

Social Impact Assessment to accompany the
planning proposal for a Residential Flat Building at:
1 Phillip Street, Goonellabah, 5 McDermott Avenue,
Goonellabah, 7 McDermott Avenue, Goonellabah
DP 230448 lot 71, DP 230448 lot 69, DP 230448 lot
70, Lismore City Council Local Government Area

Prepared for:
Social Futures, Lismore

Prepared by:
Tricia Shantz
Social Geographer/Researcher/Planner
TS Consultants
ABN: 34 459 173 836

PO Box 851
Byron Bay NSW 2481
t/f (02) 6684 7390
m (0421) 422 645

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Abbreviations /Definitions

ABS	Australian Bureau of Statistics
DA	Development Application
DPE	NSW Department of Planning and Environment GARS
DCP	Development Control Plan
EP&A	NSW Environmental Planning and Assessment Act, 1979
LCC	Lismore City Council
LEP	Local Environmental Plan
LGA	Local Government Area
SEPP	State Environmental Planning Policies
SIA	Social Impact Assessment
SIAP	Social Impact Assessment Policy (LCC)
SIAG	Social Impact Assessment Guidelines (LCC)

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1.0 Introduction

TS Consultants have been engaged by Social Futures to prepare a Social Impact Assessment (SIA) to accompany a Development Application by Social Futures' planning consultants Newton Denny Chapelle for Social Futures in regard to land described as DP 230448 lot 71, DP 230448 lot 69, DP 230448 lot 70, 1 Phillip Street, Goonellabah, 5 McDermott Avenue, Goonellabah and 7 McDermott Avenue Goonellabah in the Lismore Local Government Area.

The planning proposal application, for which a Social Impact Assessment is required, is for the use of DP 230448 lot 71, DP 230448 lot 69, DP 230448 lot 70, 1 Phillip Street, Goonellabah, 5 McDermott Avenue, Goonellabah and 7 McDermott Avenue for the demolition of the existing building and proposed construction of a new residential flat building (18 Units). The land is zoned R1 General Residential. The units are to be utilised as a mix of affordable housing (9 units), social housing (9 units). Affordable Housing will be for frontline Key Workers such as workers in health, education, building, NSW police or NSW Fire and Rescue. The building will be managed by Social Futures. It is proposed to be built on behalf of Social Futures, who own the land and are a Tier 3 Community Housing Provider, based in Lismore.

This Social Impact Assessment report is required according to Lismore Council's Policy 1995, as reviewed in April 2001, in conjunction with Council's Social Impact Assessment Guidelines April 2010.

This SIA is triggered by Lismore City Council requirements for:

- An 'Affordable Housing' project for 10 or more dwellings
- Developments and subdivisions with a development value exceeding \$1,000,000
- Designated development pursuant to Environmental Planning & Assessment Act Regulations
- Advertised development pursuant to Lismore Local Environment Plan 2012
- Where the proposal is likely to have:-
 - A distinct (adverse or positive) effect on a particular social group either residing on or in the vicinity of the site;
 - An identifiable effect on the social composition and/or character of the locality in which it is situated; and
 - An identifiable effect on the availability and use of existing community services and facilities and/or may require the provision of such services and facilities

A range of information obtained was used:

- Review of Council Planning documents
- Demographic profiling of the community
- Review of documents relating to housing need
- Audit of existing community facilities and social services
- Interviews with relevant service providers

This report examines the likely social impacts of the proposal.

2.0 Overview of the Application and Site

2.1 Background History

There have been residential flats on the site since the 1970s. Prior to that it was likely vacant land. The property currently comprises two separate brick and tile buildings with four and three individual units under the one roof, respectively.

The properties are run-down and at the end of their asset lifecycle.

Social Futures, a Tier 3 Registered Community Housing Provider based in Lismore, purchased the property in March 2023 and plan to develop the site to meet local demand.

2.2 The Site and Locality

2.2.1 The Site

The subject site is on land located on the corner of 1 Phillip Street and 5-7 McDermott Avenue, Goonellabah, Lots 69, 70, 71 in DP 230448. McDermott Avenue is a through road that has access to Ballina Road on one end and joins Jubilee Avenue at the other end. Phillip Street is a through road that meets McDermott Avenue on one end and Oliver Avenue on the other end. The site is located within the Statutory Zone under the provisions of the Lismore City Council Local Environmental Plan (LLEP) 2012 being R1 General Residential. The site has a height limit of 8.5m under the Lismore LEP 2012. The site comprises 1800 square metres located approximately three kilometres from the Lismore CBD.

2.2.2 Site Characteristics and Constraints

The site, Lots 69, 70, 71 1 Phillip Street and 5-7 McDermott Avenue, Goonellabah is currently occupied by seven residential units. The land is gently sloping with a northern down-slope.

2.2.3 Existing and Surrounding Landuse

The proposal is located in an old, established residential area of Goonellabah in the Lismore LGA. It was originally developed in the 1970s. Surrounding landuse is a mix of detached single dwelling and multi-dwelling. There are other multi-dwelling residential developments directly adjacent to this site, being a ground-floor multi-unit development and a low-rise apartment building, as well as several others in the surrounding area. The neighbouring two properties to the west have their private open space positioned in their backyards along the common boundary. The neighbouring house block to the south has private open space behind their dwelling, along the common boundary but also extending further south within their own lot. Care-Ring Pre-school is located on Phillip St. Elders Park is on McDermott Avenue. Jubilee Avenue community facilities include St. Carthages Community Care, St. Matthews Self-Care Units, Goonellabah Primary Public School, the Jim Kelly Field and the Lismore Theatre Company. Rous Road, one block over to the west, has commercial premises, including an IGA, restaurants, op shop, and a GP clinic. Within walking distance one block to the east is the shopping complex on Oliver Avenue, opposite Lismore City Council Chambers, that contains a Woolworths supermarket, coffee shops, takeaway food outlets, fuel station and the Goonellabah Sports and Aquatic Centre. Community facilities include the Goonellabah branch of the Richmond-Tweed Regional Library, Community Health and a childcare centre.

2.3 Development Proposal

2.3.1 Summary of the current proposal

The Social Impact Assessment report is to accompany a Planning Proposal for the site. The Development Application prepared by Newton Denny and Chapelle (NDC) seeks the construction of 18 one and two-bedroom units on the corner of McDermott Avenue and Phillip Street in Goonellabah. They are to be managed under a Plan of Management by the Lismore-based, community service organisation, Social Futures. The site is zoned R1- General Residential under the provisions of the Lismore LEP 2012. The proposed residential flat building (RFB) is permitted with consent in this zone. In determining the mixed tenure appropriated to the site it was considered beneficial to adopt a 50/50 split of affordable and social housing dwellings.

Social Futures has exercised their right to target specific cohorts in a localised allocation strategy. Target cohorts may include; older women on low incomes who are at risk of homelessness and Frontline Essential Workers that may include employees from the following industries: health, education, NSW police, NSW Fire & Rescue.

Lismore's City Council's own Affordable Diverse Housing Policy notes a need for 8000 additional social housing homes in the Richmond/Tweed region by 2036. With a post flood iteration noting, that the demand for social housing in Lismore has been exacerbated by the floods, with high levels of investment in social housing urgently required.

2.3.2 Existing Uses

The site currently comprises of two separate brick and tile buildings with four and three individual units under the one roof, respectively. The design is consistent with late 1960's / early 70's bedsit studios with combined living/sleeping area and adjoining kitchen and shower-rooms. The laundry facility is located within the shower room. The properties are run-down, and are at the end of their natural asset life cycle.

It has been zoned residential since the 1970s and has been utilised as residential since the 1970s.

3.0 Policy Context

3.1 Planning

3.1.1 Lismore City Council Social Impact Assessment Policy

Lismore City Council has a Social Impact Assessment Policy (SIAP) 1995, as amended 2001. This sets the policy framework for the SIA.

3.1.2 Lismore City Council Social Impact Assessment Guideline

Lismore City Council has Social Impact Assessment Guidelines 2010, that accompany the SIAP to provide guidance for the preparation of the SIA.

3.1.3 Lismore Regional City Action Plan 2036

The Lismore Regional City Action Plan 2036 was developed in 2021, which was prior to the devastating 2022 floods. Lismore's first ever City Action Plan was to support the vision of the North Coast Regional Plan. It aims to capitalise on the opportunities that would arise from the projected growth. It described three future city drivers that would shape Lismore: the heart of the Northern Rivers, a city for innovation and knowledge and expanding arts, culture and businesses for a vibrant city centre. A stated goal is "to have a city with a range of housing and lifestyle options to meet new and emerging community needs." Goonellabah, including the subject site, is identified as a residential area in the Plan.

The Plan's actions to support greater housing diversity and choice is to "encourage housing options that support social inclusion, including crisis accommodation, housing for seniors and persons with a disability, lone-person households and affordable living; Form partnerships to develop proposals that facilitate an increase in affordable and smaller forms of housing, higher density and community living options; Promote a sustainable growth footprint and enhance place-specific character and design outcomes." (p. 15).

More than 50% of households as at 2021 were lone person or couples only households. "Household occupancy rates are expected to continue to decrease further, which means more dwellings, notably 1-and 2-bedroom dwellings are likely to be needed to accommodate a greater proportion of smaller households. " (p.15). Although Lismore is more affordable relative to its neighbouring Council areas, housing stress is still experienced, particularly for renter households, and particularly since the 2022 floods. "Partnerships to provide affordable housing between all levels of government as well as working with the community housing sector and private developers will boost the availability of affordable housing." (p.15).

3.1.4 Lismore Growth and Realignment Strategy (2022)

The Lismore Growth and Realignment Strategy 2022 (GARS) identifies land that is potentially suitable for future housing, commercial and industrial purposes. Growth areas have been identified that are consistent with the planning principles in the Local Strategic Planning Statement (LSPS), meet the economic, social and environmental expectations of the community, have minimal constraints and can be serviced by appropriate infrastructure. The GARS also identifies Council's desire to work with State and Federal Governments for a staged retreat of the most high-risk flood prone residential areas, as well as identifying that Council will investigate the viability of applying an Affordable Housing Contribution Scheme for land in the strategy that benefits from any future 'upzoning'.

The GARS was adopted by Council in December 2022 and supersedes the previous Growth Management Strategy (2015-2036). Conditional approval for the Strategy was granted by the NSW Department of Planning and Environment (DPE) in June 2023, with a request for additional information. An addendum to the GARS adding additional information was provided, and conditionally approved by DPE in September 2023.

This document provided a re-think of Lismore's growth given the 2022 devastating floods. It could not be business as usual. Growth would need to be considered to areas outside of anticipated future flooding. This strategy was originally intended to be included as an addendum to Lismore's LSPS 2040 that was formally adopted by Council in July 2020. However, it was decided that in the aftermath of the 2022 floods the LSPS was in need of a significant review to update and reflect the realities and needs of Lismore. Alas, rather than incorporate the GARS into a revised LSPS, they remain as separate documents until the LSPS can be updated. It is understood where there may be inconsistencies between the two documents in relation to future growth areas the GARS overrides.

The majority of Lismore's growth and realignment is anticipated to occur within the urban area, with increased medium density areas that are close to health, retail and open space facilities being a key component of the strategy as household sizes decline and the population ages.

3.1.5 Inspire Lismore 2040 (Local Strategic Planning Statement)

The NSW Environmental Planning and Assessment Act 1979 requires all councils to have a Local Strategic Planning Statement (LSPS). The LSPS for the Lismore LGA serves as the primary strategic document for land use planning; integrating existing policies and initiatives such as the Growth Management Strategy, Economic Development Strategy, Biodiversity Management Strategy and Sport and Recreation Plan. It lays out the vision, priorities, and actions for land use in Lismore, as well as Lismore's place in the region, its economic, social, and environmental characteristics, and the method for monitoring and reporting on the plan's implementation. This document was published in July 2020, prior to the 2022 February/March floods.

3.1.6 Lismore City Council Development Control Plan (DCP)

This development application is to address the relevant requirement of Part A, Chapter 1 – Residential Development of the Lismore DCP, where they are not superseded by SEPP 65, which includes Chapter 13, Crime Prevention through Environmental Design.

The planning controls in Chapter 1 apply to development applications for building, altering or using land for the construction of residential development in the Lismore LGA. It is to be read in conjunction with the Lismore LEP 2012, remaining chapters of the Lismore DCP and relevant State Environmental Planning Policies (SEPP). Relevant objectives include: support increased residential infill and increased densities close to local services and facilities; foster a high standard of design, both functional and aesthetic, which takes regard of the needs of occupants neighbours and the availability of local amenities; encourage development that is sympathetic to the topography of the land and the scale and character of the surrounding development; promote a wider choice in housing; provide for sustainable building design and siting which takes advantage of climatic factors and maximises solar access and thermal comfort.

For residential developments comprising four or more units, the provisions of SEPP 65 – Design Quality of Residential Apartment Development apply to the development application. The planning report, that this SIA is a part of, will discuss how the proposal complies with both the DCP and SEPP 65, including safety and crime prevention through environmental design.

3.1.7 Far North Coast Regional Strategy 2006-2031

The Far North Coast Regional Strategy 2006-2031 has been superseded by the North Coast Regional Plan 2041. However, it was the overriding strategic planning document for the Region and was prepared to complement and inform other relevant state and local planning instruments. Its purpose was to manage the Region's expected high growth rate in a sustainable manner. Housing challenges were identified while drafting this Strategy prior to 2006. A greater demand for diversity in housing form was identified to match the requirements of changing household structures, particularly in one and two person households. Much has changed in the region since this document was developed and that is represented in the subsequent 2041 Regional Plan. Lismore had been expected to host the majority of growth, and continue as a regional hub. However, due to the 2022 floods and the continuing growth of Ballina and Tweed as regional centres, it is not expected that this will happen. To accommodate the projected additional people anticipated to be living in the Region by 2031, the Regional Strategy had set individual dwelling targets for each LGA. Lismore was then expected to have an additional 8000 new dwellings by 2031.

3.1.8 North Coast Regional Plan 2041

The North Coast Regional Plan (REP) sets a 20 year strategic land use planning framework for the North Coast Region, which comprise the 12 LGAs from Tweed to Port Macquarie. An Implementation Plan for 2022-2026 supports the Regional Plan. A key Government priority identified in the Plan is supplying enough affordable housing to meet people's needs. The Plan encourages a range of housing options for councils to deliver by 2036, with 40% of new housing in the form of dual occupancies, apartments, townhouses, villas or on lots less than 400 square meters. Of many actions in the Plan a relevant one is to establish Housing Affordability Roundtables for the Mid North Coast and Northern Rivers subregions with councils, community housing providers, State agencies and the housing development industry to collaborate, build knowledge and identify measures to improve affordability and increase housing diversity. Establishment of the North Coast urban housing monitoring program is also identified.

3.2 Housing Studies/Plans

3.2.1 Lismore Affordable and Diverse Housing Strategy 2023

The Lismore Affordable and Diverse Housing Strategy was developed in late 2021 and early 2022 in response to a Council resolution to investigate affordable and medium density housing issues and is intended to replace the Lismore Housing Strategy (2012). The devastating natural disaster flooding in February and March 2022 had a significant negative impact on the availability of housing. "The primary objective of the strategy is to identify ways Council can stimulate additional affordable and medium density housing in the urban area of Lismore as the location of new housing should be aligned with the location of jobs, infrastructure and services." (p.4).

The main aim of this Strategy is to provide a roadmap for Council to encourage more affordable and medium-density housing in the urban areas of Lismore. The strategy emphasises the need to align the location of new housing with jobs, infrastructure, and services. To achieve this, the strategy outlines three strategic principles and several specific actions that the Council will undertake over the next decade.

The definition of medium density and diverse housing is: "For the purposes of this strategy these terms refer to all types of residential accommodation that increase the density and diversity of housing types beyond that of a single detached dwelling and may include: Residential Flat Buildings. As well as relating to housing type, housing diversity also relates to the variety of sizes and tenures within the housing stock." (p.7). The definition of Affordable housing in the Strategy is "any housing that is appropriate for the needs of people in the range from 'very low' to 'moderate' household incomes and is priced so that households can also meet other basic living costs such as food, clothing, transport, utilities, medical and education expenses. Housing is generally considered affordable if it is less than 30% of gross household income (whether mortgage payments or rent).

Target groups for affordable housing from the Strategy that are relevant here are: low income singles (particularly women over 55), Frontline Key Workers, people leaving a supported/social housing environment, those at risk of becoming homeless, Aboriginal and Torres Strait Islanders.

3.2.2 NSW Government

The NSW Affordable Housing Ministerial Guidelines set out the legislative and policy framework for delivering affordable housing that has been developed with financial assistance from the NSW Government or under state planning and is owned or managed by registered community housing providers. The Guidelines were approved under section 80 of the Environmental Planning and Assessment Amendment (Housing) Regulation 2021 (NSW) in August 2023.

The State Environmental Planning Policy (Housing) 2021 (Housing SEPP) explains affordable housing in NSW. Social and affordable housing is rental housing for members of the community who may not be able to afford to rent in the general market. Affordable housing is for very low to moderate income households.

3.2.3 Australian Federal Government

The Federal Government Housing Australia Future Fund (HAFF) legislation was passed in September 2023. This is providing \$10 billion to help fund 30,000 new social and affordable rental homes in the first five years. The Federal Government is developing a new National Housing and Homelessness Plan in collaboration with state and territory governments and local government associations. The Federal Government's housing reforms set out a national

vision on tackling the country's housing challenges across the responsibilities of different levels of government, and how best to support those experiencing housing stress and homelessness.

4.0 Assessment Process

The Social Impact Assessment (SIA) process involved:

- Scoping the project
- Site visit
- Desktop analysis of demographics, community profile
- Review of documents provided by Lismore City Council and others including relevant strategies and planning documents
- Research into community housing project impacts generally in Australia and overseas
- Research into Lismore's housing needs through studies, anecdotal information and media reports
- Consideration of relevant issues raised through consultative processes such as interviews with relevant service providers and existing housing projects
- Review of issues raised for the site from the existing use
- Examination of potential impacts
- Considering whether the social benefits associated with proposed project are consistent with the zone objectives

5.0 Community/Demographic Profile

5.1 History of development and population change in the community/Community Character, Identity and Amenity

Lismore LGA

Lismore is in the Bundjalung nation, home to the Widjabul tribe. The Lismore LGA is located in the Northern Rivers region of New South Wales, 724 kilometres north of Sydney, and 197 kilometres south of Brisbane, with a population of 44,344 (ABS 2021 census). It covers an area of 1,267 square kilometres. As at the 2021 ABS census, the city was home to over 4,000 businesses and more than 23,000 jobs. This was prior to the devastating 2022 floods. The February and March 2022 floods changed everything for Lismore in terms of housing. There has been substantial change in the Central Business District with many businesses still not re-opened, as well as schools still not operational: Trinity High School, and Richmond River High School. Pre-schools were flooded as were other facilities such as churches.

Since the mid 1950s the construction industry fluctuated in Lismore but there was a general increase in urban home construction to 1980. The rapid increase in rural house construction reached a peak whereby in 1979 when the number of rural houses far exceeded the number of urban houses being constructed. That trend continued to 1989. (Lismore Community Profile 1989,p.8 as in Lismore Community Profile 2004,p. vii), when urban development outstripped rural building. This trend has continued. However, given the devastating floods in 2022, there will be a new locational trend for house building that is still being sorted out.

An interesting characteristic of the Lismore LGA is that it has so few major urban centres. According to the ABS, larger urban centres are said to be towns with populations of 1,000 or more. Outside of the urban centres of Lismore and Goonellabah the only locality of a considerable size in the Lismore LGA is Nimbin. In Lismore facilities/services are concentrated in the two main, urban centres of Lismore and Goonellabah.

Dairy farming declined from the early 1970s, slowing population growth. The City's population increased from about 31,000 in 1976 to about 37,000 in 1986. Although the Lismore LGA experienced reasonable growth over the 25 years, from the early 1980s, the growth rate declined significantly in the decade 1991-2001. The population fluctuated slightly during the 1990s, rising from about 41,000 in 1991 to nearly 43,000 in 1996, and then declining to less than 42,000 in 2001. The population increased marginally from 2001, rising to nearly 43,000 in 2011. (id profile). From 2016 to 2021, Lismore City's population increased by 1,195 people (2.8%). This represents an average annual population change of 0.55% per year over the period. (id profile). The estimated Resident Population at 2022 was 44,276 people. The NSW Department of Planning in their 2021 population projections estimate that between 2021 to 2041 the population will decline from 43,420 in 2021 to 39,500 in 2041, which is 3,920 people less or - 0.47%. These same projections see a decrease in younger age groups and an increase in older age groups. They see as one of the drivers of this population change, more outward migration than inward migration over that period of time. The population is shown to have declined by 85 people from 2021 to 2022 (id profile Lismore LGA).

On the 28th of February 2022 floods inundated the city of Lismore and much of the Northern Rivers region. The floods were catastrophic for Lismore as the biggest ever event recorded in the history of the LGA. One month later, on March 30th, there was a second flood, less severe, but again inundating the region and still one of the highest on record. There were approximately 1,800 houses affected in Lismore, with many more in downstream communities and 5,000 deemed uninhabitable across the Northern Rivers. "The disaster has been cited as the second most expensive disaster in Australian history, with an estimated cost alone to rebuild Lismore of \$1bn." (NRCF, May 2023, p11). In the NRCF report, the most concerning flood related issue that community organisations anticipated over the next twelve months was overwhelmingly housing and homelessness, closely followed by mental health and wellbeing. (NRCF, May 2023, p11). Jillian Knight-Smith of Women Up North Housing Inc. was quoted as saying, "It is now 12 months on since the flood. Here in Lismore, we still have many people living in the shells of homes and in limbo as they wait to find out what their options will be. We have an overwhelming homelessness, housing and temporary accommodation crisis." (NRCF, May 2023, p19).

"Housing stress is high in the Northern Rivers. Among the lowest 40% of household incomes, 13.2% were paying more than 30% of their gross weekly income on housing costs (16,179 households), compared to 11.7% for NSW and 11.4% for Australia (2016 Census). Housing stress is very high among renter households in the Northern Rivers at 38.8% compared to 28.4% for NSW and 28% for Australia." (Social Futures, 2022). Of all the LGAs in the Northern Rivers, Lismore was experiencing the greatest rental stress, 40.6% (compared with 28.4% for NSW and 28.0% for Australia) and the highest total renting stress, 14.7% (compared with 11.7% for NSW and 11.4% for Australia). (Social Futures, 2022). Increasingly, essential workers cannot afford to rent in regional communities. This is putting Northern Rivers' workforce and communities at risk." (Social Futures, 2022). Rent increases in "Sydney (Greater Metro) increased by just 2.0% from December Quarter 2020 to December 2021, compared to 11.1% for the rest of the NSW and average of 16.4% across Northern Rivers LGAs. (Social Futures, 2022). Within the Northern Rivers' LGAs Lismore experienced an increase proportionally of 20%. In terms of the homeless population in 2016, "While the Northern Rivers only represents 4% of the NSW population the region recorded 18.7% of the State's rough sleepers (up from 18.4% in 2011). (Social Futures, 2022). These figures are likely to be undercounted, particularly among Indigenous communities. The February 2022 homeless count identified 357 people in the Northern Rivers (30% of the total for NSW and more than Sydney). Lismore had 48 homeless people counted. (Social Futures, 2022). As this count coincided with the floods, it is highly likely that the true number is under counted.

"Social Futures estimates that prior to the catastrophic floods of February 2022 Northern Rivers had a shortfall of 10,000 social housing and 5,000 affordable housing dwellings. ((Social Futures.

2022). From a housing perspective Lismore requires a range of types of housing. It is essential to have more housing choice.

Legal Aid NSW solicitor, Natalie Bradshaw "says the situation in Lismore is especially dire following this year's catastrophic floods. "Requests for housing assistance last financial year have doubled since 2018/2019 and continue to rise," she said. "The Northern Rivers region was already under significant housing stress before COVID and the floods... reporting that more than 4000 homes became uninhabitable and some 10,500 otherwise damaged.... At its worst, over 7000 people were displaced in the Northern Rivers and in need of emergency accommodation." (The Lismore App. Nov 2022).

The construction of 20 two bedroom units and 10 one bedroom units in Lismore was announced in July 2021 at a cost of \$8.5 million. It's a partnership between the NSW Government and Northern Rivers Housing. It was to be built in the rezoned hospital precinct. It is to include a mix of social housing, affordable housing and Specialist Disability Accommodation. The project was said to be offering ten of the units for sale, four Specialist Disability Accommodation units, five units at an affordable rent for key workers and eleven units for those most in need of social housing. The housing was to be completed in 2022, but the project has not been delivered as yet

There have been recent announcements in November 2022 that Lismore City Council has entered a partnership with the NSW government (Landcom) to build as many as 64 new affordable units in Goonellabah at a cost of \$20 million: 24 units on Bristol Circuit and 40 units on Cynthia Wilson Drive. The Bristol Circuit site will have a 50+ year lease to a Community Housing Provider. Council is contributing the land for the Cynthia Wilson Drive site. "We know that safe and stable accommodation is vital for people to get back on their feet and the NSW Government is committed to delivering more affordable housing to those in our community who need it most." (NSW DCJ. 2022).

Lismore Gateway has had development approval for four two-bedroom units, and six one-bedroom units in the Lismore CBD in 2021 and were awaiting funding for the project.

As at March 2022, 68% of renters in the electorate of Page, (which includes Lismore and Woodburn), already had difficulty meeting their rental costs. (Achenza, M.2022).

Goonellabah

The locality for the proposed development is within the suburb of Goonellabah. Goonellabah is an established, developed suburb of the Lismore LGA over the past 45 years. It is the largest urban locality in the Lismore LGA. It is located 5.5 kilometres from the Lismore Central Business District on the ridgeline. Ballina Road/Bruxner Highway is the major road between Lismore and Ballina, bisecting Goonellabah. McDermott Avenue is located on the southern side of the Ballina Road/Bruxner Highway and is within walking distance of commercial premises, shops, school, a church, sporting fields and the Aquatic Centre.

Goonellabah developed primarily as alternative housing outside of the flood prone area of the CBD and low-lying areas of Lismore. It was a natural progression for urban development. As it is for the most part, high on the ridge, there are spectacular views outwards. The suburb of Goonellabah had an estimated 13,591, residents at the 2021 ABS census.

Goonellabah North where the proposal is located, had a population of 3,549 people in 2021 and is expected to have growth to 3,752 in 2026, 4,010 in 2031, 4,283 in 2036, 4,499 in 2041 for a total increase of 950 persons, which is a change of 1.19%. While the Lismore LGA population overall appears to be declining, Goonellabah is growing and will continue to grow. There are new growth areas further to the east that are currently being developed for residential housing which include: Trinity Drive, Chilcotts Grass and Pineapple Road.

Additionally, the industrial area is being filled in. It has long been an area identified for future urban growth by Lismore City Council plans and within the NSW Far North Coast Regional Plan December 2006.

Whilst residential development has occurred in Goonellabah, commercial development was initially slow to follow. The Goonellabah Village Square shopping centre, opposite the Lismore Council Chambers in Oliver Avenue, opened in 2000 providing a much-needed shopping facility. The Centre contains a substantial Woolworths supermarket, chemist, bottle shop, newsagency and various food outlets. Additions to the Centre opened in 2006, which included a Target store and café. Currently, there is some vacant retail space in the Centre.

Rous Road Shopping Centre is the other major retail facility in Goonellabah and is close to the proposed development. The Rous Road Centre contains a Post, Office, grocery store (that incorporates a bottle shop), video store, Doctor's surgery, bakery, take away food outlets and other retail outlets.

5.2 Socio-demographic Characteristics

Demographic data includes a range of characteristics about the people who live in the area. The Australian Bureau of Statistics (ABS) undertakes a Population and Housing Census every five years, the latest being in August 2021. This was prior to the historic, major floods of February and March 2022. As thousands of people were flooded, and many have had to be relocated, the population data in the 2021 ABS Census may not accurately reflect the Lismore LGA population as it is in November 2023.

Where possible the latest census data is used. A comparison of demographic data will be provided and will generally be between the Lismore LGA, Goonellabah, NSW and Australia and in some instances, and the Northern Rivers Region. Data was selected that draws on the issues and location determined in the scoping step and examines the existing social conditions of the community. This is just one static baseline against which concerns can be compared and assessed.

The LGA comprises the urban areas of Lismore and Goonellabah as well as a number of small villages and a dispersed rural population. Population densities vary considerably between the urban and rural areas. The Lismore LGA is one of the most densely settled rural areas in Australia. As at the 2021 ABS Census the estimated resident urban population was 27,949 (combined Lismore city and Goonellabah) which is 63.0% of the total LGA population. The rest of the population live in the rural/village areas comprising 16,413 persons or 37.0%.

The LGA had enjoyed steady, balanced, growth in population over the past 40 years, although this slowed, due, in part, to increased growth of nearby coastal shires. The closest coastal areas are Ballina, 35 kilometres east, Evans Head, 40 kilometres southeast and Byron Bay 45 kilometres northeast. Given the 2022 flooding of the residential areas of North and South Lismore this will impact on the population growth of the population of Lismore.

Lismore LGA

Housing affordability has been identified in Lismore, and the Northern Rivers, for decades. "Australian and international research indicates the community pays a cost for not providing sufficient and suitable housing for the disadvantaged." (NRSDC. 2004. P.17). "The availability of affordable housing has in recent years been established as a high-profile policy issue, featuring in state and Commonwealth initiatives as well as a major agenda item for research, welfare and housing industry groups. The Affordable Housing National Research Consortium

(2001) argued that "although the existing government subsidies on housing are substantial, there is a serious shortage of affordable housing in Australia and the situation is likely to worsen." (Taylor et al. 2004,p.283). And, it has, considerably, across the board, and particularly on the Northern Rivers. Lismore was 16th in the top twenty SLAs in Australia with the highest estimated percentage of households in unaffordable housing in 2003 with 15.4%. (Taylor et al, 2004,p.290). While it does not rank that high in 2023, according to Shelter NSW two other Northern Rivers LGAs, Byron and Tweed are in the top ten and Lismore ranks in the next 25 LGAs in NSW in terms of unaffordable housing. "There is a large proportion of the population in this LGA vulnerable to changes in interest rates, incomes and rental prices. The availability of social housing is not quite at the 5% minimum of residential dwellings and there are 504 households on the general wait list, who are waiting between 5 and 10 years for a property." (Shelter. P 32,2023). The proportion of social housing stock is 4.2%.

The key housing issues for the Lismore LGA were identified in Council's Housing Strategy 2023. These issues were identified through consultation activities and a review of relevant housing data and reports, recent DA approvals.

Lismore's population has declined slightly since 2012 when it was 44,388 persons to 2022 where it is estimated to be 44,276. (ABS census Regional population growth). This figure does not take into account the 2022 floods. According to the latest ABS 2021 Census the population for the Lismore LGA, 42,210 persons has declined from the 2016 Census when it was 44,122. Estimates for growth into the future are difficult to predict.

As at the 2021 ABS Census, the Lismore LGA has a high proportion of single parent families, 22%, mortgagee (32%), and rental households (28%). Along with this there is a high proportion of low-income households in the housing and rental markets experiencing mortgage (37%) and rental (66%) stress. "This indicates that lower income households are facing significant housing pressure." (Shelter. 2023,p.32).

Table 1 Household Income Levels Lismore LGA

	Very Low Income	Low Income	Moderate Income
Number of households in Lismore*	3654	4078	2443

Source: Lismore Affordable and Diverse Housing Strategy p. 21)

*These are guidelines and not precise figures. The 3654 'very low' households represent those earning less than \$650, the 4078 'low' households represent those earning between \$650 and \$1249 and the 2443 'moderate' households represent those earning between \$1250 and \$1749 per week.

Housing stress is defined as when people are paying more than 30% of their gross income on housing, either as rent or a mortgage. People paying more than 50% are considered to be in 'severe housing stress'. It is not the income alone that defines housing stress but combined with how much is spent on housing and therefore in need of affordable housing.

ABS 2021 census data shows 1,922 (41.3%) rental households in Lismore spend greater than 30% of their household income on rent, much higher than 10.8% for the rest of NSW and a significant increase from 13.3% in 2016. This is a serious challenge facing the whole of the Richmond/Tweed region where the portion of income used to service rent for the average household is 53%, a significant impacting factor on migration trends.

ABS 2021 census data shows the number of homes in mortgage stress across Lismore is 755 (13.9%), higher than 12.7% for the rest of NSW and an increase from 6.9% in 2016.

Importantly, this data identifies that 2,677 households in Lismore are in need of some sort of affordable housing product based on their income and housing costs as of 2021.

As shown in the table above, the majority of the 10,070 households that roughly fall into the very low, low or moderate income brackets are the low and very low earners. This gives an indication that the type of housing most needed in Lismore include crisis housing, social housing and affordable housing managed by Community Housing Providers (CHPs).

The 2022 floods impacted businesses and residences alike, thereby impacting peoples' ability to earn an income. This situation alone has exacerbated the number of households in housing stress, but combined with higher interest rates and the cost of living increases is having a severe impact on housing in Lismore.

There is a lack of housing available for rent in Lismore, generally and now more greatly. Throughout 2023 there was a "rental vacancy of 0.4% and real estate agents reporting that for every vacancy that comes on the market they are receiving anywhere from 20 to 200+ applications, the demand for rental housing is far outweighing the supply. This in turn leads to rent increases, but also means that those unable to secure rental housing are at risk of becoming homeless or are forced to leave Lismore to find housing." (The Real Estate Institute of Australia has identified a vacancy rate of 3% as a 'healthy benchmark' where the market is considered to be in equilibrium). (Lismore Housing Strategy, 2023, p.23). Again, it has to be reiterated, that the 2022 flood has impacted greatly on the rental housing market, exacerbating an already tight market.

- In the Lismore LGA there is a higher proportion of lone person households, 28% compared with 24% in NSW and 24% in Australia, which is the largest type of household. This is expected to continue to grow, increasing from 5,218 households in 2016 to 6,022 by 2031, which would be 30.3% of all households. (.id profile Lismore LGA).
- Just 21% of persons hold a University qualification compared with 28% in NSW, and 26% in Australia.
- The Lismore LGA had a SEIFA ranking of 966 compared with 1000 for NSW and 1001 for Australia.
- The median weekly household income in the Lismore LGA is \$1,365 compared with \$1,849 for NSW and \$1,740 for Australia.
- At the 2021 census it was estimated that there were 245 homeless persons in the Lismore LGA.

The Lismore Affordable and Diverse Housing Strategy 2023 (p.20) states "in 2016, the North Coast Regional Plan projected that Lismore would need 3,350 new dwellings to accommodate an additional 7,628 people by 2036. This assumes a total population of 51,750 by 2036. State Government projections published in 2021 now suggest Lismore's population would decrease to 39,400 by 2041."

In 2021 Lismore City Council engaged population forecast consultants .id (informed decisions) to undertake specific modelling for Lismore for the next 20 year period to guide a range of strategic planning projects. However, this was prior to the 2022 floods. Their given key findings include:

- A net population increase of 6,097 (13.6%) from 44,926 in 2021 to 51,023 in 2041
- An additional 3,105 dwellings will be required for projected new households
- The largest increases in age cohorts to 2031 will be in the 70-84 age brackets, with an additional 2,573 people in these age groups
- Lone person households will continue to be the largest type of household and will continue to grow, increasing from 5,218 in 2016 to 6,022 households by 2031, which would represent 30.3% of all households

Population projections have always been a difficult business. Projections rely on a set of

assumptions, eg migration patterns, housing development, economic conditions, births and deaths, age cohorts, etc. Since 2020 there has been the COVID-19 pandemic followed by the 2022 major flood events and in 2023 interest rate increases and cost of living rises, all of which have presented serious disruptions to assumptions relied upon to undertake population projections. The impacts of each of these on the Lismore LGA are being seen currently and will continue to be seen for some years to come.

The proportion of Lismore residents aged 60 years of age and over in 2021 were the largest age group, comprising 28.5% of the population. The age group that changed the most since 2016 was the 70-74 year olds, increasing by 657 people. This indicates there is a growing need for housing that will allow older people to downsize into residences with fewer bedrooms, preferably one and two bedrooms. Currently, the statistics show that a higher proportion of Lismore's housing are detached dwellings occupied by just one or two persons in three or more bedrooms dwellings.

- The most common housing tenure in Lismore as at 2021 were houses that were fully owned (35.4%) followed by houses with a mortgage (29.8%). Private rentals made up 21.8% of the housing stock with 3.7% being social or other community housing
- Overwhelmingly, the type of housing type in the Lismore LGA is single detached houses (82.3%), with just 15.1% considered medium density and 0.5% high density.

Given the flood events of 2022 there needs to be building of more residential housing and increased density. "In 2020-2021 only 14% of all residential consents were for dwelling types other than a house." (Lismore Housing Strategy, 2023).

- The dominant household size in the Lismore LGA is two persons, followed by one person, and then three or more persons. One person households is above that of the Regional NSW average.
- Houses with three or more bedrooms dominate the market with 39.8% of all dwellings containing three bedrooms and 29.7% having four or more bedrooms. Smaller houses with one bedroom and two bedrooms are limited (at 6.3% and 16.7% respectively). This shows there is a need for residential housing with smaller numbers of bedrooms, ie, two.
- ABS census data shows that 65.8% of all dwellings in the Lismore LGA have one or two usual residents. "Given the high number of houses with three or more bedrooms (69.5%), it can be assumed there is a mismatch of occupancy with many bedrooms regularly unused." (Lismore Housing Strategy, 2023, p.16).

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"For the 12 months to March 2022, there were 148 sales of houses and 22 sales of units, a decline since the previous year. These were predominantly in the upper end of the market with 74.7% of houses >\$400,000 and 56.2% of units >\$350,000. These figures suggest that less than 25% of houses and 44% of units were affordable to those in the low income bracket." (Lismore Housing Strategy, 2023. P.17) Across the LGA as a whole, Domain data shows that the cost of a house has increased 97.1% over the five years to March 2022. All suburbs and villages have seen unprecedented prices increases for sales of houses and units (where they are available) as shown in the table below. " (Lismore Housing Strategy, 2023. p.17).

The median sale price for a house was \$659,000 at March 2022. The price change in the previous 12 months was an increase of 30.4%, median rent for houses was \$550/week, \$400 for a unit and the median sale price for a unit was \$448,000, which had increased by 21.8% from the previous 12 months. This information is pre the 2022 floods. Goonellabah had the

highest median sale price of any suburbs in the urban area of the Lismore LGA. The rural areas had higher sale prices. (Lismore Housing Strategy, 2023. P.17).

As highlighted, housing across the LGA is unaffordable to 'very low' income earners and provides limited options to 'low' income earners. The majority of areas that could be affordable correlate to areas of higher flood risk and therefore will generally be unsuitable for future residential expansion." (Lismore Housing Strategy, 2023. P.18).

"The most recent official data on the number of rental properties that are affordable to households in the low income range is from the Department of Communities and Justice (DCJ, 2017). It shows that in Lismore the number of affordable rentals dropped by 53% from 406 in 2013 to 215 in 2017. Given the age of this data and the evidence of rent increases and increasingly high demand for rental properties, it is likely the number of affordable rental properties has dropped significantly." (North Coast Housing Region – What's happening in the Housing Market 2017).

- The median income for all residents aged 15 years and over at 2021 was \$685 per week. Overall, 1.8% of all Lismore LGA workers earned a high income, \$3,000 or more per week and 43.7% earned a low income, less than \$650 per week. By comparison across the rest of NSW, 31% of workers are in the high-income range and 42.1% are in the low-income range.
- The median household income is \$1,319, lower than the rest of NSW median of \$1,434. Household incomes are dominated (44.4%) by those earning <\$1250 which is roughly equivalent to those who would be categorised as 'very low' and 'low' income earners. 14.1% of households earn between \$1250 and \$1749 which roughly equates to those who would be considered as 'moderate' income earners. This highlights that approximately 59% of all households fall within the 'very low' to 'moderate' income earning categories.

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The largest and fastest growing industry in Lismore, by employment, is health care and social assistance which generated around 6,800 jobs in 2020/21 and often involves 'low' to 'moderate' income work. At May 2022, 11.3% of Lismore residents were in receipt of Job Seeker or Youth Allowance payments, up from 10.4% in March 2020. At the same time, the regional NSW average was just 6.8% in May 2022, down from 7.1% in March 2020. While the rest of NSW has seen a decrease of those needing financial assistance, Lismore has seen an increase, which may be largely attributed to the February and March 2022 natural disaster flooding events. (Lismore Housing Strategy, 2023 p.19).

Socio-Economic Indexes for Areas (SEIFA) measures the relative level of socio-economic disadvantage and/or advantage based upon a range of Census characteristics including employment levels, income levels, education levels, housing type, etc. A higher score on the index means a lower level of disadvantage. At the 2016 census, Lismore had a SEIFA Index of Disadvantage of 954 and in 2021 it was 966. This is a higher level of disadvantage compared to Ballina (1015), Byron (1021), and Tweed (989) council areas. The SEIFA Index of Disadvantage for NSW is 1000 and for Regional NSW is 982. Goonellabah had a rate of 969.3.

At the 2021 census there were 2,597 persons (5.9%) who identified as Aboriginal and/or Torres Strait Islander (ATSI), compared with 3.4% in NSW. The median age of Lismore's ATSI community is 24. The dominant age groups are those aged between five and 14 (22.7%), followed closely by those aged between 15 and 24 years (19.4%). Just 5.8% of Lismore's ATSI population is aged 65 years or over.

Within the Aboriginal and/or Torres Strait Islander households, 28.5% are made up of couples with children, followed by one parent families (28%) and then couples with no children

(14.4%). Where at least one occupant is Aboriginal and/or Torres Strait Islander, the average household size is 3, compared with 2.4 for the whole of the LGA.

There is an identified need for one or more extra bedrooms for 8.8% of all Aboriginal and/or Torres Strait Islander households.

Of Lismore's Aboriginal/Torres Strait Islander community 14.6% owned their home outright, 29.4% owned their home with a mortgage and 51.5% rented. The median personal income for those aged 15 years and older in 2021 was \$557 per week, much lower than the LGA-wide median. The median household income was \$1,425 which is slightly higher than the LGA-wide median, likely owing to the larger household size.

Goonellabah

Goonellabah, while often identified as one urban area of the Lismore LGA, is actually a number of distinct geographical communities. These communities include: East and West Goonellabah, Northern Ridges, and Central Goonellabah. Within these communities there are smaller localities identified which relate to particular subdivision activity such as Chilcotts Grass, Trinity Drive, Mount Pleasant Estate, and the NSW Department of Housing estate. Lismore Heights is located between Lismore and Goonellabah.

Goonellabah has a varied population: high income earners, Department of Housing (DOH) tenants, university students, lone person, older female households, and families. Given this it could reasonably be presumed that incoming communities will continue to be a mix. Given the number of nursing homes located within Goonellabah there has been a higher proportion of older people residing here. Anecdotally, it appears that there is a new influx of families, with young children and older, retired people moving into the area.

The usual resident population of Goonellabah at the 2021 Australian Bureau of Statistics (ABS) census was 13,591 persons, an increase from the 2016 Census when the population was 13,150. Generally:

- The median age is 42 years, compared with 44 for the Lismore LGA, 39 for NSW
- Median weekly household income is \$1,325, compared with Lismore, which was the same and \$1,849 for NSW
- Lone person households comprise 30% compared with 28% for Lismore, and 24% for NSW
- Older couples without children comprise 12%, 11% in Lismore and 10% in NSW
- Couples with children comprise 24%, 22% in Lismore and 31% in NSW
- Medium and high density housing comprise 22% compared with 16% for Lismore and 35% for NSW
- 7.4% of the population are Aboriginal and Torres Strait Islander people, compared with 5.9% in Lismore and 3.4% in NSW
- Overseas born comprise 10%, which is the same for Lismore and 29% in NSW
- Persons holding a university degree are 19% of the population, 21% in Lismore and 28% in NSW
- Just 11% of people worked from home, 14% in Lismore and 31% in NSW
- The SEIFA Index of Disadvantage was 969, Lismore was 966 and NSW 1000
- Analysis of family blending shows there was a higher proportion of step families as well as a higher proportion of blended families. 11.8% of total couple families with children were step families and 5.8% were blended families compared with 8.0% and 3.2% respectively for NSW
- Goonellabah has higher rates of crime than the rate for NSW for a range of incidents including in the areas of theft and break and enter, as well as assault. The rates have stayed steady over the past two years.

Table 2 Indigenous Status

	Goonellabah no	%	NSW %	Australia %
Aboriginal and/or Torres Strait Island	1004	7.4	3.4	3.2
Non- Indigenous	11,931	87.8	91.7	91.9
Indigenous status not stated	658	4.8	4.8	4.9

ABS 2021 Quikstats

Age

In 2021 the largest age group in Goonellabah was 60-64 year olds. The group that changed the most since 2016 was 70-74 year olds, increasing by 174 people. The major difference between the age structure of Goonellabah and NSW were:

- a large percentage of people aged 85 and over (3.4% compared to 2.3%)
- a larger percentage of people aged 80 to 84 (3.2% compared to 2.3%)
- a smaller percentage of people aged 30 to 34 (5.7% compared to 7.3%)
- a smaller percentage of persons aged 35 to 39 (6.0% compared to 7.2%)

The largest changes in age structure in this area between 2016 and 2021 were in the age groups:

- 70 to 74 (+174 persons)
- 60 to 64 (+88 persons)
- 55 to 59 (-86 persons)
- 25 to 29 (-83 persons)

Table 3 Five Year Age Groups

	Goonellabah	%	NSW %	Australia %
0-4	795	5.8	5.8	5.8
5-9	840	6.2	6.2	6.2
10-14	852	6.3	6.2	6.2
15-19	796	5.9	5.7	5.7
20-24	725	5.3	6.1	6.2
25-29	864	6.4	6.9	7.0
30-34	781	5.7	7.3	7.3
35-39	811	6.0	7.2	7.2
40-44	776	5.7	6.4	6.4
45-49	776	5.7	6.4	6.4
50-54	835	6.1	6.2	6.3
55-59	786	5.8	6.1	6.1
60-64	911	6.7	5.2	5.1
65-69	820	6.0	5.2	5.1
70-74	751	5.5	4.6	4.6
75-79	578	4.2	3.3	3.2
80-84	439	3.2	2.3	2.2
85 years & over	467	3.4	2.3	2.1

ABS 2021 Quikstats

Table 4 Registered Marital Status

	Goonellabah	%	NSW %	Australia %
Married	4530	40.8	47.3	46.5

Philip Street & McDermott Avenue, Goonellabah SIA December 2023 TS Consultants

Separated	413	3.7	3.2	3.2
Divorced	1246	11.2	8.6	8.8
Widowed	766	6.9	5.1	5.0
Never Married	4152	37.4	35.7	36.5

ABS 2021 Quikstats

Table 5 Social Marital Status

	Goonellabah	%	NSW %	Australia %
Registered marriage (a)	4207	41.5%	47.3	46.6
De facto marriage (b)	1260	12.4	10.6	11.5
Not married	4679	46.1	42.1	41.9

ABS 2021 Quikstats

People aged 15 years and over, usually resident and present in the household on Census night

(a) In December 2017, amendments to the Marriage Act 1961 came into effect enabling marriage equality for all couples. For 2021, registered marriages include all couples.

(b) De facto marriage is when two people live together as partners who are not in a registered marriage. It includes people who report de facto, partner, common law husband/wife/spouse, lover, girlfriend or boyfriend.

Table 6 Type of educational institution attending

	Goonellabah	%	NSW %	Australia %
Preschool	305	8.0	6.8	6.3
Primary				
Primary – Government	579	15.1	18.1	18.5
Primary – Catholic	257	6.7	5.2	5.2
Primary – other non-Government	236	6.2	3.2	3.3
Primary total (a)	1079	28.2	26.5	27.0
Secondary				
Secondary – Government	447	11.7	11.8	12.2
Secondary – Catholic	276	7.2	5.1	4.8
Secondary – other non-Government	113	2.9	3.9	4.2
Secondary total (b)	840	21.9	20.9	21.2
Tertiary				
Tertiary – Vocational education (incl TAFE & private training providers)	374	9.8	8.5	7.8
Tertiary – University or other higher education	433	11.3	15.3	15.4
Tertiary total (c)	808	21.1	23.8	23.3
Other	73	1.9	3.0	3.2
Not stated	729	19.0	19.0	19.0

ABS 2021 Quikstats

Table 7 Level of highest educational attainment
People aged 15 years and over

	Goonellabah	%	NSW %	Australia %
Bachelor Degree and above	2058	18.5	27.8	26.3
Advanced Diploma & Diploma level	963	8.7	9.3	9.4
Certificate level IV	506	4.6	3.3	3.5
Certificate level III	1736	15.6	11.7	12.6
Year 12	1409	12.7	14.5	14.9
Year 11	429	3.9	3.2	4.6
Year 10	1684	15.2		
Certificate level II	11	0.1	0.1	0.1
Certificate level I	0	0.0	0.0	0.0
Year 9 or below	1074	9.7	7.4	7.2
Inadequately described	336	3.0	2.8	2.4
No educational attainment	32	0.3	1.0	0.8
Not stated	869	7.8	8.3	8.2

ABS 2021 Quikstats

Cultural Diversity

In Goonellabah 84.9% of all people were born in Australia compared with 65.4% in NSW and 66.9% in Australia (ABS 2021 Quikstats). The country of birth of parents showed that 12.5% of people in Goonellabah had both parents born overseas compared with 39.4% for NSW and 36.7% for Australia. In Goonellabah 72.0% of people had both parents born in Australia compared with 43.7% for NSW and 45.9% for Australia. Of the Goonellabah population 88.6% of people only spoke English at home compared to 67.6% in NSW and 72.0% in Australia. There were only 7.7% of households where a non-English language is used compared to 29.5% in NSW and 24.8% in Australia. (ABS 2021 Quikstats).

Table 8 Cultural Diversity

Ancestry, top responses All people	Goonellabah	%	NSW %	Australia %
Australian	5616	41.3	28.6	29.9
English	5602	41.2	29.8	33.0
Irish	1744	12.8	9.1	9.5
Scottish	1489	11.0	7.7	8.6
Australian Aboriginal	970	7.1	3.2	2.9

ABS 2021 Quikstats

Table 9 Participation in the labour force

Participation in the labour force: people aged 15 years and over	Goonellabah	%	NSW %	Australia %

In the labour force	6370	57.3	58.7	61.1
Not in the labour force	4188	37.7	35.5	33.1
Not stated	549	4.9	5.9	5.8

ABS 2021 Quikstats

Table 10 Employment Status

People who reported being in the labour force, aged 15 years and over

	Goonellabah	%	NSW %	Australia %
Worked full-time	3463	54.4	55.2	55.9
Worked part-time	2267	35.6	29.7	31.2
Away from work (a)	342	5.4	10.2	7.8
Unemployed	302	4.7	4.9	5.1

ABS 2021 Quikstats

(a) Counts employed people who reported 0 hours of work the week before the Census or did not state their hours of work.

Table 11 Occupation, top responses

Employed people aged 15 years and over	Goonellabah	%	NSW %	Australia %
Professionals	1200	19.8%	25.8%	24.0%
Clerical and Administrative Workers	843	13.9	13.0	12.7
Community and Personal Service Workers	842	13.9	10.6	11.5
Technicians and Trades Workers	807	13.3	11.9	12.9
Labourers	737	12.1	8.2	9.0
Sales Workers	636	10.5	8.0	8.2
Managers	602	9.9	14.6	13.7
Machinery Operators and Drivers	328	5.4	6.0	6.3

ABS 2021 Quikstats

Table 12 Industry of employment, top responses

Employed people aged 15 years and over

	Goonellabah	%	NSW %	Australia %
Hospitals (except Psychiatric Hospitals)	452	7.4	4.2	4.5
Aged Care Residential Services	239	3.9	2.2	2.1
Other Social Assistance Services	223	3.7	2.4	2.3
Supermarket and Grocery Stores	218	3.6	2.5	2.5
Secondary Education	157	2.6	1.8	1.7

ABS 2021 Quikstats

Table 13 Median weekly incomes (a) People aged 15 years and over

	Goonellabah	%	NSW %	Australia %
Personal (b)	\$707	N/A	\$813	\$805
Family (c)	\$1733	N/A	\$2185	\$2120
Household (d)	\$1325	N/A	\$1829	\$1746

ABS 2021 Quikstats

- (a) Incomes are collected in ranges. The medians are then calculated using information from the Survey of Income and Housing
 (b) Excludes people aged 15 years and over who did not state their income.
 (c) Excludes families where at least one family member aged 15 years and over did not state their income.
 (d) Excludes households where at least one household member aged 15 years and over did not state their income.

A notable statistic for Goonellabah is that just 652 persons (10.7%) worked from home compared with 31.0% in NSW and 21.0% across Australia (ABS 2021 Quikstats). The 2021 census was taken in the middle of the Covid pandemic, which may account for the higher proportion of people working from home generally in NSW and Australia.

Table 14 Unpaid work and care
People aged 15 years and over

	Goonellabah	%	NSW %	Australia %
Did unpaid domestic work (week before Census Night)	7763	69.9	66.5	67.7
Provided unpaid care for child/children (during two weeks before Census Night)	2928	26.4	25.3	26.3
Provided unpaid assistance to a person with a disability, health condition or due to old age (during two weeks before Census Night)	1574	14.2	11.5	11.9
Did voluntary work through an organisation or group (last 12 months)	1847	16.6	13.0	14.1

ABS 2021 Quikstats

Table based on place of usual residence

Table 15 Long Term Health Conditions

	Goonellabah	%	NSW %	Australia %
Has a long term health condition	5519	41.3	30.9	31.7
No long term health condition	6719	50.3	61.0	60.2
Not stated	1109	8.3	8.1	8.1

Arthritis	1581	11.6	8.4	8.5
Asthma	1623	11.9	7.8	8.1
Diabetes (excluding gestational diabetes)	749	5.5	4.8	4.7
Heart disease (incl heart attack or angina)	788	5.8	3.9	3.9
Lung conditions (incl COPD or emphysema)	409	3.0	1.7	1.7
Mental health condition (incl depression or anxiety)	1816	13.4	8.0	8.8
Any other long- term health condition(s)	1413	10.4	7.8	8.0

id profile and ABS 2021 Quikstats

Table 16 Count of selected long-term health conditions All people

	Goonellabah	%	NSW %	Australia %
None of the selected conditions	7456	54.9	64.9	64.1
One condition	3116	22.9	18.3	18.8
Two conditions	1187	8.7	5.7	5.9
Three or more conditions	714	5.3	3.0	3.0
Not stated	1119	8.2	8.1	8.1

ABS 2021 Quikstats. Note: Selected long-term health conditions include arthritis, asthma, cancer (including remission), dementia (including Alzheimer's), diabetes (excluding gestational diabetes), heart disease (including heart attack or angina), kidney disease, lung condition (including COPD or emphysema), mental health condition (including depression or anxiety) and stroke. Other long-term health conditions are not included in this count.

Table 17 Family composition All families

	Goonellabah	%	NSW %	Australia %
Couple family without children	1443	40.0	37.9	38.8
Couple family with children	1327	36.8	44.7	43.7
One parent family	789	21.9	15.8	15.9
Other family	49	1.4	1.6	1.6

ABS 2021 Quikstats

Table 18 Employment Status of couple families

	Goonellabah	%	NSW %	Australia %
Both employed, worked full-time	595	21.5	21.7	22.2
Both employed, worked part- time	162	5.9	4.7	4.8
One employed full-time, one part-time	619	22.4	18.2	20.8

One employed full-time, other not working	264	9.5	12.3	12.5
One employed part-time, other not working	172	6.2	6.3	6.1
Both not working	710	25.7	22.9	21.0
Other	163	5.9	10.3	8.1
Labour force status not stated	86	3.1	3.7	4.6

ABS 2021 Quikstats

Goonellabah housing, similar to the Lismore LGA more generally, is dominated by separate house type dwellings. The information on the current age of the population and the projected ageing of the population within Goonellabah indicates that there is a need for higher density housing in Goonellabah, such as flats or apartments.

Table 19 Dwelling Structure

Occupied private dwellings (excl. visitor only and other non-classifiable households)

	Goonellabah	%	NSW %	Australia %
Separate house	4181	78.1	65.6	72.3
Semi-detached, row or terrace house, townhouse, etc	949	17.7	11.7	12.6
Flat or apartment	227	4.2	21.7	14.2
Other dwelling	0	0.0	0.7	0.6

ABS 2021 Quikstats

Table 20 Number of bedrooms

Occupied private dwellings (excl. visitor only and other non-classifiable households)

	Goonellabah	%	NSW %	Australia %
1 bedroom	16	0.3	0.7	0.5
2 bedrooms	123	2.3	6.6	5.3
3 bedrooms	821	15.3	22.7	19.1
4 or more bedrooms	1943	36.3	33.9	34.8
Number of bedrooms not stated	67	1.3	1.4	1.4

ABS 2021 Quikstats

Household composition

Goonellabah has more single person households, which shows a greater need for unit or apartment type housing with smaller numbers of bedrooms.

Table 21 Household composition

Occupied private dwellings (excl. visitor only and other non-classifiable households)

	Goonellabah	%	NSW %	Australia %
Family households	3506	65.4	71.2	70.5
Single (or lone) person households	1660	31.0	25.0	25.6
Group households	193	3.6	3.8	3.9

ABS 2021 Quikstats

Household Income

Goonellabah has a significant proportion of lower income households than that of NSW and Australia. It is a suburb with significant differences within it. The newer, outer fringes, and the Northern Ridges are areas where there are higher household and individual incomes. The locality of the proposed development is an area of lower incomes, both individual and household.

Table 22 Household Income

Occupied private dwellings (excl. visitor only and other non-classifiable households)

	Goonellabah	%	NSW %	Australia %
Less than \$650 total household weekly income (a)	N/A	20.9	16.3	16.5
More than \$3,000 total household weekly income (a)	N/A	12.5	26.9	24.3

ABS 2021 Quikstats

(a) Percentages exclude dwellings with 'Partial income stated' or 'All incomes not stated.'

5.3 Availability and Location of Human Services

Lismore is historically situated as the regional centre of the Northern Rivers in NSW. People in adjoining LGAs travel to Lismore to access a range of services and facilities. The adjoining areas of rural localities and the town of Casino and surrounding areas traditionally travelled to Lismore to access a range of necessary services, facilities and government departments.

Lismore has two major hospitals, (one public, Lismore Base Hospital, one private, St. Vincents); a number of Commonwealth and State Government Departments; a number of financial and tertiary institutions, including Southern Cross University; and legal services including the Family Law Court and the District Court. However, continuing high unemployment levels, combined with low-income levels, and lack of public transport presents a range of socio-economic pressures for the Council area.

The Goonellabah Village Square shopping centre opposite the Lismore Council Chambers in Oliver Avenue opened in 2000 providing a much-needed shopping facility. The Centre contains a substantial Woolworths supermarket, chemist, bottle shop, newsagency and various food outlets. Additions to the Centre opened in 2006, which included a Target store and café. Rous Road Shopping Centre is the other major retail facility in Goonellabah. This centre contains Australia Post, grocery store (that incorporates a bottle shop), video store, Doctor's surgery, bakery, take away food outlets and other retail outlets. Both of these shopping complexes are within walking distance of the proposed development.

Around 2004 a neighbourhood shopping complex opened on the eastern end of Goonellabah on the Lismore to Ballina road. The Centre comprises an IGA supermarket, video store and take away food outlet. There is an old shopping complex, located on Gumtree Avenue that services the residential area located near there. These small neighbourhood shopping centres service the local residential community.

Within walking distance of the development proposal is the Goonellabah Primary School, Care-ring Pre-school, Elders Memorial Park, St. Matthews self-care units, St. Carthages

Community Care, Goonellabah Shopping complex comprising the IGA grocery store, post office, bakery and other retail outlets. Kadina High School is located a few blocks away.

Lismore City Council Chambers are located on Oliver Avenue, within walking distance, as is the Community Centre and Goonellabah Child and Family Health Centre located next door.

5.4 Availability of Transportation

Transport to and from Goonellabah includes private vehicles, taxis, Uber and buses. There are bus services available between Goonellabah and downtown Lismore as well as to the coastal areas of Ballina and Byron Bay. There no longer is a train that runs from downtown Lismore to Byron Bay on the coast and further north to Murwillumbah. This train ceased to operate in 2004. Currently, there is a Goonellabah to Lismore Flood Recovery Shuttle to aid people in moving between the two areas.

6.0 Impact Assessment and Mitigation Plan

6.1 Scoping and Identification of Key Issues

Social Impact Assessment acknowledge the values of local communities. This requires them to be informed by the things that are likely to impact on the community wellbeing, recognising that these values differ between communities and local areas within communities. It takes account of the social and human environment, as well as the attitudes and needs of those people most affected.

The report attempts to identify the main issues of concern with regard to social impacts resulting from the proposed development and sets the boundary for the assessment. This involved consultation with the relevant stakeholders. Scoping for the project took place in a number of ways. Discussions with Council's Planning and associated staff, the project team, review of years of documentation/consultation, along with research undertaken so as to determine the parameters of the project. Identification of the surrounding landuses was undertaken. The community character was taken into consideration.

The land proposed to be re-developed is located on the corner of McDermott Avenue and Phillip Street. There are three houses opposite the proposed development on McDermott Avenue, two opposite on Phillip Street, one house behind on Phillip Street and two behind on Jubilee Avenue. There is a cul-de-sac of seven houses on Quilty Place opposite, off McDermott Avenue. The study boundaries are the streets of McDermott Avenue, Phillip Street and Jubilee Avenue. These are the likely areas of impact. Surrounding landuse is residential, mainly single residential housing mixed with some unit development.

As this is a residential use in a residential zoning in Goonellabah it is not considered a major development and so Council did not require structured consultation. It has been a residential area since the 1970s. The proposal is in keeping with existing uses.

This SIA specifically looks at two groups within the surrounding community, those who are immediately adjacent to the rezoning and those who are in adjacent streets, but are not immediately adjacent to the site. The first group are those residents in Phillip Street, McDermott Avenue, and Quilty Place; essentially those people who will view the development. The second group are those residents further along on Phillip Street, McDermott Avenue and Jubilee Avenue who will not site the development but will potentially be impacted by increased traffic. The wider community of Goonellabah and the Lismore LGA are also looked at in terms of the social impact of the proposal.

The research and discussion process did not raise social issues with particular regard to the proposed redevelopment itself. Broadly, any perceived, or existing, issues are mainly to do with the 'type' of people who it is thought may be housed in the building and whether this may bring about anti-social behaviour.

The key issues identified include:

- Increased population/density
- change to local amenity
- Increased traffic and car parking
- Potential increased noise
- Potential anti-social behaviour
- Privacy impacts of adjoining properties

There are currently no reported tenancy management issues, with some tenants having resided at the complex for 20 years. It is Social Futures' intention to offer the current seven residents' pathways to access the Social Housing register and further still, offer the opportunity, where appropriate, to step up from Social Housing and into Affordable Housing eligibility. Social Futures have committed to assist the current residents and are actively offering help with relocation. Social housing is available to people on very low to low household incomes. This includes those who are struggling to afford rent and are often on the brink of homelessness. Social Futures are a registered community housing provider and can provide social housing in partnership with the Department of Communities and Justice (previously FACS) through Housing Pathways.

Affordable housing is housing that is appropriate for the needs of a range of very low to moderate income households and priced so that these households are also able to meet other basic living costs such as food, clothing, transport, medical care and education. As a rule of thumb, housing is usually considered affordable if it costs less than 30% of gross household income. Affordable housing can be applied for much like market rental, provided eligibility criteria is met. Additionally, Affordable housing is often referred to as Key Worker accommodation, providing affordable housing options for working professionals, across essential services, but can be applicable across a wide variety of roles such as, nurses, firemen, council workers, allied health, government employees, teachers, child-care, disability and aged care workers, supermarket staff, etc.

6.2 Prediction and estimation of effects

Each of these social impacts will be discussed together with an estimate of the extent of their impact. Impacts can be both positive and negative. Prediction of impacts involves the use of the baseline data to determine the likely impacts of the proposal. It asks who will potentially be affected? The impacts are discussed at two levels: the immediate vicinity and the wider community level. The immediate vicinity is essentially adjoining properties on McDermott Avenue, Phillip Street, Jubilee Avenue along with residents on Quilty Place. Near vicinity includes other residents on McDermott Avenue, Phillip Street, and Jubilee Avenue. The wider community is Goonellabah and the Lismore LGA.

Examining similar occurrences elsewhere (if available) and reliable evidence of their impacts can assist. Social housing has in dense areas in city environments shown to have higher rates of crime and violence, poorer health outcomes and lower life expectancy, lower educational attainment and reduced access to quality education, and less civic participation and social capital. Given the size of the proposal and its location it is not expected that these sorts of outcomes would be realised. The positive impacts of having housing stability on a person's overall wellbeing includes being able to avoid homelessness, improved mental health and improved family relationships, as well as providing opportunities to obtain study and/or work.

At the immediate vicinity level, being adjoining properties on McDermott Avenue, Phillip Street and Quilty Place the impacts may be:

- Increased numbers of people living next to them
- Potential change to local amenity
- Increased traffic
- Potential increased noise
- Potential increase of anti-social behaviour
- Improved neighbourhood

At the near vicinity level, being other residents on McDermott Avenue, Phillip Street, and Jubilee Avenue the impacts may be:

- Potential change to local amenity
- Increased traffic
- Potential increased noise
- Potential increase of anti-social behaviour
- Improved neighbourhood

At the wider community level, being Goonellabah and the Lismore LGA level the impacts may be:

Goonellabah residents generally will experience:

- Very little change to the overall feel of Goonellabah
- Availability of more affordable housing options

Lismore LGA residents generally will experience:

- Availability of more affordable housing options
- Increased population contributes to the economic prosperity of the LGA

6.3 Formulating alternatives

The details of the impacts of one or more options for development are examined against decision criteria. However, this step in the SIA process might not occur if there is only one project option available; either the re-development goes ahead or it doesn't. It is within it going ahead and investigating mitigating measures that there are alternatives and mitigating measures to be considered. Formulation of alternatives is closely linked with the projections and estimation of impacts. The alternatives emerge after the scoping and profiling work. The alternatives to not carrying out the proposed development, as applied for, are discussed. These are:

- Option 1 Keep the site as is or No Go
- Option 2 Develop the site with less units
- Option 3 Develop the site as proposed

Bearing the above potential impacts and mitigating measures in mind, considerations for Council are:

Option 1 Keep the site as is or No Go option

For all proposals there will always be one alternative: that of not proceeding, the no-change or no-go option. That is, to not develop the site. To keep the site as is or the No Go option are one and the same.

Residential units currently exist on the site. They were built in the 1970s and have been in private ownership over the past 20 years. The properties are at the end of their natural asset life cycle.

This is not a desirable option as both Lismore City Council, the State Government and numerous other studies have identified that affordable housing is the highest priority in the Lismore LGA. It has been identified through planning documents and community service organisations since the mid 1990s, some 30 years ago. If the proposal did not proceed then there would be more people in need of housing and there would continue to be people struggling to find suitable, decent, well maintained housing.

If the proposal did not go ahead all of the positive benefits would be lost to the community, ie affordable housing. The negative impacts would not occur either. The loss of the potentially positive benefit of the creation of employment that results from the proposal would be a cost of not proceeding. In conjunction with this is the loss of benefit of the injection of capital into the business community that comes with housing development. People need businesses and services. The positives of developing outweigh any perceived negative impacts associated with the proposal.

Option 2 Develop the site with less units

Research carried out by UNSW City Futures Research Centre and Everybody's Home in 2019 identified a need for an additional 4000 affordable homes in the Richmond/Tweed area by 2036. Of the 796 residential developments approved by Lismore City Council between 2015 – 2021, only six were identified as being specifically for new affordable housing stock. (p23). There was an urgent need for affordable and social housing prior to the devastating 2002 floods, now there is a desperate need of housing of all kinds. Any type of housing that can be built out of flood needs to be built. In the design and consultation with Council process the number of units proposed has been reduced from 20 to 18. This took into account the amenity of the land and the neighbourhood.

Funding is currently available from both State and Federal governments to provide affordable and social housing and this is to be taken advantage of. More money is becoming available for housing from other government streams because of the 2022 floods.

Option 3 Develop the site as proposed

This is the only real option. Much consideration of the amenity of the land and neighbourhood has been taken into account in the architect designing of the building. There is a need for this type of housing in Goonellabah, and particularly this location, given its socio-economic dynamics.

While there are some perceived negative impacts associated with the proposal, mainly for residents within the immediate vicinity, there are a number of positive impacts if the proposal were to go ahead. Ameliorative measures are able to lessen the negative impacts to a large degree. Positive impacts include: much needed housing for the Lismore LGA is provided, new architect designed housing for essential workers, and improved housing for current residents. The perceived negative impacts that may, or may not occur, including possible anti-social behaviour, can be ameliorated through the design and management of the building. Having more dense housing cannot be ameliorated against.

6.4 Impact management measures

When assessing the social impacts, consideration of how the social effects of change can best be managed have been taken into account. This involved identifying mitigation measures to prevent or minimise potential negative impacts paying specific attention to the particular characteristics of the local community which will be affected.

Measures have been investigated that will maximise the beneficial impacts of the proposed development and mitigate the costs or losses. Through the social impact process, discussions with Council Officers and the project team there are a number of measures that are able to be introduced so as to mitigate against the identified and perceived negative impacts of the proposal. Some impacts will be measured against facts and others against perception.

Impact management measures include:

- Building and Unit Design
- Crime Prevention by Environmental Design
- Plan of Management for the Building
- Proposed mix of Housing Residents

6.4.4 6.4.1 Building and Unit Design

The proposal is an architect designed and well thought through set of apartments to provide essential housing in a much needed area when built. The plans in themselves are an impact measure to any perceived negative impacts and the issues identified. New housing can create a better neighbourhood.

Increased population/density

There are no specific ameliorating measures to relieve an increase in population/density of people living on the site, other than good building design to accommodate the residents. Immediate neighbours will experience increased numbers of people living next to them, but not overly so. Building design has taken into account housing the number of people in well thought through living spaces and will be replacing the current units that have reached their end-date for use. The number of units was originally proposed to be 20 but was reduced to 18 so as to provide greater amenity having larger unit sizes. This will reduce the density of people onsite.

Change to local amenity

The amenity of the area as a residential area is unlikely to change, given it is already residential housing and there is already unit development immediately adjacent to the proposed re-development site. There will be a positive uplift in amenity with the building of new, architect designed units to replace the existing housing structures that are old and not able to be repaired. The design of the units will provide for a mix of housing residents that will maintain existing amenity and may likely improve it. The number of units was originally proposed to be 20 but was reduced to 18 so as to provide greater amenity having larger unit sizes. This will reduce the density and hence reduce possible negative impacts on amenity. There is no important view loss for adjoining properties anticipated.

Increased traffic and car parking

There will be increased traffic in the immediate vicinity and in the near vicinity but it is negligible. Carparking has been designed to be onsite. There are 15 car parking spaces and four visitor spaces located onsite. There will be increased traffic with the increase in dwelling units. Traffic in and out of the complex has been planned to be the least impactful on the adjoining streets.

Potential increased noise

Having more people on one site has the potential to have increased noise for the immediate vicinity. Building and unit design has been undertaken so as to keep noise to acceptable levels. Windows and door openings are designed for best sound attenuation within the complex. The apartments have been designed with privacy screenings so that there is private open space for both the residents and adjoining neighbours. There is no threat to the wider vicinity or further for increased noise levels.

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Potential anti-social behaviour

It is the unfounded perception of who the residents will be, living in the apartments, that leads to a concern of potential anti-social behaviour in the immediate and near vicinity. The mix of tenants, including Frontline Key Workers, will not result in increased anti-social behaviour. Providing a new building in an area of old housing stock can have a positive uplift to reduce anti-social behaviour. The design of the carpark and open public space have been undertaken so as to minimise any anti-social behaviour and/or crime activity. There is security and access control to the carpark and to the building. The storage area within the garage/carpark has been removed from the initial plans that were viewed by Lismore City Council and considered a hazard. This has been replaced with store rooms for each resident. Outside open space areas have been designed so that there is natural surveillance, as well as maintaining privacy. There is negligible threat to the wider Goonellabah or Lismore generally for increased anti-social behaviour.

Privacy impacts of adjoining properties

The building and unit design has taken into consideration adjoining properties and their needs. The number of units was originally proposed to be 20 but was reduced to 18. Consideration has been given in the design to provide for privacy of the adjoining neighbours, particularly on Jubilee Avenue and Phillip Street. For the neighbour to the south, who has their private open space behind their dwelling, given the gradient and northern down-slope of the subject site, the erection of the screen fencing and plantings (as shown on in the plans) is likely to resolve the issue, without impacting too significantly upon the neighbour's solar access as well as placement of windows/doors. Privacy screening is proposed on each balcony and window to the West so as to least impact on the private open space of the two dwellings on Jubilee Avenue.

6.4.2 Crime Prevention by Environmental Design

Crime Prevention by Environmental Design (CPTED) has been incorporated throughout the project design phase and is covered in depth, and is included as part of the planning report with the development application.

Increased population/density

Increased density of population can, in some instances, increase the possibility of crime and/or anti-social behaviour, depending on location and the increase. The CPTED principles have been applied to the design of the proposal so that the small increase of density is not likely to result in increased crime and/or anti-social behaviour. Goonellabah has higher rates of crime than the rate for NSW in the areas of theft and break and enter, as well as assault. However, the rates have stayed steady over the past two years.

Change to local amenity

The development of a new housing complex in this location, that incorporates CPTED principles, can be seen as a positive in this area. It may have the effect of increasing positive amenity. It will not result in a significant change to the character of the local community. The area is already considered as housing in a lower income area than other parts of Goonellabah.

Increased traffic and car parking

There will be increased traffic in the immediate vicinity and in the near vicinity but it is negligible. Car parking has been designed with good sightlines and visual openness within it. It is located on the first level. There is security and access control to the carpark and to the building which will be appropriately lit. Carparking will be onsite so residents will get in and out of their car within a safe carpark off street. There are 15 car parking spaces and four visitor

spaces within the building. There may not necessarily be increased traffic as it is not a given that the residents who will reside there will necessarily have a car.

Potential increased noise

Having more people on one site has the potential to have increased noise for the immediate vicinity. CPTED principles of design can also have an effect on noise within a development. The same principles applied to design out crime will, by default, assist in the potential of increased noise. However, it isn't possible to completely alleviate more noise due to a larger amount of people residing on site than is currently the situation. Building and unit design has been undertaken so as to keep noise to acceptable levels. There is no threat to the wider vicinity or further for increased noise levels.

Potential anti-social behaviour

The CPTED principles have been applied to the design of the proposal so that the proposal should not result in an increase of anti-social behaviour. This is in addition to good design principles, generally, that have been applied in the preparation of the development proposal. There is a central courtyard designed in so as to negate anti-social behaviour. It is beneficial to the community to mix the socio-economic status of residents as is intended by the localised allocation strategy. When housing supply and housing availability is the fundamental issue, it offers opportunities for the broader community, not on the housing register, to apply for affordable housing. With the proposed mix of affordable housing and social housing, in a purpose-built designed building, it can only be seen as a positive outcome for the immediate and wider community.

The common area to the North has been removed from the original, draft plans so as to alleviate safety concerns. There is screening from the carpark that residents can clearly see through to the landscaping outside. The landscaping is designed so that it will not encourage patronage and if people are seen here by residents it will raise an alarm. The basement area will be fully secure.

Privacy impacts of adjoining properties

CPTED principles have been used in the design of the external open spaces and landscaping of the proposed development. This includes taking into account the privacy and safety impacts of the adjoining properties. Building and unit design has taken into consideration adjoining properties and their needs, which relates to private open space and overshadowing. Privacy screening is proposed on each balcony and window to the West so as to least impact on the private open space of the two dwellings on Jubilee Avenue.

6.4.3 Plan of Management for the Building

Social Futures are the owners and manager of the site. They have an over-arching Community Housing policy of establishing and maintaining tenancies that will ensure a coordinated approach to the provision of asset and tenancy management, providing a framework from which to deliver client centric services. Planned and reactive maintenance management ensures upkeep of assets, grounds, and amenity, whilst tenancy management and wrap around support coordination provides the legislated, industry specific, compliance requirements and an awareness of their cohort's wellbeing. An increased level of support provision therefore can be offered to those who may face any difficulties or hardship.

The service delivery model adopts an integrated approach to ensure social housing tenancies are compliant with the NSW Department of Communities and Justice (DCJ) housing pathways allocation process and maintain appropriate stewardship to protect government co-funded assets and promote positive interaction from within the apartment complex and the broader community. Regular communication between the Manager of the apartments and immediate neighbourhood, will be maintained.

Social Futures has a process to match applicants to properties and then to establish and maintain tenancies across apartments. Tenancies in NSW are subject to the Residential Tenancies Act 2010 and will use the standard Residential tenancy agreement.

There will be an after-hours maintenance call number and a person to contact at all times in the eventuality it is needed.

Strategies will be developed to foster cohesion and acceptance within the building itself, as well as in the adjacent community.

Contingency measures aimed at facilitating the detection of and timely response to potential problems are included in the management plan for the building. These include: regular interactions with tenants, Offering one on one meetings, being contactable, listening to questions and concerns and responding, offering advice and practical support.

Increased population/density

While there will be an increase of population on site, the proposed mix of tenancies being half affordable housing and half social housing has been purposefully designed within the plan of management for the building. This is a positive impact as opposed to offering 100% social housing tenancies, as it mixes the tenure but also offers a step up tenancy approach for tenants. Social Futures staff will be supporting all resident tenants.

Change to local amenity

The development of a new housing complex in this location, that incorporates a mix of residents, can be seen as a positive in this area. It may have the effect of increasing positive amenity. One of the items within the Social Futures' plan of management includes a section how to be a good neighbour. The proposed development will not result in a significant change to the character of the local community. The area is already considered as housing in a lower income area than other parts of Goonellabah.

Increased traffic and car parking

There will be increased traffic in the immediate vicinity and in the near vicinity but it is negligible. Mitigation for this is considered with the Building design and CPTED principles of design.

Potential increased noise

With an increase in people residing on site there is the potential for increased noise for neighbours in the immediate vicinity and possible the wider vicinity. Management by Social Futures' has taken this potential negative impact into account and it is dealt with in the way that they will order the localised allocation strategy and manage tenancies.

Potential anti-social behaviour

This is a perception rather than a reality necessarily. The plan of management sets out how tenancies are managed which should alleviate and/or quell any anti-social behaviour that arises, if it arises. The mix of housing residents will have a substantial positive impact. It is beneficial to the community to have a mix in the socio-economic status of residents. Social Futures' staff members will regularly be managing and monitoring the building.

Privacy impacts of adjoining properties

Through the management plan of the building by Social Futures, any negative privacy impacts of neighbours in the immediate vicinity will be monitored and managed. This is not an issue for the wider vicinity or Goonellabah and Lismore generally.

6.4.4 Proposed Mix of Housing Residents

Rather than having 100% social housing it is beneficial to the community to mix the socio-economic status of residents. With the proposed mix of affordable and social housing units in

a purpose-built designed building can only be seen as having a positive outcome for the community. There is a lift in the building.

Increased population/density

The proposed mix of tenancies, including Key Workers, is a mitigating measure given the increased number of people who will be living on site. The inclusion of affordable housing is a mitigating measure that is designed to allow for the increased density of housing on site and maximises the positive impacts of providing much-needed housing of this type.

Change to local amenity

The amenity of the area as a residential area is unlikely to change much, given it is already residential housing and there is already unit development immediately adjacent to the proposed re-development site. The building adjacent is social housing so adding in affordable housing on this site will be a positive for the community. The proposed building is larger than the existing housing so that in itself changes amenity somewhat. The mix of housing residents will likely enhance existing amenity.

Potential increased noise

The proposed mix of tenancies, including Key Workers, is a mitigating measure given the increased number of people who will be living on site. It is expected that with key workers residing in the building, and who will be working, will have a positive impact on any potential for increased noise. There is a community perception that the building will house people who may be unemployed and/or on a pension and that could lead to increased noise. However, that is a perception, not necessarily born out in reality.

Potential anti-social behaviour

In providing a mix of tenancies, both affordable, and social, is to have the effect of lessening the possibility of any potential anti-social behaviour that affects adjoining properties. Frontline Key Workers will be part of the resident mix living in the apartments. Tenancies will be managed by Social Futures' staff through a plan of management.

Privacy impacts of adjoining properties

Potential negative impacts on privacy in the immediate vicinity have been considered and mitigated against by the building design, proposed housing mix and management of the apartments. The number of apartments was originally proposed to be 20 but was reduced to 18 so as to lessen any negative impacts that may have emerged in terms of privacy for adjoining neighbours.

6.5 Monitoring

The mitigating measures will be monitored as to their effectiveness through management by Social Futures. Staff will be managing residents within the apartments and will be well placed to know if issues that were flagged to possibly occur, are occurring. Social Futures will continue to be in contact with the immediate neighbourhood so as to be aware of concerns before they develop into issues.

7.0 Conclusion

There will be impacts, both positive and negative, if the proposed building is approved. While there are always consequences from change the perceived negative impact, of having a more dense form of housing, with increased population, in an area of predominantly single story dwellings, and increased traffic for residents in the immediate vicinity is minor.

There will be some changes to the existing community immediately adjacent to the proposed development as they currently live next to a building housing seven residents. Measures have been taken into account in the design, as much as possible, to ameliorate any minor negative impacts on adjoining owners' private open space. The units will be managed by Social Futures, a registered Community Housing Provider, who will endeavour to alleviate possible future issues by way of a structured management plan and dedicated staff.

There are positive benefits for the existing community in that providing newly built housing in an area of old housing stock will uplift the area. With the proposed mix of affordable and social housing, in a purpose-built designed building with its own central/communal courtyard can only be seen as a positive outcome for the community.

The positive benefits for the Lismore LGA outweigh the minor negative impacts, mainly in providing much-needed housing. Access to affordable housing has been proven to give improved health, social, educational and employment outcomes, leading to long term improvements in productivity. It is effective at reducing homelessness, as rents are set at a percentage of income that makes it affordable.

There are positive benefits for the existing community, and the community overall in that there is increased housing availability for a potentially more vulnerable population cohort in a flood-free site. The social benefits and costs of the development, with the proposed mix of affordable and social housing, in a purpose-built designed building far outweigh any negative impacts.

Housing stress/affordability has been identified as a major issue in the Lismore LGA in just about every report written about it since the 1990s. The 2022 floods greatly exacerbated the lack of housing, particularly affordable housing. The changing nature/age of the population, and predicted continuing change of the Lismore LGA and Goonellabah, point to a need for smaller housing types to accommodate this change. Given climate change scenarios and future flood events points to a need for building of housing in flood-free land in Lismore. The building of 18 new units is overwhelmingly a positive addition to Goonellabah and to the Lismore LGA particularly. The social benefits outweigh any perceived negative impacts, which are minimal to negligible if the proposed development is approved.

The general consensus in the preparation of this social impact assessment is that in itself additional units do not cause the social issues that are already apparent in the Goonellabah area, more widely in the LGA and in the Northern Rivers. Many of the region's social issues are due to the lack of affordable and social housing. There are a number of linked social issues that cause people to participate in anti-social behaviour, mainly being homeless through mental health and drug/alcohol addictions and low incomes. Additional housing in the Lismore LGA is one big step to providing safe and secure housing for more people. Noting this housing intends to house the key worker group which the region so desperately needs.

When housing supply and housing availability is the fundamental issue in Lismore, this planning proposal offers opportunities for the broader community, not on the housing register, to apply for affordable housing. The social benefits and costs of the development, with particular reference made to the proposed mix of affordable, social and accessible housing and the design of the building, can only be a positive for Lismore.

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8.0 Resources

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