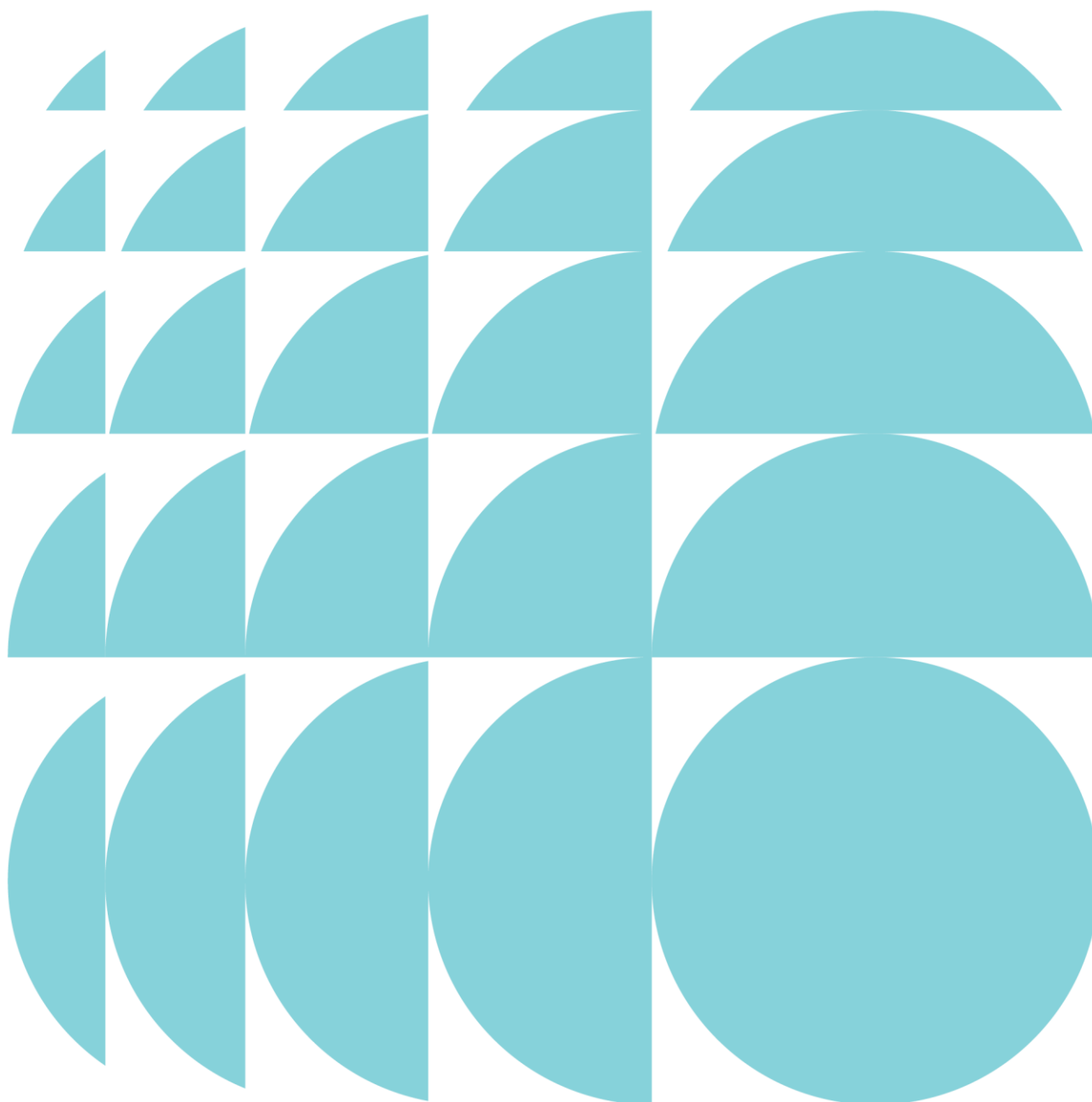# ETHOS URBAN

Social Impact Assessment

Cardinal Gilroy Village
45 Barcom Street, Merrylands West
Social Impact Assessment and social strategy
directions for seniors living development

Submitted to Southern Cross Care

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Executive Summary

This report provides a Social Impact Assessment and Social Strategy to support a planning proposal for a draft masterplan for the redevelopment of the Cardinal Gilroy Village seniors living development at 45 Barcom Street Merrylands West. The redevelopment is planned to renew the village as an expanded aged care and mixed-use development: "a modern and integrated community, offering contemporary retirement living opportunities."

The design of the scheme is intended to deliver a range of community benefits, both on-site and to the surrounding local community. This includes through planned delivery of new open space, a community centre, localised retail uses and other amenities that will be accessible to the broader community and provide opportunities for intergenerational interactions. The project will also provide for enhanced housing diversity and meet a need for increased supply of seniors housing in the local area.

Social Impact Assessment

This report assesses a range of impacts associated with the proposal – both during and post-construction – including impacts related to community character; health and wellbeing; access to social infrastructure; amenity during and post-construction, and community access to opportunity. It has been developed through a desktop review, a review of community consultation to date, site visit and targeted stakeholder engagement.

Arising from the assessment of social impacts, the report provides a social strategy setting out recommended directions for delivering social benefits associated with the proposal.

Key findings of the assessment reveal that the Cumberland LGA foresees major population growth over the next 20 years. A significant growth is anticipated for the population aged 55 and over and therefore there is a greater need to consider housing options and complementary facilities and services that cater for the ageing population.

There is an abundant supply of parks and recreational facilities within the local area however, a lack of community facilities within the walking catchment. There is expressed demand from the local community for more diverse gathering spaces, which are accessible yet peaceful, to stimulate greater social interaction among residents and visitors to the Village.

The assessment reveals the redevelopment has the potential to result in the following significant positive social impacts:

- The provision of a more diverse range of appropriate housing and aged care services to support residents of the Cumberland LGA. As a result, there will be increased opportunities for local residents to remain living in the area as they age.

- Potential for the improved Village layout to assist in encouraging clear delineation of spaces, pathways and access points, creating safer streets for local residents to move throughout, contributing to opportunities of increased health and wellbeing outcomes.

- Community benefits associated with the provision of additional community facilities through the redevelopment, with long term potential for these community spaces to be opened up for use by the wider Merrylands West community.

- Increased opportunities for social interaction through the provision of updated and well-designed spaces for informal gatherings, in a safe and aesthetically pleasing environment. The redesign will support enhanced community identity and connectedness.

- The positive social impacts associated with improved mental health and wellbeing for residents arising from the redesign. These relate to improved opportunities for social connections, reducing levels of isolation and loneliness. In addition, the redesign will lead to improved opportunities for walking throughout the village and neighbourhood, contributing to increasing health and wellbeing as a result of a more active community.

- Potential to enhance social connectedness with the community in the surrounding neighbourhood through the enhanced permeability of the site to its surrounds.

Potential negative social impacts associated with the redevelopment have also been identified. These relate to potential safety and security fears of residents due to the additional access points created between the Village and immediate neighbours, potentially resulting in increased opportunities for crime and anti-social behaviour. An appropriate response is to ensure the final plans have regard to Safer by Design Principles. In addition, it is recommended that local events and activities are introduced to encourage social connections and build positive relationships between the Village residents and the surrounding community.

Construction and associated works may lead to short term noise, dust and vibration impacts for residents living within and around the Village. It is important that these construction impacts are appropriately managed through a Construction Management Plan and through engagement with existing residents. Mechanisms will need to be provided for residents and surrounding community members to give feedback and discuss concerns with relevant staff contacts, should issues arise. It is also recommended that construction updates are provided to residents regarding the construction plans, timeframes and activity stages.

Social Strategy

To maximise the significant social value to be delivered through this development, the following social strategy directions are proposed:

• Deliver a socially inclusive, welcoming and accessible Village.

• Deliver a new, dynamic seniors housing and aged care Village, that supports the growth and ageing population of the Cumberland LGA.

• Increase social connections with the surrounding neighbourhood and sustain a connected, cohesive community.

• Deliver high quality infrastructure within the site to assist in supporting the wider community in the need for community centre facilities.

• Deliver access to opportunity and pathways for aging residents within the Cumberland LGA.

Social impact metrics

To ensure the social strategy directions are effective a series of measures have been proposed to monitor and manage the potential negative impacts and enhance the positive benefits of the development. The series of measures proposed relate to achieving success in the following social impact themes:

• Housing access and opportunities where residents can age in place and retain connections to their local communities. Measures address the long-term impact of the proposal on the rate and availability of seniors housing in the LGA.

• High quality social infrastructure where residents can have access to shared recreation and community spaces, with measures proposed to identify active use of spaces and services.

• Enhanced social connections with measures to identify the success of the development in enhancing connections for the wider community.

• Health and wellbeing, with measures to address healthy active lifestyles, security and safety and connectedness.

1.0   Introduction

This social impact assessment (SIA) has been prepared by Ethos Urban to support a planning proposal for a draft masterplan for the redevelopment of the Cardinal Gilroy Village at 45 Barcom Street Merrylands West.

This proposes an expanded seniors housing, mixed-use development of up to six storeys comprising:

- 460 Independent Living Units;

- 153 RACF beds;

- 62% open space, and;

- Retention of the location of the new community centre, which is currently being considered as a Development Application.

The Village will be managed by Southern Cross Care, an operator of Residential Aged Care Homes in NSW and the ACT for nearly 50 years. It will be managed in accordance with Southern Cross Care's vision, *to enable older people to live life to the full,* building communities and homes in locations that will encourage the strengthening of relationships, homelike environments and living independent lives.

This document provides an analysis of potential social impacts – both positive and negative – associated with the proposed development. Proposed responses to these impacts are outlined, with a view to enhancing benefits and mitigating negative impacts. In addition, consideration has been given to the key social drivers for the site, informing a social strategy narrative for the scheme.

1.1   SIA approach

This SIA supports the development application in accordance with the provisions of the Environmental Planning and Assessment Act 1979 (as amended). Division 4.3 of the *EP&A Act 1979* establishes the requirement for an assessment of social impacts as follows:

> *"In determining a development application, a consent authority is to take into consideration such of the following matters as are of relevance to the development the subject of the development application:*
>
> *…*
>
> *(b) the likely impacts of that development, including environmental impacts on both the natural and built environments, and social and economic impacts in the locality".*

This SIA provides an assessment of the potential social impacts of the proposed development, including an analysis of the:

- Strategic policy context, including relevant state and local government social strategies;

- Local social context, including the demographic profile of the area, local social infrastructure context and community character and outcomes of community consultation undertaken to date;

- Potential social impacts of delivering the proposed development at this location, including during construction, and

- Opportunities for mitigation and enhancement measures for potential social impacts associated with the development.

The report has been developed primarily via a desktop review, however, some targeted engagement has informed the assessment, particularly in relation to the existing use of the site and local community needs.

As a whole of Cumberland Council DCP has not yet been prepared, the preparation of this Social Impact Assessment has given consideration to the former Holroyd City Council, Social Impact Assessment Policy (2012), and is consistent with these SIA objectives.

1.2   SIA Authors

Ethos Urban is Australia's leading national urban solutions company that blends design, economics, engagement and planning to create sustainable futures centred around human needs. Social strategy is at the heart of what

Ethos Urban does: creating urban environments that people love, delivering liveable places that truly enhance the quality of life, wellbeing and resilience for communities.

Our multidisciplinary experts are highly skilled in delivering complex policy, strategy, planning and development projects, influencing the development of our cities and regions to leave a lasting legacy.

This SIA has been prepared by Ms Allison Heller, Director Social Strategy and Engagement, and Ms Jo McClellan, Associate Director, Social Strategy and Engagement, both with relevant qualifications and experience in social planning and strategy practice. Allison has more than 20 years experience in urban and social planning/policy across the private and public sectors, specialising in housing policy and strategy development. Jo has over 17 years experience in social research, social planning and town planning in NSW, specialising in high level strategic advice in relation to planning and urban development strategies, and the development and review of social policy.

2.0   Site context

2.1   The site

The site is located at 45 Barcom Street, Merrylands West within the Cumberland LGA. It is identified as Southern Cross Cardinal Gilroy Village (CGV) – an aged care complex developed in 1973, which provides 236 independent living units with 24-hour emergency call systems and optional services, along with 123 RACF beds.

Features the village include:

• Chapel;

• Community Room;

• Hobby garden, and

• Activity room.

The built form of the Village is currently characterised by a series of low-rise brick units, of which some have been detailed with personal landscaping touches by residents (see **Figure 1)**. Most of the units are surrounded by grassy areas (some with seating arrangements) and spots of shade provided by the site's trees.

The Village provides regular events and functions at the on-site community centre (see **Figure 2**). Other communal spaces are located within the centre of the development. There is little foot traffic which contributes to a quiet and calm atmosphere.

Figure 1   Independent living units and central living units
Source: Ethos Urban

Figure 2   Seating area and Cardinal Gilroy Village Centre
Source: Ethos Urban.

Figure 3   Shading and seating and surrounding development
Source: Ethos Urban.

2.2   Surrounds

The Village is located in an established residential neighbourhood, which also provides social infrastructure including community facilities and schools.

Surrounding development is of a similar style and character to the existing Village (see **Figure 3**). The suburb of Merrylands West is predominately residential with low rise, detached dwellings which are typically one to two storeys. Newer and larger residential developments (in the form of detached housing) also feature throughout the neighbouring streets.

The site is proximate to a Youth off the Streets community facility run by a non-denominational community organisation, working for disadvantaged young people who may be homeless, drug dependent and/or recovering from abuse. This facility offers a learning centre, which was refurbished and opened in March 2019, and which provides education programs for children in need and those who have difficulties with school and family life.

Cerdon College, a Catholic Girls' Secondary School and Merrylands High School, a comprehensive high school, adjoin the site to the west. There is currently no access between the Village and these educational institutions.

The Merrylands Town Centre and nearby train station is within a 30-minute walking distance of the site (approximately 2.5km) and well-connected to it via the local public bus which serves the area (see Figure 5). The Town Centre is a bustling and popular part of town, featuring a range of culturally diverse retail offerings. Merrylands is the nearest train station, providing connections from the local area to both the Parramatta CBD and Sydney CBD.

Figure 4   Site locality, aerial

Source: Nearmaps & Ethos Urban
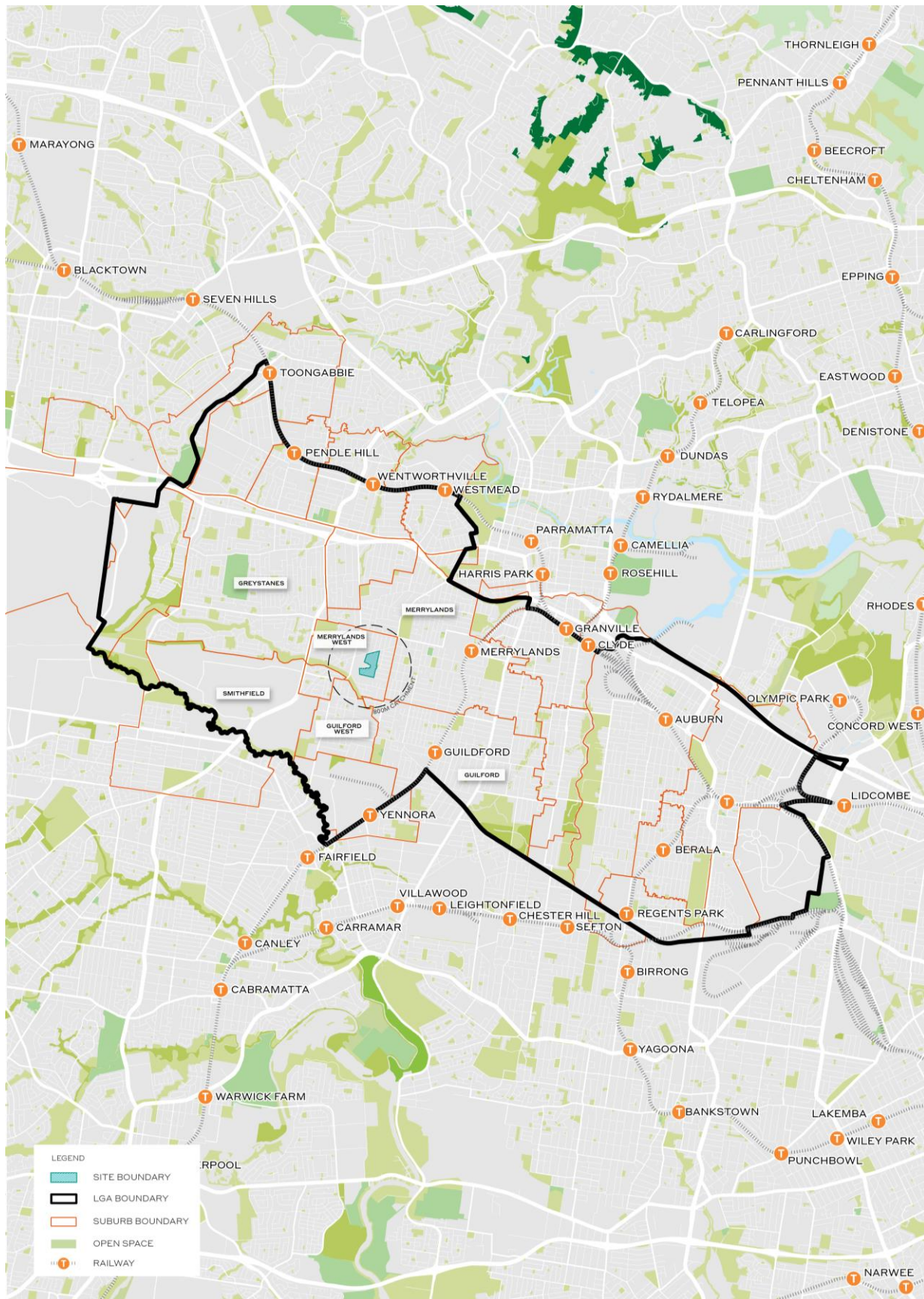
Figure 5   Site context

Source: Ethos Urban

3.0   Proposed development

3.1   Description of proposed development

The draft masterplan proposes to redevelop the current Village as a mixed-use development of up to six storeys comprising:

• 460 Independent Living Units;

• 153 RACF beds;

• 62% open space, and;

• Retention of the location of the new community centre, which is currently being considered as a Development Application.

The design is intended to deliver a range of community benefits – both to the on-site and surrounding local community. This includes potential delivery of open space, a community centre, localised retail uses and other amenities that will be accessible to the broader community and provide opportunities for intergenerational interactions.

The project is intended to meet the strong identified need for increased supply of seniors housing in the local area. It will also provide for enhanced housing diversity, through its proposed housing typology.

4.0   Strategic context

The following section identifies a series of social drivers for the scheme, based on a review of relevant state and local policies and strategies.

4.1   State and local policy drivers

The following state and local policies and strategies have been reviewed to inform this assessment:

- *Central City District Plan* (Greater Sydney Commission 2018)

- *Cumberland 2030: Our Local Strategic Planning Statement* (Draft June 2019)

- *City of Cumberland Community Strategic Plan 2017-27* (Cumberland Council 2017)

- *Cumberland Disability Inclusion Action Plan - Cumberland Shire 2017 – 2021*

- *Community Engagement Report* (Cumberland Council 2016)

- *Community Engagement and Participation Strategy* (Cumberland Council 2018)

- *Greener Places Draft* (The Government Architect 2017)

- *Better Placed* (The Government Architect 2017)

A comprehensive review of the strategic policy context for the development is available at **Appendix A.**

Table 1   Key themes of strategic policy review

Policy theme	Key implications for social impact assessment	Relevant documents
Liveability and socially sustainability	- In order to cater for the diverse population, a place-based and collaborative approach is required to enhance the liveability of the Cumberland LGA. - There is a need to co-locate schools, health and aged care as well as sporting and cultural facilities to create more diverse built environments. - Across the Cumberland LGA there is a priority to create a better sense of community. Residents want to feel proud of their neighbourhoods. This period of growth and change in the LGA should strengthen the existing fabric through the provision of community programs and facilities. - Liveable places must be accessible to a diverse range of community members, including "older people and people with a disability" or "people of all ages and abilities". This requires accessible pedestrian paths and crossings, as well as inclusive and accessible council facilities and infrastructure.	*Central City District Plan* (Greater Sydney Commission 2018) - City of Cumberland Community Strategic Plan 2017-27 (Cumberland Council 2017) *Cumberland Disability Inclusion Action Plan - Cumberland Shire 2017 – 2021* *Community Engagement Report* (Cumberland Council 2016)
A built environment which support the ageing	- With Australia's ageing population, policy has shown the need to address opportunities and challenges arising and the need to account for the population's health and wellbeing, work and retirement arrangements as well as housing choices. - Places that support older residents must be accessible and well-connected to maintain the safety of residents, allow ease of movement, and to create spaces for socialising and recreational activities.	*Central City District Plan* (Greater Sydney Commission 2018). *Cumberland Disability Inclusion Action Plan –* Cumberland Shire 2017 – 2021 *Community Engagement Report* (Cumberland Council 2016)
High quality community facilities and services which	Merrylands has a culturally diverse community. Future development within the area should	*Central City District Plan* (Greater Sydney Commission 2018)

Policy theme	Key implications for social impact assessment	Relevant documents
are inclusive and culturally appropriate.	prioritise positive connections within the local community through the provision of local programs and services as well as high quality spaces which also reflect the needs of the community. • Community engagement undertaken to inform the strategic direction of Cumberland Council has demonstrated the importance of maintaining community facilities. Clean, safe and well-maintained community facilities create pride in place, and a sense of ownership. This enhances wellbeing and connection.	• *City of Cumberland Community Strategic Plan* 2017-27 (Cumberland Council 2017) • *Cumberland 2030: Our Local Strategic Planning Statement* (Draft June 2019) • *Cumberland Disability Inclusion Action Plan* - Cumberland Shire 2017 – 2021 • *Community Engagement Report* (Cumberland Council 2016)
Affordable and diverse housing options.	• The location, type and cost of housing has profound impacts on people's quality of life. With a growing population, it is important the Cumberland LGA provides housing opportunities which assist those who want to age in place. • Different residents have different needs and ways of living. A diversity of housing choices should be made available to cater for a wide range of cultural and socioeconomic backgrounds.	• *Central City District Plan* (Greater Sydney Commission 2018) • *Cumberland 2030: Our Local Strategic Planning Statement* (Draft June 2019)
Safety and accessibility	• A community priority of the Cumberland LGA is to create safe and accessible neighbourhoods. There is a need for improved equity of access to services and facilities, especially accounting for the higher than average proportion of people with a disability. Built environments need to be designed in a way that is connected, encouraging a greater cross-section of people to lead physically active and socially connected lives. • A transport network that supports residents who are older or experience disability needs to include paths and pedestrian crossings that are safe and integrated with public transport. • Residents who are older or experience disability are more vulnerable. Communal spaces should be designed to facilitate passive surveillance and ease of sight and movement.	• *Central City District Plan* (Greater Sydney Commission 2018) • *City of Cumberland Community Strategic Plan 2017-27* (Cumberland Council 2017) • *Cumberland 2030: Our Local Strategic Planning Statement* (Draft June 2019) • *Cumberland Disability Inclusion Action Plan* - Cumberland Shire 2017 – 2021 • Community Engagement Report (Cumberland Council 2016)
Open spaces that enhance social cohesion and mitigate the urban heat island effect.	• Given rising temperatures and the urban heat island effect directly impacting Western Sydney, it is important open spaces are an integral part of development. As green and open spaces are also integral to community cohesion and social interaction, such spaces serve a multitude of functions.	• *Central City District Plan* (Greater Sydney Commission 2018) • *City of Cumberland Community Strategic Plan 2017-27* (Cumberland Council 2017) • *Cumberland 2030: Our Local Strategic Planning Statement* (Draft June 2019) • Community Engagement Report (Cumberland Council 2016)

4.2 Seniors housing trends

4.2.1 Seniors housing policies and trends

As reported by the Productivity Commission, in a research paper addressing the Housing Decisions of Older Australians[1,] older Australians prefer to age in place, with assistance for home care less costly than that of residential aged care. *The quality and location of housing can influence the physical and psychological health and social engagement*[2] is therefore an important consideration in the allocation and development of new housing for an ageing population.

Many older individuals have formed attachments to their neighbourhoods or family homes, which provide a significant source of security and comfort. While it has been shown that housing and care needs change as a person ages, there is a significant period in the life of an older person where there is a need for comfortable living in a home where a person can be self-sufficient.

Many people will live in conventional housing for the majority of their life (up to the age of 90 years), with the capacity of a person to age in place determined by the appropriateness of the family home to their changing needs. The study found that many who move to age-specific accommodation do so much later in life.[3]
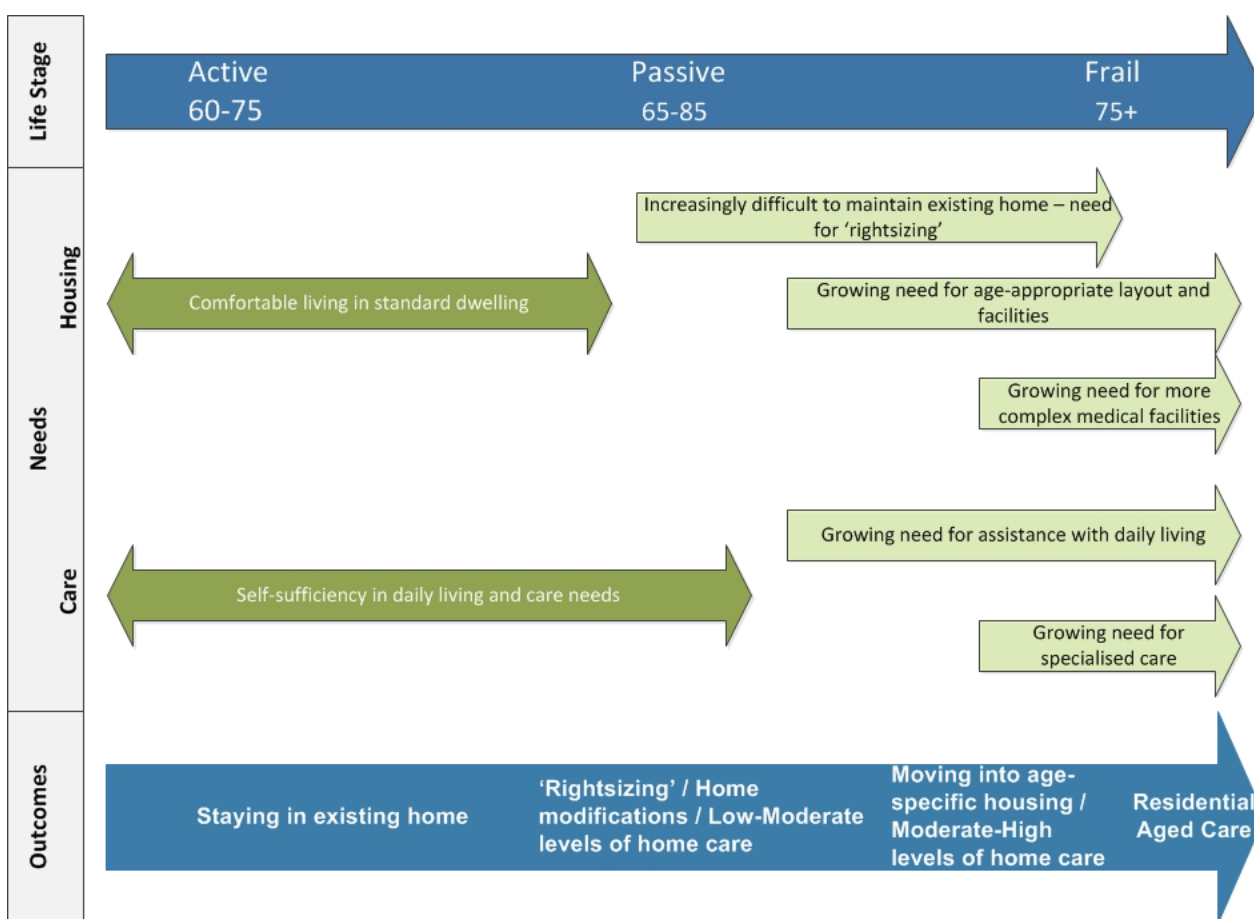
Figure 6   Housing and care needs

Source: Australian Productivity Commission. December 2015 Housing Decisions of Older Australians.

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[1] Commonwealth of Australia, Productivity Commission. 2015 *Housing Decisions of Older Australians*.

[2] Commonwealth of Australia, Productivity Commission. 2015 *Housing Decisions of Older Australians. P. 4.*

[3] Commonwealth of Australia, Productivity Commission. 2015 *Housing Decisions of Older Australians*.

Ageing in place at home can be enabled through ensuring that dwellings meet universal design principles, minimises fall, trip and injury risks for older people and that dwellings can be easily and cost-effectively adapted as residents' needs change.

Research by the Australian Catholic University[4] highlights the following important factors in ensuring that older people are able to move around their local area independently:

- High quality footpaths, which are both level and crack-free to minimise fall risks;

- Connected pedestrian networks, e.g. footpaths at the end of no-through roads;

- Slowing traffic in high pedestrian areas to improve safety;

- Age-friendly street crossings that enable people who take longer to cross the road to do so safely;

- Disabled access at public transport points;

- Improving pedestrian amenity through creating rest spots and shade;

- Improving perceptions of safety, e.g. by ensuring that footpaths are well-lit and graffiti is removed.

Retirement Villages are designed to meet the needs of people aged 65 years and over, with independent living units a popular form of dwelling. However, figures show that the average age of a retirement living resident has increased to 81 years, with the average entry age being that of 75 years.[5]

Studies have found that residents within retirement villages often reflect the demographic of that of the surrounding area, with *income levels reflecting that of the average income level of older people in the immediate area*.[6] The decision to move to a retirement village is identified as a lifestyle choice, where an individual or couple seek a sense of community in a safe and secure environment. Often the increased access to support services and maintenance of properties is an attractor. Community lifestyle and access to onsite facilities is attractive to people seeking to downsize or transition to a lower maintenance lifestyle.[7]

Cardinal Gilroy Village services align with the trends in retirement village living, assisting people to age in a community setting, connected to their local area. With village services that include entertainment, social, lifestyle, and health at home the village lifestyle fosters a sense of community with the benefit of 24/7 emergency call systems.

4.2.2   Demand for residential aged care facilities

The proposed masterplan is designed to incorporate 153 RACF beds. In 2013, the Living Longer Living Better aged care reforms were passed into legislation in Australia to deliver more support and care at home, with additional residential care places, responding to the changing needs of older Australians. The passing of the reforms recognised there would be a growing longer-term need for higher care residential services in Australia.

Further, the prevalence of chronic diseases increases with age: as people age, they are more likely to suffer from multiple illnesses. The need for specialised care is forecast to increase dramatically over the next 50 years, with aged care providers required to assist in these specialised care needs.

The redevelopment of the Cardinal Gilroy Village is ultimately in keeping with the Living Longer Living Better aged care reforms and trends in the demand for retirement living and residential aged care. The proposed redevelopment will bring the Village up to current good practice standards and provide a positive outcome for residential care in the Merrylands area. Providing an aesthetically improved, safe and healthy physical environment will ultimately enhance quality of life for residents and the working environment for the Village staff.

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[4] https://theconversation.com/eight-simple-changes-to-our-neighbourhoods-can-help-us-age-well-83962

[5] Property Council of Australia. 2018 *2018 Retirement Census Confirms Vertical and Service Trends.*

[6] Commonwealth of Australia, Productivity Commission. 2015 *Housing Decisions of Older Australians. P.98.*

[7] NSW Government, 2017. *Inquiry into the NSW retirement village sector.*

5.0   Local social context

5.1   Key findings

The review of the local social context of the site highlights the following considerations for the proposed development:

- The Cumberland LGA foresees major population growth projected for the next 20 years. Between the ages of 55 to 85 and over, the 70 to 74-year age group is expected to experience the largest increase between 2016 and 2036 in Merrylands West.

- There will be a growing demand for good quality residential aged care facilities in Merrylands West and the Cumberland LGA, as the area is characterised by an ageing population. There will be a need to consider diverse housing options as well as high quality facilities and services which cater to the ageing population.

- Redevelopment of the Village is timely in terms of population ageing statistics, as the ageing population is expected to peak between 2034 and 2052.

- There will be a need to consider services and facilities that meet the needs of significantly older and higher needs people living with dementia and other chronic diseases (the age cohort that will experience the highest proportion of population increase between 2016 – 2036, is those people aged 85 years and over).

- There will be a continued need to provide culturally and linguistically appropriate facilities and services to residents in the Village, as the LGA is relatively culturally diverse compared to NSW.

- There is an abundant supply of parks and recreational facilities within Merrylands however there is a lack of community facilities within the walking catchment (and broader area). Such facilities are an integral part of communities, providing programs and services which mitigate feelings of loneliness across residents and encourage social cohesion.

- Community and stakeholder consultation has identified the need for diverse gathering spaces which cater to groups of different sizes. A connected and accessible community is a priority and so is the need for peaceful environments which stimulate social interaction.

5.2   Current community profile

This section provides an overview of the key demographic characteristics of the local community. It considers the population profile for the Merrylands West suburb and compares this to the Cumberland LGA and to Greater Sydney. The demographic data has been drawn from the Australian Bureau of Statistics (ABS) 2016 Census. The data analysed in this section provides a general overview of the local demographic characteristics as well as reflecting specific characteristics linked directly to an ageing population, older people and people with disability.

Population and age structure

The estimated resident population of the Cumberland LGA grew by 11.8% between 2011 and 2016, from 192,291 residents in 2011 to 225,691 residents in 2016. 51.4% of the population were males, compared with 49.3% in Greater Sydney and 48.6% were females, compared with 50.7% in Greater Sydney.

Cumberland has a slightly younger age profile compared with Greater Sydney.

- The median age in Cumberland LGA is 32 years and Merrylands West is 35, compared with 36 across Greater Sydney.

- There is a lower proportion of residents under 60 compared with Greater Sydney as a whole:

    - 5.2% of people in Cumberland LGA and 5.9% of people in Merrylands West are aged 55-59 years, compared with 5.8% in Greater Sydney.

- There is lower proportion of residents under 70 compared with Greater Sydney as a whole:

    - 4.3% of people in Cumberland LGA and in Merrylands West are aged 60-64 years, compared with 5.0% in Greater Sydney.

    - 3.6% of people in Cumberland LGA and 4.6% of people in Merrylands West are aged 65-69 years, compared with 4.4% in Greater Sydney.

- There is a lower proportion of residents aged 70-85 compared with Greater Sydney as a whole:
  - 2.6% of people in Cumberland LGA and 3.1% of people in Merrylands West are aged 70-74 years, compared with 3.3%.
  - 2.0% of people in Cumberland LGA and 3.0% of people in Merrylands West are aged 75-79 years, compared with 2.4%.
  - 1.4% of people in Cumberland LGA and 2.7% of people in Merrylands West are aged 80-84 years, compared with 1.8%.
- There is a lower proportion of elderly aged 85 years and over within the Cumberland LGA and when compared with Greater Sydney as a whole. However, there is a higher proportion of elderly (aged 85 and over) within the Merrylands West area.
  - 1.5% of people in Cumberland LGA and 3.6% of people in Merrylands West are aged 85 years and over, compared with 2.0% in Greater Sydney.

The age structure of Cumberland LGA, in comparison with Greater Sydney, is shown in **Figure 7.**

Figure 7   Age structure, 2016
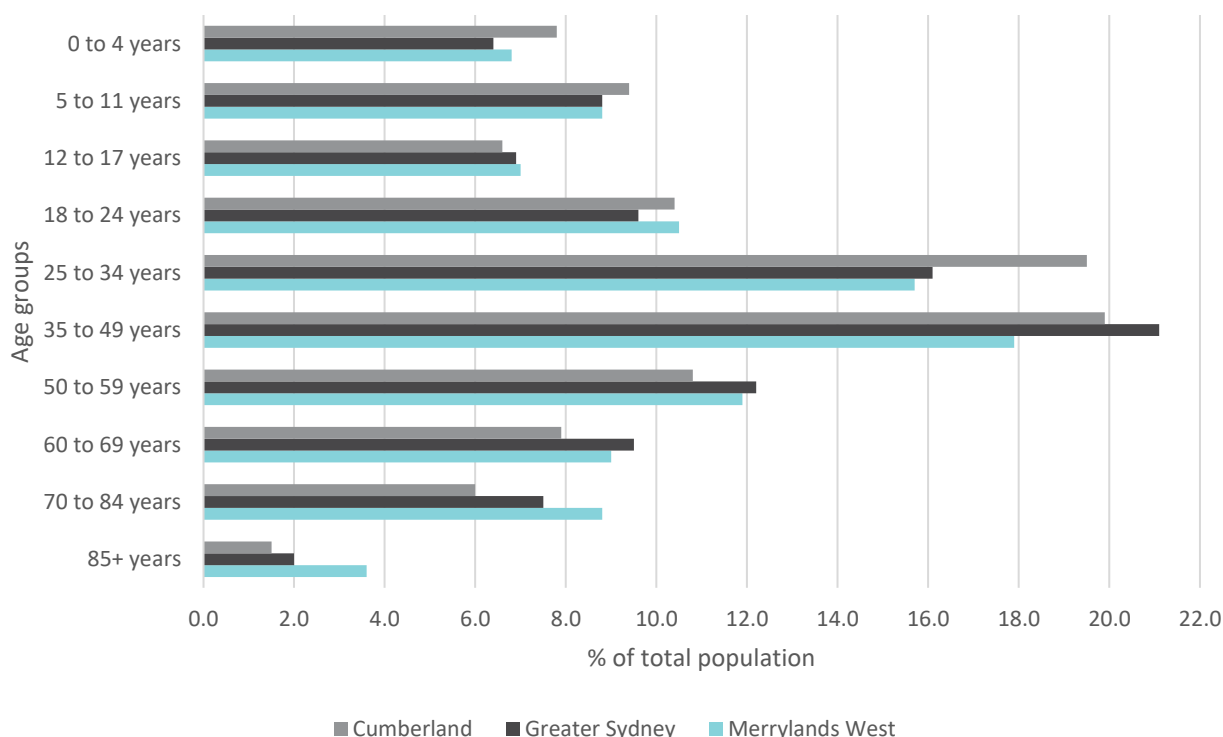
Source: ABS Census 2016, compiled and presented by .id demographic consultants.

Population change from 2011 to 2016

The Cumberland LGA has grown substantially from an estimated resident population of 193,238 in 2011 to 216,079 2016. For Merrylands West specifically, the population has grown from an enumerated population of 6,157 in 2011 to 6,543 in 2016. The age percentage increase and decrease are shown below for Greater Sydney, the Cumberland LGA and Merrylands West.

Table 2   Age structure 2011-2016 percentage change

Five year age groups (years)	Greater Sydney (percentage change 2011-2016)	Cumberland LGA (percentage change 2011-2016)	Merrylands West (percentage change 2011-2016)
0 to 4	-0.4%	-0.4%	-0.9%
5 to 9	0.1%	0.3	0.1%
10 to 14	-0.3%	-0.6%	-0.3%
15 to 19	-0.3%	-0.8%	-0.5%
20 to 24	0.1%	-0.1%	0.3%
25 to 29	0.1%	0.5%	-0.5%
30 to 34	0.4%	1.1%	1.4%
35 to 39	-0.2%	0.6%	-0.4%
40 to 44	-0.2%	0.2%	-0.8%
45 to 49	-0.3%	-0.5%	-0.7%
50 to 54	-0.2%	-0.3%	-0.1%
55 to 59	0.1%	0.1%	1.1%
60 to 64	-0.1%	-0.1%	-0.4%
65 to 69	0.6%	0.4%	1.4%
70 to 74	0.4%	0%	0.1%
75 to 79	0.1%	0%	-0.1%
80 to 84	-0.1%	-0.3%	0%
85 and over	0.2%	0.1%	0.5%

Source: ABS Census 2016, compiled and presented by .id demographic consultants & Ethos Urban

Household and dwelling characteristics

The household profile of Cumberland is as follows:

- 41.4% of households in Cumberland LGA and 34.2% of households in Merrylands West are couples with children, compared with 35.3% of households across Greater Sydney.

- 18.4% of households in Cumberland LGA and 17.9% of households in Merrylands West are couples without children, compared with 22.4% of households across Greater Sydney.

- 11.8% of households in Cumberland LGA and 13.5% of households in Merrylands West are one parent families, compared with 10.4% of households across Greater Sydney.

- 17.1% of households in Cumberland LGA and 26.1% of households in Merrylands West are lone person families, compared with 20.4% of households across Greater Sydney.

Majority of dwellings in Cumberland LGA (55.4%) and Merrylands West (46.2%) are separate houses, slightly higher and lower (respectively) than the proportion of separate houses in Greater Sydney as a whole (55.0%). 24.7% of dwellings in Cumberland LGA and 30.0% in Merrylands West are medium density, higher than the proportion of medium density dwellings in Greater Sydney (20.3%). 18.7% of dwellings in Cumberland LGA and 23.3% in Merrylands West are high density, lower than the high-density dwellings in Greater Sydney (23.5%).

Cultural and linguistic diversity

In 2016, 65.6% of residents in the Cumberland LGA spoke a language other than English at home, compared with 35.8% across Greater Sydney.

- 15.2% of residents in Cumberland LGA and 17.2% of residents in Merrylands West speak Arabic, compared with 4.0% of residents across Greater Sydney.

- 6.3% of residents in Cumberland LGA and 2.9% of residents in Merrylands West speak Mandarin, compared with 4.0% of residents across Greater Sydney.

- 4.5% of residents in Cumberland LGA and 2.2% of residents in Merrylands West speak Cantonese, compared with 2.9% of residents across Greater Sydney.

- 4.5% of residents in Cumberland LGA and 6.7% of residents in Merrylands West speak Persian/Dari, compared with 0.7% of residents across Greater Sydney.

In 2016, 52.2% of people living in Cumberland LGA and 44% of people in Merrylands West were born overseas, compared with 36.7% across Greater Sydney.

Relative advantage and disadvantage

In 2016, the Cumberland LGA had an index of Relative Socio-Economic Advantage and Disadvantage (ISRAD) of 929, significantly lower than Greater Sydney's 1,018. Specifically, Merrylands central, east and west had an index of 914.9, 906.5 and 904.4 respectively. The suburb and broader LGA has a significantly higher level of disadvantage when compared to the rest of Greater Sydney, which scored 1,018. As shown in Figure 8, the Cumberland LGA is not homogenous, the area featuring pockets of both advantage and disadvantage. Specifically, for Merrylands most SA1 levels are categorised within the moderate to most disadvantage categories.

The Site
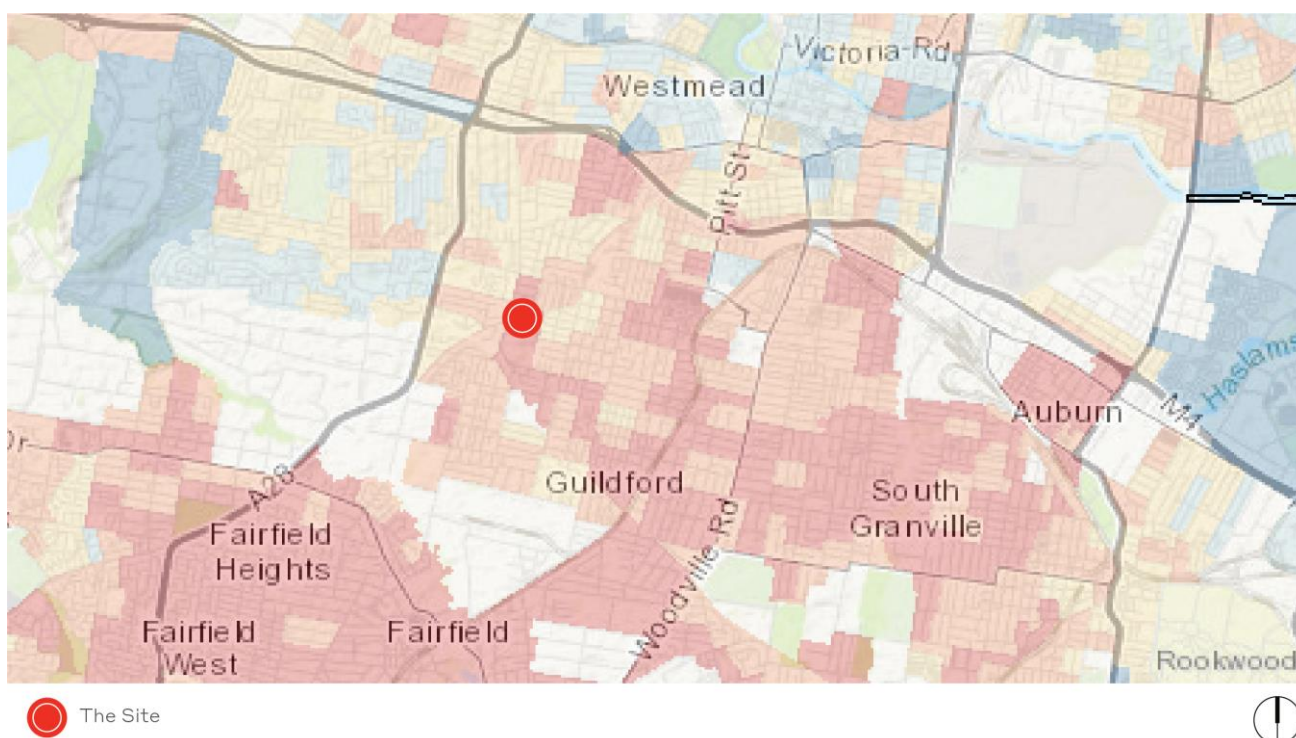
Figure 8   ISRAD score for site

Source: Australian Bureau of Statistics SEIFA 2016 & Ethos Urban

Tenure and housing costs

In 2016, 24.5% of housing within the Cumberland LGA was fully owned, compared with 27.7% of housing within Greater Sydney. 38.5% of housing was rented, of which 7.1% was social housing, slightly higher when compared with 32.6% and 4.6% in Greater Sydney respectively.

For Merrylands West, 27.4% of housing was fully owned and 38.9% of was rented, of which 10.7% was social housing, significantly higher than Greater Sydney statistics.

Weekly household income

In 2016, the medium weekly household income for Cumberland LGA was $1,377 and for Merrylands West was $1,135, significantly lower than Greater Sydney ($1,745).

In 2016, household income quartiles indicate majority of the population's households fall within the lower income quartiles.

- 33.2% of households in Cumberland LGA and 33% of households in Merrylands West fall within the 'lowest' quartile group, compared with 25.5% of households in Greater Sydney.

- 25.3% of households in Cumberland LGA and 27.6% of households in Merrylands West fall within the 'medium lowest' quartile group, compared with 21.7% of households in Greater Sydney.

- 25.3% of households in Cumberland LGA and 24.4% of households in Merrylands West fall within the 'medium highest' quartile group, compared with 24.6% of households in Greater Sydney.

- 16.2% of households in Cumberland LGA and 14.9% of households in Merrylands West fall within the 'highest' group, compared with 28.2% of households in Greater Sydney.

5.3 Forecast community profile

The following section describes the forecast community profile for the area, based on both forecasts that do not take account of the proposed development, and forecasts that reflect the growth and development associated with the proposed development.

Forecast growth and development

According to NSW Department of Planning and Environment projections, the population of Cumberland LGA is forecast to grow from 217,450 residents in 2016 to 292,450 residents in 2036 (an increase of 34.5%).

The demographic mix of the Cumberland LGA is forecast to change significantly between 2016 and 2036. The largest percentage increase between 2016 and 2036 is forecast to be for residents aged 85 years and over, accounting for a 101.47% increase. Closely behind, residents aged between 80 to 84 years, accounting for a 92.4% increase. There is also significant population growth seen in those aged between 55 and 79. This growth is especially relevant to the suburb of Merrylands (see Table 3**)** for the ageing population snapshot for Merrylands West).

The average household size is expected to decrease from 2.89 (2016) to 2.74 (2036).[8]

The number of lone person households is expected to increase significantly from 13,750 in 2016 to 21,600 (2036), representing an 57.1% increase.

Table 3   Merrylands West age forecasts for 2016 to 2036

Age bracket	Merrylands West Increase (2016-2036
55 to 59	5.7%
60 to 64	29.5%
65 to 69	-2.6%
70 to 74	32.6%
75 to 79	24.6%
80 to 84	-11.1%
85 and over	-12.5%

A review of the forecast social context of the Cumberland LGA highlights the following considerations for the proposed development:

- The population of Cumberland LGA is forecast to grow by over a third. This will create significant housing demand within the area and will put pressure on the provision of housing which supports residents to age-in-place.

- Forecast statistics show the Cumberland LGA population is ageing, which will increase the demand for age appropriate housing and residential aged care facilities in the LGA over the next 20 years.

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[8] NSW Department of Planning and Environment 2016, Population projections <http://www.planning.nsw.gov.au/research-and-demography/demography/population-projections>

- The increase in the number of people aged 55 and over will contribute to an increased demand for seniors housing and aged care facilities within the Cumberland LGA, as people seek to downsize their dwellings, seeking to age-in place.

- With significant cultural diversity in the local area, as well as being non homogenous in relation to levels of advantage and disadvantage, there will be a need to ensure housing is designed to meet the cultural and economic needs of the local residents.

5.4   Local social infrastructure

A review of local social infrastructure has been undertaken to inform this SIA. This review has identified and mapped social infrastructure within a local catchment of 800m from the site, a distance equivalent to a 10-15 minute walk (refer to Figure 11). Social infrastructure has been grouped into the following categories:

- Places of Worship;

- Health Care;

- Child Care;

- Schools;

- Parks;

- Recreation and Sport Facilities;

- Swimming Pools;

- Aged Care facilities, and

- Local Community Centres.

There are no libraries or public community facilities within walking distance of the site.

This section also considers the accessibility of local retail precincts, along with transport infrastructure and access around the site.

Places of Worship

Greystanes – Merrylands West Anglican Church is within walking distance of the site, falling within the 800m radius.

Health Care

Cumberland Council prioritises the distribution of youth, seniors and health services within close proximity of train stations, to ensure greater accessibility to the community. It is noted that Merrylands is to become the strategic centre for Cumberland, providing higher order services and facilities to meet the needs of the Cumberland area.

Holroyd Private Hospital falls just outside of the 800m radius. The Hospital contains a purpose-built day surgery, three operating theatres, recovery unit and medical/surgical ward including a High Dependency Unit (HDU) offering personalised patient care.

Child Care

First Grammar Merrylands is located within the 800m radius of the site and Community Kids Merrylands Early Education Centre falls just outside of the 800m catchment.

Schools

Multiple schools are located within the walking catchment of the site. Cerdon College (secondary school) and Merrylands High School are located within the 400m radius. Fowler Road School (primary and secondary school) and Merrylands Public School (primary school) are located within the 800m radius and are less than a ten-minute walk from the site.

Whilst the schools adjoin the site it is noted there is currently no access points that connect the sites, reducing connectivity between the residents within the Village and the educational institutions.

Parks

Multiple parks varying in size are located close to the site. Barcom Street park and Todd Street Park are the closest parks located within the 400m radius. Cusack Street Park, Fowler Road Reserve, Leigh Street Park, Lawson Square, Ruth Street Park, Arcadia Street Park, Merrylands Remembrance Park, G E Briscoe Park and Martin Crescent Park are all located within the 800m radius.

The site is surrounded by two local parks. Barcom Street Park is the closest local park to the site (approximately a 2-minute walk) and is located within the residential grid, providing a through site link site to Wanda Street. Ruth Park is located on the main thoroughfare Kenyons Road and is surrounded by a predominately residential area. Both parks provide similar amenity, offering small playground areas with basic play equipment. Majority of the parks is grassland and limited seating is provided.

Figure 9   Barcom Street Park & Ruth Park
Source: Ethos Urban

Merrylands Park is the area's largest green space area, servicing the greater Cumberland LGA (see Figure 10) The park is located approximately 1.2 kilometres from the site and serves a multitude of functions for surrounding neighbourhoods. Some of the spaces provided include playing grounds for a variety of sports, tennis courts and Merrylands Swimming Centre.

Figure 10   Merrylands Oval

Source: Ethos Urban

Recreation and Sport Facilities

It is to be noted, the nearby recreational and sport facility (Coolibah Fitness Centre) is now permanently closed. Although there are no recreational and sport facilities located within the immediate walking catchment of the site, Merrylands Oval and the Merrylands Tennis Courts are located within Merrylands Park which is nearby to the site.

Swimming Pools

Merrylands Swimming Centre is located within Merrylands Park which falls just outside of the site's 800m radius.

Aged Care

Southern Cross Cardinal Gilroy Village and Southern Cross John Woodward Apartments provide the only aged care services within the area. The Village offers services and facilities which are exclusively used by residents. The closest nursing homes and aged care homes are located further to the west near Merrylands Road.

Local Community Centres

The only community facility within the immediate local area is the Cardinal Gilroy Community Centre which is currently exclusively used by the residents of the Village.

Local Retail

There is a Super IGA located within 800m of the site.

Transport and access

Currently the only way to access the site is via the Barcom Street main entry point (located to the east of the site) which is linked to Fowler and Kenyons Road. The internal local road network is restricted, featuring four cul-de-sacs and no proper circulation. Pockets of on street car parking is provided outside some residences and the parking bay outside the residential aged care facility is usually at maximum capacity given the high influx of visitors and employees.

The only form of public transport which directly serves the community is the 802 bus which is operated by Transport for NSW. There is no consistent timetable for the bus however services usually run between 20 and 30 minute intervals. The bus stop is located outside of the residential aged care facility and is a popular means of transport for residents, providing a connection to Parramatta and Liverpool via Green Valley. The service also provides a convenient means of transport for those wanting to access Merrylands Shopping Centre. The 802 bus service takes approximately six (6) minutes to arrive at Merrylands Shopping Centre and approximately eighteen (18) minutes to arrive at Parramatta (outside of Parramatta Station) from Cardinal Gilroy Village.
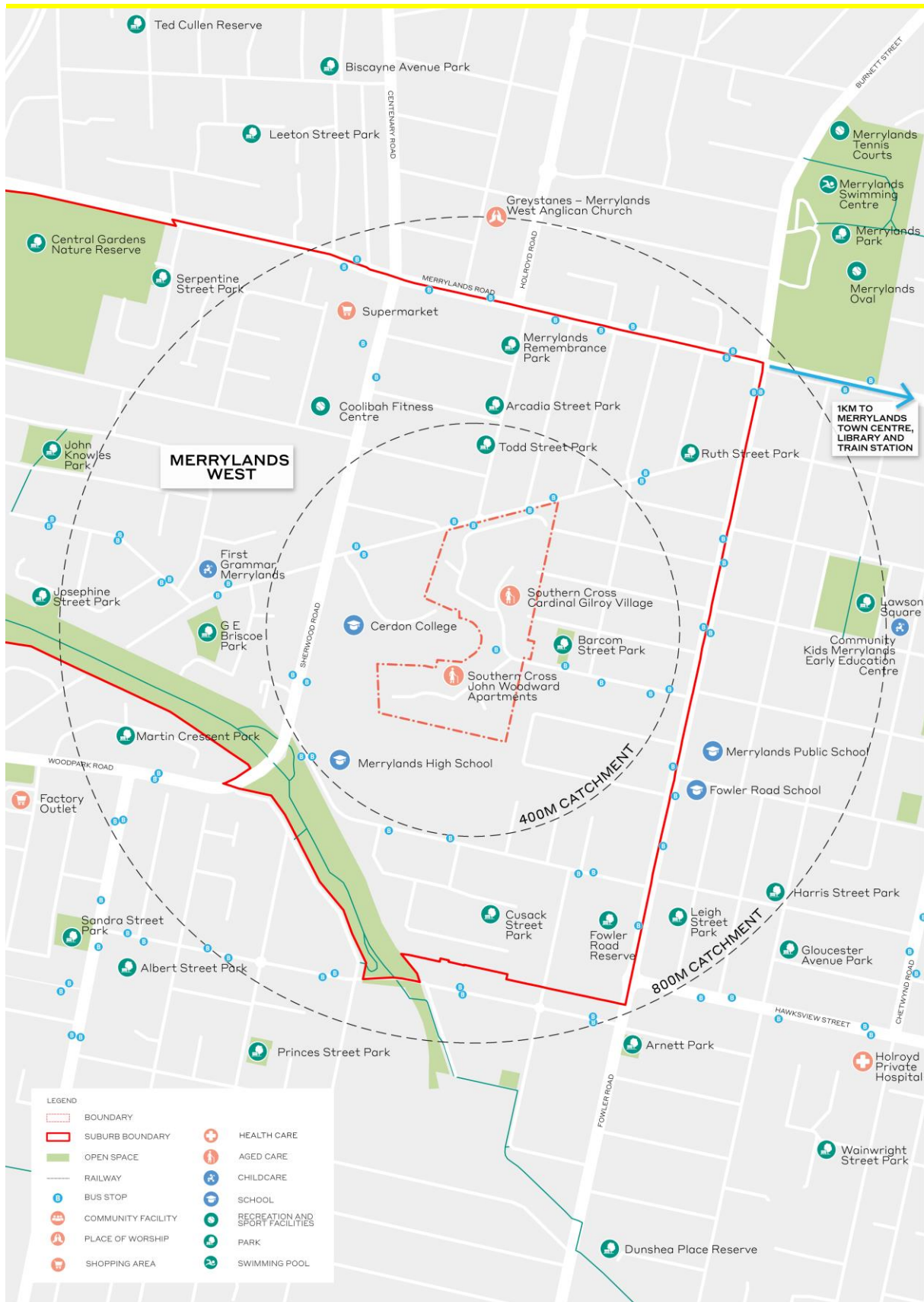
Figure 11   Social infrastructure map

Source: Ethos Urban

6.0 Stakeholder and community engagement

6.1 Key findings

Community and stakeholder engagement undertaken to date has identified a range of community values, perspectives and aspirations to be taken into consideration through the design and planning of the proposed development:

- Design the community centre to locate smaller zones placed within a larger open room. This enables residents to undertake smaller group or independent activities in a social, communal environment.

- Develop an accessible network of paths and open space to ensure highly immobile residents can move easily through the village.

- Build a Chapel that is separated from other uses.

- Create small private gardens to create a sense of ownership and privacy.

- Ensure that there are larger communal areas for families and friends to gather.

- Ensure easy access to facilities and services, including health, technology and recreation.

- A built form that incorporates measures to alleviate the urban heat island effect experienced, particularly by older residents within the Cumberland LGA.

- Consider the needs of a culturally diverse population in the design of spaces, facilities and services.

6.2 Stakeholder and community engagement to date

Stakeholder and community engagement that has been undertaken to identify social trends and issues in the local area, and the needs and aspirations of the residents of Cardinal Gilroy Village residents. Desktop research of previous community and stakeholder engagement has been bolstered by a number of phone interviews with staff at Cumberland Council, Southern Cross Care, and Cardinal Gilroy Village.

A preliminary understanding of community and stakeholder needs and aspirations has been gained using the following methods and activities:

- Desktop review of the 'Residents Engagement Report' and communications material prepared by Straight Talk in 2015.

- Phone interview with Altaf Shaikh, Property Development Manager, Southern Cross Care.

- Phone interview with Deborah Bennett, Village Liaison Officer – Retirement Living, Cardinal Gilroy Village.

- Phone interview with Louis Chen, Social Research Officer, Cumberland Council.

Information gathered by the above methods has helped to identify potential impacts to the social environment from the proposed development and their level of significance to the community and stakeholders. These consultation activities provide a context for a further discussion of the outcomes of the consultation process.

A summary of the views of the Community and key stakeholders are outlined in Table 4, over page. It is noted that further community and stakeholder engagement is planned in association with the public exhibition of the Planning Proposal.

Table 4   Stakeholder and community engagement – key issues

Community and Stakeholder Engagement – Key Issues	
Social issues and trends in the local area	• The most significant social trend in Cumberland Council is growth is the population of asylum seekers, refugees and migrants. • To meet the needs of this growing community, Cumberland Council is developing culturally specific social facilities and services that help new residents' transition into and integrate with their new community. • In Cumberland, many aged residents from culturally diverse backgrounds prefer to age in place. • The Village is located within an area that is deficient in community services and facilities. • The wider Cumberland Council area suffers the urban heat island effect, and this disproportionately impacts young people and aged people.
Needs and aspirations of village residents	• Access to the natural environment, including birds, flowers, bush and water-features. • A well designed and well-maintained community centre that enables communal activities and communal eating. There is a particular demand for passive recreational opportunities including Bingo, trivia and reading. • Spaces (both indoors and outdoors) to gather with family and friends. • A Chapel separated from other uses to meet the religious needs of residents. • An accessible network of paths and open spaces for a highly immobile resident population. • Small private gardens to enhance a sense of ownership and to provide privacy for residents. • Access to medical and health services, including disability services. Noted that residents currently have easy access to health care services and providers with the provision of a Village Bus to take residents shopping, access to Merrylands via the public bus from the Village, home care assistance, community wheels and visits from local businesses such as chemists and optometrists. • Access to technology facilities and services, including internet access and training. • A clear and transparent relocation and construction program. • A peaceful, quiet, relaxing, safe, happy and stimulating atmosphere. • A community and network of friends that are supportive and caring.

7.0   Social Impact Assessment

7.1   Introduction

The following section describes the potential social impacts of the development – positive and negative – both during construction and operation.

It is noted that the social impacts of the development will be experienced differently by different parts of the community. Key affected communities include:

• Future residents, workers and visitors to the proposed development;

• Local residents;

• Adjacent neighbours, and

• Broader community in the locality.

It is also noted that this Social Impact Assessment has been developed primarily via a desktop review, also drawing on the outcomes of prior community consultation undertaken to date, and refined through targeted discussions with key stakeholders.

7.2   Impact assessment framework

This Social Impact Assessment provides a response to the intent, objectives and principles outlined in the International Association for Impact Assessment's (IAIA) International Principles for Social Impact Assessment guideline (2003). This framework has been applied to the identification, consideration and assessment of the social impacts associated with the proposed development.

The IAIA's SIA guidelines set out a series of principles to guide consideration of social elements, within the practice of environmental impact assessment. The document defines Social Impact Assessment as:

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

The document identifies eight key factors as a means of identifying, conceptualising and defining social impacts of a project, these being:

• People's way of life: how they live, work, play and interact with each other on a day-to-day basis;

• Their culture: in terms of their shared beliefs, customs, values and language or dialect;

• Their community: its cohesion, stability, character, services and facilities;

• Their political systems: the extent to which people are able to participate in decisions that affect their lives, the level of democratisation that is taking place, and the resources provided for this purpose;

• Their environment: the quality of the air and water people use; the availability and quality of the food they eat; the level of hazard or risk, dust and noise they are exposed to; the adequacy of sanitation, their physical safety, and their access to and control over resources;

• Their health and wellbeing: health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity;

• Their personal and property rights: particularly whether people are economically affected, or experience personal disadvantage which may include a violation of their civil liberties, and

• Their fears and aspirations: their perceptions about their safety, their fears about the future of their community, and their aspirations for their future and the future of their children.

This SIA responds to the intent, objectives and principles outlined by the IAIA. The social factors identified above have therefore guided the identification, consideration and assessment of the social impacts associated with the project.

As required by the former Holroyd City Council Social Impact Assessment Policy (2012), this SIA also specifically considers the following factors:

- Liveability (e.g. housing, recreation, open space, lifestyles, waste management, water and air quality, noise and dust);

- Community cohesion and connectedness;

- Cultural traditions, shared beliefs and customs;

- Health and wellbeing (physical and mental health, safety, personal and community aspirations), and

- Human rights/participatory democracy.

7.3   Impact assessment

Table 5 over page sets out the assessment of the key potential social impacts of the development.

This includes an assessment of whether each of the identified social impacts are likely to be significant, with a description of the nature of the impacts and recommended responses – including enhancement or mitigation measures that may be taken.

Table 5   Social Impact Assessment

Social Impact Theme	Comment	Level of Significance	Mitigation/ Enhancement Measure
Population Change	The development will result in a permanent increase in the number of older persons living with the Merrylands West suburb.	The level of significance is considered to be of minor impact given initial engagement reveals there is low level reaction from current residents and neighbours. In addition, population forecasts reveal over the next 20 years there will be increased pressure within the Cumberland LGA to meet the needs of the ageing population. The increase in independent living units and RACF beds will assist in meeting this need.	It is considered appropriate to ensure effective relocation strategies are in place for existing residents within the Village to ensure a smooth transition from the current housing arrangements to the newly developed homes. It is also appropriate to ensure the Village can support and celebrate the cultural diversity of residents.
Housing	There are positive social impacts associated with the increased provision of more diverse range of appropriate housing and aged care services to support Merrylands West and Cumberland LGA residents. The current demographic profile and forecast trend shows that Merrylands West has a higher proportion of people aged 70-84 and 84+ years, compared to the Cumberland LGA and Greater Sydney area. With increased demand for housing for seniors (particularly those aged 70-79 years) expected over the next 20 years. The location of the Village allows for a greater number of older residents to meet many daily living needs within a community village that offers transportation networks to nearby shopping villages and services. It is likely that residents of the Village will align with the demographic profile of the local area, with many choosing to move to the redeveloped Village as a lifestyle choice, seeking a sense of community in a safe and secure environment.	This is considered to be a significant positive impact with a direct impact to the new local residents who chose to live in the redeveloped Village. The scheme will provide increased opportunities for local Cumberland LGA residents to remain living in the area as they age.	It is considered appropriate to ensure the housing is available to those residents in the local and broader LGA community, with interest in meeting the future demographic need for more age appropriate housing options. To ensure the housing is integrated successfully with the surrounding area it is recommended design elements are adopted to ensure accessibility throughout the site.
Mobility and Access	It is acknowledged that accessible developments will assist in fostering inclusive communities, ultimately creating an environment that fosters healthy active living and greater health and wellbeing for local communities. The improved layout of the Village will assist in encouraging clear delineation of spaces, pathways and access	There is likely to be a high level of positive change to the layout of the dwellings as well as improved access to each dwelling through an altered street network. Therefore, the redevelopment is considered to have a major, positive benefit to the local community.	It is essential that any new accessways and connection points to the site are designed to enhance the connectivity to the surrounding neighbourhood. It is recommended that newly developed private open spaces are clearly delineated from the semi-private and public spaces throughout.

Social Impact Theme	Comment	Level of Significance	Mitigation/ Enhancement Measure
	points, safer street networks to allow for residents to feel safe and secure when navigating the Village.	Increased access points throughout the Village will allow for significant improvements in accessibility to the site, creating opportunities for new pedestrian pathways to connect to the surrounding neighbourhood.	
Community and Recreation Facilities and Services	The development may increase the need for community, cultural and recreation services and facilities as there will be an increase in the number of older persons living within the locality. However, it is understood that the redevelopment will allow for additional community spaces, accompanied by open green spaces, that will be dispersed throughout the Village. As a result there will be increased access to green space and facilities for all residents.	If the community spaces are well managed the impact on the Village residents and broader community is likely to be significant positive. To meet the needs of residents it is important that these spaces are well managed.

In addition, the redevelopment of the Village will see some improved communal open spaces for residents with provision for more informal meeting places to gather with friends and families, in a safe and secure, aesthetically pleasing environment. | Given the Village is to incorporate many more shared recreation spaces, a maintenance and management plan should be developed to ensure spaces, both public and semi-private are properly maintained and effectively used. This should cover all aspects of landscaping maintenance, cleaning and security provisions where necessary. |
| Cultural Values and Beliefs | The Merrylands West and Cumberland LGA has a diverse community, with higher representation of persons from non-English speaking backgrounds, compared to the Greater Sydney area.

There will be a continued need to provide culturally and linguistically appropriate facilities and services to residents in the Village, as the LGA is relatively culturally diverse compared to NSW.

Cultural values include places, items or qualities of cultural or community significance. Significant meanings, reference points are provided for individuals and groups with the celebration of cultural values a key element in building strong and resilient communities. | This is considered to be minor significance. The development has potential to promote long term community diversity by allowing residents to relocate from within their local area, as their housing needs change. | Redevelopment of the Village may potentially enhance the cultural value of the local community, through provision of community services and events that support and celebrate the cultural diversity of the area.

It is recommended that culturally appropriate spaces are incorporated in and around buildings within the redeveloped Village.

The common areas are important spaces to swap information and meet and connect with people from other cultures. The incorporation of public art works to reflect the local community and celebrate cultural diversity is recommended. |
| Community Identity and Connectedness | Improved permeability and integration with the community at various scales will allow for greater exchange between residents, visitors and the general public. In particular, the three clearly defined types of spaces, public place, semi-public and private spaces, will allow for residents and visitors to interact and engage with shared amenities, as well as having smaller intimate spaces where residents can create their own identity. | This is considered to be a significant positive impact. The redevelopment will provide opportunities to enhance community identity and connectedness with improved communal spaces for residents. | Design concepts should ensure seamless transition of public and private spaces, ensuring the overall objectives of the redevelopment scheme are achieved.

The creation of shared spaces for residents is encouraged however, careful consideration should be given as to how these spaces are managed. In particular the use of the community centre, to ensure no one dominant group is the sole user of the space. |

Social Impact Theme	Comment	Level of Significance	Mitigation/ Enhancement Measure
	Increased opportunities will be supported through the redesign, with safe and connected pathways and linkages that attract pedestrians to gathering places throughout the Village.		Multiple uses of the shared spaces should be incorporated within the design concept, to allow a range of activities at one time.
Health and Wellbeing	The redevelopment of the Village will see positive social impacts associated with increased access to age-appropriate housing and high-quality aged care in the Merrylands West and Cumberland area. Improved access throughout the site may lead to greater opportunities for social connections to be established amongst residents, and with neighbours. Social isolation and loneliness have a significant detrimental impact on health and wellbeing, and opportunities for increased connection are likely to enhance resident wellbeing. There are positive social impacts associated with opportunities for residents to maintain their independence as they age. There are likely to be positive social impacts and health impacts associated with quality of housing and a Village designed to cater for ageing residents, ensuring there are increased opportunities for walking throughout the Village. Construction and associated works will likely lead to increased noise, dust and vibration impacts to the local area, including residents already living within the Village. There may be potential social impacts that are negative, of increased traffic in the local area during the construction phase, with potential increased risks to pedestrian safety.	This is likely to be of a significantly positive impact during operation. However, some negative impacts may be associated with the construction stages (in particular traffic, pedestrian safety, noise, dust and vibration) and will need to be appropriately managed.	It is important that opportunities to enhance physical activity and promotion of healthy lifestyles are sought. Appropriate design and use of communal spaces should be considered, taking into account the needs of the residents. Sustainability measures are to be considered throughout the design and management of the Village, with mature age trees retained complemented with new landscaping plans that increase the greening of new spaces throughout. It is recommended construction impacts are appropriately managed through the Construction Management Plan. In addition, it is recommended that a mechanism for neighbouring residents is developed, to ensure feedback during construction can be given, and appropriate staff are able to be contacted to manage and discuss concerns with residents in the locality. It is also recommended that construction updates are provided to residents regarding construction staging activities.
Crime and Safety	Developments can increase or decrease safety, whether this is perceived or actual, as a result of the design and management. The redesign of	Potential for moderate negative impacts however, with appropriate mitigation measures and social strategies could reach a high positive.	Design elements of the redeveloped Village should have regard to Safety by Design Principles, including the provision of clearly defined access points,

Social Impact Theme	Comment	Level of Significance	Mitigation/ Enhancement Measure
	the Village has potential to increase passive surveillance and contribute to improved natural security measures by residents and visitors. Increased activation of streets through redesign of the street network will contribute to an increased level of pedestrian foot traffic and consequently more activity and potential improved feelings of safety and security for local residents and visitors. The increased connections created between the Village and nearby schools may contribute both to increased connectivity and improved social cohesion within the local neighbourhood. However, it could also be thought that the increased opportunities for people to access the site, may result in increased opportunities for crime and anti-social behaviour.		appropriate lighting to improve night time surveillance and minimise potential hiding spots throughout the site. It is also considered beneficial to introduce events and activities that will increase social connections and strong, positive relationships between neighbours.
Local economy and employment	The redevelopment of the Village is unlikely to increase or reduce the quantity and or diversity of local employment opportunities, temporarily or permanently. The redevelopment of the Village has the potential to increase employment opportunities. An additional 30 staffing positions will be created as a result of the redevelopment.	Low positive and negative impact.	It is recommended that local businesses are encouraged to promote their services to new residents. The redevelopment of the site should promote local contracts for construction.
Needs of population groups	Given the cultural diversity within the local population and new resident population it is considered important for the vitality and success of the new development to incorporate design elements that celebrate and promote cultural diversity of the Merrylands West and Cumberland Community.	The proposal has opportunity to provide positive beneficial impacts to the local population, with design elements that cater to the needs of key population groups.	It is recommended that key aspects of the design include opportunities to celebrate diversity through the provision of appropriate public artworks throughout the new development. Informal seating and gathering spaces are designed to encourage new residents to meet and interact and these spaces should be encouraged to be developed in a safe and inclusive way.

8.0   Social Strategy

8.1   Introduction

This social strategy has been prepared to assist in articulating the social benefits of the redevelopment of Cardinal Gilroy Village, and to identify and embed positive social outcomes that can be delivered through the project.

The purpose of the social strategy is to align the development process and outcomes with the social vision and directions for the project – as established through relevant strategic policies and plans and through stakeholder and community engagement outcomes identified in the Social Impact Assessment.

This strategy draws on the perspectives and aspirations expressed through government policy and community and stakeholder engagement to guide the project's delivery of ensure the proposed scheme delivers social outcomes for the existing, emerging and future community of Cardinal Gilroy Village

8.2   Key directions for delivering social outcomes through the scheme

The following social strategy directions are suggested to guide the development:

- Deliver an inclusive, welcoming and accessible Village.

- Deliver a new, dynamic seniors housing and aged care Village, that supports the growth and ageing population of the Cumberland LGA.

- Increase social connections with the surrounding neighbourhood and sustain a connected, cohesive community.

- Deliver high quality infrastructure within the site to assist in supporting the wider community in the need for community centre facilities.

- Deliver access to opportunity and pathways for aging residents within the Cumberland LGA.

These key themes and directions for the social strategy are explored in further detail below, and will inform subsequent refinement and delivery of the Cardinal Gilroy Village masterplan.

Deliver an inclusive, welcoming and accessible Village

The masterplan is an opportunity to deliver a vibrant and activated Cardinal Gilroy Village that establishes a new, welcoming and inclusive destination for all members of the local community – not just residents of the Village. There are a number of strategies that can be explored to ensure that the Village is welcoming and accessible, including:

- Providing high quality spaces and urban design to enable social interactions between residents of the Village and surrounding neighbours, while ensuring that the safety of older residents is prioritised;

- Designing public spaces to align with CPTED principles – including high quality design and ongoing maintenance – to ensure that all residents feel safe to access open spaces and community facilities within the Village centre;

- Exploring opportunities for surrounding community service providers to utilise spaces within the Village for programming and events;

- Ensuring communal spaces are welcoming and accessible, including ensuring community services and facilities are accessible to disadvantaged, disabled or elderly members of the community, and;

- Designing spaces and connections that encourage healthy and active lifestyles, including for people experiencing limited mobility.

Deliver a new, dynamic seniors housing and aged care Village, that supports the growth and ageing population of the Cumberland LGA

The redevelopment of Cardinal Gilroy Village is an opportunity to deliver a dynamic local heart for the seniors development, including through high quality design, activation, retail and community spaces that will enable social interactions and connections between new and emerging communities within Merrylands West, fostering social cohesion and intergenerational connection.

There are opportunities to enhance the activation of the site as a welcoming community meeting place for the broader neighbourhoods, for example, by enhancing connections to and through the site, by exploring provision of appropriate public artworks through the site and providing informal gathering and seating spaces.

Increase social connections with the surrounding neighbourhood and sustain a connected, cohesive community

An activated, vibrant and permeable Cardinal Gilroy Village, with range of high quality communal and open spaces, a broader range of seniors housing options and social infrastructure will support the diversity and social sustainability of the Merrylands West community in the long term.

The benefits of delivering a seniors housing community at this site can be maximised by ensuring that residents, visitors and neighbours of all ages are able to interact and meet within communal spaces. To enhance opportunities to deliver a connected and cohesive community in the area, the following opportunities could be considered:

- Ongoing engagement and involvement of the surrounding Merrylands West and Cardinal Gilroy Village community in the planning process to ensure that urban design, housing and community facilities reflect community values and aspirations;

- Exploring opportunities to provide appropriate public artworks that celebrate local community identity and diversity;

- Providing informal seating and gathering spaces that encourage new residents to meet and interact and these spaces should be encouraged to be developed in a safe and inclusive way;

- In the longer term, exploring opportunities to enhance connections between Cardinal Gilroy Village and surrounding community organisations;

- Ensuring that social infrastructure delivered on the site is welcoming to a broad range of community members, regardless of income.

Deliver high quality infrastructure within the site to assist in supporting the wider community in the need for community centre facilities

The redevelopment of the Village will incorporate additional shared recreation and community facility spaces.

There are opportunities to enhance community cohesion and social interaction while also meeting broader community needs for improved access to community facilities – for example, by collaborating with surrounding community service providers to undertake joint events and programming. Ensuring that community facilities within the Village are accessible and well-signposted will help to make them appropriate use.

Deliver access to opportunity and pathways for aging residents within the Cumberland LGA

The redeveloped Cardinal Gilroy Village will deliver improved access to opportunity during both the construction and post-development phases. There may be opportunities to engage unemployed and underemployed Merrylands West residents in apprenticeship and lifelong learning programs related to construction (e.g. LaHC's Skills Exchange program), while expanded aged care services at this location will provide new employment opportunities in the local area.

An increased supply of seniors housing in this location will also provide pathways for aging residents within the Cumberland LGA to age in place and retain connections to their local communities.

9.0   Social impact metrics

Council's SIA policy suggests the development of metrics to measure the effectiveness of proposed SIA responses over time. The social strategy directions identified at Section 8 have informed the following proposed metrics:

Table 6   Social Impact Measures

Social Impact Theme	Outcome Area	Scope and Beneficiaries	Measure
Housing access and opportunity and pathways for aging residents.	Residents will be able to age in place and retain connections to their local communities. Seniors will have an improved supply of quality seniors housing within the Cumberland LGA that will be a secure and suitable place to live in a fit condition.	Individual Village residents, local Merrylands West community, broader Cumberland LGA.	Measure will include the longitudinal assessment of rate and availability of seniors housing within the Cumberland LGA. Measure will consider residents last place of residency, tracking long term connections to the local area. Measure will consider resident satisfaction through annual surveys targeting condition of buildings and spaces (private and publicly accessible), as well as required maintenance details.
High quality social infrastructure	Residents and broader community will have access to shared recreation and community facility spaces.	Individual Village residents, local Merrylands West community, broader Cumberland LGA.	Measure will include the assessment of number and type of activities held annually within community facility spaces within the Village. Measures will also include identification of surrounding service community providers who may be interested to book and use the space on an annual basis. Measure can incorporate a user evaluation assessment (every 5 years) identifying strengths and weaknesses of the community spaces provided.
Enhanced social connections and cohesive community	A connected and cohesive community, with enhanced connections for the wider community to internal spaces and social infrastructure.	Individual Village residents, local Merrylands West community.	Measure can include an annual assessment of engagement programs and activities undertaken by Cardinal Gilroy Village, that target both Village residents and the broader local Merrylands West Community.
Health and Wellbeing	Residents have healthy active lifestyles, with strong sense of security and safety and connectedness to residents and surrounds.	Individual Village residents.	Measure includes an assessment of long tern health conditions of residents, motivation and ability to live as independently as possible, with the on-going support to maintain that if necessary. Measure can also include an annual assessment of rates of accidents and emergency calls to the Village. Attitudinal assessment of sense of safety and security can be undertaken in addition to measures that assess the strength of community and individual resident connections.

Appendix A – Social policy context

The following section includes a review of state and local policies, strategies and documents that articulate the desired social outcomes for the area. The following documents have been reviewed:

Central City District Plan	
Greater Sydney Commission 2018	
Purpose & vision	The Central City District Plan sets the strategic framework for the management of growth in the context of economic, social and environmental trends to achieve the 40-year vision for Greater Sydney, including the principle of a "30 minute city" in which all daily living needs (including employment, housing and social infrastructure) are accessible within 30 minutes by public and active transport. The document identifies Planning Priorities to achieve a liveable, productive and sustainable future for the District, and also identifies that suburbs such as Merrylands is rapidly growing and providing a diverse range of activity, services and jobs to a growing population. The Plan identifies the need to respond to the opportunities and challenges of the ageing population and create urban environments which are designed to enable people of all ages and abilities to participate in community life. Furthermore, a focus on accessibility, inclusion and safety in the development of new neighbourhoods, public transport and transport interchanges, places and homes will be important for the health of ageing people within communities. As mentioned within the plan, the NSW Ageing Strategy 2016-2020, prepared by the NSW Department of Family and Community Services, addresses both the opportunities and challenges for the ageing population. Five priority areas have been identified: • *Health and wellbeing;* • *Working and retiring;* • *Housing choices; and* • *Getting around and inclusive communities.*
Key actions	Under the theme of liveability, the District Plan recognises as the 2016 population of around 970,00 increases, it is ageing. By 2036, the number of residents over 65 years is expected to grow by 106% (an additional 122,100 people). In order to enhance the liveability of the Central City District, the plan has identified a place-based and collaborative approach is required, of which can be achieve by the following Planning Priorities: • *Planning Priority C3 – Providing services and social infrastructure to meet people's changing needs* • *Planning Priority C4 – Fostering healthy, creative, culturally rich and socially connected communities* • *Action 10c: co-locating schools, health, aged care, sporting and cultural facilities.* • *Planning Priority C5 - Providing housing supply, choice and affordability, with access to jobs, services and public transport* • *Planning Priority C6 – Creating and renewing great places and local centres, and respecting the District's heritage.*

Draft Cumberland 2030: Our Local Strategic Planning Statement	
Cumberland Council 2019	
Purpose & vision	The Cumberland draft LSPS responds to a number of key strategic documents, including the Cumberland Local Strategic Planning Statement, the GSC's 'A Metropolis of Three Cities' and Central City District Plan providing a basis for the LGA's economic, social and environmental land use needs over the next 10 years. By 2030, Cumberland will be supported as a vibrant and sustainable metropolitan area with a diverse land use mix that supports residents, visitors and workers. Council's plan is founded upon the following themes: • Getting around – access and movement; • Place and space for everyone – housing and community; • Local jobs and businesses – economy, employment and centres; and • The great outdoors – environment and open spaces.

Draft Cumberland 2030: Our Local Strategic Planning Statement	
Key actions	The draft LSPS includes a number of key objectives that should be addressed in the redevelopment of Cardinal Gilroy Village. These include: • Cumberland will be distinguished by its quality employment lands, diverse and inclusive town centres and urban areas supported by a network of green open spaces, activated streets and accessible community facilities; • Excellent transport connections including better roads, transport services, walking and cycling links; • Focus on delivering diversity and affordability in the local housing markets; and • Enhance biodiversity and achieve a progressive reduction in local energy and water consumption, and urban heat island effects.

City of Cumberland Community Strategic Plan 2017-27	
Cumberland Council 2017	
Purpose & vision	The Community Strategic Plan (CSP) is a ten-year plan defining its vision: *welcome, belong, succeed.*and priorities for the community. It provides direction for Cumberland Council's operations which are aligned directly to the community vision through the 6 strategic Goals and supporting activities. The following goals which apply to this social impact assessment are provided below: • *Goal 1: A great place to live – This community priority reflects our wish to have better sense of community and an even more liveable and happy place to call home. This includes community programs and facilities that contribute to Cumberland being a great place to live, as well as those that celebrate our diversity and our young demographics.* • *Goal 2: A safe accessible community – This priority is reflects our community's importance on feeling safe around all areas of Cumberland, and the need for improved equality in access of services and facilities in the area. This outcome takes into account the higher than average proportion of people identifying as having a requirement for assistance due to a disability as well as current crime and road accident statistics.* • *Goal 3: A clean and green community - This priority area will ensure a strategic focus and approach on providing the community with appropriate green and natural space that is valued and maintained.*

Key actions	The following outcomes that are associated with this project include:
	
	• *Goal 1: A great place to live*
	   - To create positive connections within the local community through local programs and services which reflect the area's unique local identity.
	   - Create high quality community facilities and spaces.
	   - Encourage healthy and active lifestyles
	• *Goal 2: A safe accessible community*
	   - To create areas which are safe at all times.
	   - To create equal access to local services and facilities
	   - Encourage Council operations to support a healthy community
	• *Goal 3: A clean and green community*
	   - Ensure Green and open spaces suit a variety of uses and help to mitigate health island effects.

Cumberland Disability Inclusion Action Plan	
Cumberland Shire 2017 - 2021	
Purpose & vision	The Disability Inclusion Action Plan is designed help Cumberland Council a place that provides opportunities for everyone to welcome, belong and succeed. This includes better access to services, facilities and employment opportunities; creating more liveable places and inclusive communities; recognising the rights and contributions of people with disability; and championing diversity in the Cumberland community.
	The Disability Inclusion Action Plan provides a summary of the context of disability in Cumberland, outlines the outcomes of community consultation undertaken to inform the Plan, and includes detailed actions to achieve the following focus areas:
	• *Focus Area 1 - Positive attitudes and behaviours;*
	• *Focus Area 2 - Liveable communities;*
	• *Focus Area 3 – Employment; and*
	• *Focus Area 4 - Systems and processes.*
Key actions	The Plan recognises the importance of creating liveable communities for ageing and disabled residents. The following attributes of a 'liveable community' should be considered in the redevelopment of Cardinal Gilroy Village:
	• Accessible transport;
	• Pedestrian paths and crossings;
	• Parking and toilets; and
	• Expanded council facilities and programs.
	Other broader actions included within the Action Plan include:
	• Create liveable communities through accessible transport, pedestrian paths and crossings, parking and toilets, as well as expanded council facilities and programs;
	• Shape positive community attitudes and behaviours towards people with disabilities through raising awareness, building a community of respect, providing education and trainings, and by focusing on 'disability' and 'ageing' as distinct and separate services areas;
	• Improve the accessibility and provision of council information and news including targeted communication with people who have a disability;
	• Provide support to enable people with disabilities to attend council events; and
	• Provide training, mentoring, volunteering and support programs to help people with disabilities gain employment.

Community Engagement Report	
Cumberland Council 2016	
Purpose & vision	The Community Engagement Report is a detailed record of the engagement undertaken by Cumberland Council to inform community and business planning documents, and to ensure that the community's priorities are reflected in Council's decision-making processes. The key themes arising from the community needs and aspirations raised during engagement were used to form the basis of the Cumberland Community Strategic Plan. The core values of the engagement process were:
	• The public should have a say in decisions about actions that could affect their lives;
	• Public participation includes the promise that the public's contribution will influence the decision;
	• Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers;
	• Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision;
	• Public participation seeks input from participants in designing how they participate;
	• Public participation provides participants with the information they need to participate in a meaningful way; and
	• Public participation communicates to participants how their input will affect the decision.

Community Engagement Report	
Key actions	The Community Engagement Report reflected community needs and aspirations, with a number of these being of relevance to the redevelopment of the Cardinal Gilroy Village. Some of the key needs and aspirations that were raised as being particularly important included: • Sense of community and liveability of the area; • Safety; • Equality and access to infrastructure and services; • Cleanliness; • High quality and a diverse range of green space; and • Street trees.

Community Engagement and Participation Strategy	
Cumberland Council 2018	
Purpose & vision	The Community Engagement and Participation Strategy outlines how Cumberland Council plan to engage with their community and encourage and facilitate their participation in Council decision-making. The Strategy outlines the guiding principles and approach for ensuring the community has an opportunity to have their say in a meaningful way. The following objectives are outlined within the Strategy: • *Objective 1 - Build capacity;* • *Objective 2 - Inform and involve;* • *Objective 3 - Accountable and transparent; and* • *Objective 4 - Continuous improvement.*
Key actions	Some of the key actions outlined within the Strategy include: • Continue to research our diverse community and what this means for community engagement. • Work closely with community, stakeholders and staff to create a culture of genuine and relevant engagement, both within our organisation and the community. • Create and promote inclusive opportunities for effective participation and collaboration for community members who live, work and play in Cumberland, and ensure our communities are engaged and informed. • Show how community and stakeholder participation was used to inform and influence decision making by closing the loop. Council will lead with integrity and encourage innovation. • Implement a continuous improvement program, incorporating community and stakeholder input, to develop a more open and participatory Council.

Greener Places Draft	
Government Architect 2017	
Purpose & vision	The Government Architects have released the draft Greener Places, a document delivering the strategic approach for planning, design and management of green infrastructure as well as connected urban ecosystems across NSW. A summary as framed by the Government Architect is provided below. *Greener Places is an overarching schema for ensuring connection and integration of our green assets, ensuring their contribution to quality of life, and that the environment and the economy are maximised, rendering a working whole that is far greater than the sum of its part.* The vision: *Our vision is for a network of well-planned Green Infrastructure that will make NSW more attractive, better connected, healthier and more resilient.* The principles of green infrastructure as outlined within the document include: • *Principle 1 - Integration;* • *Principle 2 - Connectivity;* • *Principle 3 - Multifunctionality; and* • *Principle 4 - Participation.* The document outlines that the physical and mental benefits of the natural environment to society are well known and documented.

Better Placed	
Government Architect 2017	
Purpose & vision	Better Placed was released in 2017 by The Government Architect. The document responds to the concerns of communities and those involved in the development of NSW's built environments, outlining the impact of poorly designed neighbourhoods and the opportunities to develop new spaces and places where people work, live and play. A summary as framed by The Government Architect is provided below. *Better Placed confirms our collective wishes for the future design of our infrastructure, architecture, and public spaces, and endorses the power of design to enable a better and resilient future for our communities.* The document lists a series of 'good design outcomes' which are as follows: • *Objective 1 - Better fit;* • *Objective 2 - Better performance;* • *Objective 3 - Better for community;* • *Objective 4 - Better for people;* • *Objective 5 - Better working;* • *Objective 6 - Better value; and* • *Objective 7 - Better look and feel.* The document acknowledges Australia has an ageing population and outlines the role design analysis and research in shaping the lives of the population, creating spaces which are human focussed and equitable.