different geographies or spatial extents across the corridor. Impacts associated with each construction site have been assessed at the most relevant extent, with regard to affected populations. Refer to Section 2.2.3 for a more comprehensive explanation of this approach.

It is noted that ‘suburb level’ extent incorporates impact in the ‘locality’, and that ‘region’ level extent incorporates assessment of impacts in the ‘suburb’ and ‘locality’ therein. There are several impacts at ‘suburb level’ in the Sydney Olympic Park metro station construction site, as this site is the centre of the suburb which is accessed by visitors to the precinct to visit the many sporting and entertainment facilities in close proximity.

The outcomes of this detailed assessment, and the risk of impact for each social factor, is provided in **Table 24**.

**Table 23 Social factors and extents carried forward to detailed assessment**

Social factor	Extent		
	Locality	Suburb level	Region
Way of life	✓		
Community	✓		
Access to and use of infrastructure, services and facilities	✓		
Culture		✓	
Health and wellbeing	✓		
Surroundings	✓		
Personal and property rights	✓		
Fears and aspirations		✓	
Cumulative impacts		✓	

**Table 24 Sydney Olympic Park metro station construction site locality: potential impacts across key social factors**

Factors	Potential impacts (description)	Social risk rating without mitigation <sup>11</sup>		
		Likelihood	Consequence	Social risk rating
Way of life	<ul style="list-style-type: none"> <li>• Potential changes to how people go about their daily activities and access and get around the construction site locality would not be major in the context of the broader Sydney Olympic Park area, due to the location of the construction site and measures to ensure pedestrian access would be generally maintained. It is unlikely that access to major recreation facilities in the locality (including Sydney Olympic Park Aquatic Centre, ANZ Stadium, Sydney Exhibition Halls, Cathy Freeman Park, Tom Wills Ovals), would be disrupted. The construction site comprises large lot properties – so is not highly permeable for pedestrians. Impacts to vehicular access, include closure and partial pedestrianisation of Showground Road and temporary closure of Herb Elliot Avenue. However these impacts would be minimised by the fact that the key affected road – Herb Elliott Avenue – would only be affected by a short term closure during part of the Stage 1 construction period, and would then be reinstated.</li> <li>• Some way of life impacts could occur in relation to the movement of transport facilities such as the taxi rank on Herb Elliott Avenue, which would need to be temporarily relocated, although measures would be in place to retain pedestrian amenity and access to the temporary rank.</li> <li>• Changes to access to services and workplaces would occur due to the acquisition of business premises resulting in changes to daily routines for business owners, clients and employees.</li> </ul>	Possible	Minor	Medium
Community	<ul style="list-style-type: none"> <li>• Potential changes to community character and sense of place would be limited due to the largely non-residential nature of the locality being directly affected by the construction site, which is a regional recreational centre, and due to the nature of properties being acquired for construction. Although the locality is within Sydney Olympic Park, where a high concentration of regional recreation facilities are located, the location and layout of the construction site would have minimal impacts on places that provide the local community character, gathering places for the local community and its sense of place.</li> <li>• There would be some potential temporary changes to the community composition of the locality through the influx of construction workers, but the impact of these changes would not be substantial given the locality typically comprises a largely temporary visitor population.</li> <li>• Some localised impacts associated with the loss of premises for a social enterprise organisation that provides employment opportunities for mental health patients.</li> </ul>	Possible	Minor	Medium
Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>• Due to the location of the construction site and measures to ensure pedestrian access would be generally well maintained, potential changes to how people access infrastructure and services within the construction site locality – including the existing Sydney Olympic Park Station and regional recreational infrastructure – would not be substantial in the context of the broader Sydney Olympic Park precinct.</li> <li>• The pedestrianisation of Showground Road during construction would result in some positive impacts to pedestrian access routes through the broader Sydney Olympic Park precinct.</li> </ul>	Possible	Minor	Medium

<sup>11</sup> Note that “without mitigation” means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Factors	Potential impacts (description)	Social risk rating without mitigation <sup>11</sup>		
		Likelihood	Consequence	Social risk rating
	<ul style="list-style-type: none"> <li>• There would be some loss of conference centre space associated with the loss of the premises of the Figtree Conference Centre. The loss of these premises could also affect employees and staff, as this is a social enterprise which provides training and employment opportunities for mental health patients from Flourish Australia.</li> <li>• There may be some minor disruption to access of education services in the locality due to loss of premises for SP Jain School of Global Management.</li> </ul>			
Culture	<ul style="list-style-type: none"> <li>• Temporary impacts to gardens associated with a historic early 20th century abattoir, which are largely located in the construction site footprint. It is noted that the built items would be protected, and gardens reinstated post-construction. During construction, a small portion of the abattoir site would be inaccessible to the community, which would affect access to that portion of the site. Sydney Metro is currently investigating alternate construction options to cut and cover in the vicinity of Herb Elliot Avenue, which would potentially avoid or minimise impacts to elements of the heritage item.</li> </ul>	Possible	Minor	Medium
Health and wellbeing	<ul style="list-style-type: none"> <li>• Potential impacts to health and wellbeing associated with impacts of construction noise and vibration, particularly given this would be a 24-hour construction site with limited sensitive receivers in the immediate locality. There are three hotels to the north-west, with overnight hotel guests, however apart from hotel guests, impacts are more likely to be experienced by workers in the locality and visitors to surrounding recreation, education and other facilities. However, the highest impacts would occur during noise intensive activities (such as when rock breakers or piling equipment are in use) and before the establishment of the acoustic sheds. Use of this equipment would also be intermittent, and works are limited to daytime. While this site is a 24-hour construction site, noise impacts would be significantly mitigated by an acoustic shed or other acoustic measures,</li> <li>• Potential Impacts to health and wellbeing associated with compulsory property acquisition (cessation of existing leases) and associated uncertainty for business owners and employees of affected premises.</li> <li>• One affected premises (Figtree Convention Centre) is a social enterprise providing employment opportunities for people with mental health. The employees of this organisation would likely be less resilient to change and potentially be at more risk of mental health and wellbeing issues associated with any upcoming relocation changes associated with the future lease cessation of their workplace in its current location.</li> </ul>	Possible	Minor	Medium
Surroundings	<ul style="list-style-type: none"> <li>• There would be some visual and pedestrian amenity impacts associated with changes to the streetscape (e.g. acoustic shed, hoardings) and some impacts to wayfinding for visitors to this area. However, these are not expected to be substantial in the context of the broader Sydney Olympic Park area.</li> <li>• Reduced amenity due to construction noise and vibration could potentially affect some proximate premises including the hotels located to the north-west of the construction site, and the NSW Institute of Sport to the south-east of the site, particularly given this would be a 24-hour construction site – albeit noise impacts would be significantly mitigated by the acoustic shed. It is noted the highest impacts would occur during noise intensive activities (such as when rock breakers or piling equipment are in use) and before the establishment of the acoustic sheds. Use of this equipment would also be intermittent, and works are limited to daytime. During construction, only minor exceedances of noise management levels would occur during the worst case scenarios at the hotels. When rockbreakers are not in use during outdoor works, the noise levels are predicted to be substantially lower.</li> </ul>	Possible	Minor	Medium

Factors	Potential impacts (description)	Social risk rating without mitigation <sup>11</sup>		
		Likelihood	Consequence	Social risk rating
Personal and property rights	<ul style="list-style-type: none"> <li>Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisitions and construction processes.</li> <li>Property acquisition and compensation processes impacting directly affected lease holders are managed in accordance with processes under the Land Acquisition (Just Terms) Compensation Act 1991.</li> <li>Impacts of construction such as noise and vibration impacts to properties would be appropriately managed through relevant legislation and the implementation of the Construction Environmental Management Framework, which aims to minimise construction impacts.</li> <li>Potential economic wellbeing impacts associated with the cessation of leases of businesses premises in Figtree Drive, Herb Elliott Avenue and Olympic Boulevard and construction impacts to surrounding businesses in the locality are being managed through due process and are further addressed in Chapter 16 (Business impacts – Stage 1) of the Environmental Impact Statement.</li> </ul>	Almost certain	Moderate	High
Fears and aspirations	<ul style="list-style-type: none"> <li>Positive impacts associated with perceived investment in and the upgrading of the locality associated with infrastructure investment – an issue particularly relevant to local business owners.</li> </ul>	Possible	Minor	Medium
Cumulative impacts	<ul style="list-style-type: none"> <li>Cumulative impacts – both positive and negative – related to ongoing transformation of the Sydney Olympic Park precinct associated with delivery of Sydney Olympic Park Masterplan, including development of large commercial and mixed-use developments within the immediate and broader area, resulting in changes to sense of place and community character.</li> </ul>	Likely	Minor	Medium

### 4.6.2 Responses and opportunities

**Table 25** includes mitigation measures that have been identified in this social impact assessment (refer to **Section 5.1**) as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 24** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

**Table 25 Sydney Olympic Park metro station construction site locality: responses**

Responses, mitigation and management strategies	Social factor
<p><b>Environmental management</b></p> <p>Implementation of the Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> <li>• Changes to the pedestrian environment, such as suitable wayfinding strategies and consideration of the principles of Crime Prevention Through Environmental Design where works have a public interface</li> <li>• Changes to pedestrian or vehicular access and/or circulation, including changes as a result of temporary impacts to Herb Elliott Avenue and Showground Road</li> <li>• Amenity related impacts such as noise, vibration, dust and visual impacts</li> <li>• Cumulative impacts due to other major projects in the locality.</li> </ul>	<p>Way of life</p> <p>Community</p> <p>Access to and use of infrastructure services and facilities</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p> <p>Cumulative impacts</p>
<p><b>Stakeholder and community involvement</b></p> <p>Implementation of the Overarching Community Communication Strategy to provide for continued community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals. The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and 12 months following the completion of construction. It provides a framework and approach for:</p> <ul style="list-style-type: none"> <li>• Communicating adjustments to road and active transport network</li> <li>• Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses</li> <li>• Strategies to proactively address potential construction fatigue and potential cumulative impacts (where relevant).</li> </ul> <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West.</p> <p>The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p> <p>Further engagement and consultation would be carried out with:</p> <ul style="list-style-type: none"> <li>• The affected communities to understand their preferences for mitigation and management measures.</li> <li>• ‘Other sensitive’ receivers such as schools, medical facilities or places of worship to understand periods in which they are more sensitive to impacts.</li> </ul> <p>Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable minimise the impacts.</p>	<p>Way of life</p> <p>Community</p> <p>Access to and use of infrastructure services and facilities</p> <p>Culture</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p> <p>Cumulative impacts</p>
<p><b>Community benefits</b></p> <p>A Community Benefit Plan would be developed to guide the development of community benefit initiatives (by Principal Contractors) during construction of Stage 1 to make a positive contribution to the potentially affected community.</p> <p>The key objectives of the Stage 1 Community Benefit Plan would include:</p> <ul style="list-style-type: none"> <li>• Identify opportunities to create environmental and community benefits and provide positive social outcomes</li> <li>• Respond to community priorities and needs in the locality of each relevant Stage 1 construction site.</li> </ul>	<p>Community</p> <p>Access to and use of infrastructure, services and facilities</p> <p>Culture</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p>

Responses, mitigation and management strategies	Social factor
<p><b>Culture</b></p> <p>Public art opportunities would be adopted on temporary hoardings and include opportunities identified in consultation with relevant stakeholders for public art to reflect community values, culture and identity of the locality. This measure is recommended in addition to visual mitigation measures.</p>	<p>Culture</p> <p>Surroundings</p>
<p><b>Heritage</b></p> <p>Gardens impacted by Stage 1 would be reinstated with sympathetic landscaping that is in keeping with the conservation management plan for the State Abattoir.</p>	<p>Culture</p>
<p><b>Visual surroundings</b></p> <p>Several visual mitigation measures as identified in Technical Paper 5 – Landscape and visual impact assessment would be implemented and are also relevant for managing visual impacts for the community’s surroundings:</p> <ul style="list-style-type: none"> <li>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).</li> <li>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.</li> <li>Opportunities would also be investigated with the relevant local council to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable.</li> </ul>	<p>Surroundings</p> <p>Personal and property rights</p>
<p><b>Livelihoods</b></p> <p>Small business owner engagement would be carried out to assist small business owners adversely impacted by construction.</p>	<p>Community</p> <p>Personal and property rights</p>
<p><b>Property rights</b></p> <p>All acquisitions would be carried out in consultation with landowners and in accordance with the requirements of the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> and the land acquisition reforms announced by the NSW Government which can be viewed online at (<a href="http://www.propertyacquisition.nsw.gov.au/">www.propertyacquisition.nsw.gov.au/</a>). Sydney Metro Personal Managers would provide assistance and support depending on each individuals’ circumstances.</p>	<p>Personal and property rights</p>
<p><b>Cumulative impacts</b></p> <p>Co-ordination and consultation would be undertaken prior to and during construction to manage the interface across Stage 1 and broader redevelopments in the Sydney Olympic Park Precinct, and to manage construction fatigue impacts where possible.</p>	<p>Cumulative impacts</p>

### 4.6.3 Summary of social impact

In accordance with the SIA Guideline, the potential social impacts in the Sydney Olympic Park locality has been re-assessed following the implementation of additional responses and controls. **Table 26** provides a summary of impacts ‘without mitigation’ (as provided in **Table 24**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 25**.

**Table 26 Sydney Olympic Park metro station construction site locality: social risk rating table**

Impact description – Social factor, duration and affected stakeholders	Potential impact without mitigation <sup>12</sup>			Potential impact with mitigation				
	Impact characteristics	Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	Change in impact
<p><i>Social factor:</i> Way of life  <i>Duration:</i> Temporary  <i>Extent:</i> Locality</p>	Potential minor changes to pedestrian and vehicular access routes, predominantly affecting visitors.	Possible	Minor	Medium	Unlikely	Minor	Low	Some changes to vehicular and pedestrian access routes would be necessary, mitigated by the establishment of alternative routes. The Overarching Community Consultation Strategy would include protocols for communicating proposed changes to access and alternate routes to the surrounding community.
<p><i>Social factor:</i> Community  <i>Duration:</i> Temporary  <i>Extent:</i> Locality</p>	Potential for limited changes to community character associated with construction activity.	Possible	Minor	Medium	Possible	Minor	Medium	There is a limited residual risk in relation to community character and composition social impacts, particularly given the low residential population in the construction site locality.
<p><i>Social factor:</i> Access to and use of infrastructure, services and facilities  <i>Duration:</i> Temporary  <i>Extent:</i> Locality</p>	<p>Positive impacts to pedestrian access routes through the precinct.</p> <p>Potential changes to how people access infrastructure and services within the construction site locality.</p> <p>Loss of business premises of the Figtree Conference Centre and SP Jain School of Global Management.</p>	Possible	Minor	Medium	Possible	Minor	Medium	<p>Some residual impacts remain in terms of changes to access to infrastructure and services in the construction site locality.</p> <p>The Overarching Community Communication Strategy would include a framework for communicating any changes to access within the precinct.</p> <p>Sydney Metro Personal Managers would provide support during the property acquisition process.</p>

<sup>12</sup> Note that “without mitigation” means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact description – Social factor, duration and affected stakeholders	Potential impact without mitigation <sup>12</sup>				Potential impact with mitigation			
	Impact characteristics	Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	Change in impact
<p><i>Social factor:</i> Culture  <i>Duration:</i> Temporary  <i>Extent:</i> Locality to suburb level</p>	Temporary impact to heritage item within the construction site locality and restricted access to a portion of the heritage site during Stage 1.	Possible	Minor	Medium	Unlikely	Minor	Low	The temporary impacts to the heritage gardens would be re-instated following construction, hence there would be no long-term residual impact.
<p><i>Social factor:</i> Health and wellbeing  <i>Duration:</i> Temporary  <i>Extent:</i> Locality to suburb level</p>	Potential wellbeing impacts associated with impacts of construction noise and vibration and concerns about compulsory property acquisition.	Possible	Minor	Medium	Possible	Minor	Medium	The Overarching Community Communication Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to an extent. The Overarching Community Communication Strategy would also include the complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
<p><i>Social factor:</i> Surroundings  <i>Duration:</i> Temporary  <i>Extent:</i> Locality</p>	Some visual amenity impacts, associated with the acoustic shed and hoardings and streetscape changes.	Possible	Minor	Medium	Unlikely	Minor	Low	Residual, albeit temporary visual impacts are likely to remain associated with the construction site and acoustic sheds. However, this could be moderated through visual mitigation measures which aim to minimise impacts on visual amenity and the community's surroundings. Opportunities for positive interventions to the area could include public art and creative activation approaches.

Impact description – Social factor, duration and affected stakeholders	Potential impact without mitigation <sup>12</sup>				Potential impact with mitigation			
	Impact characteristics	Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	Change in impact
<p><i>Social factor:</i> Personal and property rights  <i>Duration:</i> Short term  <i>Extent:</i> Locality</p>	Individuals may perceive negative impacts in relation to their personal and property rights and livelihoods, regardless of due process, legal protections and just compensation terms being in place.	Almost certain	Moderate	High	Likely	Minor	High	The Sydney Metro Personal Managers would provide close communication and other personal support mechanisms provided to minimise negative residual impacts experienced by individuals.
<p><i>Social factor:</i> Fears and aspirations  <i>Duration:</i> Temporary  <i>Extent:</i> Locality to suburb level</p>	Potential concerns and aspirations associated with property acquisition, impacts to heritage items, and broader changes to the Sydney Olympic Park precinct.	Possible	Minor	Medium	Possible	Minor	Medium	<p>Potential concerns about transformation of the area could be reduced through effective communication with the community (as provided by the Overarching Community Communication strategy) and include consultation and information on longer term positive benefits.</p> <p>Conversely, aspirations would be associated with the project and the broader transformation of Sydney Olympic Park precinct.</p>
<p><i>Social factor:</i> Cumulative impacts  <i>Duration:</i> Temporary  <i>Extent:</i> Locality to suburb level</p>	Community sensitivities to cumulative impacts associated with other major construction projects in Sydney Olympic Park (e.g. Sydney Olympic Park Masterplan) and broader change to community character – including construction fatigue.	Likely	Minor	Medium	Possible	Minor	Medium	Community sensitivities to cumulative impacts can be partially mitigated through effective coordination across projects designed to minimise disruption and provide adequate information about construction timelines and processes.

## 4.7 North Strathfield metro station construction site

### 4.7.1 Social impact assessment

The preliminary scoping assessment identified the social factors listed in **Table 27** that have been carried forward for detailed assessment at the extents identified (refer to Appendix C for further detail).

As shown in **Table 7**, impacts relating to social factors are experienced at different geographies or spatial extents across the corridor. Impacts associated with each construction site have been assessed at the most relevant extent, with regard to affected populations. Refer to Section 2.2.3 for a more comprehensive explanation of this approach.

The 'suburb level' extent incorporates impact in the 'locality', and that 'region' level extent incorporates assessment of impacts in the 'suburb' and 'locality' therein. Most of the impacts are at 'locality' level, however several impacts are at 'suburb level', as the North Strathfield metro station construction site is one of three main centres for the surrounding suburb, and where people are likely to access transport services, the adjoining schools and other services.

The outcomes of this detailed assessment, and the risk of impact for each social factor, is provided in **Table 28**.

**Table 27 Social factors and extents carried forward to detailed assessment**

Social factor	Extent		
	Locality	Suburb level	Region
Way of life		✓	
Community		✓	
Access to and use of infrastructure, services and facilities		✓	
Culture	✓		
Health and wellbeing	✓		
Surroundings	✓		
Personal and property rights	✓		
Fears and aspirations		✓	
Cumulative impacts	✓		

**Table 28 North Strathfield metro station construction site locality: potential impacts across key social factors**

Factors	Potential impacts (description)	Social risk rating without mitigation <sup>13</sup>		
		Likelihood	Consequence	Social risk rating
Way of life	<ul style="list-style-type: none"> <li>• Potential for moderate changes to daily routines and people’s ability to conveniently access key local services and facilities, from the proposed changes to the western side of Queen Street, opposite the local shops and medical centre. Potential for changes to daily routines for pedestrian access to the eastern entry to the existing North Strathfield Station from Queen Street and for attendees of schools and preschools (and their families), accessing these facilities adjacent to the western side of North Strathfield Station. These changes would result in somewhat reduced perceptions of convenience, pedestrian accessibility and some degree of disruption, particularly for school communities.</li> <li>• Loss of about 20 on-street car parking spaces and the kiss and ride facilities along the western side of Queen Street during Stage 1, would result in potential accessibility changes to local shops and services. Other changes include the temporary relocation of the bus stop on the western side of Queen Street north of Wellbank Street and potentially the reconfiguration of stairs and vertical transport connections from the existing North Strathfield Station to Queen Street although Sydney Metro is investigating design solutions with the aim of not impacting the stairs and lift connecting Queen Street to the existing North Strathfield Station.  In any case, access would be maintained for the duration of Stage 1 construction. If accessibility changes would occur, these may more acutely impact young people, older people, people with disabilities and people with prams. Alternative street car parking options would be available in surrounding residential streets, however, these streets experience existing parking pressures. Potential changes to daily routines for local residents and workers associated with changes to local traffic conditions, including along Wellbank Street, which would become a key haulage route for trucks associated with construction activities.</li> <li>• Potential impacts to McDonald College and Our Lady of the Assumption Catholic Primary School due to construction noise. There would be occasions when high or moderate exceedances of noise levels would occur at these schools when noise intensive equipment is in use. When rockbreakers are not in use, predicted noise levels would be lower. Consultation with the school would be undertaken to understand their daily routines and then consider feasible and reasonable mitigation measures to minimise potential disruptions which may include adjusting the timing of construction works to less sensitive periods.</li> </ul>	Likely	Moderate	High
Community	<ul style="list-style-type: none"> <li>• Potential changes to local community character and sense of place due to changed access environment to the eastern entry of the existing North Strathfield Station and changes to the streetscape along Queen Street due to the removal of street trees and placement of hoardings. Potential community sensitivities to these impacts may be higher given the locality is characterised by low density residential dwellings and a localised, low scale shopping precinct.</li> <li>• Potential temporary changes to localised communities associated with the daily influx of construction workers into a primarily low density, established residential neighbourhood and local retail centre. It is noted the existing North Strathfield Station has recently completed construction for the Transport Accessibility Program upgrade (though at a comparatively lower level of construction activity), so these changes have already been felt to an extent recently.</li> </ul>	Possible	Minor	Medium

<sup>13</sup> Note that “without mitigation” means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Factors	Potential impacts (description)	Social risk rating without mitigation <sup>13</sup>		
		Likelihood	Consequence	Social risk rating
Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>• Potential changes to the accessibility of local services along Queen Street (including local health practitioners) associated with the loss of car parking on Queen Street, which customers may currently utilise, noting that parking availability on nearby east-west streets (Wellbank, Waratah, Beronga) is often congested.</li> <li>• Potential amenity impacts to the key education facilities in proximity to the construction site (including schools), associated with construction noise and vibration, which may cause disruption.</li> </ul>	Possible	Minor	Medium
Culture	<ul style="list-style-type: none"> <li>• A portion of the landscaped park / ornamental garden and pathways fronting Queen Street at the eastern entry to the station precinct have local heritage significance and would be removed for site establishment and the northern construction site.</li> <li>• Potential changes to local communities' shared connections to place associated with disruptions to local character, eastern entrance to North Strathfield Station and daily activities affecting the local retail and services precinct on Queen Street.</li> </ul>	Possible	Minor	Medium
Health and wellbeing	<ul style="list-style-type: none"> <li>• Potential impacts to health and wellbeing associated with construction noise and vibration impacts (including predicted exceedances of noise management levels) in what is an established, low density residential neighbourhood. It is noted that the construction site would only operate during standard construction hours. Noise impacts would be associated with the construction site itself, as well as truck movements along local streets such as Queen Street and Wellbank Street. These issues may impact the wellbeing of local residents and business, as well as the children that attend McDonald College and Our Lady of the Assumption Catholic Primary School.</li> <li>• Potential impacts to wellbeing of local business owners and residents associated with possible frustration due to loss of car parking along Queen Street, if this inconveniences customers and local residents through impacting their ability to access convenient car parking.</li> </ul>	Possible	Moderate	Medium
Surroundings	<ul style="list-style-type: none"> <li>• Amenity impacts of noise and vibration in the locality, potentially impacting people's enjoyment and use of their neighbourhood. These impacts would be particularly experienced by the established, low density residential communities in close proximity to the construction site, as well as students at nearby schools – McDonald College and Our Lady of Assumption Primary School.</li> <li>• Changes to the streetscape (e.g. hoardings) and loss of mature trees and vegetation along the western side of Queen Street, which currently contribute to the suburban local streetscape character and may be valued by local pedestrians as they enhance the pedestrian environment.</li> <li>• Perceived safety impacts associated with changed sightlines, changes to wayfinding and an influx of unfamiliar construction workers, which may affect residents' decisions to access particular places and facilities.</li> </ul>	Likely	Moderate	High

Factors	Potential impacts (description)	Social risk rating without mitigation <sup>13</sup>		
		Likelihood	Consequence	Social risk rating
Personal and property rights	<ul style="list-style-type: none"> <li>• There would be no acquisition of private property at the North Strathfield metro station construction site.</li> <li>• Impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through construction processes.</li> <li>• Property impacts of construction (e.g., noise and vibration impacts to properties) would be appropriately managed through relevant legislation and the implementation of the Construction Environmental Management Framework.</li> <li>• Economic wellbeing impacts associated with construction impacts to surrounding businesses in the locality (i.e. on Queen Street) are being managed through due process and further addressed in Chapter 16 (Business impacts – Stage 1) of the Environmental Impact Statement.</li> </ul>	Possible	Minor	Medium
Fears and aspirations	<ul style="list-style-type: none"> <li>• Potentially negative social impacts associated with perceived impacts to housing, e.g. cracking of houses and residential flat buildings associated with vibration, leading to increased anxiety and uncertainty among residents. This perception could occur as a follow-on from concerns in the broader suburb from reported property damage from recent motorway tunnelling projects. However there are no predicted exceedances of cosmetic damage from vibration from the construction site activities or due to the tunnel boring machines.</li> <li>• Potential negative impacts associated with concerns about disruption to the established, low density character of the local community, and possible concerns of the potential longer term changes to the fabric of the community resulting in loss of connection to place.</li> <li>• Other residents may consider that the construction is a positive impact, as it signals better transport connections and that more public and private investment in the local community is likely to be made in the future.</li> </ul>	Possible	Moderate	Medium
Cumulative impacts	<ul style="list-style-type: none"> <li>• Potential cumulative impacts associated with the recently completed construction of the North Strathfield Station Transport Accessibility Upgrade. This could occur for business owners and residents along Queen Street, adjacent to the construction site, where amenity may be affected.</li> <li>• Potential cumulative impacts associated with the recently completed construction of the WestConnex interchange approximately 600 metres to the south-east of the construction site, potentially resulting in 'construction fatigue.'</li> </ul>	Possible	Minor	Medium

#### 4.7.2 Responses and opportunities

**Table 29** includes mitigation measures that have been identified in this social impact assessment (refer to **Section 5.1**) as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 28** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

**Table 29 North Strathfield metro station construction site locality: responses**

Responses, mitigation and management strategies	Social factor
<p><b>Environmental management</b></p> <p>Implementation of the Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> <li>• Changes to the pedestrian or vehicular access and/or circulation, such as changes along Queen Street, and suitable wayfinding strategies and consideration of the principles of Crime Prevention Through Environmental Design where works have a public interface</li> <li>• Amenity related impacts such as noise, vibration, dust and visual impacts</li> <li>• Cumulative impacts due to other major projects in the locality.</li> </ul>	<p>Way of life</p> <p>Community</p> <p>Access to and use of infrastructure services and facilities</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p> <p>Cumulative impacts</p>
<p><b>Stakeholder and community involvement</b></p> <p>Implementation of the Overarching Community Communication Strategy to provide for continued community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals. The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and 12 months following the completion of construction. It provides a framework and approach for:</p> <ul style="list-style-type: none"> <li>• Communicating adjustments to the road and active transport network and local parking as a result of Stage 1.</li> <li>• Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses.</li> <li>• Strategies to proactively address potential construction fatigue and potential cumulative impacts (where relevant).</li> </ul> <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West.</p> <p>The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p> <p>Further engagement and consultation would be carried out with:</p> <ul style="list-style-type: none"> <li>• The affected communities to understand their preferences for mitigation and management measures.</li> <li>• ‘Other sensitive’ receivers such as schools, medical facilities or places of worship to understand periods in which they are more sensitive to impacts.</li> </ul> <p>Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable to minimise the potential impacts.</p>	<p>Way of life</p> <p>Community</p> <p>Access to and use of infrastructure services and facilities</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Personal and property rights</p> <p>Fears and aspirations</p> <p>Cumulative</p>
<p><b>Social infrastructure</b></p> <p>Ongoing engagement with managers of social infrastructure near the construction sites and sensitive social infrastructure (for example, McDonald College and Our Lady of the Assumption Catholic Primary School) about the timing and duration of construction works and management of potential impacts.</p>	<p>Access to and use of infrastructure services and facilities</p>

Responses, mitigation and management strategies	Social factor
<p><b>Community benefits</b></p> <p>A Community Benefit Plan would be developed to guide the development of community benefit initiatives (by Principal Contractors) during construction of Stage 1 to make a positive contribution to the potentially affected community.</p> <p>The key objectives of the Stage 1 Community Benefit Plan would include:</p> <ul style="list-style-type: none"> <li>Identifying opportunities to create environmental and community benefits and provide positive social outcomes</li> <li>Responding to community priorities and needs in the locality of each relevant Stage 1 construction site.</li> </ul>	<p>Community</p> <p>Access to and use of infrastructure, services and facilities</p> <p>Culture</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p>
<p><b>Culture</b></p> <p>Public art opportunities would be adopted on temporary hoarding and include opportunities to reflect community values, culture and identity of the locality in consultation with stakeholders. This measure is recommended in addition to standard visual mitigation measures.</p>	<p>Culture</p> <p>Surroundings</p>
<p><b>Visual surroundings</b></p> <p>Several visual mitigation measures as identified in Technical Paper 5 – Landscape and visual impact assessment would be implemented and are also relevant for managing visual impacts for the community’s surroundings:</p> <ul style="list-style-type: none"> <li>Structures 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).</li> <li>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.</li> <li>Opportunities would also be investigated with the relevant local council to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable.</li> </ul>	<p>Surroundings</p> <p>Personal and property rights</p>
<p><b>Livelihoods</b></p> <p>Small business owner engagement would be carried out to assist small business owners adversely impacted by construction.</p>	<p>Community</p> <p>Personal and property rights</p>

### 4.7.3 Summary of social impact

In accordance with the SIA Guideline, the potential social impacts in the North Strathfield locality have been re-assessed following the implementation of additional responses and controls. **Table 30** provides a summary of impacts ‘without mitigation’ (as provided in **Table 28**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 29**.

**Table 30 North Strathfield Metro Station construction site locality: social risk rating table**

Impact description – Social factor, duration and affected stakeholders	Potential impact without mitigation <sup>14</sup>			Potential impact with mitigation			Change in impact	
	Impact characteristics	Likelihood	Consequence	Social risk rating	Likelihood	Consequence		Social risk rating
<p><i>Social factor:</i> Way of life <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb level</p>	Potential changes to daily routines due to construction activity and related changes to local traffic conditions, bus stops, active transport and car parking.	Likely	Moderate	High	Possible	Minor	Medium	The Overarching Community Communication Strategy would provide the approach to ensure the local residential, business and student community would be kept updated with any changes to access or transport modifications and alternative access to be provided. Disruption to way of life may still be experienced, but negative impacts can be ameliorated and sensitivities reduced through effective construction management and communication and providing alternative access routes where required.
<p><i>Social factor:</i> Community <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb level</p>	Potential changes to community character and sense of place, including associated with establishment of hoarding and other construction impacts on Queen Street – a local retail centre.	Possible	Minor	Medium	Possible	Minor	Medium	Opportunities to offset changes to community character would be considered in the Community Benefit Plan. Residual changes to community character associated with visual amenity impacts of construction would be mitigated with proposed visual amenity mitigation measures – albeit they would be a temporary impact. Disruption to community due to potential changes in character due to construction and the influx of unfamiliar workers can be ameliorated to an extent through social mitigation measures.

<sup>14</sup> Note that “without mitigation” means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact description – Social factor, duration and affected stakeholders	Potential impact without mitigation <sup>14</sup>				Potential impact with mitigation			
	Impact characteristics	Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	Change in impact
<p><i>Social factor:</i> Access to and use of infrastructure, services and facilities <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb level</p>	Some potential disruption and inconvenience associated with access to and use of infrastructure and services in the areas, including two nearby schools and services on Queen Street which could be affected by loss of car parking.	Possible	Minor	Medium	Unlikely	Minor	Low	<p>The Overarching Community Communication Strategy would include a framework and processes for engagement with managers of social infrastructure and to clearly inform communities in advance about planned relocation of bus services and planned alternate access to ensure continuing convenience of access to the North Strathfield Station and the surrounding precinct and existing facilities and services.</p> <p>These strategies and close and clear consultation and communication with affected communities would minimise disruption to infrastructure. Potential impacts of disruption to infrastructure and services would be mitigated through close consultation with communities, including with the two schools close to the construction site locality.</p>
<p><i>Social factor:</i> Culture <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	Potential impacts to community connection to place associated with areas impacted by the construction site and changes in the local centre, in what is currently a low density established residential neighbourhood with a localised retail centre.	Possible	Minor	Medium	Possible	Insignificant	Low	<p>The Overarching Community Communication Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent.</p> <p>Opportunities to offset changes to community culture would be considered in the Community Benefit Plan. Heritage interpretation would be undertaken for the local heritage gardens at the eastern entrance of North Strathfield Station.</p>

Impact description – Social factor, duration and affected stakeholders	Potential impact without mitigation <sup>14</sup>				Potential impact with mitigation			
	Impact characteristics	Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	Change in impact
<p><i>Social factor:</i> Health and wellbeing  <i>Duration:</i> Temporary  <i>Extent:</i> Locality</p>	Potential wellbeing impacts associated with aspects of construction activity (e.g. sensitivity to noise and vibration, and changes to local community visual amenity and character).	Possible	Moderate	Medium	Possible	Minor	Medium	The Overarching Community Communication Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. The Overarching Community Communication Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
<p><i>Social factor:</i> Surroundings  <i>Duration:</i> Temporary  <i>Extent:</i> Locality</p>	Reduced amenity in local area due to establishment of construction site – visual, noise and vibration impacts and potential attendant wellbeing, and sense of place impacts.	Likely	Moderate	High	Likely	Minor	Medium	Some disruption and changes to surroundings are inevitable due to the construction activity, however this could be moderated through visual mitigation measures which aim to minimise impacts on visual amenity and the community’s surroundings. Opportunities for positive interventions to the area could include public art. Potential impacts to surroundings could also be moderated through opportunities to offset these changes as identified in the Community Benefit Plan.
<p><i>Social factor:</i> Personal and property rights  <i>Duration:</i> Temporary  <i>Extent:</i> Locality</p>	Noting there is no private property acquisition, individuals’ may perceive negative impacts in relation to their personal and property rights and livelihoods.	Possible	Minor	Medium	Possible	Minor	Medium	There is no private property acquisition for this construction site. Negative residual impacts experienced by individuals may be reduced through close communication and other personal support mechanisms provided by Sydney Metro Personal Managers.

Impact description – Social factor, duration and affected stakeholders	Potential impact without mitigation <sup>14</sup>				Potential impact with mitigation			
	Impact characteristics	Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	Change in impact
<p><i>Social factor:</i> Fears and aspirations  <i>Duration:</i> Temporary  <i>Extent:</i> Locality to suburb level</p>	<p>Potential concerns related to perceived changes to the character of North Strathfield (both temporary and longer term) – changes to the area and associated disruption.                      Positive aspirations for those looking forward to increased investment in the area.</p>	Possible	Moderate	Medium	Possible	Minor	Medium	Concerns about transformation of the area reduced through effective communication with the community (as provided by the Overarching Community Communication Strategy) and information and consultation on longer term benefits. Opportunities to offset impacts and maximise potential longer term social outcomes could be included in the Community Benefit Plan.
<p><i>Social factor:</i> Cumulative impacts  <i>Duration:</i> Temporary  <i>Extent:</i> Locality</p>	<p>Potential community sensitivities to cumulative impacts associated with other major construction projects in North Strathfield and the broader area (e.g., North Strathfield Station upgrade and WestConnex, both recently completed) and their indicators of broader change to community character – including construction fatigue.</p>	Possible	Minor	Medium	Possible	Minor	Medium	Community sensitivities to cumulative impacts can be partially mitigated through effective consultation which considers lessons learnt from recently completed major projects and which could highlight community or business sensitivities which require careful consideration in the Overarching Community Communication Strategy.

## 4.8 Burwood North Station construction site

### 4.8.1 Social impact assessment

The preliminary scoping assessment identified the social factors listed in **Table 31** that have been carried forward for detailed assessment at the extents identified (refer to Appendix C for further detail).

As shown in **Table 7**, impacts relating to social factors are experienced at different geographies or spatial extents across the corridor. Impacts associated with each construction site have been assessed at the most relevant extent, with regard to affected populations. Refer to Section 2.2.3 for a more comprehensive explanation of this approach.

It is noted that ‘suburb level’ extent incorporates impact in the ‘locality’, and that ‘region’ level extent incorporates assessment of impacts in the ‘suburb’ and ‘locality’ therein. There are several impacts at ‘locality level’ and ‘suburb level’ in the Burwood North station construction site, as this site is one of several local centres for the surrounding suburb, where some people are likely to undertake daily living activities (e.g. accessing services).

The outcomes of this detailed assessment, and the risk of impact for each social factor, is provided in **Table 32**.

**Table 31 Social factors and extents carried forward to detailed assessment**

Social factor	Extent		
	Locality	Suburb level	Region
Way of life		✓	
Community		✓	
Access to and use of infrastructure, services and facilities		✓	
Culture	✓		
Health and wellbeing	✓		
Surroundings	✓		
Personal and property rights	✓		
Fears and aspirations		✓	
Cumulative impacts	✓		

**Table 32 Burwood North Station construction site locality: potential impacts across key social factors**

Factors	Potential impacts (description)	Social risk rating without mitigation <sup>15</sup>		
		Likelihood	Consequence	Social risk rating
Way of life	<ul style="list-style-type: none"> <li>• Potential changes to how the local community members go about their daily routines and access social infrastructure within the construction site locality, including accessing local shops, local schools, and open spaces at Concord Oval and Cintra Park. 7.5 per cent of residents in the locality need assistance in their day to day lives due to disability (ABS), therefore they are at greater vulnerability of changed access arrangements.</li> <li>• Changes to routines for community members that regularly visited the Pine Inn, a local gathering place that would be removed through acquisition of the premises for the northern construction site.</li> <li>• This site is located adjacent to a high volume traffic corridor (Parramatta Road), and experiences existing noise amenity impacts in the locality. However, potentially reduced amenity due to construction noise and vibration and visual impacts, could be experienced by residential communities in close proximity to construction sites and by users of local social infrastructure, with the nearest facilities including St Lukes Anglican Church, Concord Oval, Cintra Park, St Marys Villa nursing home and hostel to the west of the Burwood North Station construction site. Negative visual impacts and perceived reduction in amenity could reduce the comfort of pedestrians using the streets around the sites which could lead to a change in routines for local residents if they choose to avoid areas affected by noise or visual impacts.</li> <li>• People within this locality would experience noise impacts differently. Properties adjacent to the construction site would experience 'high' worst-case impacts (e.g. during the use of rockbreakers at the site), with the other properties which are in the vicinity of the construction site (but not adjacent) being subject to 'moderate' or 'minor' impacts. St Mary's Villa is approximately 300 metres from the construction site and people at this facility would only experience minor exceedances in limited instances (daytime, and when rockbreakers are used externally and prior to the establishment of acoustic sheds), or minor exceedances at night-time when acoustic shed doors are open and rockbreakers are in use. However, residents may be more easily affected by potential noise and vibration impacts, due to illness or disability and restricted movements.</li> <li>• Potential changes to the community's access to local shops and services and local employment/livelihood due to the acquisition of premises that contain businesses.</li> <li>• Potential way of life impacts for workers and business owners due to altered pedestrian routes and traffic movements for existing businesses.</li> <li>• Some disruption to local pedestrian and vehicle routes due to the establishment of the construction site and associated acoustic sheds and hoardings. However, the immediate environment of the construction site on Parramatta Road is dominated by large format retail and high traffic volumes, and does not have a high degree of pedestrian amenity. Pedestrian routes in the construction site locality would generally be maintained through the location of construction sites largely within existing blocks. Also, construction traffic planning has been undertaken to reduce impacts on the local road network as much as practicable, including prioritising the use of Parramatta Road for incoming heavy vehicle access although egress would occur via Burwood Road and Loftus Street during night time periods.</li> <li>• Temporary removal of around six on-street parking spaces on Loftus Street for the duration of Stage 1 construction. Also, the temporary relocation of bus stops along the northern and southern side of Parramatta Road and the eastern side of Burwood Road (adjacent to both the northern and southern construction sites) for the duration of Stage 1 construction. This would change the access to bus services along Parramatta Road (due to the relocation of these local bus stops) that may be used by local residents, residents of the nearby nursing home, nearby schools and users of recreation facilities.</li> </ul>	Likely	Moderate	High

<sup>15</sup> Note that "without mitigation" means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Factors	Potential impacts (description)	Social risk rating without mitigation <sup>15</sup>		
		Likelihood	Consequence	Social risk rating
Community	<ul style="list-style-type: none"> <li>• Potential changes to local community character and sense of place arising from changes to the streetscape character around Burwood Road, Burton Street and to a lesser extent, Loftus Street, due to the establishment of the construction site, hoardings and acoustic sheds or other acoustic measures.</li> <li>• Changes to the access to and the number and type of local businesses, including the large format retail on Parramatta Road, which may affect local residents' sense of community character and convenience.</li> <li>• Temporary changes to localised communities associated with the daily influx of construction workers into an established residential neighbourhood and local commercial centre.</li> <li>• If the amenity of local cafes and restaurants along Burwood Road in proximity to the construction site is affected, and these places are used by the local community as local gathering places, then the disrupted amenity due to noise, vibration, increased traffic may reduce the ability for locals to enjoy social connections.</li> <li>• The closure of the Pine Inn premises could affect those community members that may visit this local place to gather and meet friends or family and enjoy social connections.</li> </ul>	Possible	Moderate	Medium
Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>• Although there would be no changes to community access of local recreation facilities and open parks and spaces used for community gathering spaces (e.g. Cintra Park, Concord Oval), there could be impacts on the amenity of these places due to construction noise and vibration associated with the construction site. Cintra Park is also used as a training ground for other schools in the area.</li> <li>• Potential impacts to residents of the nearby aged care facility (if high noise levels were to occur). The movements of these residents are comparatively restricted, and therefore, they would be mostly present at the facility during the day and night.</li> <li>• Attendees and staff at St Luke's Church on Burton Street could experience negative impacts during the use of this facility due to noise or vibration levels, if noise management levels and relevant criteria were exceeded.</li> <li>• Potential changes to the useability and amenity of some community facilities in the construction site locality, including Concord Community Centre, MLC Primary School, St Marys Primary School and other facilities. Facilities closest to the construction site have the greatest risk of experiencing impacts from construction, with impacts reducing with distance from the construction site.</li> <li>• There are some schools approximately 300 metres from the construction site and impacts are likely to be limited at these sites (for example St Marys Primary School, MLC Primary School and Southern Cross Vocational Catholic College) due to construction noise and vibration and traffic. Potential impacts could occur during 'worst case' noise intensive works, such as during the use of rockbreakers before acoustic sheds are erected. However it is noted that people at these locations would experience limited noise impacts, apart from during the use of rockbreakers outside the acoustic shed and prior to the establishment of acoustic sheds. Use of this equipment would be intermittent and for a discrete period of time in the total construction program.</li> </ul>	Possible	Moderate	Medium
Culture	<ul style="list-style-type: none"> <li>• Potential changes to community connections to place, due to changed perceptions of Burwood North, due to the establishment of the construction site and changed pedestrian and vehicle access to local community facilities, open space and recreation.</li> <li>• Community consultation indicates there is a strong connection to facilities in this area, particularly Concord Oval.</li> </ul>	Possible	Minor	Medium

Factors	Potential impacts (description)	Social risk rating without mitigation <sup>15</sup>		
		Likelihood	Consequence	Social risk rating
Health and wellbeing	<ul style="list-style-type: none"> <li>• Potential impacts to the wellbeing of residents adjacent to the construction site that are predicted to experience construction noise that exceed relevant noise management levels.</li> <li>• Potential impacts to health and wellbeing associated with impacts of construction noise and vibration. There is a local nursing home and hostel (St Mary's Villa) within approximately 300 metres to the construction site and residents and visitors may be experiencing illness, disability or frailty and these conditions may be exacerbated if they experience construction impacts and elevated noise levels at the facility. However, it is predicted that this facility would only experience minor noise exceedances in limited instances (daytime, and when rockbreakers are used externally and prior to the establishment of acoustic sheds), or minor exceedances at night-time when acoustic shed doors are open and rockbreakers are in use.</li> <li>• Potential impacts to wellbeing of property owners, business owners and employees (for residents or businesses affected by compulsory property acquisition), due to uncertainty and stress. Potential impacts to wellbeing from the uncertainty of construction activity impacts and how it might impact nearby businesses and residents.</li> </ul>	Possible	Moderate	Medium
Surroundings	<ul style="list-style-type: none"> <li>• Reduced visual and noise amenity due to construction noise and vibration, and changes to the local streetscape along the eastern side of Burwood Road and a section of the southern side of Burton Street, due to the establishment of the construction site, hoardings, acoustic shed (or other acoustic measures) and associated surface works. The negative visual impacts and perceived reduction in amenity could reduce the use of those streets by pedestrians.</li> <li>• Residents of St Mary's Villa may be particularly sensitive to potential noise and vibration impacts, due to illness or disability and restricted movements. The facility is approximately 300 metres from the construction site and people at this facility would only experience minor exceedances in limited instances (daytime, and when rockbreakers are used externally and prior to the establishment of acoustic sheds), or minor exceedances at night-time when acoustic shed doors are open and rockbreakers are in use.</li> <li>• Perceived and actual safety impacts associated with changed sightlines, establishment of the acoustic shed and hoardings, and changes to the activation of the area at night due to construction activity, which may affect residents' decision to access particular facilities, particularly for local school students, users of recreation facilities and residents of the local nursing home.</li> <li>• Perceived safety impacts associated with the influx of unfamiliar construction workers into the locality, particularly in close proximity to sensitive receivers including three schools, a nursing home and childcare centre.</li> </ul>	Likely	Minor	Medium
Personal and property rights	<ul style="list-style-type: none"> <li>• Potential impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisitions and construction processes.</li> <li>• Property acquisition and compensation processes impacting directly affected land owners are managed in accordance with processes under <i>Land Acquisition (Just Terms) Compensation Act 1991</i>.</li> <li>• Property impacts of construction (e.g., noise and vibration impacts to properties) would be managed through relevant legislation and the implementation of the Construction Environmental Management Framework.</li> <li>• Economic wellbeing impacts associated with acquisition of premises containing businesses and construction impacts to surrounding businesses in the locality are being managed through due process and are further addressed in Chapter 16 (Business impacts – Stage 1) of the Environmental Impact Statement.</li> </ul>	Almost certain	Moderate	High

Factors	Potential impacts (description)	Social risk rating without mitigation <sup>15</sup>		
		Likelihood	Consequence	Social risk rating
Fears and aspirations	<ul style="list-style-type: none"> <li>• Potential concerns of potential impacts to privately owned structures associated with construction vibration. The cosmetic damage screening criteria are predicted to be exceeded at the nearest residential buildings to the north of the northern construction site and to the south of the southern construction site.</li> <li>• Potential concern about disruption to the character of the local community, and potential longer term changes to the character of the community, resulting in loss of connection to place.</li> <li>• Concerns – and aspirations – associated with perceptions of the urban renewal of a well-established low to medium density community catalysed by the development of new public transport infrastructure.</li> </ul>	Likely	Minor	Medium
Cumulative impacts	<ul style="list-style-type: none"> <li>• Potential for community sensitivity to impacts could be increased due to the experience of other major construction projects that have recently been completed in the area e.g. WestConnex – M4 East.</li> <li>• Potential for a sense of a cumulative sense of disruption, frustration and inconvenience due to construction works following the completion of WestConnex – M4 East.</li> <li>• Potential cumulative impacts for community with regard to consultation processes and risks of engagement fatigue.</li> </ul>	Possible	Moderate	Medium

#### 4.8.2 Responses and opportunities

**Table 33** includes mitigation measures that have been identified in this social impact assessment (refer to **Section 5.1**) as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 32** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

**Table 33 Burwood North Station construction site locality: responses**

Responses, mitigation and management strategies	Social factor
<p><b>Environmental management</b></p> <p>Implementation of the Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> <li>• Changes to the pedestrian and cyclist environment or vehicular access and/or circulation, and suitable wayfinding strategies and consideration of the principles of Crime Prevention Through Environmental Design where works have a public interface</li> <li>• Amenity related impacts such as noise, vibration, dust and visual impacts</li> <li>• Cumulative impacts due to other major projects in the locality.</li> </ul>	<p>Way of life</p> <p>Community</p> <p>Access to and use of infrastructure services and facilities</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p> <p>Cumulative impacts</p>
<p><b>Stakeholder and community involvement</b></p> <p>Implementation of the Overarching Community Communication Strategy to provide for continued community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals.</p> <p>The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and 12 months following the completion of construction. It provides a framework and approach for:</p> <ul style="list-style-type: none"> <li>• Communicating adjustments to the road and active transport network, changes to bus stop locations and local parking as a result of Stage 1</li> <li>• Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses</li> <li>• Strategies to proactively address potential construction fatigue and potential cumulative impacts (where relevant).</li> </ul> <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West.</p> <p>The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p> <p>Further engagement and consultation would be carried out with:</p> <ul style="list-style-type: none"> <li>• The affected communities to understand their preferences for mitigation and management measures.</li> <li>• ‘Other sensitive’ receivers such as schools, medical facilities or places of worship to understand periods in which they are more sensitive to impacts.</li> </ul> <p>Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable to minimise the potential impacts.</p>	<p>Way of life</p> <p>Community</p> <p>Access to and use of infrastructure services and facilities</p> <p>Culture</p> <p>Health and wellbeing</p> <p>Personal and property rights</p> <p>Fears and aspirations</p> <p>Cumulative</p>
<p><b>Social infrastructure</b></p> <p>Consultation with managers of social infrastructure located near the construction sites (for example, St Luke’s Anglican Church, Concord Oval) about the timing and duration of construction works and management of potential impacts.</p>	<p>Access to and use of infrastructure services and facilities</p>

Responses, mitigation and management strategies	Social factor
<p><b>Community benefits</b></p> <p>A Community Benefit Plan would be developed to guide the development of community benefit initiatives (by Principal Contractors) during construction of Stage 1 to make a positive contribution to the potentially affected community.</p> <p>The key objectives of the Stage 1 Community Benefit Plan would include:</p> <ul style="list-style-type: none"> <li>Identify opportunities to create environmental and community benefits and provide positive social outcomes</li> <li>Respond to community priorities and needs in the locality of each relevant Stage 1 construction site.</li> </ul>	<p>Community</p> <p>Access to and use of infrastructure, services and facilities</p> <p>Culture</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p>
<p><b>Culture</b></p> <p>Public art opportunities would be adopted on temporary hoarding. Opportunities would be identified in consultation with stakeholders for public art to reflect community values, culture and identity of the local community. This measure is recommended in addition to the visual mitigation measures in Technical Paper 5– Landscape and visual impact assessment.</p>	<p>Culture</p> <p>Surroundings</p>
<p><b>Visual surroundings</b></p> <p>Several visual mitigation measures as identified in Technical Paper 5 – Landscape and visual impact assessment would be implemented and are also relevant for managing visual impacts for the community’s surroundings:</p> <ul style="list-style-type: none"> <li>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).</li> <li>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.</li> <li>Opportunities would also be investigated with the relevant local council to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable.</li> </ul>	<p>Surroundings</p> <p>Personal and property rights</p>
<p><b>Livelihoods</b></p> <p>Small business owner engagement would be carried out to assist small business owners adversely impacted by construction. Further, detailed construction site planning would consider opportunities to maximise visibility of retained businesses, primarily located along Burwood Road and Parramatta Road.</p>	<p>Community</p> <p>Personal and property rights</p>
<p><b>Property rights</b></p> <p>All acquisitions would be carried out in consultation with landowners and in accordance with the requirements of the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> and the land acquisition reforms announced by the NSW Government which can be viewed online at (<a href="http://www.propertyacquisition.nsw.gov.au/">www.propertyacquisition.nsw.gov.au/</a>). Sydney Metro Personal Managers would provide assistance and support depending on each individuals’ circumstances.</p>	<p>Culture</p> <p>Personal and property rights</p>

### 4.8.3 Summary of social impact

In accordance with the SIA Guideline, the potential social impacts in the Burwood North locality has been re-assessed following the implementation of additional responses and controls. **Table 34** provides a summary of impacts ‘without mitigation’ (as provided in **Table 32**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 33**.

**Table 34 Burwood North Metro Station construction site locality: social risk rating table**

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation <sup>16</sup>			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<i>Social factor:</i> Way of life <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb level	Potential changes to daily routines due to construction activity.	Likely	Moderate	High	Possible	Minor	Medium	The Overarching Community Communication Strategy would provide strategies to ensure the local residential and business community would be kept updated with any changes to access or transport modifications and alternative access to be provided. Disruption to way of life may still be experienced, however negative impacts can be ameliorated and sensitivities reduced through effective construction management and communication.
<i>Social factor:</i> Community <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb level	Potential changes to community character and sense of place, including associated with the loss of retail premises along Burwood Road and Parramatta Road.	Possible	Moderate	Medium	Possible	Minor	Medium	Opportunities to offset changes to community character would be considered in the Community Benefit Plan. However residual changes to community character associated with visual amenity impacts of construction would be mitigated with proposed visual amenity mitigation measures – albeit they will be largely temporary and can be partly mitigated.
<i>Social factor:</i> Access to and use of infrastructure, services and facilities <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb level	Some potential impacts to the amenity and useability of local social infrastructure including churches, schools and a nursing home, with attendant disruption and inconvenience.	Possible	Moderate	Medium	Possible	Minor	Medium	The Overarching Community Communication Strategy would include processes for engagement with managers of social infrastructure and to clearly inform communities in advance about planned relocation of bus stops and planned alternate access to ensure continuing access to nearby public transport. The strategy would ensure any changes to

<sup>16</sup> Note that “without mitigation” means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation <sup>16</sup>			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
								pedestrian access on pedestrian routes to nearby social infrastructure is mitigated through close consultation and clear communication with communities. The Overarching Community Communication Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required. Residual impacts of disruption could remain, albeit mitigated through management of noise and amenity impacts.
<i>Social factor:</i> Culture <i>Duration:</i> Temporary <i>Extent:</i> Locality	Potential impacts to community members' connection to place associated with construction impacts and visual impacts, in what is currently a low to medium density established residential neighbourhood.	Possible	Minor	Medium	Possible	Insignificant	Low	The Overarching Community Communication Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. Opportunities to offset changes to community culture would be considered in the Community Benefit Plan. Temporary impacts to community members' connection to place would likely remain, albeit mitigated to an extent by construction management and the Overarching Community Communication Strategy.

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation <sup>16</sup>			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Health and wellbeing <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Potential wellbeing impacts associated with aspects of construction activity (e.g. sensitivity to noise and vibration), associated with the site's location in a mixed-use locality subject to previous construction activity.</p>	Possible	Moderate	Medium	Possible	Minor	Medium	<p>The Overarching Community Communication Strategy would ensure effective communications and approaches to support the community through changes which would mitigate impacts to some extent. The Overarching Community Communication Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>
<p><i>Social factor:</i> Surroundings <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Reduced amenity in local area due to establishment of construction site – visual, noise and vibration impacts - and attendant wellbeing, and sense of place impacts.</p>	Likely	Minor	Medium	Likely	Minor	Medium	<p>Some disruption and changes are inevitable due to construction activity, however this could be moderated through visual mitigation measures which aim to minimise impacts on visual amenity and the community's surroundings. Opportunities for positive interventions to the area could include public art.</p> <p>Opportunities to offset these changes could be identified in the Community Benefit Plan.</p>
<p><i>Social factor:</i> Personal and property rights <i>Duration:</i> Long term <i>Extent:</i> Locality</p>	<p>Individuals' may perceive negative impacts in relation to their personal and property rights and livelihoods.</p>	Almost certain	Moderate	High	Likely	Minor	Medium	<p>The Sydney Metro Personal Managers would provide close communication and other personal support mechanisms provided to minimise negative residual impacts experienced by individuals.</p>

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation <sup>16</sup>			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Fears and aspirations</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality to suburb level</p>	<p>Potential concerns related to perceived temporary and longer term changes to the character of Burwood North, an established neighbourhood.</p>	Likely	Minor	Medium	Possible	Minor	Medium	<p>Potential concerns about transformation of the area could be reduced through effective communication with the community (as provided by the Overarching Community Communication Strategy) and information and consultation on longer term benefits. Opportunities to offset impacts and maximise potential longer term social outcomes would be included in the Community Benefit Plan.</p>
<p><i>Social factor:</i> Cumulative impacts</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality to suburb level</p>	<p>Potential community sensitivities to cumulative impacts associated with the recently completed WestConnex M4 East, to the west of the construction site – including construction fatigue.</p>	Possible	Moderate	Medium	Possible	Minor	Medium	<p>Community sensitivities to cumulative impacts could be partially mitigated through effective consultation which considers lessons learnt from recently completed major projects and which could highlight community or business sensitivities which require careful consideration in the Overarching Community Communication Strategy. However, this community may be highly sensitive to construction projects, given the recent completion of a nearby major state significant transport project.</p>

## 4.9 Five Dock Station construction site

### 4.9.1 Social impact assessment

The preliminary scoping assessment identified the social factors listed in **Table 35** that have been carried forward for detailed assessment at the extents identified (refer to Appendix C for further detail). As shown in **Table 7**, impacts relating to social factors are experienced at different geographies or spatial extents across the corridor. Impacts associated with each construction site have been assessed at the most relevant extent, with regard to affected populations. Refer to Section 2.2.3 for a more comprehensive explanation of this approach.

It is noted that ‘suburb level’ extent incorporates impact in the ‘locality’, and that ‘region’ level extent incorporates assessment of impacts in the ‘suburb’ and ‘locality’ therein. There are several impacts at ‘suburb level’ in the Five Dock station construction site, as this site is within the town centre for the surrounding suburb, where the community are likely to undertake daily living activities (e.g. grocery shopping, accessing services).

The outcomes of this detailed assessment, and the risk of impact for each social factor, is provided in **Table 36**.

**Table 35 Social factors and extents carried forward to detailed assessment**

Social factor	Extent		
	Locality	Suburb level	Region
Way of life		✓	
Community		✓	
Access to and use of infrastructure, services and facilities		✓	
Culture		✓	
Health and wellbeing	✓		
Surroundings	✓		
Personal and property rights	✓		
Fears and aspirations		✓	
Cumulative impacts	✓		

**Table 36 Five Dock Station construction site locality: potential impacts across key social factors**

Social factor	Potential impacts (description)	Social risk rating without mitigation <sup>17</sup>		
		Likelihood	Consequence	Social risk rating
Way of life	<ul style="list-style-type: none"> <li>• Potential for changes in how the community goes about its daily routines and meeting daily living needs (e.g. access to Westpac Bank, chemist, local café and gym) due to the loss of premises that are leased to these businesses within the construction site. Also pedestrian access to Five Dock Library, a major supermarket and other cafes and retail could be somewhat disrupted due to noise and vibration from the construction site, along with some degree of increased traffic and congestion, which may result in a sense of frustration, disruption and inconvenience. The western construction site is located adjacent to Fred Kelly Place, which community consultation has identified is a key location for local older people to gather, connect socially and share stories.</li> <li>• Potential changes to way of life associated with disruption to pedestrian and vehicle movements (e.g. due to establishment of hoarding, changed wayfinding and road blockages, construction traffic) which could reduce the walkability for the community in the immediate vicinity of the construction sites. Construction sites would be located close to a range of local services and amenities in Five Dock (e.g. Library, school, police station and post office), which are regularly accessed by a broad range of community members thereby possibly affecting local communities' daily routines, if the community was to avoid particular areas of the town centre due to increased noise levels and visual impacts.</li> <li>• If the walkability of areas close to the construction sites are reduced (due to reduced amenity, concerns about safety, presence of haulage trucks), this may likely affect the high proportion of older people living in and accessing Five Dock, (which 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 (ABS), therefore they are at greater vulnerability of changed access arrangements.</li> <li>• Potential impacts to way of life associated with the temporary removal of on-street car parking spaces (around 12 on-street car parking spaces along Great North Road and around 10 on-street car parking spaces on Waterview Street and Second Avenue) for the duration of Stage 1 construction. Potential impacts to way of life associated with permanent removal of around 12 restricted off-street parking spaces accessible from Second Avenue. The loss of parking spaces could impact the accessibility of the Town Centre particularly for the older local community that may drive regularly to the centre to access services and for social connections.</li> </ul>	Almost certain	Moderate	High

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

Social factor	Potential impacts (description)	Social risk rating without mitigation <sup>17</sup>		
		Likelihood	Consequence	Social risk rating
Community	<ul style="list-style-type: none"> <li>• Potential changes to sense of place associated with loss of established businesses, changes to streetscape and urban fabric, and amenity impacts to key community gathering spaces (e.g. Fred Kelly Place, local cafes, St Albans Anglican Church and Five Dock Library), which could impact communities' sense of place and how it functions.</li> <li>• If the amenity of local cafes and restaurants along Great North Road nearby to the construction site is affected, and these places are used by the local community as local gathering places, then the disrupted amenity due to noise, vibration, increased traffic may reduce the ability for the local community to enjoy social connections.</li> <li>• Temporary changes to localised communities associated with the daily influx of construction workers into an established residential neighbourhood and local centre.</li> </ul>	Likely	Moderate	High
Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>• Potential impacts on the amenity of a range of infrastructure and services within walking distance of the construction sites, due to construction noise and vibration associated with the construction site. Within closest proximity to the construction site is the Five Dock Library, Fred Kelly Place, Five Dock Police Station, St Albans Anglican Church, Five Dock Post Office and two childcare centres. The use of some of these facilities could be impacted by noise and vibration from the construction sites with the visual amenity of Fred Kelly Place also likely to be impacted due to the establishment of hoarding and acoustic sheds. Disruption to existing social infrastructure in this area may result in impacts to community interactions and social cohesion.</li> <li>• Potential changes to the walkability of infrastructure and facilities in Five Dock associated with acquisition of properties (e.g. premises used by Westpac Bank) and impacts to the amenity of social infrastructure (e.g. Fred Kelly Place) would impact local communities. Greater impacts may be experienced by the high proportion of older people living in Five Dock, as well as people living with a disability, due to limited mobility.</li> </ul>	Likely	Moderate	High
Culture	<ul style="list-style-type: none"> <li>• Potential changes to localised sense of place due to the construction (noise and visual amenity) impacts to some important community meeting places and/or businesses, including local family-owned cafes, and impacts to local gathering spaces, such as Fred Kelly Place.</li> <li>• Potential impacts on local community connections to place and shared values and histories associated with the acquisition of premises containing long-established local businesses.</li> <li>• Potential changes to localised sense of place associated with potential impacts to local heritage items, including St Alban's Anglian Church, Hall and Rectory that are adjacent to the western construction site. Of these, the St Alban's Anglican Church is predicted to experience vibration from the construction site that would exceed the cosmetic damage screening criteria.</li> <li>• Potential impacts to events held in Five Dock. Great North Road is the venue for a major event, Ferragosto, which is a large annual event which attracts many visitors to Five Dock and celebrates the local heritage, contributes to community cohesion and sense of place. This festival takes place along Great North Road adjacent to the construction site.</li> </ul>	Possible	Moderate	Medium

Social factor	Potential impacts (description)	Social risk rating without mitigation <sup>17</sup>		
		Likelihood	Consequence	Social risk rating
Health and wellbeing	<ul style="list-style-type: none"> <li>• Potential impacts to health and wellbeing associated with compulsory property acquisition in the local retail centre and surrounds, and associated sense of loss, stress and uncertainty for directly affected residents and business owners/ employees, as well as the broader community affected by these changes.</li> <li>• Potential wellbeing impacts associated with reduced amenity of local civic spaces that are important and well-utilised by the local community (e.g. Fred Kelly Place), impacting people’s use and enjoyment of them.</li> <li>• Potential impacts to health and wellbeing associated with impacts of construction noise and vibration. These impacts would affect residents and workers in the locality, as well as visitors to a lesser extent.</li> </ul>	Possible	Moderate	Medium
Surroundings	<ul style="list-style-type: none"> <li>• Reduced amenity due to construction noise and vibration, changes to the streetscape in the local retail centre (e.g. acoustic sheds, hoardings, loss of established properties), and loss of aesthetic and amenity value of local areas, including Fred Kelly Place, which is adjacent to the western construction site.</li> <li>• Perceived safety impacts associated with changed sightlines, establishment of acoustic sheds and hoardings, changes to wayfinding and reduced activation of the area at night, which may affect residents’ decision to access the area and their enjoyment of it. This is significant for the high proportion of older people living in and accessing Five Dock, as they may feel more vulnerable than other members of the community.</li> <li>• Perceived safety impacts associated with the influx of unfamiliar construction workers into the established local community.</li> </ul>	Likely	Moderate	High
Personal and property rights	<ul style="list-style-type: none"> <li>• Potential impacts to personal and property rights, livelihoods and individuals’ experiences of personal disadvantage may be perceived through property acquisitions and construction processes.</li> <li>• Property acquisition impacting directly affected land owners are managed in accordance with processes under the <i>Land Acquisition (Just Terms) Compensation Act 1991</i>.</li> <li>• Property impacts of construction (e.g. noise and vibration impacts to properties) would be managed in accordance with the Construction Environmental Management Framework and mitigation measures identified in the relevant sections of this Environmental Impact Statement.</li> <li>• Economic wellbeing impacts associated with acquisition of premises owned or leased by businesses and construction impacts to surrounding businesses in the locality are being managed through due process and are further addressed in Chapter 16 (Business impacts – Stage 1) of the Environmental Impact Statement.</li> </ul>	Almost certain	Moderate	High

Social factor	Potential impacts (description)	Social risk rating without mitigation <sup>17</sup>		
		Likelihood	Consequence	Social risk rating
Fears and aspirations	<ul style="list-style-type: none"> <li>• Potential concerns about structural impacts to housing due to vibration from the construction site. The cosmetic damage screening criteria is predicted to be exceeded at the nearest buildings to both the western and eastern construction sites, including St. Alban's Anglican Church north of the western construction site and to buildings on the eastern side of Great North Road, opposite the western construction site.</li> <li>• Potential concern about disruption to the local community character and potential longer term changes to the fabric of the community during the construction phase.</li> <li>• Potential concern and uncertainty about potential longer term urban renewal impacts catalysed by construction works, including the concern about whether significant changes would occur to the local community.</li> <li>• Positive aspirations catalysed by construction works as an indicator of infrastructure investment and future improved transport access and amenity in the locality.</li> </ul>	Possible	Moderate	Medium
Cumulative impacts	<ul style="list-style-type: none"> <li>• Potential for cumulative concerns for local residents and workers associated with property acquisition and businesses closing for WestConnex M4 East, in the broader area.</li> </ul>	Possible	Moderate	Medium

## 4.9.2 Responses and opportunities

**Table 37** includes mitigation measures that have been identified in this social impact assessment (refer to **Section 5.1**) as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 36** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

**Table 37 Five Dock Station construction site locality: responses**

Responses, mitigation and management strategies	Social factor
<p><b>Environmental management</b></p> <p>Implementation of the Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> <li>• Changes to the pedestrian and cyclist environment or vehicular access and/or circulation, and suitable wayfinding strategies and consideration of the principles of Crime Prevention Through Environmental Design where works have a public interface (such as Fred Kelly Place)</li> <li>• Management of vibration intensive activities to minimise risk of cosmetic damage to adjoining buildings</li> <li>• Amenity related impacts such as noise, vibration, dust and visual impacts.</li> </ul>	<p>Way of life</p> <p>Community</p> <p>Access to and use of infrastructure services and facilities</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p> <p>Cumulative impacts</p>
<p><b>Stakeholder and community involvement</b></p> <p>Implementation of the Overarching Community Communication Strategy to provide for continued community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals.</p> <p>The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and 12 months following the completion of construction. It provides a framework and approach for:</p> <ul style="list-style-type: none"> <li>• Communicating adjustments to the road and active transport network and changes to local parking as a result of Stage 1.</li> <li>• Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses.</li> <li>• Strategies to proactively address potential construction fatigue and potential cumulative impacts (where relevant).</li> </ul> <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West.</p> <p>The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p> <p>Further engagement and consultation would be carried out with:</p> <ul style="list-style-type: none"> <li>• The affected communities to understand their preferences for mitigation and management measures.</li> <li>• ‘Other sensitive’ receivers such as schools, medical facilities or places of worship to understand periods in which they are more sensitive to impacts.</li> </ul> <p>Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable to minimise the potential impacts.</p>	<p>Way of life</p> <p>Community</p> <p>Access to and use of infrastructure services and facilities</p> <p>Culture</p> <p>Health and wellbeing</p> <p>Personal and property rights</p> <p>Fears and aspirations</p> <p>Cumulative</p>
<p><b>Social infrastructure</b></p> <p>Consultation with managers of social infrastructure located near the construction sites (for example, St Alban’s Anglican Church, Five Dock Library, owners of nearby childcare centres) about the timing and duration of construction works and management of potential impacts.</p> <p>During church service times at St Alban’s Anglican Church, construction traffic would be managed to minimise movements during these periods.</p>	<p>Access to and use of infrastructure services and facilities.</p> <p>Community</p>

Responses, mitigation and management strategies	Social factor
<p><b>Community benefits</b></p> <p>A Community Benefit Plan would be developed to guide the development of community benefit initiatives (by Principal Contractors) during construction of Stage 1 to make a positive contribution to the potentially affected community.</p> <p>The key objectives of the Stage 1 Community Benefit Plan would include:</p> <ul style="list-style-type: none"> <li>Identifying opportunities to create environmental and community benefits and provide positive social outcomes.</li> <li>Responding to community priorities and needs in the locality of each relevant Stage 1 construction site.</li> </ul>	<p>Community</p> <p>Access to and use of infrastructure, services and facilities</p> <p>Culture</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p>
<p><b>Culture</b></p> <p>Consultation with organisers of events held within the Five Dock town centre (e.g. Ferragosto) in proximity to construction sites to mitigate potential amenity impacts on the operation of cultural festivals or events. This is in addition to the mitigation measure in Technical Paper 1 - Transport and traffic, to mitigate impacts on special events.</p> <p>Public art opportunities would be adopted on temporary hoarding. Opportunities would be identified in consultation with stakeholders for public art to reflect community values, culture and identity of the local community. This measure is recommended in addition to the visual mitigation measures in Technical Paper 5– Landscape and visual impact assessment.</p>	<p>Culture</p> <p>Way of life</p> <p>Community</p> <p>Surroundings</p>
<p><b>Activations</b></p> <p>Opportunities for temporary activation in the vicinity of the Five Dock Station western construction site during construction would be explored in consultation with the City of Canada Bay Council and include opportunities to provide spaces and places for the community to gather and reflect community values, culture and identity. This is in addition to mitigation measures in Technical Paper 5– Landscape and visual impact assessment.</p>	<p>Way of life</p> <p>Community</p> <p>Surroundings</p> <p>Culture</p>
<p><b>Visual surroundings</b></p> <p>Several visual mitigation measures as identified in Technical Paper 5 – Landscape and visual impact assessment would be implemented and are also relevant for managing visual impacts for the community’s surroundings:</p> <ul style="list-style-type: none"> <li>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).</li> <li>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.</li> </ul> <p>Opportunities would also be investigated with the relevant local council to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable.</p>	<p>Surroundings</p> <p>Personal and property rights</p>
<p><b>Livelihoods</b></p> <p>Small business owner engagement would be carried out to assist small business owners adversely impacted by construction.</p> <p>Hoarding and screening which may potentially impact the visibility of local businesses would be minimised where feasible and reasonable, without compromising public safety or the effective management of construction airborne noise. Clear pathways and signage would be implemented around the Five Dock Station western construction site to maximise visibility of retained businesses, including sufficient lighting along pedestrian footpaths during night-time where relevant.</p>	<p>Community</p> <p>Personal and property rights</p>
<p><b>Property rights</b></p> <p>All acquisitions would be carried out in consultation with landowners and in accordance with the requirements of the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> and the land acquisition reforms announced by the NSW Government which can be viewed online at (<a href="http://www.propertyacquisition.nsw.gov.au/">www.propertyacquisition.nsw.gov.au/</a>). Sydney Metro Personal Managers would provide assistance and support depending on each individuals’ circumstances.</p>	<p>Culture</p> <p>Personal and property rights</p>

### 4.9.3 Summary of social impact

In accordance with the SIA Guideline, the potential social impacts in the Five Dock locality has been re-assessed following the implementation of additional responses and controls. **Table 38** provides a summary of impacts ‘without mitigation’ (as provided in **Table 36**) along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 37**.

**Table 38 Five Dock Metro Station construction site locality: social risk rating table**

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation <sup>18</sup>			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Way of life</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality to suburb level</p>	Potential changes to daily routines due to construction activity and resultant changes to areas within the town centre some of which are key social gathering places or where key services are accessed	Almost certain	Moderate	High	Likely	Minor	Medium	<p>The Overarching Community Communication strategy would provide strategies to ensure the local residential and business community would be kept updated with any changes in vicinity of the construction sites. The community would be consulted about noise mitigation measures.</p> <p>Disruption to way of life would still potentially be experienced, however negative impacts can be ameliorated and sensitivities reduced to an extent through effective construction management and communication.</p>
<p><i>Social factor:</i> Community</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality to suburb level</p>	Potential changes to community character and sense of place, due to construction impacts including property acquisition in the local retail centre.	Possible	Moderate	Medium	Possible	Moderate	Medium	Opportunities to offset changes to community character would be considered in the Community Benefit Plan. However some residual changes to community character would remain due to the proximity of construction sites to the town centre.
<p><i>Social factor:</i> Access to and use of infrastructure, services and facilities</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality to suburb level</p>	Some disruption and inconvenience associated with reduced amenity to some infrastructure and services in the areas, including Fred Kelly Place, the local library, places of worship, childcare centres and other civic spaces.	Likely	Moderate	High	Possible	Minor	Medium	<p>The Overarching Community Communication Strategy would include engagement with managers of social infrastructure and ensure any changes to pedestrian access on pedestrian routes to nearby social infrastructure is mitigated through close consultation and clear communication with communities.</p> <p>The Overarching Community Communication Strategy would also</p>

<sup>18</sup> Note that “without mitigation” means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact description – Social factor, duration and affected stakeholders	Potential impact without mitigation <sup>18</sup>				Potential impact with mitigation			Change in impact
	Impact characteristics	Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
								<p>include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p> <p>Residual impacts of disruption to infrastructure and services would likely remain, albeit mitigated to an extent through close consultation and clear communication with communities – including managers of the social infrastructure.</p>
<p><i>Social factor:</i> Culture <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb level</p>	<p>Potential impacts to community members' connection to place associated with construction impacts and changes in the local retail village centre, within an established residential neighbourhood, with a proportion of older residents.</p>	Possible	Moderate	Medium	Possible	Minor	Medium	<p>The Community communication strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent.</p> <p>Through working with festival or event organisers, construction activity and/or traffic management practices would be adjusted or temporarily changed to minimise potential conflicts during special or cultural events in the Five Dock town centre. 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 some extent by construction management and the community communications strategies.</p>

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation <sup>18</sup>			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Health and wellbeing <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Potential wellbeing impacts associated with aspects of construction activity (e.g. sensitivity to noise and vibration, sleep disturbance, and changes to local community, visual amenity and character). Additionally, potential impacts on wellbeing from property acquisition.</p>	Possible	Moderate	Medium	Possible	Minor	Medium	<p>The Overarching Community Communication Strategy would ensure effective communications with the community including engagement with managers of social infrastructure, and approaches to support the community through changes would mitigate impacts to some extent. The Overarching Community Communication Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>
<p><i>Social factor:</i> Surroundings <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Reduced amenity in local area due to establishment of construction site, loss of established homes and premises of local businesses, and visual, noise and vibration impacts and attendant wellbeing, and sense of place impacts.</p>	Likely	Moderate	High	Likely	Moderate	High	<p>Some disruption and changes are inevitable due to construction activity and acquisition of properties, however this could be moderated through visual mitigation measures which aim to minimise impacts on visual amenity and the community’s surroundings.</p> <p>Opportunities for positive interventions to the area could include public art or temporary activation approaches and further offsets could be identified in the Community Benefit Plan.</p>
<p><i>Social factor:</i> Personal and property rights <i>Duration:</i> Short term <i>Extent:</i> Locality</p>	<p>Individuals’ may perceive negative impacts in relation to their personal and property rights.</p>	Almost certain	Moderate	High	Likely	Moderate	High	<p>The Sydney Metro Personal Managers would provide close communication and other personal support mechanisms provided to minimise negative residual impacts experienced by individuals.</p>

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation <sup>18</sup>			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Fears and aspirations</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality to suburb level</p>	<p>Potential concerns and aspirations related to perceived changes to the character of Five Dock (both temporary and longer term) – changes to the area and associated disruption. This is in the context of an area with long-term residents and an older population that regularly access local retail centre.</p>	Possible	Moderate	Medium	Unlikely	Minor	Low	<p>Concerns about transformation of the area could be reduced through effective communication with the community (as provided by the Overarching Community Communication Strategy) and information and consultation on longer term benefits. Opportunities to offset impacts and maximise potential longer term social outcomes would be included in the Community Benefit Plan.</p>
<p><i>Social factor:</i> Cumulative impacts</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality</p>	<p>Potential for community sensitivities related to impacts associated with other major construction projects in the wider locality (e.g. WestConnex M4 East - which has recently completed) and how such projects are indicators of broader change to community character.</p>	Possible	Moderate	Medium	Possible	Minor	Medium	<p>The Overarching Community Communication Strategy would include engagement strategies to address any concerns about major projects. This community may be somewhat sensitive to construction projects, given the recent completion of a nearby major state significant transport project in the broader area.</p>

## 4.10 The Bays Station construction site

### 4.10.1 Social impact assessment

The preliminary scoping assessment identified the social factors listed in **Table 39** that have been carried forward for detailed assessment at the extents identified (refer to Appendix C for further detail).

As shown in **Table 7**, impacts relating to social factors are experienced at different geographies or spatial extents across the corridor. Impacts associated with each construction site have been assessed at the most relevant extent, with regard to affected populations. Refer to Section 2.2.3 for a more comprehensive explanation of this approach.

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

The outcomes of this detailed assessment, and the risk of impact for each social factor, is provided in **Table 40**.

**Table 39 Social factors and extents carried forward to detailed assessment**

Social factor	Extent		
	Locality	Suburb level	Region
Way of life	✓		
Community	✓		
Access to and use of infrastructure, services and facilities	✓		
Culture		✓	
Health and wellbeing	✓		
Surroundings	✓		
Personal and property rights	✓		
Fears and aspirations		✓	
Cumulative impacts	✓		

**Table 40 The Bays Station construction site locality: potential impacts across key social factors**

Factors	Potential impacts (description)	Social risk rating without mitigation <sup>19</sup>		
		Likelihood	Consequence	Social risk rating
Way of life	<ul style="list-style-type: none"> <li>• Potential disruption to daily activities, primarily for local workers and nearby residents could occur from the traffic impacts associated with 24-hour construction activities at this construction site (e.g. spoil handling outside of acoustic sheds and support activities for tunnel boring machines (TBMs) and truck movements in the area.</li> <li>• Some potential temporary disruption to the way of life for residents and visitors associated with trenching activities for power supply connections between the construction site and Rozelle sub-transmission substation. Any impacts are temporary and short-term, however could result in a sense of frustration and inconvenience for residents on a temporary basis, but would be limited to communities for a short-term period along the power supply routes.</li> </ul>	Unlikely	Minor	Low
Community	<ul style="list-style-type: none"> <li>• Potential for community concerns regarding possible negative impacts on community character, heritage values and sense of place that could arise about the location of the construction site in close proximity to the iconic, heritage-listed White Bay Power Station. This large structure has high visibility, heritage value and an iconic status within the community, both locally and more broadly; it is an important symbol of the area's industrial past.</li> <li>• Potential changes to community character affecting local community values and sense of place for Rozelle residents to the north of the construction site, albeit this relatively small area of residential development is already heavily affected by various construction works in this construction site locality.</li> </ul>	Unlikely	Minor	Low
Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>• Pedestrian and vehicular access to local social infrastructure in the northern and western areas of the construction site locality (e.g. C3 Church Rozelle, Rosebud Cottage Childcare, Hannan and Victoria Road Reserves), would generally not be affected by construction works. Construction activities would be sited within the primarily self-contained industrial locality to the south – a locality which currently has low permeability for local pedestrians and vehicles.</li> <li>• The community's use and enjoyment of the C3 Church Rozelle may potentially be affected by construction noise and vibration, particularly as the construction site would be a high-activity 24-hour site, albeit one which is already subject to construction activities associated with other infrastructure projects. If there were effects on the community's use of this facility, this could have associated impacts on community interactions and social connections.</li> </ul>	Possible	Minor	Medium
Culture	<ul style="list-style-type: none"> <li>• The proximity of the construction site to White Bay Power Station, which is a historic site with connections to the industrial and 'working class' heritage of Rozelle and Balmain, may cause community concerns about construction works and impact local community character and narratives associated with the area.</li> </ul>	Possible	Minor	Medium
Health and wellbeing	<ul style="list-style-type: none"> <li>• Potential Impacts to health and wellbeing associated with construction noise and vibration from the construction site, including truck movements in the locality. However, this area is currently predominantly occupied by industrial uses, and therefore these impacts of construction activity are likely to be minimal.</li> </ul>	Unlikely	Minor	Low

<sup>19</sup> Note that "without mitigation" means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Factors	Potential impacts (description)	Social risk rating without mitigation <sup>19</sup>		
		Likelihood	Consequence	Social risk rating
Surroundings	<ul style="list-style-type: none"> <li>• There would be some potential visual and noise amenity impacts for residents and businesses within the construction site locality, to the north of the site. However, the locality in the immediate vicinity of the construction site is dominated by industrial uses, and therefore the impact of construction activities on issues such as local amenity, streetscape and associated sense of place and belonging, is likely to be minimal.</li> <li>• Changes to surroundings and streetscape associated with short-term trenching activities to establish a power connection between the construction site and Rozelle sub-transmission substation. These impacts are likely to result in impacts to amenity for residents along Mullens Street, Mansfield Street, Darling Street and Waterloo Street and other local streets along the power supply route, but would be limited for a short period to the proposed power supply route.</li> </ul>	Likely	Minor	Medium
Personal and property rights	<ul style="list-style-type: none"> <li>• There would be no acquisition of private property at The Bays construction site.</li> <li>• Property impacts of construction (e.g. noise and vibration impacts to properties surrounding the construction site) would be managed through relevant legislation and the implementation of the Construction Environmental Management Framework.</li> <li>• Economic wellbeing impacts associated with construction impacts to surrounding businesses in the locality are being managed through due process and are further addressed in Chapter 16 (Business impacts – Stage 1) of the Environmental Impact Statement.</li> </ul>	Unlikely	Minor	Low
Fears and aspirations	<ul style="list-style-type: none"> <li>• Potential concerns – as well as aspirations – associated with uncertainty about changes to the local community – its composition and character – arising through urban renewal, in the context of the redevelopment of The Bays.</li> <li>• Potential concerns associated with any adverse impacts of construction on White Bay Power Station, which is a highly valued piece of historic infrastructure with connections to the industrial and ‘working class’ heritage of Rozelle and Balmain.</li> </ul>	Likely	Minor	Medium
Cumulative impacts	<ul style="list-style-type: none"> <li>• Cumulative impacts associated with construction associated with WestConnex (M4-M5 link) and the planned Western Harbour Tunnel, which may result in actual and perceived reduced amenity and increased traffic congestion, for residents and workers in the locality.</li> <li>• Cumulative impacts associated with the future (and ongoing) transformation and revitalisation of The Bays West precinct and The Bays more broadly. Additionally, other concurrent major projects (existing and proposed) are likely to contribute to the cumulative impacts within direct proximity to the construction site including the use of part of the construction site as truck marshalling yard and the future construction of the approved Glebe Island Multi-user facility and the proposed Hanson Concrete Batching Plant. This may contribute to ‘construction fatigue’ among residents, workers and visitors in this locality.</li> <li>• There are also potential cumulative impacts associated with the future development and revitalisation of the White Bay Power Station, which may result in longer term changes to this area.</li> <li>• Potential cumulative impacts for community consultation and risk of engagement fatigue associated with WestConnex (M4-M5 Link) and revitalisation of The Bays.</li> </ul>	Likely	Moderate	High

### 4.10.2 Responses and opportunities

**Table 41** includes mitigation measures that have been identified in this social impact assessment (refer to **Section 5.1**) as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 40** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

**Table 41 The Bays Station construction site locality: responses**

Responses, mitigation and management strategies	Social factor
<p><b>Environmental management</b></p> <p>Implementation of the Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> <li>• Amenity related impacts such as noise, dust, vibration and visual impacts</li> <li>• Vibration mitigation measures to minimise impacts on heritage structures, such as the former White Bay Power Station</li> <li>• Cumulative impacts due to other major projects in the locality.</li> </ul>	<p>Way of life</p> <p>Community</p> <p>Access to and use of infrastructure services and facilities</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p> <p>Cumulative impacts</p>
<p><b>Stakeholder and community involvement</b></p> <p>Implementation of the Overarching Community Communication Strategy to provide for continued community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals. The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and 12 months following the completion of construction. It provides a framework and approach for:</p> <ul style="list-style-type: none"> <li>• Communicating adjustments to the road and active transport network as a result of Stage 1 (where relevant).</li> <li>• Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses.</li> <li>• Strategies to proactively address potential construction fatigue and potential cumulative impacts (where relevant).</li> </ul> <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West.</p> <p>The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p> <p>Further engagement and consultation would be carried out with:</p> <ul style="list-style-type: none"> <li>• The affected communities to understand their preferences for mitigation and management measures.</li> <li>• Other ‘sensitive receivers’ such as schools, medical facilities or places of worship to understand periods in which they are more sensitive to impacts.</li> <li>• Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable to minimise the potential impacts.</li> </ul>	<p>Way of life</p> <p>Community</p> <p>Access to and use of infrastructure services and facilities</p> <p>Culture</p> <p>Health and wellbeing</p> <p>Personal and property rights</p> <p>Fears and aspirations</p> <p>Cumulative</p>
<p><b>Social infrastructure</b></p> <p>Ongoing engagement with managers of social infrastructure located near to the construction sites (for example, C3 Church at Rozelle) about the timing and duration of construction works and management of potential impacts.</p>	<p>Access to and use of infrastructure services and facilities</p>

Responses, mitigation and management strategies	Social factor
<p><b>Community benefits</b></p> <p>A Community Benefit Plan would be developed to guide the development of community benefit initiatives (by Principal Contractors) during construction of Stage 1 to make a positive contribution to the potentially affected community.</p> <p>The key objectives of the Stage 1 Community Benefit Plan would include:</p> <ul style="list-style-type: none"> <li>Identifying opportunities to create environmental and community benefits and provide positive social outcomes.</li> <li>Responding to community priorities and needs in the locality of each relevant Stage 1 construction site.</li> </ul>	<p>Community</p> <p>Access to and use of infrastructure, services and facilities</p> <p>Culture</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p>
<p><b>Visual surroundings</b></p> <p>Several visual mitigation measures as identified in Technical Paper 5 – Landscape and visual impact assessment would be implemented and are also relevant for managing visual impacts for the community’s surroundings:</p> <ul style="list-style-type: none"> <li>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.</li> <li>Opportunities would also be investigated with the relevant local council to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable.</li> </ul>	<p>Surroundings</p> <p>Personal and property rights</p>
<p><b>Cumulative impacts</b></p> <p>Co-ordination and consultation would be undertaken prior to and during construction to manage the interface of the Stage 1 with other major projects in the locality (WestConnex M4-M5 link and the planned Western Harbour Tunnel), and to manage construction fatigue impacts where possible.</p>	<p>Cumulative impacts</p>

### 4.10.3 Summary of social impact

In accordance with the SIA Guideline, the potential social impacts in The Bays locality have been re-assessed following the implementation of additional responses and controls. **Table 42** provides a summary of impacts ‘without mitigation’ (as provided in **Table 40**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 41**.

**Table 42 The Bays Station construction site locality: social risk rating table**

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation <sup>20</sup>			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Way of life <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Potential for disruption to daily routines of residents and nearby businesses from noise and traffic impacts associated with 24-hour construction activities, and short-term trenching to establish connection to power supply at this construction site, albeit it is largely located in a non-residential locality.</p>	Unlikely	Minor	Low	Rare	Minor	Low	<p>Potential impacts would be ameliorated and sensitivities reduced through effective construction management and communication.</p> <p>This impact has a low social risk rating and would be monitored via measures in the Overarching Community Communication Strategy which also include protocols for complaint management.</p>
<p><i>Social factor:</i> Community <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Potential changes to community character and sense of place, associated with the construction site’s proximity to the White Bay Power Station, albeit mitigated by the construction site’s location in an industrial precinct.</p>	Unlikely	Minor	Low	Unlikely	Insignificant	Low	<p>Potential changes to community character associated with visual amenity impacts of construction would remain to an extent, however they would be temporary and be mitigated through the implementation of environmental mitigation measures.</p>
<p><i>Social factor:</i> Access to and use of infrastructure, services and facilities <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Limited potential impacts due to construction activities being sited in an industrial precinct with low permeability for local pedestrians and vehicles.</p>	Possible	Minor	Medium	Unlikely	Minor	Low	<p>The Overarching Community Communication Strategy would ensure if any changes to access routes for nearby social infrastructure would occur, that this would be mitigated through close consultation and clear communication with managers of social infrastructure and nearby communities.</p> <p>The Overarching Community Communication Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>

<sup>20</sup> Note that “without mitigation” means without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact description		Potential impact without mitigation <sup>20</sup>			Potential impact with mitigation			Change in impact
Social factor, duration and affected stakeholders	Impact characteristics	Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Culture</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality to suburb level</p>	<p>Potential for community concerns regarding the construction site's proximity to the White Bay Power Station and the potential for associated impacts on this item of local and broader heritage significance and relation to the locality's industrial past.</p>	Possible	Minor	Medium	Unlikely	Minor	Low	<p>The Overarching Community Communication Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent.</p> <p>Opportunities to offset changes to community culture would be considered in the Community Benefit Plan. Impacts to community members' connection to place would likely remain, albeit mitigated to an extent by construction management and the community communications strategies.</p>
<p><i>Social factor:</i> Health and wellbeing</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality</p>	<p>Potential wellbeing impacts associated with aspects of construction activity (e.g. sensitivity to noise and vibration), which would be partially mitigated by siting the construction site in an existing industrial precinct.</p>	Unlikely	Minor	Low	Unlikely	Minor	Low	<p>The Overarching Community Communication Strategy would ensure effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. The Overarching Community Communication Strategy would also include a complaints handling process to ensure community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>
<p><i>Social factor:</i> Surroundings</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Locality</p>	<p>Some amenity impacts associated with construction noise and vibration, and short-term trenching to establish connection to the substation, albeit with minimal impacts on local character and community due to the construction site's location in an industrial precinct.</p>	Likely	Minor	Medium	Possible	Insignificant	Low	<p>Some disruption and changes are inevitable due to construction activity, however residual noise amenity impacts could be further mitigated through construction planning and mitigation.</p>

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation <sup>20</sup>			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Personal and property rights <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>There is no acquisition of private property within The Bays locality. Individuals' may perceive negative impacts in relation to their personal and property rights and livelihoods.</p>	Unlikely	Minor	Low	Rare	Minor	Low	<p>There is no private property acquisition for this construction site. Negative residual impacts experienced by individuals may be reduced through close communication and other personal support mechanisms provided by Sydney Metro Personal Managers.</p>
<p><i>Social factor:</i> Fears and aspirations <i>Duration:</i> Temporary <i>Extent:</i> Locality to suburb level</p>	<p>Potential concerns and aspirations associated with perceived impacts to the White Bay Power Station heritage item and the wider transformation of the Bays locality.</p>	Likely	Minor	Medium	Possible	Minor	Medium	<p>Potential concerns about transformation of the area could be reduced through effective communication with the community (as provided by the Overarching Community Communication Strategy) and information and consultation on longer term benefits.</p>
<p><i>Social factor:</i> Cumulative impacts <i>Duration:</i> Temporary <i>Extent:</i> Locality</p>	<p>Potential for community sensitivities to possible cumulative impacts associated with the range of construction activity in the locality, including the WestConnex M4-M5 link, the planned Western Harbour Tunnel and the wider Bays Precinct transformation – including the potential for construction fatigue.</p>	Likely	Moderate	High	Possible	Minor	Medium	<p>Community sensitivities to cumulative impacts can be partially mitigated through effective coordination across the major construction projects designed to minimise disruption and provide adequate information about concurrent or subsequent construction timelines and processes.</p>

#### 4.11 Stage 1 corridor (tunnelling)

This section addresses the social impacts of tunnelling works along the Stage 1 construction corridor, at and between construction sites. The residual social impacts associated with tunnelling activities are not addressed in the assessment of construction site impacts (surface works) set out in **Sections 4.2 to 4.10** above.

##### 4.11.1 Social impact assessment

The following section describes the social impacts of the construction of the Stage 1 corridor (tunnelling) and assesses the risks of positive and negative impacts during construction.

The preliminary scoping assessment identified the social factors listed in **Table 43** that have been carried forward for detailed assessment at the extents identified (refer to Appendix C for further detail). Social factors that do not require further assessment are shown as not applicable in **Table 7**.

The outcomes of this detailed assessment, and the risk of impact for each social factor, is provided in **Table 44**.

**Table 43 Social factors and extents carried forward to detailed assessment**

Social factor	Extent			Not Applicable
	Locality	Suburb	Region	
Way of life	✓			
Community				✓
Access to and use of infrastructure, services and facilities	✓			
Culture				✓
Health and wellbeing	✓			
Surroundings				✓
Personal and property rights	✓			
Fears and aspirations	✓			
Cumulative impacts	✓			

**Table 44 Stage 1 construction corridor: impacts across key social factors**

Social factor	Potential impacts (description)	Social risk without mitigation		
		Likelihood	Consequence	Risk rating
Way of life	<ul style="list-style-type: none"> <li>It is unlikely that there would be potential changes to living and working environments and daily routines of residents, business and services due to noise and vibration associated with tunnelling activities in close proximity. Impacts in tunnelling sections between construction sites would generally be negligible, or if minor, except at the shallowest sections of the tunnel where predicted ground borne noise would be at its greatest. Any predicted exceedances would only be experienced for a very short period. This impact would be far less disruptive to how communities go about their daily activities compared to potential impacts from construction activities at surface construction sites.</li> </ul>	Unlikely	Minor	Low
Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Potential for temporary disruption to the use of existing social infrastructure, including services and civic spaces, due to potential temporary impacts on the amenity, from noise and vibration from tunnelling works, albeit if this would occur, it would be minor and for a very short period of time.</li> </ul>	Unlikely	Minor	Low
Health and wellbeing	<ul style="list-style-type: none"> <li>Negligible potential health and wellbeing impacts associated with construction noise and vibration from tunnelling activities, given predicted noise and vibration levels.</li> </ul>	Unlikely	Minor	Low
Surroundings	<ul style="list-style-type: none"> <li>Potential for temporarily reduced amenity due to construction ground borne noise and vibration associated with tunnelling activities, although these impacts would be minor and for a very short, temporary period of time.</li> </ul>	Unlikely	Minor	Low
Personal and property rights	<ul style="list-style-type: none"> <li>Potential for concerns regarding subsurface property acquisition associated with tunnelling works which would be addressed through due process for affected land owners.</li> <li>Property acquisition of the substratum (for the tunnels below the surface of properties) would be in accordance with the <i>Transport Administration Act 1988</i>.</li> </ul>	Unlikely	Minor	Low
Fears and aspirations	<ul style="list-style-type: none"> <li>Potential for concerns and uncertainty regarding disruption and other impacts to local communities' amenity, way of life and whether impacts could occur to personal property due to tunnelling activities and associated noise and vibration.</li> <li>Potential concerns about the process for the possible subsurface acquisition associated with tunnelling to affected land holders or asset owners.</li> </ul>	Unlikely	Minor	Low
Cumulative impacts with other projects	<ul style="list-style-type: none"> <li>Potential cumulative impacts associated with the range of concurrent or proposed major projects, which would occur in conjunction with Stage 1 construction works. Key tunnelling projects that would impact multiple sites along the corridor include WestConnex M4-M5 link and the planned future Western Harbour Tunnel project. Cumulative impacts from these projects could also be experienced within the broader area.</li> <li>In locations along the Stage 1 corridor where there are other major projects and/or works occurring concurrently or subsequently, there is potential for cumulative impacts associated with ongoing construction fatigue, as well as community consultation fatigue.</li> </ul>	Possible	Minor	Medium

#### 4.11.2 Responses and opportunities

**Table 45** includes mitigation measures that have been identified in this social impact assessment (refer to **Section 5.1**) as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts. The assessment presented in **Table 44** provides an assessment of social impacts after standard practice mitigation measures have been implemented.

**Table 45 Stage 1 corridor (tunnelling activities): responses**

Responses, mitigation and management strategies	Social factor
<p><b>Environmental management</b></p> <p>Implementation of the Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> <li>• Amenity related impacts such as vibration and ground borne noise;</li> <li>• Cumulative impacts due to other major projects across the Stage 1 corridor.</li> </ul>	<p>Way of life</p> <p>Access to and use of infrastructure services and facilities</p> <p>Health and wellbeing</p> <p>Surroundings</p> <p>Fears and aspirations</p> <p>Cumulative impacts</p>
<p><b>Stakeholder and community involvement</b></p> <p>Implementation of the Overarching Community Communication Strategy to provide for continued community engagement across all Sydney Metro West construction sites and to address communication and engagement requirements of any future planning approvals. The Strategy would consider the approach to communication and engagement across all work activities of Sydney Metro West and 12 months following the completion of construction. It provides a framework and approach for:</p> <ul style="list-style-type: none"> <li>• Communicating adjustments to the road and active transport network and changes to local parking as a result of Stage 1.</li> <li>• Consultation and engagement with the local community, stakeholders and businesses and appropriate mitigation responses.</li> <li>• Strategies to proactively address potential construction fatigue and potential cumulative impacts (where relevant).</li> </ul> <p>The Strategy would also provide an approach for ongoing engagement with communities about the long-term benefits and opportunities of Sydney Metro West. The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle.</p>	<p>Way of life</p> <p>Access to and use of infrastructure services and facilities</p> <p>Health and wellbeing</p> <p>Personal and property rights</p> <p>Fears and aspirations</p> <p>Cumulative impacts</p>
<p><b>Property rights</b></p> <p>Condition surveys of buildings and structures in the vicinity of the tunnel would be carried out prior to the commencement of excavation at each site. If damage to a building or structure is identified as being at moderate risk or greater in pre-construction assessments, specific measures would be implemented to reduce this risk.</p>	<p>Personal and property rights</p> <p>Fears and aspirations</p>
<p><b>Cumulative impacts</b></p> <p>Co-ordination and consultation would be undertaken prior to and during construction to coordinate construction works with other major projects along the Stage 1 corridor and to manage construction fatigue impacts where possible.</p>	<p>Cumulative impacts</p>

### 4.11.3 Summary of social impacts

In accordance with the SIA Guideline, the potential social impacts associated with tunnelling across the Stage 1 corridor has been re-assessed following the implementation of additional responses and controls. **Table 46** provides a summary of impacts ‘without mitigation’ (as provided in **Table 44**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Table 45**.

**Table 46 Stage 1 corridor (tunnelling activities): social risk rating table**

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Way of life</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Region</p>	Potential impacts to living and working environments and daily routines due to noise and vibration associated with tunnelling activities would not be expected. Impacts in tunnelling sections between construction sites would be negligible.	Unlikely	Minor	Low	Rare	Minor	Low	Disruption to way of life from subsurface tunnelling is expected to be negligible. Impacts from tunnel support sites have been assessed at those surface construction sites (Westmead and The Bays).
<p><i>Social factor:</i> Access to and use of infrastructure, services and facilities</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Region</p>	Potential temporary disruption to the use of existing social infrastructure, including services and civic spaces, due to noise and vibration from tunnelling works, although these impacts are expected to be negligible.	Unlikely	Minor	Low	Rare	Minor	Low	Residual temporary impacts to the amenity and therefore use of social infrastructure due to noise or vibration from tunnelling within the Stage 1 corridor is considered to be negligible.
<p><i>Social factor:</i> Health and wellbeing</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Region</p>	The potential for wellbeing impacts associated with aspects of construction activity (e.g. sensitivity to noise and vibration), from tunnelling is mitigated by subsurface nature of construction works and impacts are expected to be negligible.	Unlikely	Minor	Low	Rare	Minor	Low	Low potential for residual impacts, which would be largely mitigated through the subsurface nature of construction works. The Overarching Community Communication Strategy would provide processes for keeping communities informed along the Stage 1 corridor of tunnelling progress. The strategy would also provide a complaints handling protocol. Potential community sensitivities would be reduced through effective construction management and communication protocols.

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Surroundings <i>Duration:</i> Temporary <i>Extent:</i> Region</p>	<p>Potential for temporarily reduced amenity due to construction ground borne noise and vibration associated with tunnelling activities. However this is likely to be minimal.</p>	Unlikely	Minor	Low	Rare	Minor	Low	<p>Minimal residual vibration impacts could remain, albeit mitigated through construction planning and effective communication.</p> <p>The Overarching Community Communication Strategy would provide processes for keeping communities informed along the Stage 1 corridor of tunnelling progress. The strategy would also provide a complaints handling protocol.</p>
<p><i>Social factor:</i> Personal and property rights <i>Duration:</i> Temporary <i>Extent:</i> Region</p>	<p>Subsurface property acquisition associated with tunnelling works would be addressed in accordance with the <i>Transport Administration Act 1988</i>.</p>	Unlikely	Minor	Low	Rare	Insignificant	Low	<p>Negligible residual impacts to personal and property rights associated with tunnelling activities along the corridor as due processes and procedures would be followed. Condition surveys of buildings and structures in the vicinity of the tunnel would be carried out prior to the commencement of excavation or tunnelling at each site. If damage to a building or structure is identified as being at moderate risk or greater in pre-construction assessments, specific measures would be implemented to reduce this risk.</p>

Impact description – Social factor, duration and affected stakeholders	Impact characteristics	Potential impact without mitigation			Potential impact with mitigation			Change in impact
		Likelihood	Consequence	Social risk rating	Likelihood	Consequence	Social risk rating	
<p><i>Social factor:</i> Fears and aspirations</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Region</p>	<p>Potential for concerns and aspirations associated with perceived impacts to local communities and whether tunnelling could cause damage to private property as the tunnel boring machine passes beneath structures.</p>	Unlikely	Minor	Low	Rare	Insignificant	Low	<p>There is potential for concerns and aspirations to be associated with Stage 1, particularly about whether tunnelling would cause impacts to privately owned structures. The Overarching Community Communication Strategy would provide processes for keeping communities informed along the Stage 1 corridor of tunnelling progress. The strategy would also provide a complaints handling protocol.</p>
<p><i>Social factor:</i> Cumulative impacts</p> <p><i>Duration:</i> Temporary</p> <p><i>Extent:</i> Region</p>	<p>Potential for community sensitivities to cumulative impacts associated with the range of construction activity along the Stage 1 corridor – including construction fatigue.</p>	Possible	Minor	Medium	Unlikely	Minor	Low	<p>Cumulative impacts are unlikely to be fully mitigated, albeit effective construction planning and communications would contribute to reduced social effects. The Overarching Community Communication Strategy would provide processes for keeping communities informed along the Stage 1 corridor of tunnelling progress. The strategy would also provide a complaints handling protocol.</p>

## 5.0 Mitigation and management

This chapter sets out a suite of monitoring and management measures in response to social impacts identified in **Chapter 4.0**.

### 5.1 Mitigation and management

The mitigation and management of other predicted impacts that interrelate with social impacts (such as noise and vibration) would contribute to the mitigation and management of social impacts of Stage 1 construction activities.

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

- Chapter 10 (Transport and traffic – Stage 1) and Technical Paper 1: Transport and traffic
- Chapter 11 (Noise and vibration – Stage 1) and Technical Paper 2: Noise and vibration
- Chapter 12 (Non-Aboriginal heritage – Stage 1) and Technical Paper 3: Non-Aboriginal heritage
- Chapter 14 (Property and land use – Stage 1)
- Chapter 15 (Landscape character and visual impacts – Stage 1) and Technical Paper 5: Landscape and visual impact assessment
- Chapter 16 (Business impacts – Stage 1).

Additional measures to mitigate and manage social impacts of Stage 1 is outlined in Table 47.

These measures would be complemented by the environmental management requirements of the Construction Environmental Management Framework, the Construction Noise and Vibration Standard and the Construction Traffic Management Framework. Refer to Chapter 27 (Synthesis of the Environmental Impact Statement) of the Environmental Impact Statement for further detail.

**Table 47 Mitigation measures**

Reference	Impact/issue	Mitigation measure	Application location(s) <sup>1</sup>
S1	Impacts on social infrastructure	Consultation would be carried out with managers of social infrastructure located near construction sites about the timing and duration of construction works and management of potential impacts, with the aim of minimising potential disruption to the use of the social infrastructure from construction activity.	WMS, PMS, CSMF, SSF, SOPMS, NSMS, BNS, FDS, TBS
S2	Loss of social infrastructure	Engagement would be carried out with Parramatta City Council to identify alternative locations for the Parramatta Artist Studios to provide opportunities for facilitating local creative and cultural activities.	PMS
S3	Social impacts	A Community Benefit Plan would be developed to guide the development of community benefit initiatives (by Principal Contractors) during construction of Stage 1 to make a positive contribution to the potentially affected community. The key objectives of the plan would include: <ul style="list-style-type: none"> <li>• Identify opportunities to create environmental and community benefits and provide positive social outcomes</li> <li>• Respond to community priorities and needs in the locality of each relevant construction site.</li> </ul>	WMS, PMS, SOPMS, NSMS, BNS, FDS, TBS
S4	Impacts on events or festivals	In addition to mitigation measure TT17, 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.	PMS, FDS

Reference	Impact/issue	Mitigation measure	Application location(s) <sup>1</sup>
S5	Promote local culture and identity	In addition to mitigation measure LV16, consultation would be carried out with stakeholders to identify opportunities for public art to reflect community values, culture and identity of the local community.	WMS, PMS, SOPMS, NSMS, BNS, FDS
S6	Activation of streetscapes	In addition to mitigation measure LV10, potential temporary activation in the vicinity of the Five Dock Station western construction site would include opportunities to provide spaces and places for the community to gather and meet each other, culture and identity.	FDS

<sup>1</sup> WMS: Westmead metro station; PMS: Parramatta metro station; CSMF: Clyde stabling and maintenance facility; SSF: Silverwater services facility; SOPMS: Sydney Olympic Park metro station; NSMS: North Strathfield metro station; BNS: Burwood North Station; FDS: Five Dock Station; TBS: The Bays Station; Metro rail tunnels: Metro rail tunnels not related to other sites (e.g. tunnel boring machine works); PSR: Power supply routes.

## 5.2 Performance measures

Chapter 8 (Concept environmental assessment) of the Environmental Impact Statement identified the social performance outcomes for Sydney Metro West, which will serve as the social indicators for Stage 1.

These are as follows:

- Negative impacts on customers and the community (including transport services, amenity, noise and vibration, water management and air quality) are minimised
- Impacts on the availability and quality of public open space and social infrastructure are avoided
- Access to local facilities, services and destinations is improved, supporting opportunities for community interaction and improving social cohesion
- Placemaking at stations provides a focal point for the community improving social connections and connection to place
- Legacy projects are delivered to benefit local communities
- Affected communities are communicated with in a clear and timely manner to enhance community benefits, reduce disruption and address community concerns.

These performance measures will be used to track the social progress of Metro West, including Stage 1, with the aim of achieving positive outcomes for the community. These include goals of maintaining neighbourhood amenity, access to local open space and social infrastructure networks, access to local facilities and services during construction, as well as ensuring community members are effectively communicated with throughout the construction process, and that communities and their connections to each other and to place are recognised, understood and ultimately strengthened for the future.

## 5.3 Monitoring

To monitor the social impacts of the project, Sydney Metro would develop a plan to guide the monitoring activities for Stage 1. The plan would:

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

The Overarching Community Communications Strategy would also include details about:

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

# Appendix A: Community profile overview

**Table 48 Community profile overview – by locality (SA1s)**

Category	Westmead locality	Parramatta locality	Clyde locality	Silverwater locality	Sydney Olympic Park locality	North Strathfield locality	Burwood North locality	Five Dock locality	The Bays locality	Corridor locality	Greater Sydney
<b>Income</b>	-	-	-	-	-	-	-	-	-	-	-
Median individual income (annual)	\$36,730	\$46,410	\$38,160	\$38,080	\$50,440	\$39,830	\$28,670	\$44,340	\$77,540	\$43,300	\$37,460
Variation from Greater Sydney median	-1.9%	23.9%	1.9%	1.7%	34.7%	6.3%	-23.5%	18.4%	107.0%	15.6%	na
% of persons (15 years or older) earning \$1,000pw or more	37.4%	45.7%	34.3%	36.0%	48.5%	40.9%	30.1%	44.8%	65.9%	43.3%	37.3%
Median household income (annual)	\$90,050	\$97,150	\$80,250	\$86,630	\$88,660	\$109,370	\$85,070	\$107,030	\$157,830	\$100,630	\$92,200
Variation from Greater Sydney median	-2.3%	5.4%	-13.0%	-6.0%	-3.8%	18.6%	-7.7%	16.1%	71.2%	9.1%	na
% of Households earning \$2,500pw or more	24.9%	25.8%	20.5%	25.5%	23.5%	40.2%	28.1%	39.4%	56.9%	34.0%	31.8%
<b>Age Structure</b>	-	-	-	-	-	-	-	-	-	-	-
0-4 years	8.7%	9.8%	8.1%	9.4%	6.9%	5.9%	4.5%	6.7%	8.4%	7.4%	6.4%
5-19 years	17.4%	9.3%	13.0%	16.8%	5.5%	17.3%	13.7%	16.8%	13.2%	14.3%	18.2%
20-34 years	28.5%	45.4%	39.9%	28.3%	57.4%	26.5%	30.3%	17.3%	22.7%	30.7%	23.1%
35-64 years	36.6%	30.4%	34.1%	39.9%	28.5%	38.2%	35.9%	42.5%	47.6%	37.5%	38.3%
65-84 years	7.4%	4.8%	4.4%	5.2%	1.6%	10.5%	11.6%	13.6%	7.7%	8.5%	12.0%
85 years and over	1.3%	0.2%	0.6%	0.5%	0.1%	1.6%	4.0%	3.0%	0.4%	1.6%	2.0%
Total persons	6,650	6,850	4,910	2,640	4,260	6,850	6,500	7,550	5,200	53,200	4,823,900
Median Age (years)	32.3	30.6	30.9	32.2	30.1	35.2	36.0	39.9	37.2	33.1	36.4
<b>Country of Birth</b>	-	-	-	-	-	-	-	-	-	-	-
Australia	28.6%	21.6%	37.2%	45.9%	30.8%	54.5%	39.8%	68.6%	68.9%	47.0%	61.9%
Other Major English Speaking Countries	2.4%	3.1%	4.0%	4.9%	4.7%	4.9%	3.8%	6.4%	19.7%	5.9%	7.6%
Other Overseas Born	69.0%	75.3%	58.8%	49.2%	64.5%	40.6%	56.5%	25.1%	11.5%	47.1%	30.5%
% speak English only at home	23.1%	23.7%	30.3%	36.3%	29.6%	50.2%	33.8%	65.5%	85.7%	45.4%	62.0%
% of residents who require assistance with core activities	5.0%	1.5%	2.2%	2.5%	0.6%	2.5%	7.5%	6.2%	2.4%	3.7%	4.9%
<b>Household Composition</b>	-	-	-	-	-	-	-	-	-	-	-

Category	Westmead locality	Parramatta locality	Clyde locality	Silverwater locality	Sydney Olympic Park locality	North Strathfield locality	Burwood North locality	Five Dock locality	The Bays locality	Corridor locality	Greater Sydney
<i>Couple family with no children</i>	17.8%	27.5%	25.9%	23.4%	37.3%	23.1%	23.9%	22.5%	27.5%	25.0%	23.8%
<b><i>Couple family with children</i></b>	48.1%	32.5%	29.8%	41.0%	17.2%	41.3%	32.4%	37.9%	31.6%	35.8%	37.5%
Couple family - Total	65.9%	60.0%	55.7%	64.4%	54.5%	64.5%	56.3%	60.4%	59.1%	60.7%	61.3%
One parent family	7.5%	6.2%	8.4%	9.1%	6.3%	10.1%	11.4%	10.7%	6.8%	8.6%	11.1%
Other families	1.2%	1.2%	2.3%	1.5%	2.2%	1.9%	1.9%	1.0%	0.5%	1.5%	1.3%
Family Households - Total	74.6%	67.4%	66.4%	75.0%	63.0%	76.4%	69.7%	72.2%	66.5%	70.8%	73.7%
Lone person household	20.3%	22.4%	25.6%	17.5%	29.5%	17.4%	20.3%	24.0%	25.0%	22.2%	21.7%
Group Household	5.1%	10.2%	7.9%	7.6%	7.5%	6.2%	10.0%	3.8%	8.6%	7.1%	4.6%
<b>Dwelling Structure (Occupied Private Dwellings)</b>	-	-	-	-	-	-	-	-	-	-	-
Separate house	20.5%	1.1%	23.0%	36.9%	0.3%	56.1%	39.1%	54.2%	10.8%	30.9%	57.2%
Semi-detached, row or terrace house, townhouse etc.	3.9%	1.7%	15.4%	18.0%	0.0%	12.0%	18.5%	12.6%	53.4%	14.2%	14.0%
Flat, unit or apartment	75.6%	93.4%	61.5%	45.1%	99.7%	30.5%	41.7%	31.6%	35.6%	53.9%	28.2%
Other dwelling	0.0%	3.7%	0.0%	0.0%	0.0%	1.4%	0.7%	1.6%	0.2%	1.1%	0.5%
<i>Occupancy rate</i>	94.4%	92.5%	88.5%	91.9%	92.7%	94.1%	93.4%	91.5%	90.7%	92.4%	92.3%
Average household size	2.9	2.5	2.6	2.9	2.1	2.9	2.9	2.6	2.3	2.6	2.8
<b>Tenure Type (Occupied Private Dwellings)</b>	-	-	-	-	-	-	-	-	-	-	-
Owned outright	12.4%	7.4%	11.1%	15.9%	4.1%	35.0%	29.6%	34.9%	20.9%	22.0%	30.0%
Owned with a mortgage	18.5%	17.7%	29.2%	39.1%	26.6%	31.0%	24.3%	31.6%	35.3%	27.7%	34.2%
Rented	68.6%	74.6%	59.2%	44.9%	68.9%	33.7%	45.9%	32.9%	43.8%	50.0%	35.1%
Other tenure type	0.4%	0.3%	0.4%	0.0%	0.4%	0.3%	0.3%	0.6%	0.0%	0.3%	0.7%
<b>Housing Costs</b>	-	-	-	-	-	-	-	-	-	-	-
Median monthly mortgage repayment	\$1,900	\$1,900	\$2,040	\$2,180	\$2,130	\$2,410	\$2,230	\$2,840	\$3,210	\$2,320	\$2,240
Variation from Greater Sydney median	-15.2%	-15.2%	-8.9%	-2.7%	-4.9%	7.6%	-0.4%	26.8%	43.3%	3.6%	0.0%
Median mortgage as a share of median household income	25.3%	23.5%	30.5%	30.2%	28.8%	26.4%	31.5%	31.8%	24.4%	27.7%	29.2%
Median weekly rents	\$400	\$460	\$420	\$460	\$520	\$510	\$510	\$540	\$680	\$480	\$450
Variation from Greater Sydney median	-11.1%	2.2%	-6.7%	2.2%	15.6%	13.3%	13.3%	20.0%	51.1%	6.7%	0.0%
Share of occupied dwellings connected to the internet	88.3%	92.1%	88.0%	91.2%	94.1%	88.4%	87.3%	85.0%	94.7%	89.4%	87.9%
<b>Car Ownership per Dwelling</b>	-	-	-	-	-	-	-	-	-	-	-
None	21.2%	30.2%	11.9%	5.5%	9.0%	9.9%	21.3%	11.0%	10.3%	15.1%	11.4%
One	57.2%	58.8%	50.2%	41.0%	65.1%	40.7%	44.5%	39.8%	55.6%	49.5%	38.5%

Category	Westmead locality	Parramatta locality	Clyde locality	Silverwater locality	Sydney Olympic Park locality	North Strathfield locality	Burwood North locality	Five Dock locality	The Bays locality	Corridor locality	Greater Sydney
Two	18.2%	10.2%	27.6%	39.2%	23.2%	34.7%	25.0%	36.1%	28.3%	26.9%	34.0%
Three of more	3.5%	0.8%	10.3%	14.3%	2.8%	14.7%	9.2%	13.0%	5.8%	8.5%	16.2%
<b><u>Attending Education (% of those attending)</u></b>											
	-	-	-	-	-	-	-	-	-	-	-
Pre-school	5.8%	6.5%	6.6%	7.4%	3.7%	5.4%	3.8%	9.9%	9.6%	6.5%	6.9%
Infants/Primary	41.9%	27.2%	25.6%	28.7%	10.9%	29.5%	22.0%	38.6%	40.0%	31.1%	32.2%
Secondary	17.3%	10.2%	17.6%	24.0%	6.7%	23.2%	18.8%	24.4%	18.1%	19.1%	25.0%
Technical or Further Educational Institution	6.0%	10.1%	11.7%	10.8%	12.2%	7.0%	8.0%	4.4%	5.5%	7.6%	7.6%
University or other Tertiary Institution	24.7%	37.5%	30.5%	21.7%	57.4%	30.7%	42.0%	19.3%	23.4%	30.5%	24.2%
Other type of educational institution	4.3%	8.6%	8.0%	7.4%	9.1%	4.2%	5.5%	3.4%	3.4%	5.2%	4.0%
<i>% of total population attending education</i>	23.7%	19.6%	22.6%	25.6%	18.3%	26.9%	26.9%	21.5%	19.7%	22.9%	25.2%
<b><u>Highest Year of School Completed (% of population aged 15 years and over)</u></b>											
	-	-	-	-	-	-	-	-	-	-	-
<b><u>Stability of residence</u></b>											
Same address as one year ago	69.2%	53.9%	59.6%	69.5%	42.1%	76.7%	73.5%	77.3%	67.8%	67.8%	76.6%
Overseas one year ago	7.2%	12.6%	5.7%	3.8%	5.7%	2.4%	5.3%	1.3%	2.6%	5.0%	2.5%
Same address as five years ago	34.7%	17.8%	29.0%	35.3%	4.8%	51.8%	44.8%	53.9%	37.5%	37.8%	53.2%
Overseas five years ago	25.1%	35.5%	18.0%	11.3%	20.8%	10.3%	18.3%	3.7%	9.2%	16.4%	8.9%
<b><u>Method of Travel to Work</u></b>											
Train or bus	48.9%	50.5%	24.3%	17.4%	29.2%	33.0%	38.2%	20.0%	31.9%	33.0%	22.4%
Car as a driver only	33.1%	25.4%	56.0%	61.8%	50.1%	46.3%	40.6%	53.2%	37.7%	43.5%	53.9%
Bicycle	0.0%	0.4%	0.1%	0.0%	0.6%	0.7%	0.6%	1.3%	2.3%	0.9%	0.6%
Walked only	6.4%	13.3%	4.8%	4.0%	4.0%	3.7%	5.6%	2.9%	6.4%	5.7%	4.1%
Worked at home	2.6%	2.2%	1.6%	2.6%	2.5%	3.5%	3.5%	4.8%	6.1%	3.7%	4.4%
Did not go to work	5.7%	5.8%	5.5%	5.8%	6.4%	7.5%	7.4%	9.2%	6.9%	6.9%	7.9%
Other	3.2%	2.5%	7.8%	8.4%	7.2%	5.4%	4.2%	8.6%	8.8%	6.2%	6.7%
Total (excluding not stated)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Table 49 Community profile Overview – Stage 1 corridor (SA2s)**

	Westmead	Parramatta	Rose Hill	Silverwater	Sydney Olympic Park	North Strathfield	Burwood North	Five Dock	The Bays	Corridor	Greater Sydney
<b>Demographics (2016)</b>											
Population	35,983	51,485	61,402	18,730	18,730	24,843	46,399	20,444	13,987	257,499	4,823,987
Population Change (2006 to 2016)	+8,924	+14,701	+16,696	+9,629	+9,629	+12,331	+8,990	+2,550	+1,435	+65,734	+704,801
Males	17,918	26,542	32,897	9,913	9,913	12,212	22,265	9,649	6,670	129,276	2,376,766
Females	18,065	24,943	28,505	8,817	8,817	12,631	24,134	10,795	7,317	128,223	2,447,221
Males to Females	1.0	1.1	1.2	1.1	1.1	1.0	0.9	0.9	0.9	1.0	1.0
% of population aged 0 to 4	9.0 %	8.5 %	8.6 %	7.4 %	7.4 %	6.8 %	4.9 %	6.5 %	7.5 %	7.2 %	6.4 %
% of population aged 5 to 19	16.0 %	12.0 %	13.6 %	11.6 %	11.6 %	12.4 %	15.2 %	15.0 %	14.1 %	14.3 %	18.2 %
% of population aged 20 to 34	28.3 %	38.5 %	39.6 %	37.2 %	37.2 %	40.9 %	27.2 %	18.0 %	20.1 %	31.2 %	23.1 %
% of population aged 35 to 54	27.9 %	26.1 %	24.2 %	31.3 %	31.3 %	24.1 %	25.8 %	31.4 %	36.0 %	27.4 %	27.4 %
% of population aged 55 and over	18.8 %	14.8 %	14.1 %	12.5 %	12.5 %	15.8 %	26.9 %	29.2 %	22.3 %	19.8 %	24.8 %
Median age	33	32	31	33	33	31	37	41	38	33	36
<b>Cultural and Language Diversity (2016)</b>											
% of residents born in Australia	37.96 %	29.52 %	27.02 %	41.83 %	41.83 %	35.24 %	46.59 %	61.97 %	63.80 %	41.69 %	57.05 %
Most common ancestry	Indian (22.0 %)	Indian (15.9 %)	Indian (15.7 %)	Chinese (16.9 %)	Chinese (16.9 %)	Chinese (27.6 %)	Chinese (22.1 %)	English (17.1 %)	English (25.8 %)	English (14.3 %)	English (19.4 %)
Second most common ancestry	Australian (12.3 %)	Chinese (12.6 %)	English (13.7 %)	English (10.4 %)	English (10.4 %)	Australian (10.4 %)	Italian (12.6 %)	Australian (16.8 %)	Australian (19.4 %)	Australian (14.1 %)	Australian (18.1 %)
Third most common ancestry	English (11.8 %)	Australian (12.0 %)	Lebanese (8.5 %)	Korean (10.0 %)	Korean (10.0 %)	Australian (9.1 %)	Australian (11.4 %)	Australian (16.1 %)	Irish (11.0 %)	Chinese (11.4 %)	Chinese (7.8 %)
Fourth most common ancestry	Chinese (5.3 %)	Chinese (8.8 %)	English (7.4 %)	Australian (8.8 %)	Australian (8.8 %)	Korean (8.1 %)	Greek (7.0 %)	Irish (8.3 %)	Scottish (7.7 %)	Indian (6.0 %)	Irish (6.6 %)
Fifth most common ancestry	Irish (3.9 %)	Irish (4.7 %)	Australian (7.3 %)	Indian (3.8 %)	Indian (3.8 %)	Italian (5.8 %)	Irish (5.1 %)	Chinese (6.2 %)	Italian (4.1 %)	Irish (4.9 %)	Scottish (4.9 %)
Most common language spoken	English (35.1 %)	English (27.7 %)	English (18.7 %)	English (33.0 %)	English (33.0 %)	English (34.0 %)	English (43.0 %)	English (62.7 %)	English (77.2 %)	English (38.7 %)	English (58.4 %)
Second most common language spoken	Tamil (7.0 %)	Mandarin (8.5 %)	Arabic (10.5 %)	Korean (11.4 %)	Korean (11.4 %)	Mandarin (22.0 %)	Mandarin (17.3 %)	Italian (11.7 %)	Italian (2.2 %)	Mandarin (9.9 %)	Mandarin (4.7 %)
Third most common language spoken	Hindi (6.9 %)	Hindi (8.2 %)	Mandarin (8.8 %)	Mandarin (11.1 %)	Mandarin (11.1 %)	Korean (9.2 %)	Cantonese (7.1 %)	Mandarin (3.4 %)	Greek (1.5 %)	Arabic (4.4 %)	Arabic (4.0 %)
Fourth most common language spoken	Gujarati (5.4 %)	Gujarati (5.8 %)	Hindi (6.2 %)	Cantonese (4.8 %)	Cantonese (4.8 %)	Cantonese (6.6 %)	Italian (5.8 %)	Cantonese (2.4 %)	Mandarin (1.2 %)	Cantonese (4.3 %)	Cantonese (2.9 %)
Fifth most common language spoken	Telugu (4.3 %)	Arabic (4.8 %)	Nepali (4.9 %)	Arabic (2.7 %)	Arabic (2.7 %)	Italian (2.9 %)	Korean (2.9 %)	Greek (2.1 %)	Spanish (1.1 %)	Hindi (3.4 %)	Vietnamese (2.1 %)
% of residents who speak English well or very well (who don't speak English at home)	50.7 %	52.7 %	57.7 %	39.4 %	39.4 %	48.5 %	41.1 %	26.0 %	13.5 %	43.6 %	29.3 %
<b>Stability of Residence and Overseas Arrivals (2016)</b>											
% of population living at the same address as one year ago	71.9 %	63.5 %	67.1 %	57.2 %	57.2 %	67.4 %	75.0 %	76.7 %	70.6 %	70.1 %	76.6 %
% of population living at the same address as five years ago	41.5 %	32.4 %	37.8 %	25.9 %	25.9 %	35.5 %	50.7 %	53.5 %	45.8 %	42.3 %	53.2 %
% of residents overseas one year ago	5.4 %	8.3 %	7.8 %	3.3 %	3.3 %	6.0 %	4.2 %	1.4 %	2.1 %	4.9 %	2.5 %
% of residents overseas five years ago	19.5 %	27.0 %	27.5 %	12.8 %	12.8 %	23.9 %	15.0 %	4.8 %	7.8 %	17.8 %	8.9 %

	Westmead	Parramatta	Rose Hill	Silverwater	Sydney Olympic Park	North Strathfield	Burwood North	Five Dock	The Bays	Corridor	Greater Sydney
<b>Households (2016)</b>											
% Households in Couple with Children	42.8 %	33.2 %	37.3 %	31.6 %	31.6 %	31.3 %	34.6 %	32.5 %	29.9 %	34.9 %	37.4 %
% Households in Couple with No Children	21.5 %	24.0 %	22.5 %	30.6 %	30.6 %	29.5 %	26.1 %	26.0 %	27.6 %	25.0 %	23.8 %
% Households in One Parents	8.5 %	9.1 %	9.6 %	7.2 %	7.2 %	7.6 %	10.3 %	10.3 %	7.6 %	9.2 %	11.1 %
% Households in Other Family	1.7 %	2.1 %	2.3 %	1.6 %	1.6 %	2.0 %	1.8 %	1.3 %	1.2 %	1.8 %	1.4 %
% Households in Lone Person	21.4 %	23.8 %	19.3 %	23.3 %	23.3 %	18.8 %	19.6 %	25.8 %	27.6 %	22.0 %	21.6 %
% Households as Group Households	4.2 %	7.8 %	9.0 %	5.6 %	5.6 %	10.8 %	7.5 %	4.1 %	6.1 %	7.0 %	4.7 %
<b>Dwellings (2016)</b>											
Number of occupied dwellings	12,191	17,892	19,279	6,307	6,307	8,939	15,718	7,783	5,419	88,504	1,623,874
% as detached houses	34.2 %	13.7 %	25.8 %	14.3 %	14.3 %	26.0 %	43.6 %	39.0 %	18.5 %	30.5 %	56.9 %
% as semidetached houses	16.0 %	8.8 %	6.6 %	8.8 %	8.8 %	6.2 %	11.0 %	12.2 %	47.5 %	13.0 %	14.0 %
% as flats, units or apartments	49.1 %	75.9 %	66.0 %	76.7 %	76.7 %	67.2 %	43.6 %	47.4 %	32.3 %	55.3 %	28.1 %
% of dwellings owned outright	17.7 %	11.7 %	15.1 %	13.1 %	13.1 %	20.4 %	34.0 %	32.4 %	25.1 %	22.3 %	29.1 %
% of dwellings being purchased	27.3 %	20.0 %	21.1 %	34.0 %	34.0 %	29.3 %	26.6 %	28.6 %	33.4 %	26.7 %	33.2 %
% of dwellings being rented	50.9 %	64.5 %	59.3 %	50.9 %	50.9 %	47.8 %	36.3 %	36.3 %	39.0 %	47.7 %	34.1 %
Social Housing (%)	6.6 %	5.3 %	4.9 %	0.3 %	0.3 %	0.9 %	2.4 %	4.9 %	5.1 %	3.9 %	4.2 %
Average house loan repayment (\$/month)	\$1,846	\$1,577	\$1,488	\$2,055	\$2,055	\$2,031	\$2,103	\$2,337	\$2,676	\$1,953	\$2,009
Average household rent (\$/week)	\$404	\$413	\$401	\$525	\$525	\$571	\$524	\$530	\$598	\$467	\$462
Average household income (\$/week)	\$1,915	\$1,784	\$1,659	\$2,127	\$2,127	\$2,093	\$2,179	\$2,394	\$2,907	\$2,056	\$2,075
Average no. of persons per household	2.80	2.62	2.99	2.46	2.46	2.65	2.80	2.45	2.34	2.70	2.78
<b>Education (2016)</b>											
% of residents with a bachelor degree or above	42.4 %	41.8 %	34.1 %	37.9 %	37.9 %	45.8 %	34.9 %	33.1 %	45.0 %	37.7 %	28.3 %
% of residents with diploma or advanced diploma	8.2 %	8.6 %	8.3 %	8.5 %	8.5 %	8.6 %	9.3 %	10.1 %	9.4 %	8.8 %	9.3 %
% of residents with certificate III & IV	8.2 %	6.6 %	6.5 %	6.4 %	6.4 %	6.1 %	8.3 %	10.6 %	8.0 %	7.7 %	12.1 %
% of residents attending pre-school	6.5 %	4.7 %	4.3 %	3.9 %	3.9 %	3.8 %	4.1 %	6.7 %	6.4 %	4.8 %	5.5 %
% of residents attending primary school	28.1 %	18.0 %	19.1 %	14.7 %	14.7 %	16.3 %	20.0 %	27.9 %	27.7 %	21.2 %	25.6 %
% of residents attending secondary	15.4 %	11.7 %	12.7 %	9.1 %	9.1 %	11.7 %	17.6 %	17.9 %	14.8 %	14.5 %	19.9 %
% of residents attending technical or further educational institution	5.8 %	6.8 %	7.3 %	4.3 %	4.3 %	7.2 %	5.9 %	3.9 %	4.4 %	6.1 %	6.1 %
% of residents attending university or other tertiary institution	19.5 %	24.4 %	24.8 %	16.5 %	16.5 %	38.4 %	31.5 %	17.2 %	16.9 %	24.7 %	19.2 %
% of residents attending other type	3.2 %	5.1 %	5.8 %	3.0 %	3.0 %	4.6 %	4.4 %	2.7 %	2.8 %	4.2 %	3.3 %

	Westmead	Parramatta	Rose Hill	Silverwater	Sydney Olympic Park	North Strathfield	Burwood North	Five Dock	The Bays	Corridor	Greater Sydney
<b>Employment (2016)</b>											
Employed	16,731	24,895	27,398	9,058	9,058	12,507	22,160	10,391	7,709	123,536	2,272,727
% employment full time	70.4 %	70.3 %	63.9 %	73.4 %	73.4 %	69.2 %	63.5 %	68.3 %	71.9 %	67.5 %	65.1 %
% employed part time	25.0 %	25.3 %	31.1 %	22.3 %	22.3 %	26.1 %	31.8 %	26.9 %	23.8 %	27.8 %	30.0 %
Unemployment rate	7.9 %	9.0 %	10.4 %	5.5 %	5.5 %	7.2 %	6.5 %	4.1 %	3.6 %	7.3 %	6.0 %
Labour force participation rate	64.0 %	64.0 %	60.9 %	60.9 %	60.9 %	63.5 %	59.7 %	64.0 %	70.2 %	62.5 %	61.6 %
Employment-to-population	58.9 %	58.2 %	54.5 %	57.5 %	57.5 %	59.0 %	55.9 %	61.4 %	67.6 %	57.9 %	57.9 %
% employed in white collar occupations	75.6 %	73.7 %	63.6 %	81.8 %	81.8 %	81.9 %	79.0 %	83.1 %	87.4 %	76.5 %	73.2 %
% employed in blue collar occupations	22.3 %	24.2 %	33.6 %	16.2 %	16.2 %	16.0 %	18.7 %	15.1 %	10.7 %	21.3 %	24.8 %
<b>Industry of Employment (2016)</b>											
% of agriculture, forestry and fishing workers	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.1 %	0.2 %	0.4 %
% of mining workers	0.1 %	0.1 %	0.1 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.1 %	0.1 %	0.2 %
% of manufacturing workers	5.7 %	5.6 %	6.2 %	6.0 %	6.0 %	4.4 %	4.4 %	4.5 %	3.1 %	5.1 %	5.8 %
% of electricity, gas, water and waste services workers	0.7 %	0.7 %	0.6 %	0.8 %	0.8 %	0.6 %	0.6 %	0.7 %	0.4 %	0.6 %	0.8 %
% of construction workers	5.5 %	5.3 %	7.4 %	6.7 %	6.7 %	5.8 %	7.1 %	7.1 %	5.7 %	6.5 %	8.2 %
% of wholesale trade workers	3.9 %	4.0 %	3.5 %	5.5 %	5.5 %	4.2 %	3.7 %	3.7 %	3.5 %	3.8 %	3.6 %
% of retail trade workers	8.4 %	9.6 %	10.4 %	9.0 %	9.0 %	8.2 %	9.4 %	8.0 %	6.5 %	8.9 %	9.3 %
% of accommodation and food services workers	5.5 %	7.3 %	9.6 %	5.6 %	5.6 %	7.8 %	8.1 %	5.5 %	4.8 %	7.2 %	6.7 %
% of transport, postal and warehousing workers	4.8 %	5.1 %	5.9 %	4.3 %	4.3 %	3.3 %	3.7 %	3.9 %	2.8 %	4.3 %	5.0 %
% of information, media, and telecommunications workers	2.9 %	3.0 %	2.4 %	2.6 %	2.6 %	3.3 %	2.6 %	3.6 %	6.0 %	3.1 %	2.8 %
% of financial and insurance services workers	7.9 %	8.1 %	6.1 %	9.0 %	9.0 %	10.0 %	7.6 %	8.8 %	10.7 %	8.0 %	6.4 %
% of rental, hiring, and real estate services workers	1.1 %	1.3 %	1.2 %	2.7 %	2.7 %	3.4 %	2.8 %	3.0 %	2.5 %	2.1 %	1.9 %
% of professional, scientific, and technical services workers	12.4 %	14.5 %	11.3 %	10.3 %	10.3 %	13.5 %	10.6 %	12.6 %	16.9 %	12.1 %	9.8 %
% of administrative and support services workers	3.4 %	4.1 %	4.9 %	3.8 %	3.8 %	3.5 %	3.7 %	3.4 %	3.2 %	3.8 %	3.6 %
% of public administration and safety workers	5.7 %	5.3 %	4.1 %	5.4 %	5.4 %	5.0 %	4.7 %	5.8 %	5.8 %	5.2 %	5.5 %
% of education and training workers	7.1 %	5.6 %	4.1 %	6.9 %	6.9 %	7.0 %	8.6 %	9.0 %	8.5 %	7.2 %	8.0 %
% of health care and social assistance workers	16.1 %	10.8 %	11.1 %	11.0 %	11.0 %	9.9 %	11.7 %	10.1 %	9.7 %	11.7 %	11.6 %
% of arts and recreation services workers	1.1 %	1.2 %	1.0 %	2.0 %	2.0 %	1.5 %	1.5 %	2.1 %	2.7 %	1.6 %	1.7 %
% other services	2.9 %	2.6 %	2.8 %	2.9 %	2.9 %	2.8 %	3.4 %	3.8 %	3.0 %	3.1 %	3.6 %

	Westmead	Parramatta	Rose Hill	Silverwater	Sydney Olympic Park	North Strathfield	Burwood North	Five Dock	The Bays	Corridor	Greater Sydney
<b>Method of Travel to Work</b>											
% of residents that use Train	30.0 %	34.3 %	38.3 %	21.3 %	21.3 %	42.1 %	31.4 %	4.9 %	5.8 %	28.8 %	18.6 %
% of residents that use Bus	7.6 %	7.3 %	4.6 %	3.4 %	3.4 %	1.7 %	3.5 %	16.7 %	27.2 %	7.2 %	7.0 %
% of residents that use Ferry	0.0 %	0.0 %	0.0 %	1.3 %	1.3 %	0.1 %	2.0 %	4.2 %	0.8 %	0.9 %	0.5 %
% of residents that use Tram	0.0 %	0.1 %	0.1 %	0.1 %	0.1 %	0.1 %	0.2 %	0.5 %	2.1 %	0.4 %	0.2 %
% of residents that use Taxi	0.3 %	0.3 %	0.3 %	0.2 %	0.2 %	0.2 %	0.3 %	0.4 %	0.9 %	0.3 %	0.3 %
% of residents that use Car, as driver	51.8 %	43.2 %	44.1 %	63.5 %	63.5 %	45.1 %	51.7 %	63.0 %	46.7 %	50.5 %	61.0 %
% of residents that use Car, as passenger	3.7 %	3.9 %	4.7 %	4.1 %	4.1 %	3.1 %	3.6 %	4.0 %	3.9 %	3.9 %	4.5 %
% of residents that use Truck	0.7 %	0.5 %	0.7 %	0.5 %	0.5 %	0.4 %	0.7 %	0.6 %	0.4 %	0.6 %	1.0 %
% of residents that use Motorbike/scooter	0.4 %	0.4 %	0.4 %	0.5 %	0.5 %	0.5 %	0.6 %	1.3 %	1.8 %	0.6 %	0.8 %
% of residents that use Bicycle	0.3 %	0.6 %	0.3 %	0.8 %	0.8 %	0.7 %	0.7 %	1.2 %	3.4 %	0.9 %	0.8 %
% of residents that use Walked only	4.8 %	8.9 %	5.9 %	3.3 %	3.3 %	5.2 %	4.8 %	2.3 %	6.3 %	5.3 %	4.6 %
% of residents that use Other Mode	0.5 %	0.5 %	0.5 %	0.8 %	0.8 %	0.8 %	0.5 %	0.7 %	0.6 %	0.6 %	0.6 %

# Appendix B: Social Impact Assessment preliminary scoping

## Introduction to the scoping process

Scoping is the first stage of undertaking a Social Impact Assessment, as specified in the NSW Government SIA Guideline:

*‘When effectively carried out, scoping highlights what elements of the natural or human environment (“matters”) are expected to be impacted upon by activities associated with a... project (whether positively or negatively), how those impacts should be assessed and to what level of detail. It is used to focus the SIA on the most relevant and important issues for each project and ensures the scale of assessment required is proportionate to the importance of the expected impacts.’ (p.17).*

The methodology underpinning the approach to Social Impact Assessment scoping is identified in Figure 41 below.



**Figure 41 Overview of scoping methodology for social impacts**

Source: NSW DPIE, SIA Guideline, p.20.

The scoping phase of Social Impact Assessment, as specified in the NSW Government SIA Guideline, involves two distinct stages.

The first stage, as also explained in Section 2.2 of this technical paper, involves preliminary identification of all potential impacts for each social factor. This is followed by a screening of each of these potential impacts for each locality, to determine which impacts require a comprehensive assessment in the Stage 1 Social Impact Assessment phases (which forms the bulk of this report) – as shown in **Table 50** below.

The second stage of the scoping process involves further assessing: ‘whether the impact, without mitigation, is expected to cause a material effect, considering extent, duration, severity and sensitivity’<sup>21</sup> (Note: the definitions of these terms are listed in **Table 3** in **Section 2.0**).

<sup>21</sup> NSW DPIE, Social impact assessment guideline for state significant mining, petroleum production and extractive industry development, September 2017, p.35.

The outcomes of this assessment, undertaken for each social factor by each construction locality for the purposes of this report, are identified in **Table 51** to **Table 59** below. These scoping tables categorise characteristics of each impact based on best available information at the time of scoping.

The overall outcomes of the scoping exercise set out in this Appendix have informed the comprehensive Social Impact Assessment set out in this report.

**Table 50 Social Impact Assessment Scoping: preliminary assessment of impacts**

Definitions (section 1.1 of draft Guideline) – Aspects of Assessment	Level of assessment (desktop/standard/comprehensive)	Assessed in other technical papers	Potential project-wide social impacts	Locality-specific screening of potential social impacts
<p><b>Way of life</b> including:</p> <ul style="list-style-type: none"> <li>• How people live, e.g. how they get around, access to adequate housing</li> <li>• How people work, for example access to adequate employment, working conditions and/or practices</li> <li>• How people play (e.g. access to recreational activities)</li> <li>• People’s regular routines including how they interact with one another on a daily basis</li> </ul>	<p>Comprehensive – including desk-based research and secondary community-based research from project team</p>	<p>To a limited extent (e.g. potential transport access impacts included in Technical Paper 1: Transport and traffic)</p>	<p>Potential social impacts to way of life associated with:</p> <ul style="list-style-type: none"> <li>• Potential changes to daily or regular routines due to reduced amenity from construction noise, dust, vibration, particularly experienced by residential communities in close proximity to construction sites</li> <li>• Disruption to pedestrian and vehicle movements, e.g. due to establishment of hoarding, changed wayfinding and road blockages</li> <li>• Changes to daily routines, e.g. changed access to shops and local community facilities, reduced parking</li> <li>• Changes to access to shops and services, e.g. due to acquisition of property owned or leased by businesses</li> <li>• Loss of employment/livelihood due to acquisition of properties</li> <li>• Loss of foot traffic for retail businesses due to construction activity</li> <li>• Changed working environments due to disruption</li> </ul>	<ul style="list-style-type: none"> <li>• Westmead – Potential changes to daily living routines due to changes to access routes as a result of construction activities, including routes to Westmead Public School, potential noise impacts to Westmead Public School and potentially reduced amenity and enjoyment of the locality, temporary disruption to way of life associated with trenching activities.</li> <li>• Parramatta – Potential changes to daily living routines due to changes to access routes, reduced amenity and enjoyment of the locality, including during major events. Likely to be greater impacts due to high level of workers and visitors to these areas, temporary disruption to way of life associated with trenching activities.</li> <li>• Clyde – Potential changes to how the business community in the industrial precinct goes about their daily activities, increased traffic and associated noise.</li> <li>• Silverwater – Potential impacts to daily routines associated with increased traffic and associated noise, however it is noted that these impacts are likely to be minor as this area is primarily industrial and commercial.</li> <li>• Sydney Olympic Park – Potential impacts associated with changes to how attendees at events and other visitors to this site experience and access the regional recreation facilities in the locality.</li> <li>• North Strathfield – Potential changes to daily routines due to changes to streetscape along Queen Street, e.g. loss of parking. Potential noise impacts to nearby schools.</li> <li>• Burwood North – Potential changes to daily routines due to acquisition of some businesses, loss of the Pine Inn, a local community meeting place.</li> <li>• Five Dock – Potential changes to how the community meets daily living needs due to loss of premises in the local village centre, changes to pedestrian and</li> </ul>

Definitions (section 1.1 of draft Guideline) – Aspects of Assessment	Level of assessment (desktop/ standard/ comprehensive)	Assessed in other technical papers	Potential project-wide social impacts	Locality-specific screening of potential social impacts
				<p>vehicle routes, potentially reduced amenity and enjoyment of the town centre.</p> <ul style="list-style-type: none"> <li>• The Bays – Potential for limited impacts to daily activities due to traffic impacts, due to siting of construction site within an industrial precinct; temporary disruption to way of life in surrounding local streets along power supply route associated with trenching activities.</li> <li>• Stage 1 corridor (tunnelling) – potential for limited low or negligible impacts to way of life compared with surface works.</li> </ul>
<p><b>Community</b>, including its composition, cohesion, character, how it functions and sense of place</p>	<p>Comprehensive – including desk-based research and secondary community-based research from project team</p>	<p>To a limited extent (e.g. Technical Paper 3: Non-Aboriginal heritage and Technical Paper 4: Aboriginal Cultural Heritage Assessment Report)</p>	<p>Changes to the composition of the community are unlikely during Stage 1. However, there are potential social impacts to community associated with:</p> <ul style="list-style-type: none"> <li>• Changes to community character, e.g. changes to streetscape, access, businesses; increased numbers of workers and visitors in the area due to construction work activity</li> <li>• Changes to sense of place e.g. impacts to heritage items, loss of established businesses, changes to streetscape and urban fabric</li> <li>• Changes to how the community functions, e.g. indirect or direct impacts to existing social infrastructure which could change accessibility of services; loss of community meeting spaces</li> </ul>	<ul style="list-style-type: none"> <li>• Westmead– Potential localised impacts to community character associated with property acquisition, disruption to residential character of area. Impacts due to high level of construction workers, coming into a predominantly residential area.</li> <li>• Parramatta – Potential localised changes to community character and sense of place due to property acquisition, loss of some community meeting places (i.e. local shops and cafes).</li> <li>• Clyde – Potentially minor impacts due to limited pre-existing residential community in these areas. However, the Sydney Speedway (location on NSW Government owned land) is located in this locality and is a key entertainment venue and the relocation of this venue could result in impacts to sense of place.</li> <li>• Silverwater - Negligible impacts given the existing industrial and commercial character of the area. The site is currently vacant.</li> <li>• Sydney Olympic Park – Potential changes to community character likely to be limited due to non-residential nature of the locality. Potential impacts of an increase in the construction workforce would be limited given the largely temporary visitor population of this locality.</li> <li>• North Strathfield – Potential changes to local community character due to changes to the</li> </ul>

Definitions (section 1.1 of draft Guideline) – Aspects of Assessment	Level of assessment (desktop/standard/comprehensive)	Assessed in other technical papers	Potential project-wide social impacts	Locality-specific screening of potential social impacts
				<p>streetscape and sense of place in a residential community setting.</p> <ul style="list-style-type: none"> <li>• Burwood North – Potential changes to local community character due to changes to streetscape, loss of established businesses and community meeting place (i.e. the Pine Inn).</li> <li>• Five Dock – Potential changes to sense of place due to loss of established businesses, changes to streetscape and urban fabric, potential amenity impacts to key community gathering spaces (e.g. Fred Kelly Place, local cafes, Five Dock Library).</li> <li>• The Bays – Potential impacts to community character due to proximity of the site to White Bay Power Station.</li> <li>• Stage 1 corridor (tunnelling) - Negligible impacts to community associated with tunnelling activities along the corridor, due to the subsurface nature of the tunnelling works.</li> </ul>
<p><b>Access to and use of infrastructure, services and facilities</b>, whether provided by local, state, or federal governments, or by for-profit or not-for-profit organisations or volunteer groups</p>	<p>Comprehensive - including desk-based research and secondary community-based research from project team</p>	<p>To limited extents (e.g. transport access impacts in Technical Paper 1: Transport and traffic) and noise and vibration impacts in Technical Paper 2: Noise and vibration)</p>	<p>The impacts associated with this aspect of the assessment are likely to be highly site-specific, and rely on the mix of services, infrastructure and facilities at each locality.</p> <p>Potential social impacts associated with:</p> <ul style="list-style-type: none"> <li>• Changes to the accessibility of social infrastructure within walking distance of Stage 1, e.g. hoarding/construction activity that could disrupt access, or the visibility or sightlines to local community facilities</li> <li>• If reduced amenity is experienced within the social infrastructure (as a result of construction activity impacts such as noise or vibration), this could affect the useability of the facility</li> <li>• If there is a loss of venues, meeting and office spaces for community groups, with associated disruption to service provision, including for people experiencing disadvantage</li> <li>• Loss of / disruption to existing social infrastructure, with associated impacts on community interactions, social cohesion and social sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• Westmead – Construction site is located opposite Westmead Public School. Likely impacts associated with potential adjustments to transport infrastructure for people using the southern side of Westmead Station, or if travelling along roads in the vicinity which could affect those that access Westmead Public School and public transport in the locality. Some people accessing the major health infrastructure may be experiencing illness or disability, and could therefore be more sensitive to changes to access in the broader area.</li> <li>• Parramatta – Construction site is located close to community services, places of worship and public transport, as well as shops and services. Access to these facilities may be disrupted due to construction activity. In addition, there is limited parking in this area and Stage 1 includes demolition of a Council car parking station which had been planned for demolition in Council's strategy. The removal of these car parking spaces would put additional pressure on parking in the Parramatta CBD.</li> </ul>

Definitions (section 1.1 of draft Guideline) – Aspects of Assessment	Level of assessment (desktop/standard/comprehensive)	Assessed in other technical papers	Potential project-wide social impacts	Locality-specific screening of potential social impacts
				<ul style="list-style-type: none"> <li>• Clyde – Potential impacts associated with the relocation of Sydney Speedway (a key entertainment venue in the area) to a new location in Western Sydney.</li> <li>• Silverwater – Very minor impacts, as social infrastructure within walking distance of the site is 300m or further from the construction site.</li> <li>• Sydney Olympic Park – Minor potential impacts to the access of infrastructure and service provision at this site, which hosts a large number of activities across a range of venues each year, and loss of premises for the Figtree Conference Centre which includes a social enterprise to provide employment opportunities for people with mental illness.</li> <li>• North Strathfield – Construction site is located adjacent to two schools and local shops. Access to these facilities could be disrupted and reduced amenity from construction impacts could further impact the facilities.</li> <li>• Burwood North – Site is located close to schools, large public spaces (e.g. Cintra Park, Concord Oval), place of worship, a nursing home, as well as high traffic volumes along Parramatta Road. Use of some of these facilities could be disrupted due to amenity impacts associated with construction activity.</li> <li>• Five Dock – Construction site is located adjacent to Fred Kelly Place and close to Five Dock Library, a police station, two childcare centres, two schools and a large park. Use of some of these facilities could be disrupted due to reduced amenity from construction activity.</li> <li>• The Bays – Limited potential impacts, as this site is sited within an industrial precinct and has limited surrounding social infrastructure.</li> <li>• Stage 1 corridor (tunnelling) – Limited temporary potential for short-term disruption to facilities, services and infrastructure due to possible noise and vibration impacts.</li> </ul>

Definitions (section 1.1 of draft Guideline) – Aspects of Assessment	Level of assessment (desktop/standard/comprehensive)	Assessed in other technical papers	Potential project-wide social impacts	Locality-specific screening of potential social impacts
<b>Culture</b> , including shared beliefs, customs, values and stories, and connections to land, places, and buildings (including Aboriginal culture and connection to country)	Comprehensive – including desk-based research and secondary community-based research from project team	To some extent (e.g. cultural, archaeological and built environment heritage is assessed within the Technical Paper 3: Non-Aboriginal heritage and Technical Paper 4: Aboriginal Cultural Heritage Assessment Report	<p>Potential social impacts associated with:</p> <ul style="list-style-type: none"> <li>• Changes to community relationships to place due to the acquisition or disruption of some important community meeting places and/or businesses.</li> <li>• Impacts to culture associated with disruptions to access to spaces and places important to local Aboriginal people.</li> <li>• Impacts to culture associated with changes to use and access to heritage assets within each locality.</li> </ul>	<ul style="list-style-type: none"> <li>• Westmead – Potential impacts to local social ties due to the acquisition of properties with businesses and residential uses.</li> <li>• Parramatta CBD – Contains important non-Aboriginal and Aboriginal heritage which could potentially be affected by Stage 1.</li> <li>• Clyde - Impacts to community connection to place and shared histories associated with relocation of Sydney Speedway to a new site in Western Sydney.</li> <li>• Silverwater - Negligible given the existing industrial and commercial character of the area. The site is currently vacant.</li> <li>• Sydney Olympic Park – Potential temporary impacts to a portion of associated gardens within the curtilage of the heritage-listed abattoir.</li> <li>• North Strathfield – Potential impacts to connection to place associated with disruption to local character due to changes to Queen Street and the heritage gardens at the eastern entry to North Strathfield Station.</li> <li>• Burwood North – Potential impacts to connection to place associated with changes to streetscape, potential impacts to community facilities in this area.</li> <li>• Five Dock – Potential changes to localised sense of place due to impacts to some important community meeting places e.g. Fred Kelly Place.</li> <li>• The Bays – Potential community concerns due to proximity of the site to White Bay Power Station, a site with local community character and narratives.</li> <li>• Stage 1 corridor (tunnelling) - Negligible impacts, due to subsurface nature of tunnelling works.</li> </ul>

Definitions (section 1.1 of draft Guideline) – Aspects of Assessment	Level of assessment (desktop/ standard/ comprehensive)	Assessed in other technical papers	Potential project-wide social impacts	Locality-specific screening of potential social impacts
<b>Health and wellbeing,</b> including physical and mental health	Comprehensive – including desk-based research and secondary community-based research from project team	Generally not from a social wellbeing perspective – although some aspects assessed in Noise and Vibration Impact Assessment and Landscape and Visual Impact Assessment technical reports	<p>Potential social impacts associated with:</p> <ul style="list-style-type: none"> <li>• Possible impacts to health and wellbeing associated with impacts of elevated construction noise, dust and vibration, e.g. if sleep disturbance criteria is exceeded, or extended periods of noise levels which exceed criteria without respite.</li> <li>• If access to businesses providing key services (such as healthcare, pharmacy, access to fresh food e.g. groceries, supermarkets) is substantially reduced through property acquisition and access to alternatives are not available.</li> <li>• Potential impacts to healthy active lifestyles due to changes to street layout or wayfinding which may impact people’s choices to walk or undertake active transport, opportunities to participate in outdoor activities.</li> <li>• Potential changes which alter access arrangements to health infrastructure, e.g. medical centres, hospitals.</li> <li>• Potential impacts to wellbeing associated with compulsory property acquisition, uncertainty for businesses and residents affected by construction activity.</li> <li>• Potential for cumulative wellbeing impacts associated with ongoing construction with large infrastructure projects, property acquisition, businesses closing, particularly in areas affected by construction activity for other major transport projects such as WestConnex, Parramatta Light Rail and the planned future Western Harbour Tunnel.</li> </ul>	<ul style="list-style-type: none"> <li>• Westmead – Potential impacts to health and wellbeing associated with impacts of construction noise and vibration, potential cumulative wellbeing impacts to communities associated with other construction projects in the area.</li> <li>• Parramatta – Potential impacts to health and wellbeing associated with impacts of construction noise and vibration and ‘construction fatigue’ resulting from several redevelopment projects occurring within Parramatta CBD.</li> <li>• Clyde – Impacts likely to be limited due to existing industrial uses surrounding the site.</li> <li>• Silverwater – Negligible given the existing industrial and commercial character of the area. The site is currently vacant.</li> <li>• Sydney Olympic Park – Potential impacts associated with noise and vibration, as this is a 24 hour construction site.</li> <li>• North Strathfield – Potential health and wellbeing impacts due to construction noise and vibration impacts in an established, low density residential neighbourhood.</li> <li>• Burwood North – Potential impacts to health and wellbeing associated with construction noise and vibration, noting there is a local nursing home and hostel within 300m of the construction site.</li> <li>• Five Dock – Potential wellbeing impacts associated with compulsory property acquisition in the retail centre, reduced amenity of local community meeting places.</li> <li>• The Bays – Potential impacts associated with construction noise and vibration, however impacts are likely to be minimal as this site is within an industrial setting.</li> <li>• Stage 1 corridor (tunnelling) – Low potential for wellbeing impacts associated with construction and vibration from subsurface tunnelling activities.</li> </ul>

Definitions (section 1.1 of draft Guideline) – Aspects of Assessment	Level of assessment (desktop/ standard/ comprehensive)	Assessed in other technical papers	Potential project-wide social impacts	Locality-specific screening of potential social impacts
<p><b>Surroundings</b>, including access to and use of ecosystem services, public safety and security, access to and use of the natural and built environment, and its aesthetic value and/or amenity</p>	<p>Comprehensive - including desk-based research and secondary community-based research from project team</p>	<p>To some extent (e.g. transport access impacts in the Technical Paper 1: Transport and traffic, visual amenity impacts in Technical Paper 5 - Landscape and visual impact assessment, other sections in the Environmental Impact Statement such as property and land use impact assessment)</p>	<p>The potential impacts associated with this aspect of the assessment are likely to be highly site-specific and rely on the particular surroundings of each locality.</p> <p>Potential social impacts associated with:</p> <ul style="list-style-type: none"> <li>• Reduced amenity due to construction noise, dust, vibration, changes to the streetscape (e.g. hoarding), loss of aesthetic value of local areas</li> <li>• Safety impacts associated with changed sightlines, hoarding, changes to wayfinding which may reduce perceptions of safety, particularly at night</li> <li>• Perceived safety impacts where there is a large unfamiliar construction workforce in predominantly low density residential neighbourhoods:</li> </ul>	<ul style="list-style-type: none"> <li>• Westmead – Changes to appearance, streetscape and potentially the use of local surroundings associated with impacts to amenity due to construction, potential perceived safety impacts associated with influx of unfamiliar construction workers, temporary changes to the streetscape associated with trenching activities.</li> <li>• Parramatta – Reduced amenity due to construction noise, vibration and changes to the streetscape along a major retail spine in a CBD context, temporary changes to the streetscape associated with trenching activities.</li> <li>• Clyde - Likely to be limited impacts due to industrial uses surrounding site. There is currently no access to local open space surrounding the site.</li> <li>• Silverwater – Potential amenity impacts on homes and businesses associated with noise and vibration from truck impacts, however it is noted that closest residential community is about 250m away.</li> <li>• Sydney Olympic Park – Reduced amenity associated with changes to streetscape, noise, vibration, especially as this is a 24 hour construction site.</li> <li>• North Strathfield – Impacts to surroundings, streetscape and amenity associated with changes in established low density residential area.</li> <li>• Burwood North – Impacts to surroundings, streetscape and amenity.</li> <li>• Five Dock – Impacts to the surroundings and streetscape along the main thoroughfare in the village town centre and reduced amenity for the local centre, potential safety impacts associated with changed sightlines, and changes to wayfinding.</li> <li>• The Bays – Potential visual and noise amenity impacts due to construction, some short-term and temporary changes to the streetscape associated with trenching activities.</li> <li>• Stage 1 corridor (tunnelling) – Negligible impacts on surroundings due to subsurface tunnelling activities.</li> </ul>

Definitions (section 1.1 of draft Guideline) – Aspects of Assessment	Level of assessment (desktop/ standard/ comprehensive)	Assessed in other technical papers	Potential project-wide social impacts	Locality-specific screening of potential social impacts
<p><b>Personal and property rights</b>, including whether their economic livelihoods are affected, and whether they experience personal disadvantage or have their civil liberties affected</p>	<p>Comprehensive – on the basis of desk-based information and secondary community-based research from project team</p>	<p>To a limited extent – e.g. Property and Land use, Business impacts</p>	<p>Potential social impacts associated with:</p> <ul style="list-style-type: none"> <li>• Potential negative social impacts associated with property acquisition, including distress and disruption to landowners.</li> <li>• Potential negative social impacts associated with perceived impacts to housing, e.g. potential for cracking of houses associated with vibration from nearby construction sites.</li> <li>• Potential negative impacts on businesses likely to be disrupted by the Stage 1 construction phase.</li> </ul>	<ul style="list-style-type: none"> <li>• Westmead – Potential perceived impacts to personal and property rights associated with acquisition of properties, potential property impacts of construction (e.g. vibration impacts to homes).</li> <li>• Parramatta - Potential perceived impacts to personal and property rights associated with acquisition of properties, potential property impacts of construction (e.g. vibration impacts to businesses).</li> <li>• Clyde - Potential perceived impacts to personal and property rights associated with acquisition of properties.</li> <li>• Silverwater– Potential perceived impacts to personal and property rights associated with acquisition of one property – the impact at this site would be limited as the site is currently vacant.</li> <li>• Sydney Olympic Park - Potential perceived impacts to personal and property rights associated with acquisition of properties.</li> <li>• North Strathfield – Limited impacts as there would be no property acquisition in this locality, however there may be the potential for perceived impacts to properties through construction.</li> <li>• Burwood North – Potential perceived impacts to personal and property rights associated with acquisition of properties.</li> <li>• Five Dock - Potential perceived impacts to personal and property rights associated with acquisition of properties, including premises of businesses important to the community.</li> <li>• The Bays – Limited impacts, as there would be no acquisition of private property at this site, however, there may be perceived impacts to properties associated with construction (e.g. cosmetic damage due to vibration).</li> <li>• Stage 1 corridor (tunnelling) – Potential perceived impacts associated with subsurface property acquisition.</li> </ul>

Definitions (section 1.1 of draft Guideline) – Aspects of Assessment	Level of assessment (desktop/standard/comprehensive)	Assessed in other technical papers	Potential project-wide social impacts	Locality-specific screening of potential social impacts
<p><b>Decision making systems</b>, particularly the extent to which they can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms</p>	Not to be assessed	(N/A)	<p>Stage 1 follows the statutory process under the <i>Environmental Planning and Assessment Act 1979</i> and opportunities would be provided for the community to have their say and provide input into the project:</p> <ul style="list-style-type: none"> <li>• A community survey was conducted in November-December 2019</li> <li>• The Stage 1 EIS once lodged with the Department of Planning, Industry and Environment, would be placed on public exhibition and the community would be able to review the documentation and make submissions on the project</li> <li>• Subsequent construction stages include the management of community complaints via the Overarching Community Communication Strategy.</li> </ul>	N/A
<p><b>Fears and aspirations</b> related to one or a combination of the above, or about the future of their community</p>	Comprehensive – as far as possible based on desk-based research and secondary community-based research from project team	No	<p>Potential social impacts associated with:</p> <ul style="list-style-type: none"> <li>• Potential concern about impacts to housing and whether existing residential flat buildings and other housing can withstand possible impacts associated with vibration from construction or tunnelling.</li> <li>• Potential negative impacts associated with concerns about disruption to the fine grain of the local community, social ties, and potential long term changes to the fabric of the community.</li> <li>• Potential concerns associated with uncertainty about urban renewal, and apprehension about significant changes to the local community.</li> <li>• Potential positive impacts and aspirations associated with perceived investment in the local community, improved future transport connections and the potential for transformation of the area.</li> </ul>	<ul style="list-style-type: none"> <li>• Westmead – Potential concern about uncertainty regarding urban renewal in the area.</li> <li>• Parramatta – Potential concern about uncertainty regarding urban renewal in the area.</li> <li>• Clyde – Potential concern about uncertainty around the future of the area, potential concerns regarding contamination of the site due to historical heavy industrial uses in the area over a long period.</li> <li>• Silverwater– Negligible given the existing industrial and commercial character of the area, and the future function of the site (as a service facility) would not change the character of the area.</li> <li>• Sydney Olympic Park – Potential positive impacts associated with perceived investment in the area.</li> <li>• North Strathfield – Potential for concerns about possible disruption to existing character of the area, possibility of potential impacts to housing due to construction impacts e.g. cosmetic damage due to vibration impacts.</li> <li>• Burwood North – Potential concerns associated with potential impacts to housing due to</li> </ul>

Definitions (section 1.1 of draft Guideline) – Aspects of Assessment	Level of assessment (desktop/ standard/ comprehensive)	Assessed in other technical papers	Potential project-wide social impacts	Locality-specific screening of potential social impacts
				<p>construction activities.</p> <ul style="list-style-type: none"> <li>• Five Dock – Potential for concerns about possible disruption to local community character, concerns about impacts to local social infrastructure and concerns about the redevelopment that may follow construction of a metro station.</li> <li>• The Bays – Potential for concerns about potential changes to the local community composition and character, concerns about damage to White Bay Power Station.</li> <li>• Stage 1 corridor (tunnelling) – Potential concerns and uncertainty regarding potential disruption to amenity and whether damage to structures would occur from tunnelling works.</li> </ul>
<p><b>Cumulative impacts</b> – the successive, incremental and combined impacts (both positive and negative) of activities on society, the economy and the environment.</p>	<p>Comprehensive – as far as possible based on desk-based research and secondary community-based research from project team</p>	<p>Cumulative impacts have been assessed for each environmental aspect in respective technical papers or EIS chapters.</p>	<p>Potential social impacts associated with:</p> <ul style="list-style-type: none"> <li>• Cumulative sense of disruption, frustration and inconvenience associated with simultaneous or consecutive construction works. Community sensitivity to impacts may be increased by the number of other major construction projects underway in some localities.</li> <li>• Potential ‘engagement fatigue’ associated with cumulative impacts of various consultation processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Westmead – Potential cumulative impacts associated with cumulative impacts of Parramatta Light Rail (Stage 1), Westmead Hospital redevelopment and other projects.</li> <li>• Parramatta – Potential cumulative impacts associated with Parramatta Light Rail (Stage 1), Parramatta Square urban renewal project and other development projects.</li> <li>• Clyde – Potential cumulative impacts associated with concurrent major construction projects e.g. Clyde Terminal Conversion Project and Parramatta Light Rail (Stage 1).</li> <li>• Silverwater - Negligible given the construction works at the site would not interrelate with other major projects in the broader area surrounding the locality.</li> <li>• Sydney Olympic Park – Potential cumulative impacts related to ongoing transformation of the precinct in line with Sydney Olympic Park Masterplan.</li> <li>• North Strathfield – Potential cumulative impacts related to recently completed North Strathfield</li> </ul>

Definitions (section 1.1 of draft Guideline) – Aspects of Assessment	Level of assessment (desktop/ standard/ comprehensive)	Assessed in other technical papers	Potential project-wide social impacts	Locality-specific screening of potential social impacts
				<p>Station Transport Accessibility Upgrade project.</p> <ul style="list-style-type: none"> <li>• Burwood North – Potential cumulative impacts regarding 'engagement fatigue', as a section of WestConnex M4 East project was recently completed close to this site.</li> <li>• Five Dock – Limited potential cumulative impacts as there are no major construction projects nearby.</li> <li>• The Bays – Potential cumulative impacts associated with concurrent construction projects, e.g. redevelopment of The Bays Precinct, WestConnex M4-M5 link, planned future Western Harbour Tunnel.</li> <li>• Stage 1 corridor (tunnelling) – Cumulative impacts associated with key tunnelling projects along the corridor, e.g. WestConnex and planned future Western Harbour Tunnel project.</li> </ul>

**Table 51 Westmead metro station construction site locality: scoping table**

Social factor	Duration	Extent	Severity	Sensitivity
Way of life	Short term/ temporary	Locality	Low	Moderate
Community	Short term/ temporary	Locality	Low	Moderate
Access to and use of infrastructure, services and facilities	Short term/ temporary	Locality Suburb level Regional level	Moderate	Moderate
Culture	Short term/ temporary	Locality	Low	Moderate
Health and wellbeing	Short term/ temporary	Locality	Low	High
Surroundings	Short term/ temporary	Locality	Low	Moderate
Personal and property rights	Short term/ temporary	Locality	Moderate	Moderate
Fears and aspirations	Short term/ temporary	Locality Suburb level	Low	High
Cumulative impacts	Short term/ temporary	Locality Suburb level	Moderate	High

**Table 52 Parramatta metro station construction site locality: scoping table**

Social factor	Duration	Extent	Severity	Sensitivity
Way of life	Short term/ temporary	Locality Suburb level	Low	Moderate
Community	Short term/ temporary	Locality Suburb level	Low	Moderate
Access to and use of infrastructure, services and facilities	Short term/ temporary	Locality Suburb level Regional level	Moderate	Moderate
Culture	Short term/ temporary	Locality Suburb level	Low	Moderate
Health and wellbeing	Short term/ temporary	Locality	Low	Moderate
Surroundings	Short term/ temporary	Locality	Low	Moderate
Personal and property rights	Short term/ temporary	Locality	Moderate	Moderate

Social factor	Duration	Extent	Severity	Sensitivity
Fears and aspirations	Short term/ temporary	Locality Suburb level	Low	Moderate
Cumulative impacts	Short term/ temporary	Locality Suburb level	Moderate	High

**Table 53 Clyde stabling and maintenance facility construction site locality: scoping table**

Social factor	Duration	Extent	Severity	Sensitivity
Way of life	Short term/ temporary	Locality	Low	Low
Community	Short term/ temporary	Locality	Low	Low
Access to and use of infrastructure, services and facilities	Short term/ temporary	Locality	Moderate	Low
Culture	Short term/ temporary	Locality Suburb level Region	Moderate	Low
Health and wellbeing	Short term/ temporary	Locality	Low	Low
Surroundings	Short term/ temporary	Locality	Low	Low
Personal and property rights	Short term/ temporary	Locality	Low	Low
Fears and aspirations	Short term/ temporary	Locality	Low	Low
Cumulative impacts	Short term/ temporary	Locality	Low	Low

**Table 54 Silverwater services facility construction site locality: scoping table**

Social factor	Duration	Extent	Severity	Sensitivity
Way of life	Short term/ temporary	Locality	Low	Low
Community	Short term/ temporary	Locality	Low	Low
Access to and use of infrastructure, services and facilities	Short term/ temporary	Locality	Low	Low
Culture	Short term/ temporary	Locality	Low	Low
Health and wellbeing	Short term/ temporary	Locality	Low	Low
Surroundings	Short term/ temporary	Locality	Low	Low
Personal and property rights	Short term/ temporary	Locality	Low	Low
Fears and aspirations	Short term/ temporary	Locality	Low	Low
Cumulative impacts	Short term/ temporary	Locality	Low	Low

**Table 55 Sydney Olympic Park metro station construction site locality: scoping table**

Social factor	Duration	Extent	Severity	Sensitivity
Way of life	Short term/ temporary	Locality	Low	Low
Community	Short term/ temporary	Locality	Low	Low
Access to and use of infrastructure, services and facilities	Short term/ temporary	Locality	Low	Low
Culture	Short term/ temporary	Locality Suburb level	Low	Low
Health and wellbeing	Short term/ temporary	Locality	Low	Low
Surroundings	Short term/ temporary	Locality	Low	Low
Personal and property rights	Short term/ temporary	Locality	Moderate	Low

Social factor	Duration	Extent	Severity	Sensitivity
Fears and aspirations	Short term/ temporary	Locality Suburb level	Low	Low
Cumulative impacts	Short term/ temporary	Locality Suburb level	Moderate	Low

**Table 56 North Strathfield metro station construction site locality: scoping table**

Social factor	Duration	Extent	Severity	Sensitivity
Way of life	Short term/ temporary	Locality Suburb level	Moderate	Moderate
Community	Short term/ temporary	Locality Suburb level	Low	Moderate
Access to and use of infrastructure, services and facilities	Short term/ temporary	Locality Suburb level	Low	Moderate
Culture	Short term/ temporary	Locality	Low	Low
Health and wellbeing	Short term/ temporary	Locality	Low	Low
Surroundings	Short term/ temporary	Locality	Moderate	Moderate
Personal and property rights	Short term/ temporary	Locality	Low	Low
Fears and aspirations	Short term/ temporary	Locality Suburb level	Low	Moderate
Cumulative impacts	Short term/ temporary	Locality	Low	Low

**Table 57 Burwood North Station construction site locality: scoping table**

Social factor	Duration	Extent	Severity	Sensitivity
Way of life	Short term/ temporary	Locality Suburb level	Moderate	Moderate
Community	Short term/ temporary	Locality Suburb level	Low	Moderate
Access to and use of infrastructure, services and facilities	Short term/ temporary	Locality Suburb level	Low	Moderate
Culture	Short term/ temporary	Locality	Moderate	Moderate
Health and wellbeing	Short term/ temporary	Locality	Moderate	Moderate
Surroundings	Short term/ temporary	Locality	Moderate	Moderate
Personal and property rights	Short term/ temporary	Locality	Moderate	Moderate
Fears and aspirations	Short term/ temporary	Locality Suburb level	Moderate	Moderate
Cumulative impacts	Short term/ temporary	Locality	Moderate	Moderate

**Table 58 Five Dock Station construction site locality: scoping table**

Social factor	Duration	Extent	Severity	Sensitivity
Way of life	Short term/ temporary	Locality Suburb level	High	Moderate
Community	Short term/ temporary	Locality Suburb level	Moderate	Moderate
Access to and use of infrastructure, services and facilities	Short term/ temporary	Locality Suburb level	Moderate	Moderate
Culture	Short term/ temporary	Locality Suburb level	Moderate	Moderate
Health and wellbeing	Short term/ temporary	Locality	Moderate	Moderate
Surroundings	Short term/ temporary	Locality	High	Moderate
Personal and property rights	Short term/ temporary	Locality	Moderate	High

Social factor	Duration	Extent	Severity	Sensitivity
Fears and aspirations	Short term/ temporary	Locality Suburb level	Moderate	Moderate
Cumulative impacts	Short term/ temporary	Locality	Moderate	Moderate

**Table 59 The Bays Station construction site locality: scoping table**

Social factor	Duration	Extent	Severity	Sensitivity
Way of life	Short term/ temporary	Locality	Low	Low
Community	Short term/ temporary	Locality	Low	Moderate
Access to and use of infrastructure, services and facilities	Short term/ temporary	Locality	Low	Low
Culture	Short term/ temporary	Locality Suburb level	Low	Moderate
Health and wellbeing	Short term/ temporary	Locality	Low	Moderate
Surroundings	Short term/ temporary	Locality	Low	Low
Personal and property rights	Short term/ temporary	Locality	Low	Low
Fears and aspirations	Short term/ temporary	Locality Suburb level	Low	Moderate
Cumulative impacts	Short term/ temporary	Locality	Moderate	Moderate

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# Appendix C: Comparative impact test: Review of national and international metro projects

## Introduction

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

Evidence from the following comparable projects has been reviewed:

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

Project documentation references are provided at Section 2.4.

The social impacts identified through a scan of this literature are summarised in Table 60. It is noted that as this discussion of social impacts is based on a concise desktop review, it is possible that some projects generated additional social impacts that have not been reported, and therefore identified in this report.

**Table 60 Summary of social impacts in comparable metro projects**

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

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

#### Wellbeing, amenity and way of life

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

### Accessibility and connectivity – access to community infrastructure

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

### Community character and surroundings

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

### Community fears and aspirations

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

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

### Wellbeing, amenity and way of life

- Early community consultation was a common activity across the reviewed projects to provide citizen input on construction effects, record complaints and inform and involve the community throughout the construction and design. This was intended to help mitigate community concerns and fears, as well as to work with the community to mitigate negative construction impacts. It was implemented through various mechanisms, some of which included:
  - The Second Avenue Subway expansion opened a Community Information Centre serving as a one-stop-shop for information for affected residents, providing them with an opportunity to speak with the project team. People were able to file complaints with the CIC, as well as work with them on access management.
  - The Melbourne Metro partnered with the University of Melbourne and RMIT to identify opportunities to integrate construction activities with existing courses, enhancing the opportunities available to students. It also undertook an extensive community engagement program ensuring residents received advance warning of out of hours works and the community were consulted on parking and traffic impacts.
  - Brisbane Cross River Rail engaged with local community groups and residents, and created a 24/7 community phone line to speak with the project team and lodge complaints.
  - The Auckland City Rail Link formed a Community Liaison Group (CLG) and established a 24/7 helpdesk line.

- California High Speed Rail formed a Community Working Group and provided information through public forums, the media, online and social media, newsletter, maps, events and factsheets.
- The Crossrail project established a 'Target Zero' initiative to ensure the Health and Safety standard across the programme. The initiative was based on three core principals and five golden rules to protect workers from unsafe working conditions.
- Various plans were created to ensure the construction impacts were mitigated as best possible, including creating a detailed traffic management plan for each precinct as seen in the Melbourne Metro. Examples of these management measures include operating the majority of truck movements outside of peak periods, designating construction haulage routes away from local street networks and identifying ways of moving excavated material away from construction work sites and onto arterial roads as quickly and efficiently as possible.

#### Co-design of mitigation measures

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

#### Accessibility and connectivity – access to community infrastructure

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

#### Community character and surroundings

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

### Community fears and aspirations

- The Melbourne Metro project is implementing a range of mitigation measures aimed to provide the community with greater certainty, expectations and information about the project. This includes early community engagement and easily contactable members of the project team 24/7, appointing a social worker to assist with households moving, providing a central point of contact for affected households, consulting with the community on how the design will align with the concept design, and approaching relocation on a case-by-case basis.
- The Crossrail project developed a schools-based engagement program to build community partnerships and minimise impacts on the local community.
- The Bogota project developed a program of information and participation of groups of interest. The contractor is responsible for permanent community relations and implementation of the Environmental and Social Management Plan.
- Nearly all projects included clear and timely communication with communities about construction plans and processes which is essential to mitigate community fears and manage expectations. Engagement strategies included means for community members to express concerns, including through direct contact hotlines etc.

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# Appendix D: Stakeholder mapping

The following section provides an overview of the community stakeholders identified within each locality, by stakeholder group, including:

- State government agencies and departments,
- Local government,
- Special interest groups,
- Community stakeholders.

The purpose of this stakeholder mapping exercise is to identify the key stakeholders to engage with. The SIA Guideline states:

*‘The analysis of stakeholders will be an important factor in deciding the level/s and engagement techniques needed for the SIA.’ (p.13)*

The outcomes of this stakeholder mapping exercise are identified in Table 61 to Table 70.

## Community stakeholders – Stage 1 corridor

**Table 61 Map of Corridor-wide key stakeholders**

Stakeholder group	Details
State Government Agencies and Departments	<ul style="list-style-type: none"> <li>• Department of Planning, Industry and Environment</li> <li>• Greater Sydney Commission</li> <li>• Other parts of Transport for NSW</li> <li>• Infrastructure NSW</li> <li>• Port Authority of NSW</li> <li>• NSW Environment Protection Authority</li> <li>• NSW Treasury</li> <li>• NSW Department of Education</li> <li>• NSW Health</li> <li>• Sydney Olympic Park Authority</li> </ul>
Local Government	<ul style="list-style-type: none"> <li>• Cumberland Council</li> <li>• City of Parramatta</li> <li>• City of Canada Bay</li> <li>• Municipality of Strathfield</li> <li>• Municipality of Burwood</li> <li>• Inner West Council</li> </ul>
Special Interest Groups	<ul style="list-style-type: none"> <li>• Southern Sydney Regional Organisation of Councils</li> <li>• Westmead Alliance</li> <li>• Sydney Business Chamber</li> <li>• Royal Agricultural Society</li> <li>• Committee for Economic Development of Australia</li> <li>• Infrastructure Partnerships Australia</li> <li>• Sydney Olympic Park Business Association</li> <li>• Tourism Accommodation Australia</li> <li>• Urban Taskforce</li> <li>• Local Aboriginal Land Councils</li> </ul>

Stakeholder group	Details
	<ul style="list-style-type: none"> <li>• Public Utilities</li> <li>• Sporting Associations</li> <li>• Media</li> </ul>
Community stakeholders	<ul style="list-style-type: none"> <li>• Local businesses</li> <li>• Residents' action groups</li> <li>• Industry groups and peak organisations</li> </ul>

### Community stakeholders – Westmead metro station

**Table 62 Westmead metro station locality- key stakeholders**

Stakeholder Group	Details
Local Government and Peak Agencies	<ul style="list-style-type: none"> <li>• City of Parramatta City Council</li> <li>• Cumberland Council</li> <li>• The Westmead Alliance</li> </ul>
Elected Members	<ul style="list-style-type: none"> <li>• State and Federal MPs</li> <li>• Mayor and Councillors – City of Parramatta</li> <li>• Mayor and Councillors – Cumberland Council</li> </ul>
Businesses	Refer to Business Impact Assessment
Schools and Education	<ul style="list-style-type: none"> <li>• University of Western Sydney</li> <li>• Westmead Public School</li> <li>• Sacred Heart School</li> <li>• Marist High School</li> <li>• Catherine McAuley</li> <li>• Mother Teresa Primary</li> <li>• Redbank School</li> <li>• Palm Avenue School</li> </ul>
Health and Medical	<ul style="list-style-type: none"> <li>• Westmead Hospital</li> <li>• Hospitals and medical facilities throughout the precinct</li> </ul>
Places of Worship	<ul style="list-style-type: none"> <li>• Sacred Heart Church</li> <li>• Barnabas Anglican</li> <li>• Heberon Chinese Church</li> <li>• Westmead Church</li> <li>• The Way to Christ Church</li> <li>• Westmead Hospital Chapel</li> </ul>
Community Groups	Parramatta Chamber of Commerce

**Community stakeholders – Parramatta metro station construction site****Table 63 Parramatta metro station construction site locality – key stakeholders**

Stakeholder Group	Details
Local Government and Peak Agencies	<ul style="list-style-type: none"> <li>Parramatta City Council</li> </ul>
Elected Members	<ul style="list-style-type: none"> <li>State and Federal MPs</li> <li>Mayor and Councillors – City of Parramatta</li> </ul>
Businesses	<ul style="list-style-type: none"> <li>Refer to Business Impact Assessment</li> </ul>
Schools and Education	<ul style="list-style-type: none"> <li>Western Sydney University Campus</li> <li>Western Sydney University</li> <li>Nuvocca Beauty College</li> <li>Trison Business College</li> <li>Front Runner Learning Centre</li> <li>Navitas English School</li> <li>UNE – Church Street</li> <li>Warakirri College</li> <li>Parramatta Public School</li> <li>Arthur Phillip High School</li> <li>Saturday School Of Community Languages Arthur Phillip</li> <li>Parramatta Early Childhood Centre</li> </ul>
Health and Medical	<ul style="list-style-type: none"> <li>Parramatta Community Health Centre</li> <li>Teaches Health Centre Parramatta</li> <li>Cancer Council NSW</li> </ul>
Places of Worship	<ul style="list-style-type: none"> <li>St John's Cathedral</li> <li>St John's Anglican Cathedral Church</li> <li>Leigh Memorial Church/Parramatta Mission</li> <li>The Fellowship Centre</li> <li>Parramatta Mosque</li> </ul>
Community Groups	<ul style="list-style-type: none"> <li>Parramatta Chamber of Commerce</li> <li>North Parramatta Residents Action Group</li> </ul>

**Community stakeholders – Clyde stabling and maintenance facility construction site****Table 64 Clyde stabling and maintenance facility construction site locality - key stakeholders**

Stakeholder Group	Details
Local Government and Peak Agencies	<ul style="list-style-type: none"> <li>Parramatta City Council</li> </ul>
Elected Members	<ul style="list-style-type: none"> <li>State and Federal MPs</li> <li>Mayor and Councillors – City of Parramatta</li> </ul>
Businesses	<ul style="list-style-type: none"> <li>Australian Turf Club</li> <li>Sydney Speedway</li> </ul>
Schools and Education	<ul style="list-style-type: none"> <li>Rosehill Public School</li> <li>Fun2Learn ELC</li> <li>Little angels Kindergarten</li> <li>Rosehill Public School Preschool</li> </ul>
Health and Medical	<ul style="list-style-type: none"> <li>Nil</li> </ul>

Stakeholder Group	Details
Places of Worship	<ul style="list-style-type: none"> <li>Shri Swaminarayan Hindu Mandir Baps</li> </ul>
Community Groups	<ul style="list-style-type: none"> <li>Parramatta Chamber of Commerce</li> </ul>

### Community stakeholders – Silverwater services facility construction site

**Table 65 Silverwater service facility construction site locality- key stakeholders**

Stakeholder Group	Details
Local Government and Peak Agencies	<ul style="list-style-type: none"> <li>Paramatta City Council</li> </ul>
Elected Members	<ul style="list-style-type: none"> <li>State and Federal MPs</li> <li>Mayor and Councillors – City of Parramatta</li> </ul>
Businesses	<ul style="list-style-type: none"> <li>Refer to Business Impacts Assessment</li> </ul>
Schools and Education	<ul style="list-style-type: none"> <li>Young Academics ELC</li> </ul>
Health and Medical	<ul style="list-style-type: none"> <li>Nil</li> </ul>
Places of Worship	<ul style="list-style-type: none"> <li>C3 Church Silverwater</li> <li>Sydney Korean Catholic Church</li> </ul>
Community Groups	<ul style="list-style-type: none"> <li>Parramatta Chamber of Commerce</li> </ul>

### Community stakeholders – Sydney Olympic Park metro station construction site

**Table 66 Sydney Olympic Park metro station construction site locality – Key stakeholders**

Stakeholder Group	Details
Local Government and Peak Agencies	<ul style="list-style-type: none"> <li>Parramatta City Council</li> <li>NSW Institute of Sport</li> </ul>
Elected Members	<ul style="list-style-type: none"> <li>State and Federal MPs</li> <li>Mayor and Councillors – City of Parramatta</li> </ul>
Businesses	<ul style="list-style-type: none"> <li>Figtree Conference Centre</li> <li>Surrounding Hotels (Pullman, Novotel, Ibis)</li> <li>Refer to Business Impact Assessment</li> </ul>
Schools and Education	<ul style="list-style-type: none"> <li>SP Jain School of Management</li> </ul>
Health and Medical	<ul style="list-style-type: none"> <li>Nil</li> </ul>
Places of Worship	<ul style="list-style-type: none"> <li>Nil</li> </ul>
Community Groups	<ul style="list-style-type: none"> <li>Flourish Australia</li> </ul>

**Community stakeholders – North Strathfield metro station construction site****Table 67 North Strathfield metro station construction site locality - key stakeholders**

Stakeholder Group	Details
Local Government and Peak Agencies	<ul style="list-style-type: none"> <li>City of Canada Bay</li> </ul>
Elected Members	<ul style="list-style-type: none"> <li>State and Federal MPs</li> <li>Mayor and Councillors – Canada Bay Council</li> </ul>
Businesses	<ul style="list-style-type: none"> <li>Refer to Business Impact Assessment</li> </ul>
Schools and Education	<ul style="list-style-type: none"> <li>The McDonald College</li> <li>Our Lady of the Assumption Catholic Primary School</li> <li>Strathfield North Public School</li> <li>Montessori North Strathfield</li> <li>Shiny Star Play Centre</li> <li>Lighthouse Childcare</li> <li>Papilio ELC</li> </ul>
Health and Medical	<ul style="list-style-type: none"> <li>Station Family Practice</li> <li>Banter Speech Therapy</li> </ul>
Places of Worship	<ul style="list-style-type: none"> <li>St Stephen's Presbyterian Church</li> </ul>
Community Groups	<ul style="list-style-type: none"> <li>North Strathfield Residents Group</li> <li>Save North Strathfield Residents Action Group</li> <li>North Strathfield Residents Action Group</li> </ul>

**Community stakeholders – Burwood North Station construction site****Table 68 Burwood North Station construction site locality - key stakeholders**

Stakeholder Group	Details
Local Government and Peak Agencies	<ul style="list-style-type: none"> <li>Burwood City Council</li> <li>City of Canada Bay</li> </ul>
Elected Members	<ul style="list-style-type: none"> <li>State and Federal MPs</li> <li>Mayor and Councillors – Canada Bay Council</li> <li>Mayor and Councillors – Burwood City Council</li> </ul>
Businesses	<ul style="list-style-type: none"> <li>Refer to Business Impact Assessment</li> </ul>
Schools and Education	<ul style="list-style-type: none"> <li>Southern Cross Catholic Vocational College</li> <li>MLC Primary School</li> <li>St Mary's Primary School</li> <li>Smooosh Concord</li> </ul>
Health and Medical	<ul style="list-style-type: none"> <li>Concord Private Hospital</li> <li>St Marys Villa Nursing Home and Hostel</li> </ul>
Places of Worship	<ul style="list-style-type: none"> <li>St Luke's Anglican Church</li> <li>St Marys Catholic Parish</li> </ul>
Community Groups	<ul style="list-style-type: none"> <li>Enfield Action Group,</li> <li>Residents Action for Auburn Area (RAGAA)</li> <li>Business Chamber of Commerce</li> <li>Sports Groups</li> </ul>

## Community stakeholders – Five Dock Station

**Table 69 Five Dock Station construction site locality - key stakeholders**

Stakeholder Group	Details
Local Government and Peak Agencies	<ul style="list-style-type: none"> <li>City of Canada Bay</li> </ul>
Elected Members	<ul style="list-style-type: none"> <li>State and Federal MPs</li> <li>Mayor and Councillors – Canada Bay Council</li> </ul>
Businesses	<ul style="list-style-type: none"> <li>Refer to Business Impact Assessment</li> </ul>
Schools and Education	<ul style="list-style-type: none"> <li>Five Dock Public School</li> <li>Domremy Catholic College</li> <li>Literacy &amp; Learning Centre</li> <li>Caring for Kids</li> <li>Five Dock Primary School</li> <li>Steps Ahead Kids</li> <li>Caring For Kids</li> </ul>
Health and Medical	<ul style="list-style-type: none"> <li>Five Dock Early Childhood Health Centre</li> <li>Parkveiw Nursing home</li> <li>Kitty Doyle Home Units</li> </ul>
Places of Worship	<ul style="list-style-type: none"> <li>St Albans Church</li> </ul>
Community Groups	<ul style="list-style-type: none"> <li>WestConnex Action Group</li> <li>Club Five Dock RSL</li> </ul>

## Community stakeholders – The Bays Station construction site

**Table 70 The Bays Station construction site locality - key stakeholders**

Stakeholder Group	Details
Local Government and Peak Agencies	<ul style="list-style-type: none"> <li>Inner West Council</li> </ul>
Elected Members	<ul style="list-style-type: none"> <li>State and Federal MPs</li> <li>Mayor and Councillors – Inner West Council</li> </ul>
Businesses	<ul style="list-style-type: none"> <li>Bald Rock Hotel</li> <li>Sydney Teleport Services</li> <li>Refer to Business Impacts Assessment</li> </ul>
Schools and Education	<ul style="list-style-type: none"> <li>Rosebud Cottage Childcare</li> <li>Inner Sydney Montessori School</li> </ul>
Health and Medical	<ul style="list-style-type: none"> <li>Nil</li> </ul>
Places of Worship	<ul style="list-style-type: none"> <li>C3 Church Rozelle</li> <li>St Joseph's Catholic Church Rozelle</li> </ul>
Community Groups	<ul style="list-style-type: none"> <li>Rozelle Against WestConnex</li> <li>WestConnex Action Group</li> </ul>

# Appendix E: Strategic policy review

A review of Community Strategic Plans and social plans relevant to each local government area has been undertaken to identify community values and aspirations along the Stage 1 corridor. These Community Strategic Plans are overarching local government policy documents that are prepared on the basis of extensive community engagement, so provide further insights into issues important to the communities.

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

Cumberland Community Strategic Plan (CSP) 2017-2027	
Cumberland Council (2017)	
<b>Purpose &amp; vision</b>	<p>Cumberland Council’s most recent community strategic plan identifies a ten year vision for the future of the LGA, based on extensive community consultation. The following vision for the LGA has been identified: <i>“Welcome, Belong, Succeed”</i> (p.1).</p> <p>The CSP is based on extensive community engagement with over 2,500 residents, government agencies, community groups and businesses to set the broad strategic direction for Cumberland Council’s operations. The priorities identified through community engagement include:</p> <ul style="list-style-type: none"> <li>• Sense of community and liveability of the area</li> <li>• Safety</li> <li>• Equality and access to infrastructure and services</li> <li>• High quality and a diverse range of green space</li> <li>• Jobs</li> <li>• Education</li> <li>• A strategic approach to planning and development that results in positive</li> <li>• outcomes for the community</li> <li>• Positive leadership based on community involvement in decision making</li> <li>• Cleanliness</li> </ul>
Key objectives	<p>To achieve Cumberland Council’s vision, the following long term goals and strategies have been identified, including the following strategies relevant to the proposed development:</p> <ul style="list-style-type: none"> <li>• Strategic goal 1: A great place to live</li> <li>• We have positive connections within our local community through our local community through our local programs and services that reflect our unique identity</li> <li>• We have high quality community facilities and spaces that fit our purposes</li> <li>• We live active and healthy lifestyles</li> <li>• Strategic goal 2: A safe accessible community</li> <li>• We feel safe in all areas of Cumberland at all times</li> <li>• We have equal access to local services and facilities</li> <li>• Strategic goal 3: A clean and green community</li> <li>• Strategic goal 4: A strong local economy</li> <li>• We have a strong and diverse local economy supported by a network of small business</li> <li>• We have access to jobs locally and in our region</li> <li>• We have access to great local education and care services</li> <li>• Strategic goal 5: A resilient built environment</li> <li>• We have vibrant entertainment precincts</li> <li>• Our planning decisions and controls ensure the community benefits from development</li> <li>• We have a range of transport options that connect our town centres to wider Sydney</li> </ul>

Community Strategic Plan 2018 – 2038	
City of Parramatta (2018)	
<b>Purpose &amp; vision</b>	<p>The City of Parramatta’s most recent community strategic plan identifies a twenty year vision for the future of the LGA, based on extensive community consultation. The following vision for the LGA has been identified: <i>“Sydney’s central city, sustainable, liveable and productive – inspired by our communities.”</i> (p.27)</p> <p>Public consultation undertaken to develop the CSP indicates that Parramatta LGA residents view “balanced growth” as a priority and seek to ensure that development improves liveability across the LGA:</p> <p><i>“Now is the time to take significant strides to shape the future and harness change to deliver positive outcomes for our community.</i></p> <p><i>Over the next 20 years, the intensity of growth and investment has the potential to create many opportunities. For Council, a growing population and more investment means a stronger rates base. This allows an increased capacity to improve the lives of our community through a more powerful voice in advocacy with other levels of government, and more resources to upgrade and expand essential facilities.</i></p> <p><i>Council is committed to ensuring that our City benefits from this period of growth, and that our community emerges more sustainable, liveable and productive than before.</i></p> <p><i>We will use our increased capacity as a Council to advocate for the needs of our community, so that all people can share in the benefits of growth, without compromising what makes our community strong.”</i> (p.24)</p> <p>Based on a review of the City of Parramatta’s CSP, Council defines improved liveability as:</p> <ul style="list-style-type: none"> <li>• Improved infrastructure and public transport</li> <li>• Improved access to high quality jobs</li> <li>• Protecting and improving green spaces</li> <li>• Protecting and celebrating heritage assets</li> <li>• Managing congestion</li> <li>• Preventing overdevelopment</li> </ul>
<b>Key actions</b>	<p>To achieve this vision, the following long term goals and strategies have been identified, including the following strategies relevant to the proposed development:</p> <ul style="list-style-type: none"> <li>• Goal 1: Far – We can all benefit from the opportunities our City offers. <ul style="list-style-type: none"> <li>– 1.1 Invest in services and facilities for our growing community.</li> <li>– 1.2 Advocate for affordable and diverse housing choices.</li> <li>– 1.3 Support people to live active and healthy lives.</li> <li>– 1.4 Ensure everyone has access to education and learning opportunities.</li> <li>– 1.5 Empower communities to be strong and resilient by building individual and community capability.</li> <li>– 1.6 Engage and consult the community in decision making.</li> <li>– 1.7 Deliver effective, responsible and ethical leadership and decision making, reflective of community needs and aspirations.</li> </ul> </li> <li>• Goal 2: Accessible – We can all get to where we need to go. <ul style="list-style-type: none"> <li>– 2.1 Design our City so that it is usable by people of all ages and abilities.</li> <li>– 2.2 Improve public transport to and from Parramatta CBD, our local centres, neighbourhoods and the Greater Sydney region.</li> <li>– 2.3 Make our City more enjoyable and safe for walking and cycling.</li> </ul> </li> <li>• Goal 3: Green – We care for and enjoy our environment. <ul style="list-style-type: none"> <li>– 3.1 Protect and enhance our natural environment</li> <li>– 3.2 Improve our River and waterways</li> <li>– 3.3 Keep our City clean</li> <li>– 3.4 Provide green spaces for recreation, relaxation and enjoyment.</li> <li>– 3.5 Prepare for and lessen the impacts of extreme weather events.</li> </ul> </li> <li>• Goal 4: Welcoming – We celebrate culture and diversity – past, present and future. <ul style="list-style-type: none"> <li>– 4.1 Acknowledge the Darug peoples as the traditional custodians of this land and make Parramatta a leading City of Reconciliation.</li> <li>– 4.2 Promote the growth of arts and culture and champion the role that culture plays in city-building.</li> <li>– 4.3 Respect, protect and celebrate our shared living histories of Parramatta and embrace our heritage.</li> <li>– 4.4 Recognise that Parramatta has always been a gathering place and our diversity is our strength.</li> </ul> </li> </ul>

**Community Strategic Plan 2018 – 2038**

- Goal 5: Thriving – We benefit from having a thriving CBD and local centres.
  - 5.1 Accelerate local jobs growth and support people in finding employment.
  - 5.2 Attract public and private investment to our City and support the growth and prosperity of local business.
  - 5.3 Plan and deliver a vibrant, safe and attractive CBD and local centres.
  - 5.4 Ensure major centres have a thriving day and night-time economy.
- Goal 6: Innovative – We collaborate and champion new ideas to create a better future.
  - 6.1 Engage in strategic planning and implement innovative solutions to manage the growth of our City.
  - 6.2 Support collaboration and partnerships to deliver key outcomes for our City.
  - 6.3 Embrace technology, creativity and innovation to solve complex problems and improve our City.
  - 6.4 Attract leading research, education and training facilities to Parramatta.
  - 6.5 Manage the City’s assets and financial resources in a responsible manner and provide the best possible resources to the community.

**Sharing the opportunities of growth for all: Socially Sustainable Parramatta Framework**

**City of Parramatta (2017)**

**Purpose & vision**

The purpose of the City of Parramatta’s *Socially Sustainable Parramatta Framework* is to outline Council’s commitment to social sustainability in Parramatta, in response to the significant changes taking place across the City, including: population growth, urban renewal, unprecedented public and private investment, climate change, rising inequality, Sydney’s housing crisis, safety issues and high density living.

The City of Parramatta’s vision of the LGA is that: *“In a socially sustainable City of Parramatta, the opportunities of growth are shared equitably with all people.”* (p.38).

The Framework also includes a range of values for making socially sustainable decisions, including:

- Collaborative: We work together to achieve social sustainability recognising that everyone has a role to play. Social sustainability is a whole-of-Council and whole-of-community responsibility.
- Equitable: First and foremost, we help those who need it most. BY working for an inclusive and socially just Parramatta, we strengthen the whole community and enable everyone to thrive.
- Courageous: We will take fearless decisions in our community, and implement them, where it is the right thing to do. We accept the challenge and responsibility to address our most complex problems.
- Honest: We act openly, transparently and ethically. We listen to our community, uphold their rights and responsibilities and make effective decisions based on evidence.
- Respectful: Diversity is our strength, and everyone is welcome here. We recognise that the differences within and between our communities enrich our people and this place as a whole. (p.106 – 107)

**Key actions**

The Framework contains a number of goals that identify how City of Parramatta will work in partnership to advance social sustainability including:

- Goal 1: Children are our future – Work to ensure every child in Parramatta is healthy, nurtured, happy and will thrive.
- Goal 2: Diverse affordable homes for everyone – Deliver and expand a diverse range of affordable, high quality housing that meets the spectrum of housing needs in the community, including:
  - Implement an Affordable Housing Policy to expand housing choice and improve community access to affordable rental housing.
  - Ensure new residential development is consistent with dwelling mix requirements within Council’s planning controls.
  - Continue to use the best available demographic information to inform the dwelling mix of the new developments to meet the needs of the new communities in the city.
  - Continue to use demographic information to ensure an appropriately diverse housing mix is delivered through precinct renewal.
- Goal 3: All people can learn, share and grow – Facilitate formal and informal learning opportunities at all ages, to help people improve their circumstances, reach their full potential and share their knowledge, creativity and culture, including:
  - Continue to improve and expand City of Parramatta Council’s network of libraries and community centres.
  - Continue to work to secure affordable community spaces through planning controls and negotiations with developers.
- Goal 4: All people can access a job that enables them to live with dignity and security – Secure and retain decent jobs and access to enterprise for all Parramatta residents, including:

**Sharing the opportunities of growth for all: Socially Sustainable Parramatta Framework**

- Continue to implement Parramatta Skills Exchange in partnership with TAFE NSW, and support similar programs to improve access to jobs, skills and learning opportunities.
- Goal 5: Green, inclusive and safe places to share – Design, build and maintain public spaces and neighbourhoods that are green, safe and inclusive for all.
  - Develop a Social Infrastructure Strategy to increase sharing and access to community facilities, open space and recreation facilities.
  - Implement Parramatta Ways to connect green spaces across our neighbourhoods and improve walkability by greening our streets and improving shading and amenity.
  - Implement Council’s active travel strategies including Bike Plan and CBD Pedestrian Strategy, to improve the accessibility and amenity of our City, while reducing car reliance.
- Goal 6: All people can live healthy, active lives – Improve health outcomes, starting with people experiencing disadvantage in our community.
- Goal 7: We trust each other, are welcoming, and feel good about being here together – Facilitate social connections to foster socially and culturally diverse, inclusive and empowered communities.
- Goal 8: We lead by example – Improve Council’s policy and practices to enable a more socially sustainable City of Parramatta.

**Your Future 2030 (Community Strategic Plan)**

**City of Canada Bay (2018)**

<b>Purpose &amp; vision</b>	<p>The City of Canada Bay’s most recent community strategic plan reflects the aspirations and priorities of the community that were identified following engagement between September 2017 and February 2018. The CSP identifies themes, goals and strategies that will provide direction for the delivery of outcomes from 2018 until 2030.</p> <p>Community engagement identified the following key themes for the future:</p> <ul style="list-style-type: none"> <li>• Our community identified green spaces, local parks and opportunities to be near the water as our most valued local assets.</li> <li>• Our community feels that the City of Canada Bay is a leader in sustainability.</li> <li>• Our cultural and socio-economic diversity is very important.</li> <li>• Our area’s local character and friendly village ambience are highly valued.</li> <li>• Our community wants vibrant local centres with a mix of retail and services.</li> <li>• Our community facilities and services are highly valued and well used.</li> <li>• Our community feels our area is safe and believes it is important for it to remain so.</li> <li>• Improving public transport, across the City of Canada Bay area and beyond, is consistently identified as a key priority to assist with reducing traffic congestion and parking issues.</li> <li>• Our community feels that the provision of infrastructure and services is not keeping pace with our population growth.</li> <li>• Our community sees development across our area as both a challenge and a priority.</li> </ul>
<b>Key objectives</b>	<p>Council has identified a range of themes, based on engagement, to drive development within the LGA to 2030:</p> <ul style="list-style-type: none"> <li>• Theme 1: Inclusive, involved and prosperous, including                     <ul style="list-style-type: none"> <li>- Goal 1.3 Our sense of place and of belonging is strong with our diversity respected and our local heritage and character promoted in friendly village neighbourhoods and prosperous centres.</li> </ul> </li> <li>• Theme 2: Environmentally responsible, including:                     <ul style="list-style-type: none"> <li>- Goal 2.2 Attractive, well-maintained and accessible parks and open spaces provide for active and passive recreation uses.</li> </ul> </li> <li>• Theme 3: Easy to get around.                     <ul style="list-style-type: none"> <li>- Goal 3.1 Regional and local infrastructure is well planned and resourced to enable connectivity across our City.</li> <li>- Goal 3.2 A connected network of quality active and public transport routes and services minimise traffic and make it easier to get around. Goal 3.3 Traffic, parking, roads and marine infrastructure provide for safe and efficient travel.</li> </ul> </li> <li>• Theme 4: Engaged and future focused.</li> <li>• Theme 5: Visionary, smart and accountable.</li> </ul>

<b>Burwood 2030 (Community Strategic Plan)</b>	
<b>Burwood Council (2018)</b>	
<b>Purpose &amp; vision</b>	Burwood 2030 is Burwood Council's most recent community strategic plan. It sets the ten year direction for the LGA, and is based on extensive engagement with the community.
<b>Key objectives</b>	<p>Council has identified a range of themes, based on engagement, to drive development within the LGA to 2030:</p> <ul style="list-style-type: none"> <li>• Theme 1: Community and lifestyle <ul style="list-style-type: none"> <li>– Action 1.1 high quality facilities, services and initiatives to meet the diverse needs of the community.</li> <li>– Action 1.2 A well informed, supported and engaged community.</li> <li>– Action 1.3 A safe community for residents, workers and visitors.</li> <li>– Action 1.4 A proud and inclusive community that celebrates diversity.</li> </ul> </li> <li>• Theme 2: Leadership and innovation</li> <li>• Theme 3: Healthy and sustainable environment <ul style="list-style-type: none"> <li>– Action 3.1 Enhanced green and open spaces and streetscapes</li> </ul> </li> <li>• Theme 4: Planning and infrastructure <ul style="list-style-type: none"> <li>– Action 4.2 Connected and accessible infrastructure</li> <li>– Action 4.4 Participate in regional planning and infrastructure projects to ensure the best outcomes for the community.</li> </ul> </li> <li>• Theme 5: Vibrant city and villages <ul style="list-style-type: none"> <li>– Action 5.1 Maximise Burwood's regional status</li> <li>– Action 5.2 Supported and engaged local businesses</li> <li>– Action 5.3 Enhance and foster the local identity</li> <li>– Action 5.4 Activate village precincts and preserve the distinct characters of surrounding residential areas.</li> </ul> </li> </ul>

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

Our Inner West 2036: A community strategic plan for the Inner West community	
	<ul style="list-style-type: none"> <li>- 3.5 Urban hubs and main streets are distinct and enjoyable places to shop, eat, socialise and be entertained</li> <li>• Strategic direction 4: Caring, happy, healthy communities                             <ul style="list-style-type: none"> <li>- 4.1 Everyone feels welcome and connected to the community, including:                                     <ul style="list-style-type: none"> <li>- Foster inclusive communities where everyone can participate in community life</li> <li>- Embrace, celebrate, respect and value difference by building awareness and appreciation of Inner West’s diversity</li> <li>- Empower and support vulnerable and disadvantaged community members to participate in community life</li> <li>- Increase and promote awareness of the community’s history and heritage</li> </ul> </li> <li>- 4.2 The Aboriginal community is flourishing and its culture and heritage continues to strengthen and enrich Inner West</li> <li>- 4.3 The community is healthy and people have a sense of wellbeing, including:                                     <ul style="list-style-type: none"> <li>- Provide the facilities, spaces and programs that support wellbeing and active and healthy communities</li> <li>- Provide opportunities for people to participate in recreational activities they enjoy</li> </ul> </li> <li>- 4.4 People have access to the services and facilities they need at all stages of life, including:                                     <ul style="list-style-type: none"> <li>- Plan and provide services and infrastructure for a changing and ageing population</li> <li>- Ensure the community has access to a wide range of learning spaces, resources and activities</li> <li>- Support children’s education and care services to ensure a strong foundation for lifelong learning</li> </ul> </li> </ul> </li> <li>• Strategic direction 5: Progressive local leadership.</li> </ul>

Sustainable Sydney 2030: Community Strategic Plan 2017 – 2021 (2017)	
City of Sydney	
<b>Purpose &amp; vision</b>	<p>City of Sydney’s community strategic plan (CSP) is the highest level plan that the City prepares, and draws extensively on community consultation outcomes. The purpose of the CSP is to identify the community’s main priorities and aspirations for the future and to identify how to achieve these goals.</p> <p>The CSP released in 2017 is an update of City of Sydney’s 2008 CSP, <i>Sustainable Sydney 2030</i>, and the community priorities identified via consultation are consistent with this previous vision:</p> <p><i>“People told us they care about the environment and transport. Community harmony and social cohesion are important issues, as is access to affordable and diverse housing options. People want a safe place to live, a place that is well planned with good access to facilities and which supports healthy active living. They also want their city to have a thriving economy and a vibrant cultural life.”</i> (p.15)</p> <p>These aspirations are distilled into the City of Sydney’s vision: “green, global, connected”.</p>
<b>Key actions</b>	<p>The CSP contains ten strategic directions, including the following key directions which are relevant to the proposal:</p> <ul style="list-style-type: none"> <li>• Strategic direction 1: A globally competitive and innovative city, including:                             <ul style="list-style-type: none"> <li>- Objective 1.1 Plans are in place to accommodate growth and change in the city centre and other key economic areas</li> <li>- Objective 1.2 The city economy is competitive</li> </ul> </li> <li>• Strategic direction 3: Integrated transport for a connected city                             <ul style="list-style-type: none"> <li>- Objective 3.1 Investment in public transport and walking and cycling infrastructure encourages more people to use these forms of transport to travel to, from and within the city</li> <li>- Objective 3.2 Transport infrastructure is aligned with city growth</li> <li>- Objective 3.3 The amenity of the city centre and villages is enhanced through the careful management and integration of transport</li> <li>- Objective 3.4 Public transport, walking and cycling are the first choice transport modes within the city</li> <li>- Objective 3.5 Transport services and infrastructure are accessible.</li> </ul> </li> <li>• Strategic direction 4: A city for walking and cycling                             <ul style="list-style-type: none"> <li>- Objective 4.1 The city and neighbouring areas have a network of accessible, safe, connected pedestrian and cycling paths integrated with green spaces.</li> </ul> </li> <li>• Strategic direction 5: A lively and engaging city centre                             <ul style="list-style-type: none"> <li>- Objective 5.1 The city centre has safe and attractive public spaces for people to meet, rest and walk through at all times of the day or night, with George Street as a distinctive spine</li> </ul> </li> </ul>

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

- Strategic direction 6: Resilient and inclusive local communities, including:
  - Objective 6.1 Our city comprises many unique places – a “city of villages” – for communities to live, meet, shop, study, create, play, discover, learn and work. There are places where people can work, shop and conduct business close to where they live. There are also places where people come together, socialise and take part in community civic and cultural life.
  - Objective 6.2 Our city is a place where people are welcomed, included and connected.
  - Objective 6.3 Local economies are resilient, meet the needs of their community, and provide opportunities for people to realise their potential.
  - Objective 6.4 There is equitable access to community facilities and places, parks and recreational facilities to support wellbeing in daily life.
- Strategic direction 9: Sustainable development, renewal and design, including:
  - Objective 9.1 The City of Sydney leads by example to facilitate great places
  - Objective 9.2 The city is beautiful, sustainable and functions well
  - Objective 9.3 There are great public buildings, streets, squares and parks for everyone to use and enjoy
  - Objective 9.4 Sydney plans for the long-term and the benefit of future generations
  - Objective 9.5 The urban environment promotes health and wellbeing.
- Strategic direction 10: Implementation through effective governance and partnerships.

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## Appendix F: Community assets (social infrastructure), by locality

The following section provides an overview of the community assets (social infrastructure) identified within each locality. An itemised list of social infrastructure within each locality, by type, is included in Table 71 to Table 79.

**Table 71 Westmead locality – community assets (social infrastructure)**

Name	Social infrastructure type
Saima Family Day Care	Childcare
Westmead Family Day Care	Childcare
Mounika Family Day Care	Childcare
Westmead Before and After School Care	Childcare
Parramatta Marist High School	Education
University of Western Sydney Westmead Campus	Education
Westmead Public School	Education
Mother Teresa Primary School	Education
Catherine Mcauley Westmead	Education
Westmead Hospital	Health and Medical
The Specialist Medical Centre	Health and Medical
Skin and Cancer Foundation Australia	Health and Medical
Western Sydney Developmental Disability Service	Health and Medical
Westmead Hand Therapy Centre	Health and Medical
Westmead Progress Hall	Local Community Facility
Goombarra Reserve	Open Space
Pye Street Reserve	Open Space
West Domain, Parramatta Park	Open Space
Pemulwuy Reserve	Open Space
Hassall Street Park	Open Space
Uniting Church	Place of Worship
Parramatta Mission	Place of Worship
Anglican Church	Place of Worship
St Barnabas Anglican	Place of Worship
The Way to Christ Church	Place of Worship
Westmead bus interchange	Transport interchange

**Table 72 Parramatta locality – community assets (social infrastructure)**

Name	Social infrastructure type
The Grove Academy	Childcare
Parramatta Early Learning	Childcare
The Lancer Barracks and Linden Military Museum	Cultural and Creative
Brislington Medical and Nursing Museum	Cultural and Creative
Riverside Theatre	Cultural and Creative
Philip Ruddock Heritage Centre	Cultural and Creative
The Latin Ballroom	Cultural and Creative
Parramatta Artist Studios	Cultural and Creative
Warakirri College	Education
Parramatta Public School	Education
Arthur Phillip High School	Education
Saturday School Of Community Languages Arthur Phil	Education
Western Sydney University	Education
Nuvocca College	Education
University of New England	Education
Navitas English Parramatta	Education
University of New England	Education
North Shore Coaching College	Education
Australian Institute of Fitness	Education
Parramatta Police Station	Emergency Services
Police Headquarters	Emergency Services
Federal Circuit Court of Australia NSW	Government
Parramatta Court House	Government
Parramatta Childrens Court	Government
Parramatta City Council	Government
Parramatta Community Health Centre	Health and Medical
Parramatta Early Childhood Centre	Health and Medical
Teaches Health Centre Parramatta	Health and Medical
Cancer Council NSW	Health and Medical
St Johns Cathedral	Historic Site or Monument
First Light Horse Regiment NSW Lancers	Historic Site or Monument
Centennial Fountain	Historic Site or Monument
Warders Cottages	Historic Site or Monument
Parramatta Square	Historic Site or Monument

Name	Social infrastructure type
Perth House And Stables	Historic Site or Monument
Lennox Bridge	Historic Site or Monument
Redcoats Mess House	Historic Site or Monument
Travellers Rest Inn Group	Historic Site or Monument
1st Australian Armoured Regiment Lancers Memorial	Historic Site or Monument
Centenary Square	Historic Site or Monument
Roxy Theatre	Historic Site or Monument
Tudor Gatehouse	Historic Site or Monument
Kia Ora	Historic Site or Monument
Local Studies Family History Library	Library
City of Parramatta Library	Library
Parramatta PCYC	Local Community Facility
Parramatta Town Hall	Local Community Facility
Westfield Parramatta	Major Shopping Destination
Greenway Plaza	Major Shopping Destination
Parramall Shopping Centre	Major Shopping Destination
CBD River Foreshore	Open Space
St Johns Park	Open Space
Parramatta Park	Open Space
Parramatta Westfield Post Office	Other
Parramatta Heritage and Visitor Information Centre	Other
Parramatta Post Business Centre	Other
Parramatta Community Services Centre	Other
Leigh Memorial Uniting Church Parramatta Mission	Place of Worship
St Johns Anglican Cathedral	Place of Worship
Parramatta Mosque	Place of Worship
Parramatta Mission	Place of Worship
Parramatta Bus Interchange	Transport Interchange

**Table 73 Clyde locality – community assets (social Infrastructure)**

Name	Social infrastructure type
Fun2Learn ELC	Childcare
Little Angels Kindergarten	Childcare
Rosehill Public School	Education
Adderley Street Reserve	Open Space

Name	Social infrastructure type
Newton North Reserve	Open Space
Biplane Park	Open Space
Shri Swaminarayan Hindu Mandir Baps	Place of Worship
Rosehill Public School Preschool	Preschool
Sydney Speedway	Sport and Recreation
Parramatta Granville Sportsground Reserve Trust	Sport and Recreation
Rosehill Garden Racecourse	Sport and Recreation

**Table 74 Silverwater locality – community assets (social infrastructure)**

Name	Social Infrastructure Type
Young Academics ELC	Childcare
Jump Performing Arts	Cultural and Creative
C3 Church Silverwater	Place of Worship
Sydney Korean Catholic Church	Place of Worship

**Table 75 Sydney Olympic Park locality – community assets (social infrastructure)**

Name	Social infrastructure type
Saima Family Day Care	Childcare
Sydney Exhibition Halls	Cultural and Creative
Kirana Colleges	Education
SP Jain School Of Global Management	Education
Olympic Cauldron At Sydney Olympic Park	Historic Site or Monument
NSW Abattoir Site	Historic Site or Monument
The Dome	Local Community Facility
Fig Tree Grove	Open Space
Maiden Gardens	Open Space
Cathy Freeman Park	Open Space
Picnic Area	Open Space
Picnic Area	Open Space
Bicentennial Park	Open Space
Sydney Olympic Park Visitor Centre	Other
Figree Conference Centre	Other
Floursh Australia	Other
Sydney Olympic Park Aquatic Centre	Sport and Recreation
Tom Wills Ovals	Sport and Recreation

Name	Social infrastructure type
Charles Moses Stadium	Sport and Recreation
State Sports Centre	Sport and Recreation
Learning Life Centre	Sport and Recreation
Sports Hall	Sport and Recreation
Skate Park	Sport and Recreation
ANZ Stadium	Sport and Recreation
NSW Institute Of Sport	Sport and Recreation
Qudos Bank Arena	Sport and Recreation

**Table 76 North Strathfield locality – community assets (social infrastructure)**

Name	Social infrastructure type
Lighthouse Childcare	Childcare
Shiny Star Play Centre	Childcare
Glenn Burton Fine Art Gallery	Cultural and Creative
International School Of Music	Cultural and Creative
Sydney Swing Katz	Cultural and Creative
The McDonald College	Education
Our Lady Of The Assumption Catholic Primary School	Education
Montessori North Strathfield	Education
Concord Fire Station	Emergency Services
Station Family Practice	Health and Medical
Banter Speech and Language	Health and Medical
Bakehouse Quarter	Major Shopping Destination
Allen Street Reserve	Open Space
Ismay Reserve	Open Space
Pomeroy Reserve	Open Space
Wa Mcinnes Reserve	Open Space
Strathfield North Post Office	Other
St Stephen's Presbyterian Church	Place of Worship
Papilio ELC	Preschool

**Table 77 Burwood North locality – community assets (social infrastructure)**

Name	Social infrastructure type
St Marys Villa Nursing Home and Hostel	Aged Care
Smooch Concord	Childcare
Southern Cross Catholic Vocational College	Education
MLC Primary School	Education
St Mary's Primary School	Education
Concord Private Hospital	Health and Medical
Concord Community Centre	Local Community Facility
St Lukes Park	Open Space
Luke Avenue Reserve	Open Space
Burwood Bus Depot	Other
St Lukes Anglican Church	Place of Worship
St Marys Catholic Parish	Place of Worship
Concord Oval	Sport and Recreation
Bowling Greens	Sport and Recreation
Hockey Field	Sport and Recreation
Cricket Ground	Sport and Recreation
All Breeds Dog Club	Sport and Recreation
Cintra Hockey Complex	Sport and Recreation

**Table 78 Five Dock locality – community assets (social infrastructure)**

Name	Social infrastructure type
Kitty Doyle Home Units	Aged Care
Parkview Nursing Home	Aged Care
Steps Ahead Kids	Childcare
Caring For Kids	Childcare
Five Dock Music School	Cultural and Creative
Sydney Guitar School	Cultural and Creative
Domremy Catholic College	Education
Five Dock Public School	Education
Five Dock Police Station	Emergency Services
Five Dock Early Childhood Health Centre	Health and Medical
Five Dock Library	Library
Club Five Dock RSL	Local Community Facility
Five Dock Park	Open Space

Name	Social infrastructure type
Fred Kelly Place	Open Space
Five Dock Public School Preschool	Other
Five Dock Post Office	Other
St Albans Anglican Church	Place of Worship
Uniting Church	Place of Worship
Kids @ Five Dock	Preschool
Skate Park	Sport and Recreation

**Table 79 The Bays locality – community assets (social infrastructure)**

Name	Social Infrastructure Type
Rosebud Cottage Childcare	Childcare
Inner Sydney Montessori School	Education
White Bay Power Station	Historic Site or Monument
Victoria Road Reserve	Open Space
Hannan Reserve	Open Space
Bald Rock Hotel	Other
St Joseph's Catholic Church Rozelle	Place of Worship
C3 Church Rozelle	Place of Worship

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