

Appendix M

Comprehensive Social Impact Assessment and Social Impact Management Plan prepared by Elton Consulting



Comprehensive Social Impact Assessment and Social Impact Management Plan

Client: Fresh Hope Care

Date: 20 March 2020

Contact:

Prudence Hudson
prudence.hudson@elton.com.au
02 9387 2600

SYDNEY 02 9387 2600

Level 6, 332 - 342 Oxford Street
Bondi Junction NSW 2022

www.elton.com.au
consulting@elton.com.au
Sydney | Brisbane | Canberra | Darwin | Melbourne | Perth
ABN 56 003 853 101

Prepared by	Prudence Hudson
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Reviewed by	Felicity Richards
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Date	20 March 2020
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Version	FINAL (v07)
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Executive summary

The following report provides a Comprehensive Social Impact Assessment and Social Impact Management Plan of the potential social impacts for a Planning Proposal to rezone a site located at Dunmore Street, Pendle Hill.

This report has been guided by (former) Holroyd City Council's *Social Impact Assessment Policy (2013)* and has adopted the NSW Department of Planning, Industry and Environment's *Social Impact Assessment Guideline (2017)*.

Currently, the majority of the Planning Proposal site is occupied by Pendle Hill Retirement Village, operated by Fresh Hope Care. There are also six dwelling houses situated along Pendle Way.

Fresh Hope Care will be submitting the Planning Proposal to Cumberland Council, as it is undertaking a revitalisation of existing dwellings and facilities in Pendle Hill Retirement Village. Revitalisation will involve a complete rebuild, with new housing and supporting infrastructure, with the exception of identified heritage items such as Dunmore House. If approved, this could result in:

- » an increase in number of dwellings on the site, including a combination of revitalised Residential Aged Care and Independent Living Units, with a portion provided as affordable key worker housing
- » the revitalisation and increase of general community and service facilities for existing and future residents
- » dwellings and service facilities which meet current industry compliance and integrate best practice design
- » revitalisation and improved connectivity of recreation and open spaces on the site
- » preservation of the unique heritage elements on the site, including Dunmore House and Ashwood House.

An Indicative Masterplan has been prepared for submission with the planning proposal. The Indicative Masterplan yields approximately 650 independent living and affordable key worker housing units, and a 240-bed capacity residential aged care facility. Key features are:

- » six clusters/groupings of proposed built form
- » building height up to eight storeys, with highest buildings responding to natural slope by being located towards the centre of the site, and adjoining approved building heights in the neighbouring Bonds Spinning Mills development
- » the retention of local heritage items, Dunmore House and Ashwood House, and the integration of complementary community and commercial services, and medical suites and a café in these structures
- » open green space between each of the proposed built forms and the retention of open green space north of Dunmore House (adhering the heritage curtilage requirements) and retention of a large number of trees
- » designated pedestrian footpaths, running through the proposed redevelopment and providing greater pedestrian access to surrounding local services, the Bonds Spinning Mills development, and local infrastructure and amenity.

Ethos Urban's Pendle Hill *Seniors Living Economic Assessment (March 2020)* projects that the Indicative Masterplan has the potential to support approximately:

- » 1,000 persons in up to 650 ILU dwellings, including affordable key worker housing
- » up to 240 persons in 240 RAC beds
- » 290 directly employed staff servicing residential aged care, in a combination of full time, part time and casual positions
- » 30 staff servicing independent living unit residents, employed full and part time

The Indicative Masterplan projects a net increase of 564 independent living units and 50 residential aged care beds, from the current operating Pendle Hill Retirement Village (as of February 2020). In resident numbers, the Indicative Masterplan has the potential to accommodate up to 926 additional independent living residents, including those accessing affordable key worker housing, and an increased residential aged care capacity of 50 residents.

In accordance with best practice social impact assessment practice, consultation with both current Pendle Hill Retirement Village residents and the surrounding community was undertaken, including:

- » a three-question survey distributed to current Pendle Hill Retirement Village residents by Fresh Hope Care staff
- » three consultation groups with current Village residents, comprised of one residential aged care morning tea and two independent living afternoon teas
- » a three-question online survey for surrounding residents, who were notified and invited to participate through a letter box drop (to 1,265 private residences and local business surrounding current Pendle Hill Retirement Village).

In addition, the following relevant industries and agencies were engaged:

- » senior health service planners in the Western Sydney Local Health District (WSLHD)
- » staff at Cumberland Council in Social Research and Planning
- » staff at the Department of Communities and Justice, in the Department of Ageing, Stakeholder Engagement, Inclusion and Early Intervention Strategy, Policy and Commissioning
- » a Service Planner for NSW Ambulance
- » the acting Crime Prevention Officer from Cumberland Police Local Area Command
- » a representative from Wentworthville Fire Station.

Consultation and engagement sought insight into the potential impacts of the planning proposal affected individuals (i.e. Pendle Hill Retirement Village residents and surrounding community) as well as local health and aged care services and industries. Surrounding community members perceived that the potential redevelopment and subsequent increase in retirement and residential care housing and services in the local area would be beneficial, as they could:

- » be potential residents in the future, enabling them to remain in local networks and in a familiar location
- » experience a high quality of life in older age in the new development, due to enhancements to facilities and services.

Identified potential impacts from the planning proposal are provided in detail in the Social Impact Assessment (see Section 5). Potential impacts (positive and negative) are aligned to social impact matters nominated in the NSW Department of Planning, Industry and Environment's *Social Impact Assessment Guideline* (2017), and categorised as direct, indirect and/or cumulative.

In accordance with (former) Holroyd City Council's *Social Impact Assessment Policy* (2013), a Social Impact Management Plan has been prepared to guide the implementation of impact management and enhancement strategies for the Planning Proposal (see Section 6). Findings from consultation and engagement also informed suggestions for mitigation and management of identified social impacts.

A snapshot of the Social Impact Assessment and Social Impact Management Plan is shown in the following table.

Snapshot of Social Impact Assessment and Social Impact Management Plan

Reference	Social impact	Impact nature	Mitigation/Management option
Way of life			
SOC01	Increased aged care and retirement housing to suit a diverse range of needs	Positive	» Proposed redevelopment proceeds
SOC02	Increase in employment on site		» Proposed redevelopment proceeds
SOC03	Increased aged care and retirement housing in established suburb		» Proposed redevelopment proceeds
SOC04	Construction-related environmental impacts	Negative	<ul style="list-style-type: none"> » Prepare and implement a Construction Management Plan » Incorporate adjacent construction impacts into implemented Phasing Plan » Prepare and implement a Communication Strategy
SOC05	Contribution to changing local character, due to multi-storey development		» Indicative Masterplan positions highest buildings at lowest visual impact locations, and staggers building height.
Community			
SOC06	Identity and function of site	Positive	» Proposed redevelopment proceeds
SOC07	Friction among Village residents	Negative	<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan » Prepare and implement a Community Cohesion or Transition Program
SOC08	Village resident re-accommodation		<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan » Prepare and implement a Communication Strategy
SOC09	Tenure vulnerability, particularly renting Village residents		<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan » Prepare and implement a Communication Strategy
SOC10	Needs of culturally diverse residents		<ul style="list-style-type: none"> » Prepare and implement a Community Cohesion or Transition Program » Prepare and implement a Communication Strategy
Access to and use of spaces and services			
SOC11	Demand for open space and facilities can be provided on site	Positive	<ul style="list-style-type: none"> » Proposed redevelopment proceeds » Prepare and implement a Communication Strategy
SOC12	Community spaces for wider community		» Proposed redevelopment proceeds, and Dunmore House and Ashwood House offer complementary community and commercial

Reference	Social impact	Impact nature	Mitigation/Management option
			<ul style="list-style-type: none"> services such as medical consulting suites, and a café » Prepare and implement a Communication Strategy » Prepare and implement a Hire or Users Policy
SOC13	An increase in retirement and aged care housing is an increase in social infrastructure		» Proposed redevelopment proceeds
SOC14	Increased Village resident population causing pressure on health infrastructure and services	Negative	<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan which incorporates communications with emergency services regarding anticipated demand » Combination of protocol systems and supporting infrastructure » Later stages of the process for the redevelopment consult with emergency services
Culture			
SOC15	Heritage of site	Positive	» Proposed redevelopment proceeds, adhering to CMP recommendations
Health and wellbeing			
SOC16	Village resident uncertainty	Negative	<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan » Prepare and implement a Communication Strategy
See SOC04	Construction-related environmental impacts		
Surroundings			
SOC17	Accessibility to local services, infrastructure and amenities	Positive	» Proposed redevelopment proceeds
See SOC15	Heritage of the site		
SOC18	Increased density development and increased congestion	Negative	<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan » Prepare and implement a Construction Management Plan » Prepare and implement a Communication Strategy
SOC19	Reduced access to existing community and open spaces on the site during construction		<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan » Prepare and implement a Construction Management Plan » Prepare and implement a Communication Strategy

Reference	Social impact	Impact nature	Mitigation/Management option
See SOC05	Change in local character, due to multistorey development		
Personal and property rights			
See SOC09	Tenure vulnerability, particularly renting Village residents	Negative	
Decision making systems			
See SOC16	Village resident uncertainty	Negative	
Fears and aspirations			
See SOC03 See SOC13	Increased residential and aged care housing and services for older persons in local area	Aspirations	
See SOC01	Enhanced services and high quality housing, benefit quality of life into older age		
See SOC11	Spaces and infrastructure to be able to meet the needs of residents to a greater level		
See SOC16	Uncertainty of the process and outcome of the proposed redevelopment	Fears	
See SOC07 See SOC18	Diminished sense of community and increased congestion		
See SOC08	Possibility of re-accommodation at some stage in the proposed redevelopment		
See SOC09	Housing more expensive, renters not guaranteed a new dwelling		
See SOC09	Vulnerability of renting Village residents		
See SOC14	Emergency services have access to residents living in higher density		

1 Introduction

This report investigates potential social impacts which could result from the Planning Proposal (PP) to rezone a site, located at Dunmore Street, Pendle Hill (the site). The site currently includes:

- » the existing Pendle Hill Retirement Village (the Village)
- » dwelling houses positioned along Pendle Way.

This report has been prepared with guidance from the NSW Department of Planning, Industry and Environment's (DPIE) *Social Impact Assessment Guideline 2017 (SIA Guideline)* and former Holroyd City Council's *Social Impact Assessment Policy 2013 (SIA Policy)*. Both documents utilise the international guidelines for social impact assessment (SIA), prescribed by the International Association for Impact Assessments (IAIA) and share similarities in their methodology and principles underlying the SIA process.

DPIE's *SIA Guideline* is recognised as leading practice in SIA in NSW and has been utilised as the dominant reference document for this report. Similarities or contrasts with Holroyd City Council's *SIA Policy* are referenced where relevant.

A major contribution to this report is consultation undertaken with current Village residents and the surrounding community, including local residents and business operators. This consultation is the first instance of independently facilitated consultation with Village residents and the community regarding potential social impacts from the PP process. While many residents expressed familiarity with previous suggestions regarding redevelopment of the Village, these experiences were highly speculative and informal, and were not formally organised or conducted to as part of a structured PP process.

1.1 The site

The majority of the site is the existing Village, currently owned and operated by Fresh Hope Care. Fresh Hope Care provide accommodation and services for retirement living, residential care and day respite in several locations across NSW. The western edge of the site includes dwelling houses, positioned along Pendle Way. This is shown in Figure 1 on the following page.

Figure 1 The Site



Source: Nearmaps, 2020

Fresh Hope Care is committed to ensuring that their residents maintain choice and control in the way their care and services are provided, while providing an environment of compassion, trust and dignity.

To achieve this commitment, Fresh Hope Care will be submitting the Planning Proposal to Cumberland Council (Council), as it is undertaking a revitalisation of existing dwellings and facilities in Pendle Hill Retirement Village. Revitalisation will involve a complete rebuild of the entire site (including Village and privately-owned dwellings) with new housing and supporting infrastructure, with the exception of identified heritage items such as Dunmore House. If approved, this could result in:

- » an increase in number of dwellings on the site, including a combination of revitalised Independent Living Units (ILU), Residential Aged Care (RAC) and assisted living, with a portion provided as affordable key worker housing
- » the revitalisation and increase of general community and service facilities for existing and future residents
- » dwellings and service facilities which meet current industry compliance and integrate best practice design
- » revitalisation and improved connectivity of recreation and open spaces on the site
- » preservation of the unique heritage elements on the site, including Dunmore House and Ashwood House.

The site is located within the recently amalgamated Cumberland Council area. However, the PP is seeking to amend permissible development controls in the *Holroyd Local Environmental Plan (LEP) 2013*, which was adopted by Council and is the active planning instrument. Table 1 below summarises the current and proposed amendments to development controls by the PP for the site, relevant to this report.

Table 1 Proposed amendments to *Holroyd LEP 2013*

Currently permissible	PP amendment
Zoning: » part R2 – low density residential, part R3 – medium density residential and part R4 – high density residential	Zoning: » part R4 – high density residential and part RE2 – private recreation
HOB: » part 9 metres and part 11 metres	HOB: » range from 12.5 metres to 32 metres
FSR: » part 0.5:1, part 0.7:1 and part 0.85:1	FSR: » range from 0.85:1 to 1.5:1

Holroyd LEP 2013 (Where: FSR = Floor space ratio, and HOB = Height of building)

1.2 Document and policy review

One quarter of NSW's population 65 years and older by 2041

The NSW Treasury's *NSW Intergenerational Report 2016-17* projects that one quarter of the NSW population will be of retirement age (65 years and older) by 2041. In addition, life expectancy in Australia is increasing. This creates a situation where a higher proportion of older people will need suitable housing for longer periods of time, than has been planned for previously.

Council is already preparing for a larger proportion of its population being older. The *Delivery Program 2017-2021 (Year 3) – Operational Plan 2019-2020* sets targets for community access to aged and disability services offered by Council, as well as community satisfaction of these services. In addition, Council is reviewing their *Seniors' Units for Independent Living Policy 2017*. This Policy provides a framework for the management of Council-owned studio and one bedroom apartments, offering affordable housing for local seniors disadvantaged in the private market and able to live independent of daily care.

Living longer with less

The Committee for Sydney's (CfS) *Dignity and Choice: An inclusive future for our ageing population* (2019) research paper identified that women over 55 years of age are the fastest growing group experiencing homelessness in Australia. This rate is more than double that of comparable countries.

According to the paper, most older women (55 years+) have less savings than men the same age (approximately 37% of men's average savings). As a result, older women can be disproportionately impacted in accessing housing options due to the cost. This can be further impacted by women's longer average life expectancy, requiring many women to experience less financial security for longer.

Social connections, in familiar places

Dignity and Choice: An inclusive future for our ageing population (2019) also highlighted a 'geographical mismatch' between the delivery of retirement living options and where demand is actually located. Retirement and aged care facilities are increasingly located on Sydney's cheaper urban fringes, as land is more affordable for developers and housing is more affordable for renters and owners.

Findings from IoTUK's *Social Isolation and Loneliness in the UK* (2017) showed that social isolation and loneliness can be increased when social connections are fragmented or restricted. This can occur when people move away from their established family, friends and/or health support networks or move to a location with limited transport options and/or lower walkability.

Retirement and aged care facilities are social infrastructure

Dignity and Choice: An inclusive future for our ageing population recognises that retirement and aged care living facilities are social infrastructure.

While it is generally provided by the private sector, *Dignity and Choice: An inclusive future for our ageing population* argues that it must be planned for in much the same way a school is planned for, with coordinated actions across multiple layers of government. Council currently operates 76 self-care units under their *Seniors' Units for Independent Living Policy*. Wait times and access to subsidised local accommodation is determined by the level of need of the applicant, based on eligibility criteria.

Urban Taskforce's *Urban Ideas: Apartment Living for Seniors* (May 2013 edition) identified 20 ageing 'hotspots' or suburbs across Sydney with the highest proportions of people aged over 55 years. Among the top 20 suburbs are Cumberland local government areas (LGA) Greystanes, Merrylands and Auburn (based on 2011 ABS census data). Each of the 20 suburbs are already medium to high density in terms of their residential scale, restricting opportunities for vacant or suitable land becoming available for retirement living facilities.

Well located and walkable

L J Hooker's *Downsize Dilemma* (2018) research paper found that location is the most important factor considered by older persons as they move towards living arrangements more suitable to their needs.

Location was also selected as the most important consideration in a survey of 1,000 people distributed for *Dignity and Choice: An inclusive future for our ageing population* (2019). Nine out of 10 participants reported that their choice of retirement living would be influenced by living close to general and specialist health services, public transport, friends and family and a variety of shops and cafes.

Walkability is a major consideration for location. Arup's *Shaping Ageing Cities* (2015) identified that walking speeds of older people need to be considered in assessments of accessibility to local services and amenities. Arup found that in five minutes walking time, most people:

- » younger than 65 years of age will cover 400m (4.8km/hr)
- » between 65 and 80 years of age will cover 250m (3.0km/hr)
- » 80 years of age and older will cover 150m (2.0km/hr).

Home ownership and affordability

Dignity and Choice: An inclusive future for our ageing population (2019) recognised a disproportionate advantage between home owners and renters as they consider access to retirement and aged care housing and services.

Anglicare's *Rental Affordability Snapshot* (2018) found that less than one per cent of Sydney's private rental market is affordable for older persons living either independently or as a couple on the full aged pension. Older persons who are renting are also vulnerable to price fluctuations in Sydney's competitive rental market.

The survey of 1,000 persons for *Dignity and Choice: An inclusive future for our ageing population* (2019) identified that affordability was the main reason for people to consider leaving Sydney as they reached retirement. One third of all participants were also worried they would not be able to financially support themselves in Sydney's housing market. Within this third, 41% of all female participants and 46% of participants who rented were concerned.

Adapting to Sydney's housing market

Dignity and Choice: An inclusive future for our ageing population (2019) found that location and maintaining established connections or supporting new connections were key considerations for older people looking for alternative housing types to suit their needs.

The financial feasibility of provided retirement and aged care facilities in established suburbs, close to transport and services and facilitating the extension of existing social and health networks, is challenging in Sydney's land and housing market.

The retirement and aged care industry is responding to challenges of centrally locating facilities in competitive land markets through the planning and provision of multistorey facilities. However, *Dignity and Choice: An inclusive future for our ageing population* (2019) identified growing community opposition to new higher density retirement developments, which may not be considered consistent with existing neighbourhood character. This opposition can be exaggerated by multistorey facilities.

1.3 Triggers for social impact assessment

Holroyd City Council's *SIA Policy* identifies change events which trigger the need for an SIA to be undertaken. Triggers are aligned to core values, which have strong correlation to the social impact matters in the *SIA Guidelines* (see Section 2.1).

The proposed redevelopment falls under the *SIA Policy's* change event category of 'residential/housing development – specialist housing', acknowledging that the redevelopment is proposing the delivery of ILU, RAC facility and affordable key worker housing.

The *SIA Policy* triggers relevant to the proposed redevelopment are aligned to core values in Table 2 below.

Table 2 Trigger events and associated core values

Change event is likely to trigger	Core values
<ul style="list-style-type: none"> » Significantly alter the need for community facilities and/or services » Impact on the health or safety of an area » Reduce accessibility » Change the hours or pattern of activity, psychological amenity or other factors that may impact on the amenity of an area 	<p>People have a right to live and work in an environment which is conducive to good health and to a good quality of life which enables the development of human and social potential.</p>
<ul style="list-style-type: none"> » Result in an unanticipated significant change to the existing character and identity of a community » Cause a significant change in population characteristics of the area affected by the development » Impact on particular target groups including indigenous people, children, aged people, people with disabilities and non-English speaking people; » Result in an imbalance of activity or a particular population group in an area (e.g. a licensed premises or aged housing) 	<p>Social dimensions of the environment (peace, the quality of social relationships, freedom from fear, and belongingness) are important aspects of people's health and quality of life.</p>
<ul style="list-style-type: none"> » Entail a high level of controversy or political sensitivity » Require the preparation of a structure plan, concept plan, master plan or plan of development (due to the scale, intensity or complexity of the development project) » Result in any other circumstance where the local government considers that SIA is appropriate before a development can be adequately considered, or where there is likely to be significant community concern 	<p>People have a right to be involved in the decision making about the planned interventions that will affect their lives.</p>

Holroyd City Council *SIA Policy* 2013

2 Methodology

2.1 Scoping potential social impacts

The first step of the *SIA Policy's* SIA process is the preparation of a Social Impact Comment (SIC). The purpose of the SIC is to:

- » identify any impacts directly related to the proposed change event
- » demonstrate the connection between the change event and forecast impacts
- » assist with early identification of specific issues to enable modification of the PP to mitigate potential negative impacts and enhance potential positive impacts
- » determine whether or not the forecast impacts are significant, and whether a Comprehensive SIA (CSIA) Report is required.

A SIC was prepared prior to any consultation and is provided in Appendix A.

As previously mentioned, this report is guided by DPIE's *SIA Guidelines*. There is significant cross over between the social impact categories nominated in the SIC and matters in the DPIE's SIA Guideline. Alignment between the elements of each document is provided in Appendix B.

Table 3, on the following page, summarises potential impacts identified in the SIC, and aligns them to matters from DPIE's *SIA Guideline*. A detailed breakdown is provided in Appendix C.

In accordance with DPIE's *SIA Guideline*, this report investigates whether social impacts which could be caused by the proposed redevelopment are:

- » **Direct impacts:** impacts caused directly by the project and usually quantifiable through measurement of a set of social indicators, such as changes to the community in the areas of population, health, employment.
- » **Indirect impacts:** impacts which result from changes caused by the proposed project relating to more qualitative indicators, such as community cohesion and sense of place.
- » **Cumulative impacts:** impacts which are successive, incremental or combined, and which can arise from a single activity, multiple activities or from interactions with other past, current and foreseeable future activities.

Table 3 Scoping potential social impacts

Social impact matters	Change event	Description
Way of life	» Increase in population	» Increase in number of people, aged 55 years and older
	» Increase in housing	» Increase in number of ILU, RAC and affordable key worker housing
	» Increase in employment	» Increase in number of staff (full time, part time, casual)
Community	» Function of site	» Continuation of current functions and operations of site
	» Identify and function of site	» Established identity as an aged care provider
	» Community cohesion	» Increasing resident numbers and diversity, may impact on community cohesion
	» Older community needs	» Changes to the delivery of services
	» CALD community needs	» Significant proportion of existing residents are Culturally and Linguistically Diverse (CALD)
Access to and use of spaces and services	» Demand for community facilities and services	» Increase in number of residents, leading to increase in demand for community facilities and services, specific to ageing resident needs
Culture	» Management and quality of heritage of site	» Dunmore House and Ashwood House are heritage items » There is a heritage curtilage in front of Dunmore House
Health and wellbeing	» Change in access to physical health services	» Potential change in access to current physiotherapy services offered by Fresh Hope Care
	» Physical injury	» Construction activities can increase risk of physical (minor and major) injuries as well as broader environmental impacts (e.g. noise, dust)
	» Decreased mental health	» Perceptions of housing insecurity causing anxiety
Surroundings	» Adjacent development	» Bonds Spinning Mills redevelopment adjoins site
	» Mobility	» Public transport (train and bus) close by, up to a 10-minute walk
	» Built form and scale	» Good footpath quality along Dunmore Street and Pendle Way
	» Safety and crime	» Parking spaces in surrounding local areas
		» Potential cumulative impact on parking with construction and new residents in Bonds Spinning Mills development
		» Mixture of building heights surrounding the site, including: <ul style="list-style-type: none"> > several three-storey apartments and one four storey apartment (271 Dunmore Street) along Dunmore Street > a three-storey development at the intersection of Pendle Way and Dunmore Street > a combination of one and two storey dwellings along Pendle Way and Rowley Street
		» Local character in transition, catalysed by the approved Bonds Spinning Mills development along the eastern edge of the Village, up to 12 storeys
		» Significant open spaces and greenery on the site
		» View corridor up to Dunmore House from Dunmore Street

Social impact matters	Change event	Description
		» Perceptions about increased crime and antisocial behaviour with increased population
Personal and property rights	» housing security	» Differing legal rights of access to housing between owners and tenants » Uncertainty creating mixed and incorrect messages among current resident population, causing anxiety
Decision making systems	» uncertainty regarding the process and the outcome	» Uncertainty creating mixed and incorrect messages among current resident, causing anxiety
Fears and aspirations	» higher density » increase in population » housing security » change itself	» Concerns higher density and design of redevelopment won't complement existing urban character » Concerns increased population may lead to vehicular congestion » Concerns renters will not be able to afford the redevelopment, or be given time to find new housing during the construction phase » Fear of not knowing where they will live during the construction phase and whether they can return

Source: DPIE's *SIA Guideline* 2017

2.2 Consultation with Village residents and the community

Consultation with current Village residents and surrounding community members (residents and business owners) was conducted for this report. Consultation included:

- » a three-question survey distributed to current Village residents by Fresh Hope Care staff
- » three consultation groups with current Village residents, comprised of one RAC morning tea and two independent living (ILU) afternoon teas
- » a three-question online survey for surrounding residents, who were notified and invited to participate through a letter box drop.

Detailed consultation findings are provided in Appendix D.

2.2.1 Village residents survey

A short survey was completed by 49 current Village residents. Most participants were either new Village residents (living in the Village between one to 3 years) or had lived there for five years and longer.

The majority of participants valued the sense of community in the Village and the commitment of Fresh Hope Care staff. They also acknowledged that the quality of facilities and spaces as well as the location were strong contributors to the positive experience of living in the Village, including:

- » the gardens and open space
- » the closeness to public transport and services
- » the quality of the facilities and care provided.

The affordability of housing and services was not identified as a valued aspect of living in the Village.

Most participants thought that the proposed redevelopment would benefit their experience of living in the potential future Village. They also thought that the increased number and newer retirement and aged care housing options would benefit potential future residents from the surrounding community, believing that the increased supply could house more older people. Many participants also thought that additional housing capacity would provide greater housing security and affordability.

However, some residents were also unsure of any benefits or did not see any benefits at all. Some also advocated against multi-storey housing.

2.2.2 Village consultation groups

In all consultation groups, the possibility of redevelopment and the construction of new and an increased number of dwellings was a concept that longer-residing participants were familiar with. However, no formal consultation as part of a structured PP process had been undertaken prior to these consultation activities. Many participants acknowledged that previously, inaccurate information regarding planning for the Village (and the site) had been generated and circulated by residents, and this had created anxiety and concern among some Village residents.

Due to previous conjecture and interpretations, many participants had questions about the planning and delivery of the proposed redevelopment. In particular, participants sought clarification regarding the support, services and amenities which might be provided in the redevelopment, as well as timing and processes for any potential relocations.

At the time of consultation in August 2019, details to respond to these questions was not available. This was due to the project being in the preliminary stages of the PP process and the long time frame before any construction was planned for commencement (up to 10 years). This was explained to participants at several points throughout the consultation activities by the facilitator. Participants were also ensured that all Village residents would receive adequate support if, and when, any changes occurred.

Since the consultation activities, the PP process has progressed, and an Indicative Masterplan for the potential redevelopment of the site has been produced. More information is provided in Section 4.

Residential aged care

The RAC morning tea was attended by 12 Village residents with Fresh Hope Care staff.

All participants highly valued the commitment of staff, the closeness of services and amenities, as well as the character and open space of the current Village.

Residents were shown the survey results regarding their concerns for the proposed redevelopment and were asked to explain their nominations more deeply, in particular the highest nomination of 'no concern'. Most participants felt this was accurate, explaining that this was not the first time they had heard about the possibility of a redevelopment for the Village. Some residents also commented that they did not spend time being concerned about how it might impact on them, as most of the current Village residents would no longer be alive to experience the potential impacts (up to 10 years from now).

When given a hypothetical situation where the proposed redevelopment would be happening in the near future, residents broadened their concerns. They suggested timely communication as well as being relocated to dwellings of equal or better quality to their current homes. All residents enjoyed the size and comfort of their current units.

Thinking about what they would like to see in the proposed redevelopment, residents suggested a community room suitable for larger groups, able to accommodate family visits. Enhanced physiotherapy rooms, facilities and parking located close by to rooms as well as places to rest in the garden were also suggested. Participants also enjoyed their balconies, being able to look over the Village and interact with their neighbours. They were hopeful that any potential redevelopment would continue to offer balconies of equal size and orientation, to the current Village.

Independent living (ILU)

Two consultation activities were held with residents living in ILUs, attended by 17 Village residents in total.

Across the two sessions, all participants valued the welcoming and accepting Village community, the Village's open and green spaces, and its proximity to services and amenities in Pendle Hill town centre. They also valued the sense of quiet and calm in their surroundings and the size and comfort of their units. Several expressed how they enjoyed spending time on their balconies looking over the Village and having casual interactions with their neighbours. This was identified as strong contribution to the sense of place in the Village. Some participants also commented that they appreciated the size of their units.

Concerns regarding the proposed redevelopment were linked to current issues experienced by the Village's residents.

In particular, residents felt that parking was currently undersupplied for visitors and that there was already some level of social disconnection occurring. The prospect of an increased number of residents raised concerns that parking issues would increase.

Some participants were also concerned that an increase in housing and residents in a potential redeveloped Village would result in:

- » smaller units, and a subsequent reduction in the comfortable and liveability of the Village
- » increased community tension and friction, as smaller private and public spaces could generate friction between residents and diminish the sense of friendly community.

While participants did not oppose possible relocation during a potential redevelopment, they were concerned about the efforts required to relocate. They suggested that any relocations should be as minimal as possible and that alternative and temporary housing, facilities and services should be of equal or greater quality to the current standard in the Village.

Renting residents were perceived to be more vulnerable if the proposed redevelopment progressed. Most of the participants suggested that the Village's renting residents would need additional support and time to locate alternative housing (if their housing was not available for a period of time).

When asked to consider the possibility that the proposed redevelopment would be approved and proceed, participants wanted to ensure that the design and functionality enabled:

- » easy accessibility for residents and emergency services, including lifts with suitable width and carrying capacity and ramps which enable ambulance gurneys, wheelchairs and walking frames to pass through easily
- » safe and effective traffic management and resident mobility around the site, ensuring residents could walk safely and existing concerns regarding the number of vehicles and parking was addressed
- » the preservation of the scale and quality of open and green spaces currently on the site and maintaining the experience of tranquillity
- » the integration of future technologies, so that the emerging technologies could be accommodated (e.g. charging outlets for electric cars)
- » adaptability in built form, so that spaces could be used for multiple activities, and that expensive retrofits or adaptations would not be needed.

While the possibility of living in multi-story housing was not opposed, the importance of accessibility for emergency services and for those with restricted mobility (e.g. wheelchairs and walking frames) was stressed as a critical design consideration.



Participants were asked **what** they would like to know, **when** they would like to know it and **how** it should be communicated.

Presently, most were informed of any updates or chances to be involved by their Fresh Hope Care carers or staff. They also receive a lot of information about upcoming events and activities from the Monthly Newsletter.

What do you want to know?

- » **Informative and clear details:** how big it will be, where it will be built, how much land will it take, etc.
- » **Informed or consulted:** inform of smaller changes (e.g. progress, next steps, minor interruptions) and consult on larger changes (potential relocation, plans for the green and open space, layout and size of units).
- » **Knowing your rights:** provide separate fact sheets or guides for renters and owners, providing information on their rights and what support is available.

When would you like to know?

- » **General updates:** use existing modes of community, such as the Monthly Newsletter, to provide updates and disperse potential misinformation among residents – even if the progress has been stalled.
- » **Regular meetings:** schedule regular smaller meetings, give a quick update and make sure residents and staff all have the same information.
- » **Timing:** the timing for notification matches the level of change and more than a two week notice to locate alternate housing if being relocated.

How should you be informed or consulted?

- » **Put it in writing:** information should be provided in writing, with simple and non-technical language (this can also be shared with family and friends if needed).

2.2.3 Surrounding community

Surveys were distributed to 1,265 residences and business surrounding the Village. The distribution range included Layton Street to the east, Stapleton Street to the north, Rowley Street to the south and Fisher Street and Billabong Street to the west. While this distribution included the dwelling houses along Pendle Way, it is not known if the occupiers completed the survey (submissions being anonymous).

Six responses were received, all were supportive of the proposed redevelopment. Responses indicated that respondents:

- » valued being close to local shops and public transport, feeling safe, street and local suburb visual amenity and the strong sense of community in Pendle Hill
- » wanted to maintain their existing social and community connections and stay close to familiar services and amenities
- » perceived that the potential redevelopment and subsequent increase in retirement and residential care housing and services in the local area would be beneficial, as they could:
 - > be potential residents in the future, enabling them to remain in local networks and in a familiar location
 - > experience a high quality of life in older age in the new development, due to enhancements to facilities and services.

Concerns of respondents regarding the proposed redevelopment included:

- » consultation adequately gathered and responded to resident needs in the provision of suitable infrastructure in the potential redevelopment, such as lift access
- » the provision of alternate accommodation options during the redevelopment, which would be suitable to the needs of relocated residents (e.g. ramps, nearby parking)
- » ensuring the redevelopment is 'future proofed' in the planning and construction phases, so it would not need to be retrofitted at a later stage at additional cost to residents (e.g. incorporating electric car charging stations and covered scooter parking).

2.3 Impact identification and analysis

This report recognises DPIE's *SIA Guideline* definition of a social impact, being:

A consequence experienced by people due to changes associated with a ... project.

In the context of this CSIA, these social consequences could be experienced by existing and incoming Village residents across the current Village, as well as community members positioned within the future site (the dwellings houses on Pendle Way). This area is referred to as the area of social influence.

Social consequences that have the potential to impact on people are referred to as 'social impact matters' and are categorised as:

- » **Way of life**, including how people live, work, interact and enjoy themselves.
- » **Community**, such as its composition, cohesion, character, how it functions and its sense of place.
- » **Access to and use of spaces and services**, provided by organisations (e.g. state or local governments, not for profit or volunteer groups).
- » **Culture**, including shared beliefs, customs, values and stories, and connections to land, places and buildings.
- » **Health and wellbeing**, encompassing both physical and mental health.
- » **Surroundings**, considering access to and use of both the natural and built environment, its aesthetic value and amenity, as well as public safety and security and the provision of systems supporting equitable access and use.
- » **Personal and property rights**, such as whether economic livelihoods or civic liberties have been affected, and if personal disadvantage has been experienced.
- » **Decision making systems**, particularly how people can have a say in decisions that affect their lives, and have access to services for complaints, remediation or misconduct.
- » **Fears and aspirations**, related to one or a combination of the above, or about the future of their community.

The assessment of potential social impacts as a result of the potential redevelopment are presented in Section 5, incorporating key findings from the:

- » a review of relevant documents and policies (see Section 1.2)
- » consultation with current Village residents and the surrounding community (see Section 2.2)
- » investigation into the current capacity of the Village and influence of its surroundings (see Section 3)
- » consideration of a future potential development scenario for the proposed redevelopment (see Section 4).

2.4 Social impact management planning

A Social Impact Management Plan (SIMP) is a requirement of the *SIA Policy*, and is intended to guide the implementation of impact management and enhancement strategies for development projects.

This report's SIMP has been informed by evaluation of potential negative and positive social impacts related to the potential redevelopment. The IMP is provided in Section 6.

The main elements of an SIMP are:

- » the identified and nature (positive or negative) of the social impact
- » the evaluation of the impact before/with no mitigation and after/with mitigation
- » the recommended management strategy or strategies to mitigate negative and enhance positive impacts
- » the possible outcome, following the implementation of the proposed management strategy.

Proposed mitigation and management strategies have been informed by consultation with current Village residents and consultation with industry, including:

- » senior health service planners in the Western Sydney Local Health District (WSLHD)
- » staff at Cumberland Council in Social Research and Planning
- » staff at the Department of Communities and Justice (DCJ), in the Department of Ageing, Stakeholder Engagement, Inclusion and Early Intervention Strategy, Policy and Commissioning
- » a Service Planner for NSW Ambulance
- » the acting Crime Prevention Officer from Cumberland Police Local Area Command
- » a representative from Wentworthville Fire Station.

Content from this consultation is provided in conjunction with the relevant social impact in Section 5. Where relevant, findings from the policy and document research has also been incorporated.

2.5 Scope of investigation

Due to the timing of the PP for the site, there are parameters in place which have influenced the scope of investigation of this report. This assessment is not informed by information relating to:

- » the potential size, layout, orientation or features of future dwelling spaces
- » changes to resident and/or visitor access to the site or to parking arrangements during construction
- » the timing of the construction, including stages of construction (i.e. the proposed redevelopment would be delivered incrementally)
- » when, how long or where residents may be relocated, or whether relocation would be accommodated onsite or off site, temporary or permanent.

In February 2020, an Indicative Masterplan for the proposed redevelopment was developed (post all consultation activities). Key features of the masterplan for the proposed redevelopment are:

- » six clusters/groupings of proposed built form, with some buildings reaching up to eight storeys, the highest buildings positioned in areas of lowest visual impact (e.g. centre of site and adjacent to the Bonds Spinning Mills development) and building storeys staggered (i.e. a split of eight storeys and less).
- » the retention of local heritage items, Dunmore House and Ashwood House, and the heritage curtilage
- » local open spaces for future residents and several designated pedestrian footpaths.

More information about the Indicative Masterplan (February 2020) is provided in Section 4.

3 Social baseline

3.1 Current situation

Village dwellings and residents

Owned by Fresh Hope Care

The current Village houses:

- » 74 residents in the ILU component, including 44 'affordable' residents, in 86 dwellings (in addition, a further six units will be made available in 2020 as affordable key worker housing).
- » 170 residents in RAC, with the capacity to accommodate 190 residents (licensed bed capacity of 190)

This accounts for **244 residents in total** in **276 dwellings**, combined RAC and ILU (February 2020). **This equates to an average of 0.9 persons/dwelling.**

The housing options suit the different needs of the residents, including:

- » **RAC:** Housing and care options for older people who are unable to continue living independently in their own homes. The type of care can range from personal care to assist with activities of daily living through to nursing care on a 24-hour basis.
- » **ILU:** Housing designed for older people who require little or no assistance with daily activities, but want to enjoy the benefits of living in a retirement community. Housing types can be diverse and include terraces, medium or high rise as well as duplexes.
- » **Affordable key worker housing:** There is a component of affordable key worker housing in the ILU housing stock in the Village.

Council's *Affordable Interim Housing Policy* (2019) classifies affordable housing as housing which costs less than 30 percent of gross household income, ensuring costs can be allocated to other basic living costs such as food, clothing, transport, medical care. Key workers are those who are/have been employed in occupation which are essential to all communities (e.g. emergency services, teachers, carers, etc.).

Subsidised rental housing can be made available for key workers who meet a set of pre-determined criteria, including:

- > aged 55 or over (or 45 and over if Aboriginal or Torres Strait Islander)
- > an Australian citizen or permanent resident
- > able to live independently with or without appropriate support in place
- > not in ownership of a property which could reasonably be expected to resolve housing needs
- > currently meeting income eligibility criteria
- > not already housed permanently by Housing NSW or another community housing provider (as Fresh Hope Care is a community housing provider).

Over two thirds of current residents in the Village occupy the RAC (70%), while the remaining residents are spread across ILU (30%), which includes the component of affordable key worker housing.

A breakdown of the current ILU and RAC dwelling and resident numbers operated by Fresh Hope Care is provided in Table 4 on the following page.

Table 4 Current residential situation (February 2020)

Housing options	Dwellings		Residents	
	Number	%	Number	%
Independent living units (including affordable key worker housing)	86	30%	74	31%
Residential aged care*	190	70%	170	69%
Total	276 dwellings		244 residents	

Source: Fresh Hope Care, February 2020

* The Village has 190 bed capacity. At the time of preparing this report, 170 beds were in use by Village residents. Therefore 170 beds were 'online' (occupied), and 20 beds 'offline' (unoccupied).

In addition, some buildings owned by Fresh Hope Care provide services, including:

- » A unit in the Village: outreach location for chaplains on site
- » Dunmore House: used for training and overnight accommodation, no permanent residents
- » Ashwood House: no permanent residents
- » Pathways Church: for Sunday services
- » Community Care office: up to 7 staff, plus volunteers, used for numerous community projects in the week.

Village employment

Approximately **179 people are currently employed in the Village** either as full time, part time or casual staff. When applied to current resident numbers (RAC and ILU in February 2020), this **equates to approximately 0.7 staff/resident**. Most staff service the Village's RAC residents ($\geq 99\%$).

A breakdown of current staffing numbers and arrangements is provided in Table 5 below.

Table 5 Current employment situation (February 2020)

Housing options	Full time		Part time/Casual		Total
	Number	%	Number	%	Number
Independent living units	1.6	1%	0.4	<1%	2
Residential aged care	150.7	99%	26.3	>99%	177
Total	152.3		26.7		179

Source: Fresh Hope Care, February 2020

Local character

The existing character of the site is predominately:

- » single storey villa style residential units in the Village
- » single storey stand-alone dwelling houses along Pendle Way.

In the Village, there is significant open green space between Dunmore House and Dunmore Street and many smaller green spaces among the ILUs and RAC. Currently, there are minimal walking trails or footpaths in the Village and the road network acts as the main pedestrian infrastructure (this is not a formal shared path with vehicles).

Images portraying the local character are shown in Figure 2, on the following page.

Figure 2 Existing character of the Village



Looking towards Dunmore Street



Looking towards Shaw House



Pendle Way (edge of site, west of the Village)*



Boswell apartments and residential car park



Roffey Centre



Shaw House

Source: Elton Consulting, 16 May 2019 and *Googlemaps, 2020

The surrounding urban character includes multi-storey (up to 4 storeys) apartment residential blocks to the north, along Dunmore Street, and a mixture of single and double storey houses to the south and west.

Pendle Hill local shopping centre and Pendle Hill station are located within 500m to the north east of the site, along Pendle Way. The footpath leading to this destination is good quality with minimal slope and has good tree canopy cover. Pendle Hill train station has recently been upgraded to support greater accessibility for all users, including four new lifts¹.

A snapshot of the current urban character surrounding the site is shown in Figure 4, in the following pages.

The former Bonds Spinning Mills site directly adjoins the site to the east. The PP for the Bonds Spinning Mills site (2016) has been approved by Council, permitting an increase of the:

- » maximum building height from 12.5m (3 storeys) to 39m (12 storeys)
- » maximum floor space ratio ranging from 0.7:1 to 2.2:1.

According to GHD's *Bonds Spinning Mill Social Impact Assessment* (2016), the development of the Bonds Spinning Mills will result in up to 1,600 dwellings for up to 3,600 new residents (predominately young adults, many with younger children). GHD predicts this development could change the demographic profile of Pendle Hill. The approved development also includes the provision of publicly accessible open space, including:

- » a public park, approximately 5, 000 sqm
- » a public plaza, approximately 6,000 sqm
- » various pocket parks and linkages.

According to Cordell Connect, construction is expected to begin in May 2020 and completion in May 2025. When completed, the development will include retail and commercial spaces for public access, generating local employment opportunities. An illustrated concept of the approved Bonds Spinning Mills development is shown below in Figure 3, Pendle Hill Retirement Village is located directly above the development.

Figure 3 Concept of approved Bonds Spinning Mills development



Source: The Urban Developer, *Former Bonds Spinning Mill Site Approved for Rezoning and 'Revitalisation'*, Tuesday 24 October 2017

¹ <https://www.transport.nsw.gov.au/projects/current-projects/pendle-hill-station-upgrade>, September 2019

Figure 4 Surrounding character



Dunmore Street (opposite the Village)



Bonds Spinning Mills (view point from current Village)



Dunmore Street (opposite the Village)



Pendle Way (opposite the Village)



Pendle Way (towards to train station/shops)



Collins Street



Rowley Street



Jones Street

Source: Googlemaps, 2019

Local heritage

There are two heritage buildings located on the Village, Dunmore House and Ashwood House. Both fall under local heritage classification. There is also a curtilage boundary in place in front of Dunmore House which protects its view corridor north-south to Dunmore Street (Heritage Council of NSW).

A Conservation and Management Plan (CMP) has been prepared by Weir Phillips Heritage. A CMP identifies significant heritage features in a place and recommends appropriate policies to enable that significance to be retained among any future use and/or development. The CMP will be submitted with the PP.

Figure 5 below shows the location of heritage items in the Village, and view of Dunmore House from Dunmore Street.

Figure 5 Aerial view of the Village and heritage items



Location of Dunmore House and Ashwood House in the Village, and heritage curtilage from Dunmore House

Source: Six Maps, February 2020



Dunmore House

Source: Elton Consulting, 16 May 2019



Ashwood House

Source: Elton Consulting, 16 May 2019

3.2 Services and infrastructure

The following section incorporates information collected through desktop review and interviews with industry representatives. Interviews were conducted with:

- » senior health service planners in the WSLHD
- » staff at Cumberland Council in Social Research and Planning
- » staff at the Department of Communities and Justice, in the Department of Ageing, Stakeholder Engagement, Inclusion and Early Intervention Strategy, Policy and Commissioning
- » a Service Planner for NSW Ambulance
- » the acting Crime Prevention Officer from Cumberland Police Local Area Command
- » a representative from Wentworthville Fire Station.

Aged care housing and services

In the Cumberland LGA, there are up to 16 retirement villages² and 39 operators providing ILU facilities and services³ (based on information provided by www.agedcareguide.com.au).

At the time of preparing this report, there were three publicised vacancies for ILU⁴. These were:

- » a two-bedroom ILU in Courtland Village, North Parramatta, from \$570,000 Refundable Accommodation Deposit (RAD)
- » two two-bedroom ILUs in Uniting Carlton Court, Granville, for \$340,000 and \$360,000 RAD.

In Pendle Hill and surrounding suburbs, there were also two publicised vacancies⁵ for RAC, which were:

- » a shared room in a permanent and/or respite vacancy in Southern Cross Care John Woodward Residential Aged Care in Merrylands West, for \$500,000 RAD
- » a private room in a permanent and/or respite vacancy in Southern Cross Care Greystanes Residential Aged Care for \$500,000 RAD.

In addition, Council currently operates 76 self-care units under their *Seniors' Units for Independent Living Policy* (see Section 1.2). In the interview with a representative from Council's Social Research and Planning team, it was identified that these units were located in the eastern areas of the LGA, in Auburn and Lidcombe, and were at capacity. Therefore, there was both an unequal distribution and insufficient supply in the LGA, to meet their current demand for affordable units for older persons.

Community spaces

Council has identified a shortage of bookable spaces in the Cumberland LGA for wider community use.

Council's *Draft Cumberland Community Facilities Strategy 2019 – 2029* identified planning for three key community and services hubs to concentrate resources and service delivery. However, according to a member of Council's Social Research and Planning team, while plans for a hub facility in Wentworthville will meet some demand for community spaces, spaces will still need to be provided with higher density developments.

² <https://www.agedcareguide.com.au/retirement-villages/cumberland-council-nsw> - 30 September 2019

³ <https://www.agedcareguide.com.au/nursing-homes/cumberland-council-nsw> - 30 September 2019

⁴ <https://www.agedcareguide.com.au/retirement-villages/availabilities/find?!=-33.827032,150.968482,13z> – 30 September 2019

⁵ <https://www.agedcareguide.com.au/nursing-homes/vacancies/find?!=-33.816019,150.961274,14z> – 30 September 2019

Due to cost and functionality, Council does not consider smaller standalone facilities feasible for sustainable long-term community use. Instead, Council recommends that community spaces are large enough to support gatherings and should be adaptable in their uses (e.g. flexible partitions which allow for multiple rooms and uses).

Council also recognise their role as a 'space broker', directing community enquiries to community spaces owned and operated by non-Council groups, when Council spaces were not suitable or available.

Emergency services

Public hospitals

Pendle Hill is positioned within the Western Sydney Local Health District (WSLHD). There are four public hospitals located to the north, east and west of the current Village:

- » Westmead Hospital, approximately 4km (up to 10 minutes driving)
- » Blacktown Hospital, approximately 7km (up to 15 minutes driving time)
- » Auburn Hospital, approximately 15km (up to 25 minutes driving time)
- » Mount Druitt Hospital, approximately 15km (up to 25 minutes driving time).

The WSLHD is responsible for caring for the health of up to one million people in their health services catchment, which is the fastest growing health catchment in Greater Sydney. According to a representative of the WSLHD, older people (those over 55 years of age) are the biggest drivers or users of in-patient (entering patient) services in public hospitals.

Closest to the Village, Westmead Hospital is undergoing extensive redevelopment as the largest health infrastructure project in NSW. When complete, the Westmead health, education and research precinct will be an integrated facility which will continue to deliver high-quality healthcare through four major hospitals⁶.

At the time of preparing this report, the Blacktown and Mount Druitt Hospitals (BMDH) Expansion Project was entering its second stage of delivery and is preparing to meet the needs of the WSLHD population⁷, including its older population, at a regional level.

The BMDH Expansion Project will deliver the following spaces, relevant to an ageing population:

- » a new emergency department, with emergency and short stay beds, as well as psychiatric emergency care service and dedicated unit in Emergency
- » a new intensive care unit
- » eight new operating theatres and space for future expansion.

In addition, the BMDH Expansion project will also create better linkages between aged care units and behavioural units, to better target and treat age-related behavioural issues (such as dementia). According to the representative from the WSLHD, co-locating aged care service delivery will support greater fluidity in patient care between service units.

The WSLHD's *Health Services Plan: Growing Good Health in Western Sydney 2017-2021* recognises that healthy communities are supported by more than hospitals. It recommends that a network of health services provides good value health care, with the community member or customer, not the hospital, at the centre. This network advocates for greater care being provided both at home and in the community, as well as greater individual health awareness.

⁶ <http://www.westmeadproject.health.nsw.gov.au/precinct/westmead-precinct>, February 2020

⁷ <http://www.bmdhproject.health.nsw.gov.au/projects/blacktownstage2>, September 2019

Ambulance

Ambulance NSW records the rate of people who access ambulance services per year. In the Blacktown metropolitan response area⁸, the utilisation rates per 1,000 people in 2017/18 were:

- » 42 people, aged 14 years of age and younger
- » 66 people, aged between 15 to 44 years
- » 96 people, aged between 45 to 69 years
- » 336 people, aged between 70 to 84 years
- » 899 people, aged 85 years and older.

Proportionally, approximately 93% of all requests for ambulance services in the Blacktown metropolitan division response area are for people aged 45 years and older. Significantly, almost two thirds of all requests for assistance are for people aged 85 years and older (63%). This is shown in Table 6 below.

Table 6 Proportion of utilisation by age group (2017/18)

Age range	Utilisation rate	Proportion of utilisation rate
14 years and younger	42 people/1,000	2%
From 15 to 44 years of age	66 people/1,000	5%
From 45 to 69 years of age	96 people/1,000	6%
From 70 to 84 years of age	336 people/1,000	24%
85 years and older	899 people/1,000	63%
TOTAL	1,439 people	100%

Source: NSW Ambulance Blacktown response area 2017/18

Police

According to the acting Crime Prevention Officer from Cumberland Police Local Area Command (LAC), the highest rates of criminal activity in the Cumberland LAC are breaking and entering and burglary on properties as well as vehicles.

Design which incorporates Crime Prevention Through Environmental Design Principles (CTEP) was recommended, including ensuring possible illegal entrance points (e.g. doorways and windows) as well as car parking are visible for passive surveillance. The importance of community education and awareness was also stressed, particularly regarding diligence in storing personal objects out of sight (e.g. handbags in cars).

When questioned about crimes most associated with older populations, the representative indicated that phone and online scams were greatest.

Fire and rescue

A representative from Wentworthville Fire Station identified that most fire and other emergency related instances could be managed by adherence to the statutory building regulations required for building approval.

It was their opinion that the greatest risk was adherence to ongoing maintenance and fire regulations once facilities are operational (e.g. clear fire doors and visible emergency exit signs).

⁸ Ambulance NSW metro and regional response areas https://www.ambulance.nsw.gov.au/_data/assets/pdf_file/0004/509278/NSW-Ambulance-Metro-Regional-Station-Maps.pdf, February 2020

3.3 Ageing population

The following high level population forecasts for Cumberland LGA use the NSW Department of Planning, Industry and Environment's (DPIE) population projections (2019). Current Cumberland LGA and Greater Sydney data utilises profile id. data.

Where relevant, findings from the document and policy review (see Section 1.2) have also been incorporated.

This report focuses on age groups, diversity, tenure and need for assistance to understand current and projected demand for retirement living and residential aged care in Cumberland LGA. Detailed demographic data is provided in Appendix E.

Compared to Greater Sydney, the current Cumberland LGA population is characterised by slightly lower proportions of people aged 50 to 84 years of age. As discussed previously, there are numerous 'ageing hotspots', including the suburbs of Merrylands, Greystanes and Auburn in Cumberland LGA (see Section 1.2). These suburbs are among the top 20 Sydney suburbs with the highest percentages of people 50 years of age and older.

By 2036, the proportion of people aged 50 years and older is expected to increase in Cumberland LGA. The greatest proportional increases are expected in persons aged 70 years and older.

Current and projected proportions of older persons in Cumberland LGA are shown in Table 7 below.

Table 7 Current and projected population older than 50 years of age

	50-59 years		60-69 years		70-84 years		85+ years	
	2016	2036	2016	2036	2016	2036	2016	2036
Cumberland LGA*	10.7%	11.0%	7.8%	7.8%	4.6%	6.0%	2.3%	2.6%
Greater Sydney**	12.2%	-	9.5%	-	7.5%	-	2.0%	-

Sources: *DPIE, Population projections for Cumberland LGA 2019 and **profile id for Greater Sydney region, 2019.

Cumberland LGA is one of the most culturally diverse LGAs in NSW, approximately one quarter of the current population were born overseas (25.5%, compared to 21.4% in Greater Sydney). The top languages, other than English, spoken in Cumberland LGA are:

1. Arabic (15.2%), which is the second most spoken language in Greater Sydney (4.0%)
2. Mandarin (6.3%), which is the most spoken language in Greater Sydney (4.7%)
3. Cantonese (4.5%), which is also the third most spoken language in Greater Sydney (2.9%).

Most people in Cumberland LGA speak English well (50.6%, compared to 29.3% in Greater Sydney) but many do not speak English well and/or not at all (14.7%, compared to 6.5%). The proportion of people who don't speak English well and/or not at all is significantly higher than Greater Sydney.

The site is located in the suburb of Pendle Hill, and its eastern border adjoins the suburb boundary of Wentworthville. In these suburbs, the most spoken languages other than English are Sri Lankan and Indian based, including:

- » Tamil is the most spoken language (17.8% in Pendle Hill and 12.3% in Wentworthville)
- » Gujarati is the second most spoken language (8.4% in Pendle Hill and 7.4% in Wentworthville)
- » Hindi is the third most spoken language (7.6% in Pendle Hill and 6.8% in Wentworthville).

Housing vulnerability is high in Cumberland LGA as most households in Cumberland LGA are currently being rented (38.5%), compared to Greater Sydney where most people own their households with a mortgage (31.5%). The current proportion of renting households classified as social housing in Cumberland LGA is higher than Greater Sydney (7.1% in Cumberland LGA, compared to 4.6% in Greater Sydney).

For people aged between 60 to 80 years of age, there are higher proportions of people needing assistance with daily activities in Cumberland LGA, compared to Greater Sydney. Greater Sydney records a higher representation of people older than 80 years of age needing assistance, particularly for people 85 years and older. However, in younger age groups, Cumberland LGA records a significantly higher current proportion of people aged between 25 to 59 years who require assistance with core activities compared to Greater Sydney. This has implications for the future provision of services and facilities, as these younger people move into older age groups.

It is important to acknowledge that cultural factors may have influenced data collected for the 'need for assistance' in the Cumberland LGA. In some cases, caring for those in need is considered the obligation of family or community members and therefore may not have been nominated in the previous census.

The need for assistance is shown in Table 8 below.

Table 8 Current population needing assistance, 20 years and older

	20-59	60-64	65-69	70-74	75-79	80-84	85+
Cumberland LGA	31.5%	8.3%	8.9%	8.8%	9.6%	9.4%	15.0%
Greater Sydney	25.8%	6.9%	7.7%	7.9%	9.4%	10.9%	20.5%

Source: profile id. 2016

4 Future potential redevelopment

The Indicative Masterplan yields approximately 650 independent living and affordable housing units, and up to 240-bed capacity residential aged care facility. Key features of the Indicative Masterplan are:

- » six clusters/groupings of proposed built form
- » building height up to eight storeys, with highest buildings responding to natural slope by being located towards the centre of the site, and adjoining approved building heights in the neighbouring Bonds Spinning Mills development
- » the retention of local heritage items, Dunmore House and Ashwood House, and the integration of complementary community and commercial services, and medical suites and a café in these structures
- » open green space between each of the built forms and the retention of open green space north of Dunmore House (adhering the heritage curtilage requirements) and retention of large number of trees
- » designated pedestrian footpaths:
 - > running through the proposed redevelopment
 - > entering into the neighbouring Bonds Spinning Mills development, providing direct access to retail and commercial services provided in this development
 - > accessing surrounding external footpaths at various locations
 - > positioned along the lowest gradient changes for increased mobility (i.e. minimal slope), where possible.

The Indicative Masterplan is shown in Figure 6 on the following page.

Ethos Urban's *Pendle Hill Seniors Living Economic Assessment* (March 2020) has projected that Indicative Masterplan has the potential to support approximately:

- » **1,000 residents in up to 650 ILU dwellings**, including affordable key worker housing
- » **up to 240 resident capacity in 240 RAC beds**
- » **290 directly employed staff servicing RAC**, in a combination of full time, part time and casual positions
- » **30 staff servicing ILU**, employed full and part time.

According to Ethos Urban, approximately two thirds of the 290 directly employed staff (190 staff; 65%) will be involved in direct care, providing personal care attendants, registered nurses, enrolled nurses, personal care and allied health professionals. The remainder of these staff will be non-direct care, including ancillary care occupations such as cleaning rooms, providing meals and other services which support direct care staff.

The Indicative Masterplan represents a net increase (from the current operating Pendle Hill Retirement Village as of February 2020) of:

- » 564 independent living units, with the potential to accommodate up to 926 additional independent living residents, including those accessing affordable key worker housing
- » 50 residential aged care beds.

Table 9 on the following page summarises the estimations from the Indicative Masterplan.

Table 9 Indicative Masterplan estimations

	ILU	RAC
Dwellings		
Current	86	190
Projected	650	Up to 240
Change	+564	+50
Residents		
Current	74	170
Projected	1,000	Up to 240
Change	+926	+Up to 70
Staff		
Current	2	177
Projected	30	290
Change	+28	+133

Source: Current: Fresh Hope care February 2020, and Projected: Ethos Urban's *Pendle Hill Seniors Living Economic Assessment* (March 2020)

Figure 6 Indicative Masterplan (February 2020)



Source: Taylor Brammer Landscape Architects Pty Ltd, 3 February 2020

5 Social impact assessment

The evaluation of identified social impacts needs to identify:

- » the material effect of the impact, including its extent, duration, severity and factors or features of sensitivity (described in more detail in Appendix F)
- » who specifically may be affected, adversely or positively, directly or indirectly, cumulatively and the level of concern or interest they feel about the matter (generally rated as high, medium or low)
- » when the potential impact, positive or negative, is expected to occur (in this instance pre-construction, construction and operation).

It is important to note that some social impacts may affect some people differently, depending on the nature of the impact and each individual's circumstances. The evaluation of significance has considered the uneven experience of impacts by different people through attributing a social risk rating for the positive perspective of the impact as well as the negative. The social risk rating exercise is undertaken from the perspective of the affected parties.

A social risk matrix aligns the likelihood of the impact against a level of consequence. Figure 7 on the following page displays a **negative social risk matrix**, for a negative social impact. The evaluation of positive impacts creates an inverse **positive social risk matrix**, shown in Figure 8 on the following page. A social risk rating is based on the:

- » level of interest by those affected (not affected, negatively or positively)
- » the possible scale of the impact (none, negative or positive)
- » the level of importance placed on the outcome of the impact (none, deterioration or improvement)
- » the equity of the impact distribution (localised, extensive or varied)
- » an assessment of the likelihood and the scale of the outcome of the impact (none, deterioration or improvement).

A snapshot of the levels of consequence is provided in Table 10 on the following page. A detailed break down is also provided in Appendix F.

As an impact can be negative or positive, the social risk matrix needs to reflect the impact in two scenarios:

- » **Before or no action taken:** For positive impacts, this is the outcome before the positive impact has begun, or if the current state continues with no intervention. For negative impacts, this is the outcome of the impact when it occurs with no mitigation and management responses being put into action.
- » **After action taken:** For positive impacts, this is the outcome after the positive impact has been initiated or is complete. For negative impacts, this is the outcome following the implementation of mitigation and management responses.

Figure 7 Social risk matrix – negative

		Consequence levels:				
		1	2	3	4	5
Likelihood levels:		Minimal	Minor	Moderate	Major	Catastrophic
A	Almost certain	A1	A2	A3	A4	A5
B	Likely	B1	B2	B3	B4	B5
C	Possible	C1	C2	C3	C4	C5
D	Unlikely	D1	D2	D3	D4	D5
E	Rare	E1	E2	E3	E4	E5
Social risk rating:						
Low		Moderate		High	Extreme	

Source: Vanclay, F. et al, *SIA Guidance for assessing and managing the social impacts of projects* 2015 (p.49)

Figure 8 Social risk matrix – positive

		Consequence levels:				
		1	2	3	4	5
Likelihood levels:		Minimal	Minor	Moderate	Major	Catastrophic
A	Almost certain	A1	A2	A3	A4	A5
B	Likely	B1	B2	B3	B4	B5
C	Possible	C1	C2	C3	C4	C5
D	Unlikely	D1	D2	D3	D4	D5
E	Rare	E1	E2	E3	E4	E5
Social risk rating:						
Low		Moderate		High	Extreme	

Table 10 Description of levels of consequence

Consequence level	Impact Scale	Impact Duration	Impact Extent	With Mitigation and Management
Minimal	No discernible change	N/A	N/A	N/A
Minor	Small change	Temporary, short	Small	Low impact
Moderate	Moderate change	Temporary, short-medium	Varied, localised	Low impact
Major	Large change	Medium-long	Varied, extensive	Extensive mitigation and consultation required
Catastrophic	Very large change	Long	Varied, extensive	Extensive mitigation and consultation required

Positive and negative social impacts have been rated using the aligned matrix (see Figures 6 and 7). In the following section, **positive impacts are displayed in green** and **negative impacts as red**. Section 5.11 at the end of this section, summarises the assessment of social impacts identified in this report.

DPIE's *SIA Guidelines* social impact matters have been applied to the identification of positive and negative social impacts in this report.

5.1 Way of life

Increased aged care and retirement housing to suit a diverse range of needs (SOC01)

The proposed redevelopment will result in an increase of aged care and retirement housing in the Cumberland LGA. A combination of ILU and RAC housing will suit the physical and mental needs of older persons, while affordable key worker housing will offer housing and services access for those in vulnerable financial situations.

The medium scenario estimates the potential for up to 699 dwellings in the proposed redevelopment. This impact is classified as **directly positive**. This classification is informed by findings that:

- » an increasing and significant proportion of the population will be retirement age in Cumberland LGA within the next 20 years
- » housing affordability is a major consideration and concern for older people as they investigate alternative housing options
- » there a limited aged care and retirement living dwellings available in the Cumberland LGA (at the time of writing this report).

Consultation with participating residents and the surrounding community identified overall support for the revitalisation and increased supply of aged care residential housing and housing for older people on the site.

Before or no action taken: If the proposed redevelopment did not proceed, the current function of the current site would continue at current capacity. Therefore, the impact would be low.

After action taken: If the proposed redevelopment did proceed, and redevelopment could contribute to addressing the increasing demand for aged care and residential housing, across its operational lifetime. Therefore, the impact could be high.

Increase in employment on site (SOC02)

The Indicative Masterplan estimates that 290 staff will be directly employed to service the needs of RAC residents (comprised of approximately two thirds direct care and one third no-direct care), and 30 staff servicing the ILU residents.

This is a **positive direct** impact, as the employment of qualified medical and care staff on the site will accommodate the daily health-based needs of residents. The scale of employment is relatively small and part time employment is the majority employment type. Therefore, it could support employment flexibility for employees and employers and contribute to supporting the wider health care network in the WSLHD.

Before or no action taken: If the proposed redevelopment did not proceed, the current employment rates and numbers would continue at its current capacity. Therefore, the impact would be low.

After action taken: If the proposed redevelopment did proceed, the proposed redevelopment could contribute to the health service delivery in the wider health network, but not act as a significant employment pull from other health infrastructure in the WSLHD. Therefore, impact could be moderate.

Increased aged care and retirement housing in established suburb (SOC03)

The proposed redevelopment will provide diverse housing options and quality services for an older population in the established suburb of Pendle Hill. This is a **positive direct** impact as increased aged care and residential housing and services could be supplied within the existing family, friend and support networks of current and potential future residents.

Consultation with participating residents and the surrounding community identified overall support for the revitalisation and increased supply of aged care residential housing and housing for older people on the site. In particular, surrounding residents who participated in consultation saw the proposed redevelopment as beneficial, as they wanted to maintain existing social and community connections and remain close to services and amenities.

Before or no action taken: If the proposed redevelopment did not proceed, the capacity and functions of the current site would continue at the same level. Therefore, the impact would be low.

After action taken: If the proposed redevelopment did proceed, it could contribute to providing alternative housing options for older persons in established urban settings and within existing family, friend and support networks. Therefore, the impact could be high.

Construction-related environmental impacts (SOC04)

The construction of the proposed development is likely to generate environmental impacts related to this activity, such as noise, dust and concentrated construction vehicle activities. This impact is classified as **directly negative**.

Due to the current and proposed functions of the site, construction impacts will need to be managed carefully, to ensure that any potential decrease in resident health or wellbeing (e.g. trip hazards and fall-related injuries) are minimised. If the construction of the proposed development is staged, it may extend the duration of construction impacts, but lessen their severity. The timing of the construction of the adjacent Bonds Spinning Mills site also has the potential to create **negative cumulative construction** impacts related to construction (see Section 5.10).

A Construction Management Plan should be developed and include measures to mitigate impacts on site, as well as mitigate possible cumulative construction impacts. A Phasing Plan should be developed post-successful PP. The Phasing Plan should incorporate potential construction impacts for the adjacent Bonds Spinning Mills. A Communication Strategy should be developed to inform Village residents and the surrounding community regarding the progress and plans for the proposed redevelopment.

Before or no action taken: With no management strategy, the spatial extent of these impacts is varied and is likely to be experienced for a medium timeframe (during the construction of the proposed redevelopment). These impacts could be categorised as a high.

After action taken: With the management strategy, these impacts can be managed to lessen their severity, while the extent remains varied and the timeframe continues to be medium. This impact could be moderate.

Change in local character, due to multistorey development (SOC05)

The existing residential character of the Village is predominately single-storey residential dwellings and green open space.

The local character of Pendle Hill and Wentworthville is changing. Most significantly in the adjacent Bond Spinning Mills development (up to 12 storeys), but also in surrounding private dwellings (up to four storeys at the intersection of Pendle Way and Dunmore Street).

The Indicative Masterplan illustrates multi-storey buildings that will enable an increased number of dwellings and residents within the site area. There is the possibility that some unit blocks will reach up to eight storeys.

While the local character is changing, at the time of writing this report increased building height is a **direct negative** impact on the local character and could be a **negative cumulative height** impact with the scale of the adjacent Bonds Spinning Mills development (see Section 5.10). However, the consequence of this impact may be temporary, due to:

- » the timing of this proposed redevelopment in relation to external processes and decisions regarding higher density developments surrounding Pendle Hill train station
- » the approval of the Bonds Spinning Mills site acting as a precedent for higher density (and associated building storey) developments in the local surroundings.

The Indicative Masterplan (February 2020) indicates that the location of the higher storey buildings have been positioned to complement the natural slope of the land as well as clustering height next to the Bonds Spinning Mills development (see Section 4). This will minimise potential visual impacts resulting from an increased building height and scale. The Indicative Masterplan also indicates that building heights will be staggered, to soften the visual effect of the building height.

Before or no action taken: The proposed redevelopment is positioned in a local setting undergoing urban change. With no mitigation of the effect of building height from street or human scale this impact could be categorised as a moderate and temporary.

After action taken: With strategic building height placement which responds to natural slope and surrounding scale, this impact is categorised as the lowest to minimal negative impact, and continue to be temporary, as it reflects a direction of the likely future character of the surroundings. If the PP was delayed, and the surrounding local character continued to change, it is likely that the proposed redevelopment could be categorised as a positive moderate impact, as it would be situated within and reflect the changed local character.

5.2 Community

Identify and function of the site (SOC06)

The proposed redevelopment will continue to offer the services and functions of the current Village, at increased capacity and enhanced quality. This will contribute to quality housing stock and aged care services being available to address an increasing proportion of the population being retirement age within the next 20 years. This is a **direct positive** impact.

Consultation with Village residents and the surrounding community identified overall support for the revitalisation and increased supply of aged care residential housing and housing for older people, services and infrastructure on the site.

Before or no action taken: If the proposed redevelopment did not proceed, the current function of the current site would continue at its current capacity. Therefore, the impact would be low.

After action taken: If the proposed redevelopment did proceed, the proposed redevelopment could contribute to addressing the increasing demand for aged care residential housing and housing for older people, across its operational lifetime. Therefore, the impact could be high.

Friction among Village residents (SOC07)

Village residents who participated in consultation expressed their concerns that an increased number of people would lead to increased community tension and friction. It was felt that smaller private and public spaces could generate friction between residents and diminish the sense of a friendly community. This is a **direct negative** impact.

A Phasing Plan should be developed post-successful PP. The Phasing Plan should guide the staged redevelopment of the site, allocating temporary spaces within the site to accommodate construction requirements. Ongoing Village resident access to community and open spaces during construction should also be guided by the Phasing Plan.

Residents should be consulted on the future Phasing Plan and on any potential changes to private and public spaces, and the outcome should be informed by how residents may access and utilise these spaces. A Community Cohesion or Transition Program should be developed, to guide and assure Village residents as they transition into changed social and living patterns, as well as assist future residents in coming into an established community (which may also be going through transition).

Before or no action taken: With no management strategy, the impact on the highly valued sense of community could be high, as it could be a large change in the experience of community and extend for the operational lifetime.

After action taken: With the suggested management strategies, this impact is categorised as moderate as it is able to be mitigated and managed so that the impact is low during the operational lifetime.

Village resident re-accommodation (SOC08)

It is likely that Village residents living in the Village/on the site during the construction of the proposed redevelopment, will have to be re-accommodated in temporary housing at some stage of the construction process. This is a **direct negative** impact.

Village residents who participated in consultation were not opposed to the suggestion of a potential re-accommodation, but were concerned about the efforts required to relocate. They suggested that any potential need to move should be minimised (e.g. once off site and once back onto site) and that alternative and temporary housing, facilities and services should be of equal or greater quality to the current standard.

A Phasing Plan should be developed post-successful PP. The Phasing Plan should guide the temporary re-accommodation of Village residents, during the time their dwelling is being demolished and rebuilt (aligning to construction stages of the Construction Management Plan).

Potential re-accommodation will need to be managed carefully, and additional support should be provided to those in a vulnerable situation (e.g. mental and physical capabilities, lower competency in English, renting). Residents should be regularly informed on progress and planning issues which are causing concern. This should be guided by a Communication Strategy.

Before or no action taken: With no management strategy, re-accommodation would be a significant change for an indeterminate time during construction and into operational phases. This impact would be extreme for Village residents.

After action taken: With the suggested management strategies, this impact is able to be mitigated with the development of a Phasing Plan and consultation, and managed during the construction and preliminary operations. However, it would still be a significant change (temporary or permanent) for the resident. Therefore, this impact may be high.

Tenure vulnerability, particularly renting Village residents (SOC09)

Renters are in a more vulnerable position in accessing support for temporary re-accommodation or permanent relocation in the proposed redevelopment. Among the ILU residents, renting is the dominant tenure type. This is a **direct negative** impact.

In the wider Cumberland LGA, renting is also the dominant tenure type. This indicates that many potential future residents will be restricted to seeking rental options as they consider suitable housing as they become older (due to absence of capital generated from property sales).

In consultation with participating residents, the housing security of renting residents was perceived to be more vulnerable as the proposed redevelopment progressed. Many suggested that residents who rent would need additional support and time to locate alternative housing (if their housing was not available for a period of time).

A Phasing Plan should be developed post-successful PP. The phasing Plan should guide the temporary re-accommodation of Village residents, during the time their dwelling is being demolished and rebuilt (aligning to construction stages of the Construction Management Plan).

The proposed redevelopment will continue to offer affordable key worker housing for those in a vulnerable situation, which may include those unable to afford housing at private market rates. Potential re-accommodation will need to be managed carefully and additional support should be provided to those in vulnerable situations (e.g. renting). This should be guided by a Communication Strategy.

Before or no action taken: With no management strategy, re-accommodation would be a significant change for an indeterminate time during construction and into operational phases. Therefore, this impact is extreme.

After action taken: With the suggested management strategies, the impact may be able to be mitigated with consultation and managed during the construction and preliminary operations. However, it would still be a significant change (temporary or permanent) for the resident. Therefore, the impact could be high.

Needs of culturally diverse Village residents (SOC10)

Cumberland LGA is a culturally diverse area, and the needs of this diverse population should be considered to address culturally specific demands of current and potential residents.

The potential redevelopment has the potential to interrupt social interactions and connections. Information related to the proposed redevelopment, may also create concern amongst residents less confident with English as they interrupt the process and its implications for them. This is a **direct negative** impact.

A Community Cohesion or Transition Program should be developed, to support current and potential future culturally diverse residents feeling part of the community. Information related to the proposed redevelopment will need to be managed carefully, and additional support should be provided to those in vulnerable situations (e.g. lower competency in English). This should be guided by a Communication Strategy.

Before or no action taken: With no management strategy, the impact could interfere with opportunities for CALD residents to foster community connections. It could also create uncertainty regarding their position in the process for an indeterminate time during construction and into operational phases. Therefore, this impact would be high.

After action taken: With the suggested management strategies, this impact could be mitigated with consultation and managed during the construction and preliminary operations. Therefore, this impact could be moderate.

5.3 Access to and use of spaces and services

Demand for open space and facilities can be provided on site (SOC11)

The proposed redevelopment, and subsequent increase in population, could meet the demand generated for open spaces and community facilities by current and potential future residents on site. This is a **positive direct** impact.

Spaces and facilities should incorporate infrastructure which supports the needs of older persons (e.g. shaded seating and footpath width suitable for scooters and wheelchairs). Residents should be consulted regarding the design and functionality of community spaces for the unique needs of older persons.

In consultation with residents, it was recommended that the proposed redevelopment should preserve the scale and quality of open and green spaces currently on the site, maintain the experience of tranquillity, integrate future technologies and enable adaptability.

An additional suggestion in resident consultation was that the proposed redevelopment could deliver a larger space for gatherings with family and friends. Residents should be consulted on any potential changes to private and public spaces, and the outcome should be informed by how residents may access and utilise these spaces. This should be guided by a Communication Strategy.

Before or no action taken: If the proposed redevelopment did not proceed, the current function of the current site would continue at its current capacity. Therefore, the impact would be low.

After action taken: If the proposed redevelopment did proceed, it could provide adequate quantity and enhanced functionality and usability of community facilities and open spaces, in particular for older users. Therefore, the impact could be high.

Community spaces for wider community (SOC12)

There is the possibility that broader community could access existing or new spaces within the proposed redevelopment for gatherings, workshops, training, etc. (dependent on suitability).

The Indicative Masterplan proposed that complementary community services could be provided in Dunmore House and a café is proposed for Ashwood House. There is also the potential for public community events to be held in open spaces on the proposed redevelopment (e.g. farmers markets or seasonal events, such as carols). Providing spaces for wider public community access would strengthen the connections with the surrounding community, and also has the potential to link with public spaces and events in the adjacent Bonds Spinning Mills development.

This would be a **positive direct** impact as it would address the demand in the Cumberland Council LGA for hireable community spaces, clustered with service delivery and social infrastructure, located close to local amenities and services.

Any possibility should consider the possible enhancement or deterioration on the security and sense of quiet and tranquillity currently enjoyed by residents, as well as social benefits of intergenerational and broader community mixing with older persons. Residents should be consulted on any potential changes to private and public spaces, and the outcome should be informed by how residents may access and utilise these spaces. This should be guided by a Communication Strategy. Any potential use by wider community should be also guided by a Hire or Users Policy and be actively monitored for any negative impacts on residents, staff or the site.

Before or no action taken: If the proposed redevelopment did not proceed, the function of the current site would continue at its current capacity. Therefore, the impact would be low.

After action taken: If the proposed redevelopment did proceed, it could address some local demand for community facilities, and contribute from a local scale to the larger Cumberland LGA. Therefore, the impact could be moderate.

An increase in retirement and aged care housing is an increase in social infrastructure (SOC13)

Retirement and aged care housing are a form of social infrastructure, which is in demand to meet a growing proportion of people becoming retirement aged. The proposed redevelopment is addressing some of this demand and is therefore a **positive direct** impact.

While Cumberland Council provides access to aged housing for vulnerable community members, the delivery should be strategically planned and shared across public and private agencies.

Before or no action taken: If the proposed redevelopment did not proceed, the current function of the current site would continue at its current capacity. Therefore, the impact would be low.

After action taken: If the proposed redevelopment did proceed, it could contribute to addressing the increasing demand for aged care and residential housing, across its operational lifetime. Therefore, the impact could be high.

Increased Village resident population causing pressure on health infrastructure and services (SOC14)

The proposed redevelopment will result in an increase in the number of people (55 years and older) living on the site, which will have implications for demands on surrounding health infrastructure and services.

An increase in older persons will occur in Pendle Hill and the encompassing Cumberland LGA and Blacktown metropolitan response area, regardless of the proposed redevelopment moving forward. However, as the future population of the proposed redevelopment will be solely older persons, this impact is classified as **negative and direct**. This classification is informed by the probability that the proposed redevelopment will lead to a concentrated increase in older persons, who are currently:

- » the biggest drivers or users of in-patient services in public hospitals
- » approximately 93% of all requests for ambulance services in the Blacktown metropolitan response area.

The extent of the impact is contained to the Blacktown metropolitan response area and the WSLHD for emergency services and will be staged over the long term, as the proposed redevelopment will likely provide an increased capacity of housing into the long term future.

Ambulance NSW suggested that an additional 300 persons could generate up to 100 additional call outs for ambulance services in the Blacktown metropolitan response area. The Indicative Masterplan estimates up to 1,000 residents in ILU and a capacity for up to 240 residents in RAC beds on site.

A Phasing Plan should be prepared post-successful PP. The Phasing Plan should be developed in collaboration with the local health and emergency services network and support communication and coordinated health service planning. This will enable Fresh Hope Care to work with emergency services and plan for potential emergency services demand.

The proposed redevelopment has the potential to contribute to the surrounding health network, as the enhanced facilities and trained staff will be able to accommodate the health needs of older residents. In consultation, participating residents and community members also perceived that the prospered redevelopment would benefit

their quality of life if they remained or became future residents, as they could access enhanced facilities and services.

A combination of protocol systems and supporting infrastructure could also minimise the impacts on the surrounding health and emergency systems. By implementing emergency call protocols among staff, the need for emergency assistance could be triage and reduce the demand on the emergency services network. If emergency services were required, designating a patient pick up point and clear wayfinding signage and dwelling numbers can enhance efficiencies in reaching patients. This can be further assisted with supporting infrastructure, such as ramp slopes and lift size and carry capacities which enable access for emergency staff and their equipment.

These suggestions were supported by both Police and Fire and Rescue, to support efficient and safe access to and removal of residents (if required).

It is recommended that during the DA stages, further consultation occurs with emergency services regarding the redevelopment. This consultation should investigate how built features and emergency protocols in the proposed redevelopment can enable efficient and safe patient access and treatment

Before or no action taken: With no management strategy, the spatial extent is varied and it is likely to be experienced for the construction and operational lifetime of the redevelopment. Therefore, the impact is high.

After action taken: With the suggested mitigation and management strategies, most health needs will be able to be accommodated on site or in collaboration in the surrounding health network. Therefore, this impact is moderate in the operational lifetime.

5.4 Culture

Heritage of the site (SOC15)

There are two heritage items on the current site, Dunmore House and Ashwood House. There is also a curtilage boundary in front of Dunmore House. A CMP has been prepared and will be submitted with the PP.

The proposed redevelopment should adhere to existing heritage classifications and recommendations of the CMP. Where possible, the heritage features should be enhanced and community appreciation of heritage items should be supported (e.g. broader community access to and use of Dunmore House, future street names paying homage to past residents or uses). This will be a **positive direct** impact for the existing heritage of the site.

Before or no action taken: If the proposed redevelopment did not proceed, the existing heritage classifications would continue to be adhered to on the site. Therefore, any impact to heritage would be null, or the lowest impact.

After action taken: If the proposed redevelopment did proceed, heritage items could be enhanced and community appreciation strengthened across its operational lifetime. Therefore, the impact could be high.

5.5 Health and wellbeing

Village resident uncertainty (SOC16)

Uncertainty regarding the process (e.g. timing, relocation, security) and outcome (e.g. density, number of residents, affordability) of the proposed redevelopment is causing concern among current residents. This is a **direct negative** impact.

In consultation with residents, many had questions regarding the planning and delivery of the proposed redevelopment and reflected on inaccurate information being generated and circulated by Village residents.

Residents should be regularly informed on progress and planning issues which are causing concern, including clarification regarding the support, services and amenities which would be provided in the redevelopment, as well as timing and processes for any potential re-accommodation. This should be guided by the Communication Strategy.

Potential re-accommodation will need to be guided by a Phasing Plan with the Communication Strategy. Additional support should be provided to those in a vulnerable situation (e.g. mental and physical capabilities, lower competency in English, renting).

Before or no action taken: With no management strategy, this will continue to generate uncertainty, concern and misinformation (generated by Village residents) regarding their position in the process for an indeterminate time during construction and into operational phases. Therefore, this impact is high.

After action taken: With the suggested management strategies, this impact is able to be mitigated with consultation, and managed through the Phasing Plan during the construction and preliminary operations. Therefore, the impact could be moderate.

There is overlap across social impacts in this matter and in preceding matters. **These impacts should be mitigated with the associated management strategies**, and include:

- » construction-related environmental impacts (**SOC04**), classified as a **direct negative** impact under Way of life (see Section 5.1)
- » a concentrated increase in an older resident population, causing pressure on health infrastructure and services (**SOC14**), considered a **direct negative** impact under Access to and use of services and spaces (see Section 5.3).

Refer to SOC04 and SOC14 in the preceding pages and the summary table (Section 5.11).

5.6 Surroundings

Accessibility to local services, infrastructure and amenities (SOC17)

The proposed redevelopment will remain located within current boundaries (i.e. the land currently occupied up by the Village and dwelling houses). This is a **positive direct** impact as it will continue to be located within 500m of Pendle Hill local shopping centre and Pendle Hill train station, which has recently received an upgrade for better accessibility, including lifts.

It will also continue to utilise the footpath between the Village and these locations, which is generally good quality, with a minimal slope and good tree canopy cover.

Residents and the surrounding community who participated in consultation highly valued the proximity of the site to services and amenities. Safe connections which support connections to local services, infrastructure and amenities should be considered in the site design (e.g. internal walking paths directed towards crossing points on Dunmore Street).

The Indicative Masterplan (February 2020) indicates that designated pedestrian footpaths will be provided within the proposed redevelopment, and will connect to external footpaths at various locations, as well as the adjacent Bonds Spinning Mills development (see Section 4).

Before or no action taken: If the proposed redevelopment did not proceed, there would be no impact on the proximity to local services, infrastructure and amenities. Therefore, any impact would be null, or the lowest impact.

After action taken: If the proposed redevelopment did proceed, accessibility to the local surroundings could be slightly enhanced by strengthening internal connections to surrounding infrastructure and services across its operational lifetime. Therefore, this impact could be moderate.

There is overlap across the social impact in this matter and in a preceding matter. **These impacts should be mitigated with the associated management strategies**, and include:

- » heritage of the site (**SOC15**), classified as a **direct positive** impact under Culture (see Section 5.4)

Refer to SOC15 in the preceding pages and the summary table (Section 5.11).

Increased density development and increased congestion (SOC18)

The Indicative Masterplan yields approximately 650 independent living and key worker housing units, and a 240-bed capacity residential aged care facility. Key features are:

- » six clusters/groupings of proposed built form
- » building height up to eight storeys, with highest buildings responding to natural slope by being located towards the centre of the site, and adjoining approved building heights in the neighbouring Bonds Spinning Mills development

The Indicative Masterplan estimates up to 1,000 residents in up to 650 ILU dwellings, including affordable key worker housing and up to 240 resident capacity in 240 RAC beds.

This is a **direct negative** impact on some elements in the surrounding area, which may be limited or already at capacity (e.g. parking spaces or open space).

Consultation with residents and the surrounding community found that many were concerned that an increased population will lead to additional pressures on existing services and spaces, in particular additional vehicles on the local road network and increased parking pressures.

This could become a **negative cumulative impact** with the population planned for the adjacent Bond Spinning Mills development. However, this development is also planning to provide its own public park, public plaza and pocket parks and linkages.

A Construction Management Plan should be developed and include measures to mitigate impacts on site, as well as mitigate possible cumulative construction impacts resulting from the Bonds Spinning Mills development. The surrounding community and residents should continue to be informed regarding the progress and plans for the proposed redevelopment. This should be guided by a Communication Strategy.

The proposed redevelopment should accommodate as much additional demand on site as possible. This includes additional resident parking and some visitor parking on the site. The Phasing Plan will guide the staged redevelopment of the site, allocating temporary spaces within the site to accommodate construction requirements (e.g. temporary relocation of visitor or Village resident parking spaces, if regular spaces become inaccessible due to construction).

Community facilities and open space needs of current and future residents should also be met and provided on site (see [SOC11](#) in Section 5.3). Ongoing Village resident access to these spaces during construction should be guided by the Phasing Plan. Designated footpaths and more pedestrian connections to external footpaths in the Indicative Masterplan encourage (abled) Village residents to walk or take their mobility vehicles to Pendle Hill local shops, the Bonds Spinning Mills development and Pendle Hill train station, to access these local services (see [SOC17](#) above).

Before or no action taken: With no management strategy, the spatial extent of this impact is varied and it is likely to be experienced for the operational lifetime. Therefore, this impact is high.

After action taken: With the suggested management strategies, this impact is able to be mitigated and managed. Therefore, the impact could be moderate during the operational lifetime.

Reduced access to existing community and open spaces on the site during construction (SOC19)

Construction could create pressures on existing community and open spaces in the site if they are used for the storage of equipment or closed for construction. This is a **direct negative** impact.

A Phasing Plan should be developed to guide the staged redevelopment of the site, allocating temporary spaces within the site to accommodate construction requirements. Ongoing Village resident access to community and open spaces during construction should be guided by the Phasing Plan.

A Construction Management Plan should be developed and include measures to mitigate impacts on site, as well as mitigate possible cumulative construction impacts. Residents should be regularly informed on progress and plans regarding the proposed redevelopment and any implications for their access or use of community and open space. This should be guided by a Communication Strategy.

Before or no action taken: With no management strategy, the spatial extent of this impact is varied and it is likely to be experienced for a medium timeframe (during the construction of the proposed redevelopment). Therefore, this impact is high.

After action taken: With the management strategy, the impact can be managed to lessen its severity, while the extent remains varied and the timeframe continues to be medium. Therefore, this impact could be categorised as moderate.

There is overlap across social impacts in this matter and in preceding matters. **These impacts should be mitigated with the associated management strategies**, and include:

- » Change in local character, due to multistorey development (**SOC05**), classified as a **direct negative** impact under Way of life (see Section 5.1).
- » Heritage of the site (**SOC15**), considered a **direct positive** impact under Culture (see Section 5.4).

Refer to SOC05 and SOC15 in the preceding pages and the summary table (Section 5.11).

5.7 Personal and property rights

There is overlap across social impacts in this matter and in preceding matters. **These impacts should be mitigated with the associated management strategies**, and include:

- » Tenure vulnerability, particularly renting Village residents (**SOC09**), classified as a **direct negative** impact under Community (see Section 5.2).

Refer to SOC09 in the preceding pages and the summary table (Section 5.11).

5.8 Decision making systems

There is overlap across the social impact in this matter and in preceding matters. **This impact should be mitigated with the associated management strategies**, and include:

- » Village resident uncertainty (**SOC16**), classified as a **direct negative** impact under Health and wellbeing (see Section 5.5).

Refer to SOC16 in the preceding pages and the summary table (Section 5.11).

5.9 Fears and aspirations

Fears and aspirations were heard in consultation with participating residents and the surrounding community.

There is overlap across social impacts in this matter and in preceding matters. **These impacts should be mitigated with the associated management strategies**.

There was a shared aspiration from both Village residents and surrounding community members that they would be able to access increased housing and services older people in their local area, allowing them to stay in familiar settings and their established connections (see **SOC03**, in Section 5.1 and **SOC13**, in Section 5.3). Most participants also felt that enhanced services and high quality housing would benefit their quality of life into older age (see **SOC01**, in Section 5.1).

An additional aspiration was that the proposed redevelopment would incorporate spaces and infrastructure to be able to meet the needs of residents to a greater level (see **SOC11**, in Section 5.3), such as:

- » providing a larger gathering space for friends and family and enhanced open spaces
- » installing supporting infrastructure for mobility as well as increased numbers, such as ramps and scooter parking close to entrance ways, as well as more parking spaces for residents and visitors.

Fears and concerns regarding the proposed redevelopment were primarily due to uncertainty of the process and outcome of the proposed redevelopment (see **SOC16**, in Section 5.5). Key concerns were:

- » an increase in population and housing density will lead to a diminished sense of community and increased congestion due to perceived reductions in private public space as well as the quality of Village spaces and facilities (see **SOC07**, in Section 5.2, and **SOC18** in Section 5.6)
- » the possibility of temporary or permanent re-accommodation at some stage in the proposed redevelopment, in particular being provided with adequate timing and support to find alternate housing of equal or greater quality (see **SOC08**, in Section 5.2)
- » housing in the proposed redevelopment will be more expensive, or residents who are renting at the time of the development will not be guaranteed a new dwelling in the completed development (see **SOC09**, in Section 5.2)
- » the vulnerability of renting residents during the proposed redevelopment process, particularly during relocation and access to housing in the new development (see **SOC09**, in Section 5.2).
- » ensuring that emergency services can access to residents living in higher density (see **SOC14**, in Section 5.3).

5.10 Cumulative impacts

There are potential cumulative impacts identified in this report. These impacts and their suggested management strategies are:

- » The construction of a high density residential development on the Bonds Spinning Mills development, adjacent to the proposed redevelopment. This will have **direct negative cumulative** construction impacts on residents and the surrounding community, if construction of the proposed redevelopment coincides, or precedes or proceeds this construction within a short timeframe.
- » The resulting increased building scale and height of the Bonds Spinning Mills development will have a **direct negative cumulative** impact on the existing medium to low scale character of the site and surrounding area.

Proposed mitigation and management

The following mechanisms could be **prepared post-successful PP** to minimise potential negative cumulative impacts from the proposed redevelopment:

- » a **Phasing Plan** should be developed and consider the timing and impact of adjacent construction impacts, in relation to the staged construction of the proposed redevelopment.
- » a **Construction Management Plan** should be developed to identify and mitigate cumulative negative impacts, and should align with the Phasing Plan.
- » a **Communication Strategy** should be developed to inform Village residents and the surrounding community of progress, changes and plans for the proposed redevelopment.

5.11 Social impact assessment summary table

Reference	Social impacts	Nature of impact	Detail of social impact	Likely affected groups	Key affected locations	Expected timing	Social risk rating	
							Before/No action taken	After action taken
Way of life								
SOC01	Increased aged care and retirement housing to suit a diverse range of needs	Positive	Combination of ILU, RAC and key worker housing	Current and potential residents	Cumberland LGA	Operation	C1 Low	B3 High
SOC02	Increase in employment on site		Combination of full time, part time and casual roles, relative to the number of residents on the site	Current and potential residents Current and potential workers	Local aged care industry sector	Operation	C1 Low	C2 Moderate
SOC03	Increased aged care and retirement housing in established suburb		Housing options and enhanced quality of services for an older population in the established suburb of Pendle Hill	Current and potential residents	Cumberland LGA	Operation	D1 Low	C3 High
SOC04	Construction-related environmental impacts	Negative	Impacts from construction on site and cumulative disturbance caused by adjacent construction sites	General public Current and potential residents	Surrounding suburbs The site	Construction	B3 High	C2 Moderate

Reference	Social impacts	Nature of impact	Detail of social impact	Likely affected groups	Key affected locations	Expected timing	Social risk rating	
							Before/No action taken	After action taken
SOC05	Contribution to changing local character, due to multi-storey development		Current surroundings (density and height) are changing, proposed redevelopment is positioned in this change	General public Current and potential residents	Surrounding suburbs The site	Operation	C2 Moderate	No delay: C1 Low Delayed: C2 Moderate
Community								
SOC06	Identity and function of site	Positive	Increase and enhance housing quantity, and enhance the quality of services and infrastructure on the site	Current and potential residents Emergency and health services	Cumberland LGA The site	Construction Operation	C2 Moderate	B3 High
SOC07	Friction among Village residents	Negative	Increased number of people may cause frictions and tensions, and diminish the sense of community.	Current and potential residents Current and potential workers	The site	Operation	D4 High	C2 Moderate
SOC08	Village Resident re-accommodation		Relocation at some stage in the proposed redevelopment	Current and potential residents	The site Cumberland LGA	Construction	A4 Extreme	B3 High
SOC09	Tenure vulnerability, particularly renting Village residents		Housing security during potential relocation and in	Current and potential residents	The site Cumberland LGA	Construction Operation	A4 Extreme	B3 High

Reference	Social impacts	Nature of impact	Detail of social impact	Likely affected groups	Key affected locations	Expected timing	Social risk rating	
							Before/No action taken	After action taken
			potential redevelopment	General public				
SOC10	Needs of culturally diverse Village residents		Needs of this diverse population need to be integrated to meet culturally specific needs and demands of current and potential residents	Current and potential residents General public Current and potential workers Emergency and health services	The site Cumberland LGA	Construction and operation	B3 High	B1 Moderate
Access to and use of spaces and services								
SOC11	Demand for open space and facilities can be provided on site	Positive	Demand generated for open spaces and community facilities by current and potential future residents on site.	Current and potential residents General public Current and potential workers	Cumberland LGA	Operation	D1 Low	B3 High
SOC12	Community spaces for wider community		Demand for larger community spaces for gatherings, training and classes could be addressed by making spaces available for community use	Current and potential residents General public Current and potential workers	Cumberland LGA	Operation	D1 Low	C2 Moderate

Reference	Social impacts	Nature of impact	Detail of social impact	Likely affected groups	Key affected locations	Expected timing	Social risk rating	
							Before/No action taken	After action taken
SOC13	An increase in retirement and aged care housing is an increase in social infrastructure		Delivery should be strategically planned and shared across public and private agencies	Current and potential residents General public	Cumberland LGA	Operation	C1 Low	B3 High
SOC14	Increased Village resident population causing pressure on health infrastructure and services	Negative	Increase in the number of people (55 years and older) and increased demands on surrounding health infrastructure and services	Current and potential residents General public Current and potential workers Emergency and health services	Blacktown response area WSLHD	Operation	B3 High	C2 Moderate
Culture								
SOC15	Heritage of site	Positive	Adhere to existing heritage classifications, and enhance and/or support community awareness and appreciation	Current and potential residents General public	The site Cumberland LGA	Construction Operation	E1 Low	C3 High
Health and wellbeing								
SOC16	Village resident uncertainty	Negative	Uncertainty regarding the process and outcome of the proposed redevelopment	Current and potential residents Current and potential workers	The site	Construction and operation	B3 High	B1 Moderate

Reference	Social impacts	Nature of impact	Detail of social impact	Likely affected groups	Key affected locations	Expected timing	Social risk rating	
							Before/No action taken	After action taken
See SOC04	Construction-related environmental impacts							
See SOC14	Increased Village resident population causing pressure on health infrastructure and services							
Surroundings								
SOC17	Accessibility to local services, infrastructure and amenities	Positive	Proposed redevelopment remains on the existing site location, maintains current levels of accessibility	Current and potential residents	The site	Construction Operation	E1 Low	C2 Moderate
See SOC15	Heritage of the site							
SOC18	Increased density development and increased congestion	Negative	Increased population will lead to additional pressures on existing services and spaces, particularly vehicle congestion and insufficient parking.	Current and potential residents General public	Surrounding suburbs	Construction Operation	B3 High	C2 Moderate
SOC19	Reduced access to existing community and open spaces on the site during construction		Construction could create pressures on existing community and/or public spaces in the site if used for the storage of equipment	Current and potential residents	The site Surrounding suburbs	Construction	B2 High	C2 Moderate

Reference	Social impacts	Nature of impact	Detail of social impact	Likely affected groups	Key affected locations	Expected timing	Social risk rating	
							Before/No action taken	After action taken
			or closed for construction	Current and potential workers				
See SOC05	Change in local character, due to multistorey development							
Personal and property rights								
See SOC09	Tenure vulnerability, particularly renting Village residents	Negative						
Decision making systems								
See SOC16	Village resident uncertainty	Negative						
Fears and aspirations								
See SOC03 See SOC13	Increased residential and aged care housing and services for older persons in local area	Aspirations						
See SOC01	Enhanced services and high quality housing, benefit quality of life into older age							
See SOC11	Spaces and infrastructure to be							

Reference	Social impacts	Nature of impact	Detail of social impact	Likely affected groups	Key affected locations	Expected timing	Social risk rating	
							Before/No action taken	After action taken
	able to meet the needs of residents to a greater level							
See SOC16	Uncertainty of the process and outcome of the proposed redevelopment	Fears						
See SOC07 See SOC18	Diminished sense of community and increased congestion							
See SOC08	Possibility of re-accommodation (temporary or permanent) at some stage in the proposed redevelopment							
See SOC09	Village housing more expensive, Village renters not guaranteed a new dwelling							
See SOC14	Emergency services have access to older residents living in higher density							

Reference	Social impacts	Nature of impact	Detail of social impact	Likely affected groups	Key affected locations	Expected timing	Social risk rating	
							Before/No action taken	After action taken
See SOC09	Vulnerability of renting Village residents							

6 Social Impact Management Plan

As previously mentioned, the timing and progress of the PP for the proposed redevelopment has influenced the scope of information available at the time of preparing this report.

The SIMP should be reviewed regularly (and updated if necessary) at each stage of the planning and development process, to ensure all impacts are appropriately addressed. Consultation with residents and the surrounding community regarding the progress of the proposed redevelopment should be ongoing (as nominated in the following SIMP), providing regular updates and giving opportunity for comment at significant stages in the process (e.g. the assessment process, potential staging and relocation).

The Social Impact Management Plan for this report is provided in Table 11 on the following pages.



A Communication Strategy

Several of the following management recommendations nominate a Communication Strategy to support residents being informed of their choices, and enable staff to offer adequate support.

The Communication Strategy should incorporate findings from consultation with current residents (see Section 3.3.1), and enable guidance for:

- » the development of clear and informative project details which can be shared with residents on a regular basis (e.g. through Monthly Newsletter), and with the surrounding community when necessary
- » methods of consultation with residents and the surrounding community on significant issues
- » the provision of clear and simple advice to residents and the surrounding community regarding their rights, when necessary (e.g. fact sheets)
- » the length of time for notification, relative to the significance of changes
- » the provision of written information, notifications and/or advice to residents and the surrounding community in simple and non-technical language
- » scheduling regular meetings with residents, for direct progress updates and opportunities to ask questions.

Table 11 Social Impact Management Plan

Reference	Social impact matters	Nature if impact	Mitigation/Management recommendation	Outcomes
Way of life				
SOC01	Increased aged care and retirement housing to suit a diverse range of needs	Positive	» Proposed redevelopment proceeds	» Contribute to addressing the increasing demand for aged care and residential housing, across its operational lifetime.
SOC02	Increase in employment on site		» Proposed redevelopment proceeds	» Contribute to the health service delivery in the wider health network, but not act as a significant employment pull from other health infrastructure in the WSLHD.
SOC03	Increased aged care and retirement housing in established suburb		» Proposed redevelopment proceeds	» Contribute to providing alternative housing options for older persons in established urban settings and within existing family, friend and support networks.
SOC04	Construction-related environmental impacts	Negative	» Prepare and implement a Construction Management Plan » Incorporate adjacent construction impacts into Phasing Plan » Prepare and implement a Communication Strategy	» Mitigate direct and cumulative construction impacts on site.
SOC05	Contribution to change in local character, due to multi-storey development		» Indicative Masterplan positions highest buildings at lowest visual impact locations, and staggers building height.	» Mitigate direct and cumulative impact of increased building height on site. (Scale of impact will be dependent on the progress of densification in surrounding areas)
Community				
SOC06	Identity and function of site	Positive	» Proposed redevelopment proceeds	» Continue to offer the services and functions of the current Village, at increased capacity and enhanced quality.

Reference	Social impact matters	Nature if impact	Mitigation/ Management recommendation	Outcomes
SOC07	Friction among Village residents	Negative	<ul style="list-style-type: none"> » Integrate ongoing Village resident access to shared spaces in the Phasing Plan. » Prepare and implement a Community Cohesion or Transition Program 	<ul style="list-style-type: none"> » Ensure shared Village spaces for gatherings and socialising are available throughout construction. » Guide current residents as they transition into changed social and living patterns and assist future residents in assimilating into an established community
SOC08	Village resident re-accommodation		<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan » Prepare and implement a Communication Strategy 	<ul style="list-style-type: none"> » Village residents re-accommodated on the site. » Village residents regularly informed on progress and planning for the proposed redevelopment.
SOC09	Tenure vulnerability, particularly renting Village residents		<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan » Prepare and implement a Communication Strategy 	<ul style="list-style-type: none"> » Village residents re-accommodated on the site. » Village residents regularly informed on progress and planning for the proposed redevelopment. » Potential re-accommodation will need to be managed carefully, and additional support should be provided to those in vulnerable situations (e.g. renting).
SOC10	Needs of culturally diverse residents		<ul style="list-style-type: none"> » Prepare and implement a Community Cohesion or Transition Program » Prepare and implement a Communication Strategy 	<ul style="list-style-type: none"> » Support current and potential future culturally diverse residents feeling part of the community. » Information related to the proposed redevelopment will need to be managed carefully, and additional support should be provided to those in vulnerable situations (e.g. lower competency in English)
Access to and use of spaces and services				
SOC11	Demand for open space and facilities can be provided on site	Positive	<ul style="list-style-type: none"> » Proposed redevelopment proceeds » Prepare and implement a Communication Strategy 	<ul style="list-style-type: none"> » Provide adequate quantity and enhanced functionality and usability of community facilities and open spaces. » Residents should be consulted on any potential changes to private and public spaces, and the outcome should be informed by how residents may access and utilise these spaces.

Reference	Social impact matters	Nature if impact	Mitigation/ Management recommendation	Outcomes
SOC12	Community spaces for wider community		<ul style="list-style-type: none"> » Proposed redevelopment proceeds, and Dunmore House and Ashwood House offer complementary community and commercial services such as medical consulting suites, and a café » Prepare and implement a Communication Strategy » Prepare and implement a Hire or Users Policy 	<ul style="list-style-type: none"> » Could address some demand for community facilities in the larger Cumberland LGA » Residents should be consulted on any potential changes to private and public spaces, and the outcome should be informed by how residents may access and utilise these spaces.
SOC13	An increase in retirement and aged care housing is an increase in social infrastructure		<ul style="list-style-type: none"> » Proposed redevelopment proceeds 	<ul style="list-style-type: none"> » Potential to address some of the LGA demand for social infrastructure suitable for a growing proportion of people becoming retirement aged.
SOC14	Increased Village resident population causing pressure on health infrastructure and services	Negative	<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan which incorporates communications with emergency services regarding anticipated demand » Combination of protocol systems and supporting infrastructure » Later stages of the process for the redevelopment consult with emergency services 	<ul style="list-style-type: none"> » Potential to contribute to the surrounding health network, as the enhanced facilities and trained staff will be able to accommodate the health needs of older residents.
Culture				
SOC15	Heritage of site	Positive	<ul style="list-style-type: none"> » Proposed redevelopment proceeds, adhering to CMP recommendations 	<ul style="list-style-type: none"> » Minimal/No change » Heritage items could be enhanced and community appreciation strengthened across its operational lifetime
Health and wellbeing				

Reference	Social impact matters	Nature if impact	Mitigation/ Management recommendation	Outcomes
SOC16	Village resident uncertainty	Negative	<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan » Prepare and implement a Communication Strategy 	<ul style="list-style-type: none"> » Village residents re-accommodated on the site. » Village residents regularly informed on progress and planning for the proposed redevelopment. » Potential re-accommodation will need to be managed carefully, and additional support should be provided to those in vulnerable situations (e.g. mental and physical capabilities, lower competency in English, renting).
See SOC04	Construction-related environmental impacts			
Surroundings				
SOC17	Accessibility to local services, infrastructure and amenities	Positive	<ul style="list-style-type: none"> » Proposed redevelopment proceeds 	<ul style="list-style-type: none"> » Minimal/No change » Could be slightly enhanced by strengthening internal connections and connection to external service, infrastructure and amenities.
See SOC15	Heritage of the site			
SOC18	Increased density development and increased congestion	Negative	<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan » Prepare and implement a Construction Management Plan » Prepare and implement a Communication Strategy 	<ul style="list-style-type: none"> » Mitigate direct and cumulative impacts on site » Village residents regularly informed on progress and planning for the proposed redevelopment. » Provide adequate quantity and enhanced functionality and usability of community facilities and open spaces.
SOC19	Reduced access to existing community and open spaces on the site during construction		<ul style="list-style-type: none"> » Prepare and implement a Phasing Plan » Prepare and implement a Construction Management Plan » Prepare and implement a Communication Strategy 	<ul style="list-style-type: none"> » Mitigate direct impacts on site » Village residents regularly informed on progress and planning for the proposed redevelopment. » Provide adequate quantity and enhanced functionality and usability of community facilities and open spaces.

Reference	Social impact matters	Nature if impact	Mitigation/ Management recommendation	Outcomes
See SOC05	Change in local character, due to multistorey development			
Personal and property rights				
See SOC09	Tenure vulnerability, particularly renting Village residents	Negative		
Decision making systems				
See SOC16	Village resident uncertainty	Negative		
Fears and aspirations				
See SOC03 See SOC13	Increased residential and aged care housing and services for older persons in local area	Aspirations		
See SOC01	Enhanced services and high quality housing, benefit quality of life into older age			
See SOC11	Spaces and infrastructure to be able to meet the needs of residents to a greater level			
See SOC16	Uncertainty of the process and outcome of the proposed redevelopment	Fears		
See SOC07 See SOC18	Diminished sense of community and increased congestion			
See SOC08	Possibility of re-accommodation at some			

Reference	Social impact matters	Nature if impact	Mitigation/ Management recommendation	Outcomes
	stage in the proposed redevelopment			
See SOC09	Housing more expensive, renters not guaranteed a new dwelling			
See SOC09	Vulnerability of renting Village residents			
See SOC14	Emergency services have access to residents living in higher density			

Appendices

- A Social Impact Comment
- B Alignment between policies
- C Preliminary social impact scoping
- D Consultation findings
- E Demographic analysis
- F Impact characteristics and criteria

A Social Impact Comment

The following SIC was taken from Holroyd City Council's *SIA Policy Appendix 7 – SIC Scoping Review Pro-Forma*.

The first version was completed by Elton Consulting in May 2019. It was revised as more information became available in February 2020.

Social Impact Initial Review		
Contact Details:		Proposal Details:
Name		Lot Number & Registered Plan Number
Elton Consulting, on behalf of Fresh Hope Care		1 DP 24728 2 DP 24728 8 DP 24728 9 DP 24728 10 DP 24728 11 DP 24728 12 DP 24728 472 DP 1204429 A DP 33578 2 DP 554208 3 DP 554208
Postal Address		Site Address
Level 6, 332-342 Oxford Street Bondi Junction 2022		Dunmore Street, Pendle Hill
Email		Brief Description of Development Proposal
prudence.hudson@elton.com.au		Rezoning of site from R2 low density, R3 medium density and R4 high density to whole of site R4 high density
Phone	Mobile	
02 9387 2600	0418 407 039	

1. POPULATION CHANGE			
Will the development result in significant change/s to the local area's population (either permanent and/or temporary)?	Yes	If 'Yes', briefly describe the Impacts below	Describe your proposed mitigations (of negative impacts) or enhancements (of positive impacts) below
Explanation: Changes to the size, structure and capacity of the population can have significant implications for the provision/adequacy of community facilities/services, community cohesion and/or social sustainability		The impact of an increase in population caused by the development is not expected to be significant. The proposal would provide ILU dwellings, including affordable key worker housing, and RAC dwellings	The impact from this development will be minimal and will be largely met with open space, activity and meeting space provided on site.
2. HOUSING			
Will the proposal improve or reduce the quantity, quality, mix, accessibility and/or affordability of housing?	Yes	If 'Yes', briefly describe the Impacts below	Describe your proposed mitigations (of negative impacts) or enhancements (of positive impacts) below
Explanation: A mix of housing types, sizes and costs is necessary for social diversity (in terms of ages, family life cycles, incomes, cultural backgrounds) and social inclusiveness. Retention/expansion of affordable housing is necessary for social equity and to avoid displacement of low-income persons and families		Yes – positive The development will improve the quantity and quality of dwellings, including affordable key worker housing, and RAC	The development is providing a proportion of units as key worker housing, and offering this below market price. The development is also addressing the need for ILU and RAC, to meet specific housing needs of ageing population The development will provide higher quality and compliant aged residential housing stock, than currently exists on site.
3. MOBILITY & ACCESS			
Will the development improve or reduce physical access to and from places, spaces and transport?	Yes	If 'Yes', briefly describe the Impacts below	Describe your proposed mitigations (of negative impacts) or enhancements (of positive impacts) below
		Yes – positive for mobility, and provide parking in ratio to resident and visitor numbers	Design measures would consider connections through the development and to existing pathways to the

<p>Explanation: 'Access for all' is an essential component of a fair and equitable society. Additionally, accessible developments foster inclusive communities, maximise access to public transport, pedestrian and cycle networks and provide convenient and continuous paths of travel (thereby promoting healthy, sustainable lifestyles)</p>		<p>The concept design includes a network of pathways throughout the development which connect to Dunmore Street. The site is also within 500m of the Pendle Hill train station, which is equivalent to a 6-10 minute walk. A covered bus shelter is also located next to the site. Footpath quality between the site and the train station is good with minimal slope. It is likely that travel by residents will occur outside of peak travel times (after 9am and before 5pm). There is a potential cumulative impact of availability of parking for construction workers and residents due to the Bonds Spinning Mills development next to this site.</p>	<p>Pendle Hill station. This would ensure new residents have easy access throughout the development and to nearby services. The proximity to the train station and other public transport options accommodates new residents without access to a vehicle. The proposed redevelopment could consider basement or subsurface parking. Seek advice from Cumberland council in developing appropriate parking restrictions (time limits, zones) for construction workers and residents. Will be addressed in the Construction Management Plan.</p>
4. COMMUNITY & RECREATION FACILITIES/SERVICES			
<p>Will the development increase, decrease or change the demand/need for community, cultural and recreation services and facilities?</p>	<p>Yes</p>	<p>If 'Yes', briefly describe the Impacts below</p>	<p>Describe your proposed mitigations (of negative impacts) or enhancements (of positive impacts) below</p>
<p>Explanation: Access to diverse and adequate community and recreation services and facilities is necessary for physical and mental health, well-being, personal productivity, social cohesion and social sustainability</p>		<p>Yes The increased resident population will increase demand for community facilities and services, specific to ageing residents' needs.</p>	<p>The retention of existing heritage buildings could have the potential for broader community uses. The suitability of these buildings for community use will be discussed further with Council and State Heritage. The proposed redevelopment could incorporate higher quality and more functional spaces for residents. Demand for other services (e.g. health, emergency services) will be discussed with the relevant agencies as part of the SIA.</p>
5. CULTURAL VALUES/BELIEFS			
<p>Will the development strengthen or threaten cultural or community values and beliefs?</p>		<p>If 'Yes', briefly describe the Impacts below</p>	<p>Describe your proposed mitigations (of negative impacts) or enhancements (of positive impacts) below</p>
		<p>Yes.</p>	

<p>Explanation: Cultural values include places, items or qualities of cultural or community significance or importance. They provide significant meanings and reference points for individuals and groups. The celebration and protection of cultural values is a key element in building strong and resilient communities.</p>		<p>The site’s operator, Fresh Hope, have an established identity in the area as a provider of aged care and have made significant contributions to the community over the years</p>	<p>The proposed development would provide an opportunity to enhance Fresh Hope’s current service offering. The proposed development offers higher quality and greater quantity of aged care residential housing product and services.</p>
6. COMMUNITY IDENTITY & CONNECTEDNESS			
Will the development strengthen or threaten social cohesion and integration within and between communities?	Yes	If ‘Yes’, briefly describe the Impacts below	Describe your proposed mitigations (of negative impacts) or enhancements (of positive impacts) below
<p>Explanation: Social cohesion and integration require, in part, places and spaces for informal and safe social interaction. Developments can increase or decrease these interaction opportunities through their provision (or otherwise) of safe and connected pathways and linkages and attractive gathering places (parks, squares, civic spaces, streets).</p>		<p>Yes The proposal would lead to an increase in the number of residents within the site and local area, which may lead to reduced community cohesion, particularly between new residents and the existing residents. This may also be affected by the level of cultural diversity amongst the existing and new resident cohort.</p>	<p>This impact will need to be managed carefully in order to ensure community cohesion among residents. New community meeting and activity spaces will provide opportunities for integration between the new and existing residents. It will also be important for Fresh Hope to ensure programs and events encourage social interaction and connections.</p>
7. HEALTH & WELLBEING			
Will the development strengthen or threaten opportunities for healthy lifestyles, healthy pursuits, physical activity & other forms of leisure activity?	Yes	If ‘Yes’, briefly describe the Impacts below	Describe your proposed mitigations (of negative impacts) or enhancements (of positive impacts) below
		<p>Yes Perceptions of housing insecurity may impact existing residents of this development prior to construction by causing stress and anxiety.</p>	<p>Strong and consistent communication between Fresh Hope and all residents throughout the project will be important to mitigate anxiety and uncertainty. Highly vulnerable residents should be identified and given access to additional support.</p>

		<p>In particular, anxiety regarding housing tenure and the stress of relocation on vulnerable residents.</p> <p>There may also be some impacts during construction in relation to noise and air quality.</p>	<p>The open space provided in the new development will continue to provide residents and visitors with opportunities for walking, physical activity and social interaction; all vital to maintaining health and wellbeing.</p> <p>Construction related noise, dust and safety risks will be addressed in the Construction Management Plan. During operation of the new development, noise, dust and safety will be mitigated through design measures but are expected to be minimal.</p>
8. CRIME & SAFETY			
Will the development increase or reduce public safety and opportunities for crime (perceived and/or actual)?	Yes	If 'Yes', briefly describe the Impacts below	Describe your proposed mitigations (of negative impacts) or enhancements (of positive impacts) below
<p>Explanation:</p> <p>Developments can increase or decrease safety (perceived and actual) (e.g. through generating increased traffic, providing venues that may attract unruly behaviour).</p> <p>This can diminish social cohesion and integration – but can be mitigated by appropriate design (CPTED), traffic controls and management</p>		<p>Yes</p> <p>With an increase in the population density of the area, there may be a perception within the community about increased opportunities for crime and antisocial behaviour. Poor design may also lead to actual increased crime or antisocial behaviour.</p>	<p>The design would need to incorporate Crime Prevention through Environmental Design principles e.g. encouraging passive surveillance from units and suitable lighting.</p>
9. LOCAL ECONOMY & EMPLOYMENT			
Will the development increase or reduce the quantity and/or diversity of local employment opportunities (temporary and/or permanent)?	Yes	If 'Yes', briefly describe the Impacts below	Describe your proposed mitigations (of negative impacts) or enhancements (of positive impacts) below
		Yes	

<p>Explanation: Unemployment and low income are associated with poor health and reduced social inclusiveness and resilience. Accessible and diverse local jobs (suited to the capacities of local populations) reduce the risk of unemployment (and the associated poorer health and social sustainability outcomes).</p>		<p>The proposed development will increase the resident population, and subsequently staff required.</p>	<p>Employment is a contributor to health, social inclusiveness and resilience therefore this impact will be enhanced through providing jobs during the operation of the ILUs and RAC, maintenance and associated programs, services and events that will eventuate.</p>
<p>10. NEEDS OF POPULATION GROUPS</p>			
<p>Will the development increase or decrease inclusive opportunities (social, cultural, recreational, employment, governance) for groups in the community with special needs?</p>	<p>Yes</p>	<p>If 'Yes', briefly describe the Impacts below</p>	<p>Describe your proposed mitigations (of negative impacts) or enhancements (of positive impacts) below</p>
<p>Explanation: Council has an Access and Equity Policy which promotes access to life opportunities (e.g. jobs, education, full participation in the cultural life of the community) and inclusiveness for all (including those with special needs – youth, aged, CALD, Aboriginals, people with disabilities, children, women etc). Developments can increase inclusiveness through the provision of culturally-appropriate facility design and programs and the avoidance of communication barriers.</p>		<p>A significant proportion of existing residents living within the suburb are from Culturally and Linguistically Diverse (CALD) groups.</p>	<p>The development could incorporate spaces and programs which foster inclusivity and meet the targeted needs of CALD residents.</p>

B Alignment between policies

Holroyd City Council <i>SIA Policy</i>	DPE <i>SIA Guideline matters</i>								
	Way of life	Community	Access	Culture	Health / wellbeing	Surroundings	Rights	Decision making	Fears and aspirations
<p>Population change</p> <p>Changes to the size, structure and capacity of the population can have implications for the provision/adequacy of community facilities/services, community cohesion and/or social sustainability.</p>	•	•				•			
<p>Housing</p> <p>A mix of housing types, sizes and costs is necessary for social diversity and social inclusiveness. Retention/expansion of key worker housing is necessary for social equity of all income levels.</p>	•		•		•	•	•	•	
<p>Mobility and access</p> <p>'Access for all' is an essential component of a fair and equitable society and accessible developments foster inclusive communities, maximise access to public transport, pedestrian and cycle networks and provide convenient and continuous paths of travel (thereby promoting healthy, sustainable lifestyles).</p>			•	•	•	•		•	
<p>Community and recreation facilities / services</p> <p>Access to diverse and adequate community and recreation services and facilities is necessary for physical and mental health, well-being, personal productivity, social cohesion and social sustainability.</p>			•	•	•			•	
<p>Cultural values and beliefs</p> <p>Cultural values include places, items or qualities of cultural or community significance or importance. They provide significant meanings and reference points for individuals and groups. The celebration and protection of cultural values is a key element in building strong and resilient communities.</p>		•		•		•			
<p>Community identify and connectedness</p> <p>Social cohesion and integration require places and spaces for informal and safe social interaction. Developments can increase or decrease these interaction opportunities through their provision of safe and connected pathways and linkages and attractive gathering places (parks, squares, civic spaces, streets).</p>		•						•	

Holroyd City Council SIA Policy	DPE SIA Guideline matters								
	Way of life	Community	Access	Culture	Health / wellbeing	Surroundings	Rights	Decision making	Fears and aspirations
<p>Health and wellbeing</p> <p>Developments can increase or decrease opportunities for healthy lifestyles through increasing the liveability of places as well as opportunities for active travel, and access to healthy lifestyle choices.</p>	•				•	•			•
<p>Crime and safety</p> <p>Developments can increase or decrease safety (perceived and actual). This can diminish social cohesion and integration, but can be mitigated by appropriate design (CPTED), traffic controls and management</p>	•		•						
<p>Local economy and employment</p> <p>Unemployment and low income are associated with poor health and reduced social inclusiveness and resilience. Accessible and diverse local jobs reduce the risk of unemployment and the associated poorer health and social sustainability outcomes).</p>	•	•							
<p>Needs of population groups</p> <p>Developments can increase inclusiveness through the provision of culturally-appropriate facility design and programs and the avoidance of communication barriers</p>	•	•	•	•			•		

C Preliminary social impact scoping

Taken from (former) Holroyd City Council's *Social Impact Assessment Policy* 2012, Appendix 7: SIC Scoping Review pro-forma

Change event	Description	Proposed mitigation / management measure
Way of life		
<ul style="list-style-type: none"> » increase in population » increase in housing » increase in employment 	<ul style="list-style-type: none"> » Increase in number of people, aged over 55 years » Increase in number of ILU, RAC and key worker housing » Increase in number of staff (full time, part time, casual) 	<p>The redevelopment will:</p> <ul style="list-style-type: none"> » address additional population needs on site, through a combination of enhancements and/or increases in spaces, services and facilities » improve the quantity and quality of key worker housing and aged care housing in Cumberland LGA » increase staff numbers relative to the increase in the number of residents on the site
Community		
<p>Community</p> <ul style="list-style-type: none"> » function of site » identify and function of site » community cohesion » older community needs » CALD community needs 	<ul style="list-style-type: none"> » Continuation of current functions and operations of the site » Established identity as an aged care provider » Increasing resident numbers and diversity, may impact on community cohesion » Changes to the delivery of services » A significant proportion of existing residents are Culturally and Linguistically Diverse (CALD) 	<p>The redevelopment:</p> <ul style="list-style-type: none"> » will continue to offer RAC, ILU and key worker housing units, including housing for women and their families from vulnerable living situations » could provide new community meeting and activity spaces to encourage social interaction » is an opportunity to enhance Fresh Hope's current service offering, and offer higher quality and greater quantity of retirement and aged care housing <p>Fresh Hope Care will:</p> <ul style="list-style-type: none"> » manage change carefully to ensure community cohesion among existing and new residents » manage service delivery carefully in order to ensure current levels are not diminished
Access to and use of spaces and services		

<p>Access to and use of spaces and services</p> <ul style="list-style-type: none"> » community facilities and services 	<ul style="list-style-type: none"> » Increase in number of residents, leading to increase in demand for community facilities and services, specific to ageing resident needs 	<p>The redevelopment will:</p> <ul style="list-style-type: none"> » meet increased open space, meeting and activity space demands on site » consider how (retained) heritage buildings could also have the potential for broader community uses <p>Demand for other services (e.g. health, emergency services) will be discussed with the relevant agencies as part of the SIA.</p>
<p>Culture</p>		
<ul style="list-style-type: none"> » heritage of site 	<ul style="list-style-type: none"> » Dunmore House and Ashwood House are heritage items 	<p>The redevelopment will:</p> <ul style="list-style-type: none"> » adhere to the heritage classifications
<p>Health and wellbeing</p>		
<ul style="list-style-type: none"> » physical health » mental health 	<ul style="list-style-type: none"> » Change in access to current physical services (e.g. physiotherapy) » Construction activities can increase risk of physical (minor and major) injuries as well as broader environmental impacts (e.g. noise, dust) » Perceptions of housing insecurity causing anxiety 	<p>The redevelopment will:</p> <ul style="list-style-type: none"> » need to be managed carefully in order to ensure the current levels of service are not diminished » offer higher quality and greater quantity of retirement and residential aged residential housing products and services » provide residents and visitors with opportunities for physical activity and social interaction, supporting physical and mental health » monitor and manage construction impacts through a Construction Management Plan <p>Fresh Hope Care should:</p> <ul style="list-style-type: none"> » develop and implement a Communication Strategy » identify highly vulnerable residents and give access to additional support.
<p>Surroundings</p>		
<ul style="list-style-type: none"> » adjacent development » mobility » built form and scale » safety and crime 	<ul style="list-style-type: none"> » Bonds Spinning Mills redevelopment adjoins site » Public transport (train and bus) close by, up to 10 minute walk » Good footpath quality along site boundary and Pendle Way » Parking spaces in surrounding local areas 	<p>The redevelopment will:</p> <ul style="list-style-type: none"> » include a network of pathways throughout the development which connects to Dunmore Street, encouraging residents to walk to local destinations or access public transport » include resident and visitor parking on site.

- » Cumulative impact on parking with construction and new residents in Bonds Spinning Mills development
 - » Significant open spaces and greenery on the site
 - » View corridor up to Dunmore House from Dunmore Street
 - » Perceptions about increased crime and antisocial behaviour with increased population
 - » utilise natural topography to minimise visual impacts from any increase in building height
 - » adhere to the heritage classifications currently in place.
 - » incorporate Crime Prevention through Environmental Design (CPTED) design principles e.g. encouraging passive surveillance from units and suitable lighting
 - » monitor and manage construction impacts with a Construction Management Plan
- Proximity to the train station and other public transport accommodates new residents without vehicles.
- Fresh Hope Care should:
- » develop and implement a Communication Strategy
 - » liaise with the team leading the Bonds Spinning Mills to minimise cumulative impacts (e.g. construction vehicles access points) when possible
 - » seek Council advice for parking restrictions.

Personal and property rights

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> » rental versus ownership | <ul style="list-style-type: none"> » Differing legal rights of access to housing between owners and tenants » Uncertainty creating mixed and incorrect messages among current resident population, causing anxiety | <p>The redevelopment will:</p> <ul style="list-style-type: none"> » need to be managed carefully in order to ensure all residents are informed with correct information <p>Fresh Hope Care should:</p> <ul style="list-style-type: none"> » prepare and implement a Phasing Plan and Communication Strategy (post-successful PP) » identify highly vulnerable residents and give access to additional support. |
|---|--|---|

Decision making systems

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> » uncertainty | <ul style="list-style-type: none"> » Uncertainty creating mixed and incorrect messages among current resident, causing anxiety | <p>Fresh Hope Care should:</p> <ul style="list-style-type: none"> » prepare and implement a Phasing Plan and Communication Strategy (post-successful PP) |
|---|---|---|

Fears and aspirations

- | | | |
|--|---|--|
| <ul style="list-style-type: none"> » higher density | <ul style="list-style-type: none"> » Concerns higher density and design of redevelopment won't complement existing urban character | <p>The redevelopment will:</p> <ul style="list-style-type: none"> » include resident and some visitor parking on site |
|--|---|--|

<ul style="list-style-type: none"> » increase in population » housing security » change itself 	<ul style="list-style-type: none"> » Concerns increased population may lead to vehicular congestion » Concerns renters will not be able to afford the redevelopment, or be given time to find new housing during the construction phase » Fear of not knowing where they will live during the construction phase and whether they can return 	<ul style="list-style-type: none"> » utilise natural topography to minimise visual impacts from any increase in building height » adhere to the heritage classifications currently in place. <p>Fresh Hope Care should:</p> <ul style="list-style-type: none"> » prepare and implement a Phasing Plan and Communication Strategy (post-successful PP) » identify highly vulnerable residents and give access to additional support for temporary relocation.
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D Consultation findings

D-1 Current residents

Survey

A short survey was completed by 49 current residents of Pendle Hill Retirement Village. The composition of participants was a mixture of residents who had lived on the site for one to three years (37%), or for five years or longer (33%).

Participants were asked what they enjoyed most about living in Pendle Hill Retirement Village. The majority of responses indicated that the sense of community (49%) was most valued, followed by the commitment of staff (37%).

Internal and surrounding infrastructure also contributed to the experience of living on the site. Many participants nominated that they enjoyed the gardens and open space (33%), the closeness to public transport and services (29%) as well as the quality of the facilities and care (20%).

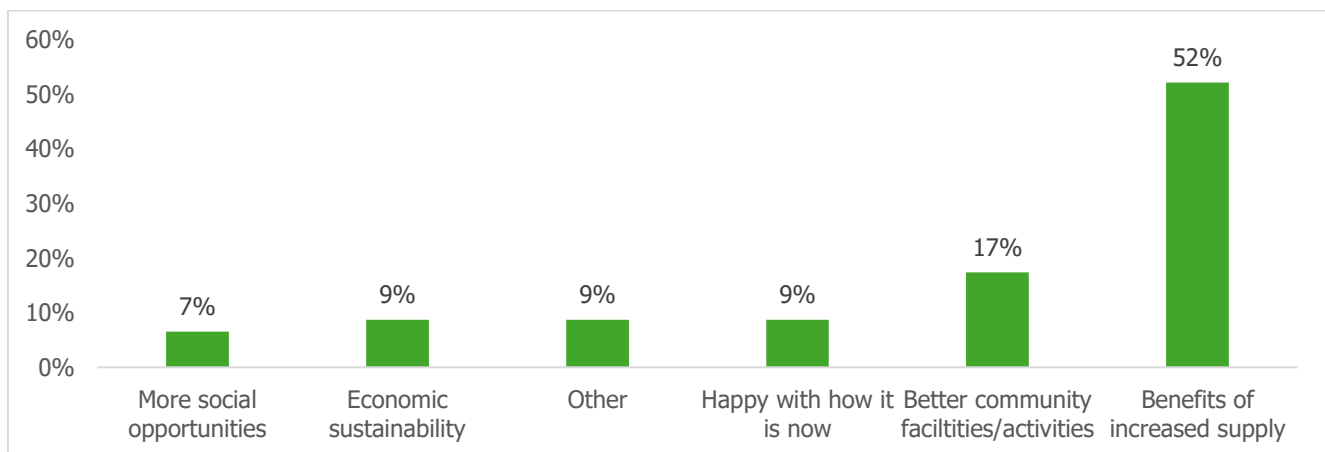
The two features to receive the lowest number of mentions were the affordability of the site (6%), the serenity of living on the site (12%) and perceptions of safety (14%).

Considering the proposed redevelopment, the majority identified the benefit of revitalisation being the increased capacity of the site to house older people (52%). This was also reflected in comments, as many identified that an aging population would require more aged home care being provided.

Looking more closely at the comments, many associated the additional housing capacity with housing security and affordability. 'Other' responses (9%) included residents being unsure of the benefits, not seeing any benefits at all or advocating against multi-storey housing.

The remaining options all received less than 20% of the total mentions, shown below.

Expected benefits of the redevelopment (residents)



Source: Resident survey July-August 2019, conducted by Elton Consulting

Surprisingly, the majority of responses in the survey identified that most did not have any concerns about the proposed redevelopment (38%). This was investigated in more detail in the focus groups (see following section).

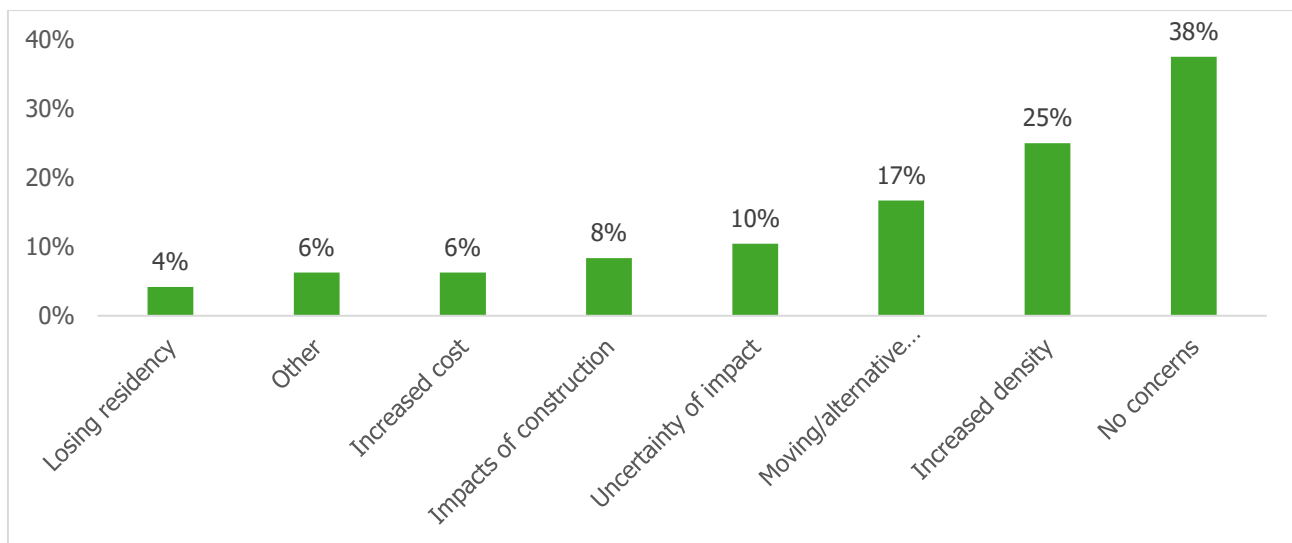
Following this nomination, the greatest concerns were:

- » the potential increased housing density (quantity and height) of the site, with concerns focussed on decreased unit spaces, more difficult access, reduced parking and reduced quality of social experiences
- » the loss of open space and gardens (implied with increased density)
- » being relocated at some stage during the planning and construction stages, with a focus of concern being the need to find alternative accommodation.

Some participants also nominated that they were concerned about the uncertainty of the impact of the proposed redevelopment (10%). Following this concerns related to the impacts of construction, the potentially increased cost and losing residency at the site were also identified. 'Other' (6%) responses indicated concern around the timing of the development, if adequate staff would be retained or hired and suggestions that renovation should be considered in place of redevelopment.

A summary of the nominations is shown below.

Concerns of the redevelopment (residents)



Source: Resident survey July-August 2019, conducted by Elton Consulting

Representative comments collected from the resident survey are provided in the table on the following page.

Comments from the resident survey

What do you like most about living here?

- » "The fellowship and feeling of oneness of mind. from the management, maintenance and residents."
- » "The friendly atmosphere, environment, easy access to public transport, close to medical institutions, affordable rent and comfortable units."
- » "Love the outside area - grass and gardens. These are very important as they are a reminder of when I lived at home."
- » "Staff take good care of me and support me. Feeling safe and happy like home."
- » "General atmosphere of friendly people from various parts of the world. The affordability within our income is most welcome."
- » "I like the security and knowing someone like Gerri is there to talk to when you need it. I also like the surrounds and the way the staff look after it."
- » "Interaction between the residents. it is like a family, group activities, excursions and organised parties. All equally important."
- » "Convenient in every way. Closer to shops, bus stops and railway station. Good administration, good neighbours and friends."
- » "Staff are helpful and I feel that my care needs are looked after. my room is comfortable and well maintained."
- » "Sense of security, the company of people who are retired and your own age, the open spaces - lawns and gardens."

What do you think are the benefits of the proposed redevelopment?

- » "More friends, easier on people/friends who want or are interested in residing here. The proximity to all kinds of service. "
- » "Opportunity for more retirees to access low cost residential aged care, better community living facilities."
- » "More residents, more social and welfare activities."
- » "Extra units are needed everywhere as we are living longer."
- » "More housing and care facilities for the aged close to transport and medical facilities. great advantage to the community."
- » "To me the key benefits would be to have a better car parking and landscape and assisted living facilities."
- » "Key benefits are residents are given assurance of long-term stay."
- » "As the population ages there will be a real need for more aged housing."
- » "Would keep the village going, its much needed, has been worrying."
- » "More people around will be nice."
- » "The environment will be more cultural, different foods and more staff. More variety to choose from."

What are your concerns for the proposed redevelopment?

- » "Increase in cost of accommodation, more high-density apartments, we may be asked to leave."
- » "Living in an apartment. could not cope with this."
- » "My issues are what will be the condition of our living status when the revitalising program starts?"
- » "The main concern is that we will be asked to vacate the premises and asked to find alternative accommodation which is impossible for us to afford on a pension."
- » "No issues. Only hope to see completion."
- » "I don't like multi storey buildings or elevators. I am concerned about my living comfort being disturbed during construction. I would be sad to lose my current unit."
- » "Oversupply, too many tiny units - trying to cram in too many people, lack of communication, lack of green space and gardens."
- » "It would not be very accessible to some of the less mobile residents, if multi-storey development occurs."
- » "Noise, dust coming into our outside areas."

Source: Resident survey July-August 2019, conducted by Elton Consulting

Consultation groups

Morning and afternoon teas were organised with current residents to interpret findings of the resident survey in more detail. A visual snapshot is provided in images on the following page.

Due to the differentiated need of the participating RAC residents and those who lived in ILU, the following section separates the findings from these groups.

Residential aged care

The RAC morning tea was attended by 12 residents with support staff.

There was agreement among the residents that the commitment of staff, the proximity to services and amenities, as well as the character and open space of the site were highly valued, shown in the comments:

- » "When my family comes, we often have a walk out through the gardens to get out of the house. If we shop, we just go down to Pendle Hill [shops] that's just a short walk."
- » We can keep ties with your neighbours and staff. I like the pampering [services coming into the site] nail polish on nails. It's the first time in my life I found a place that cares about me, I love what I see and I instruct [staff] to do more of what they do."

Residents were shown the survey results for their concerns and asked to explain nominations more deeply, in particular the highest nomination of 'no concern.' Most felt this was an accurate reflection, commenting that this was not the first time they had heard about the possibility of the redevelopment or that it wasn't even thought of. An additional comment suggested that most of the residents sitting around the table would not be alive long enough to experience the potential impacts, therefore were not concerned.

When given a hypothetical situation where the proposed redevelopment would be happening in the near future, residents broadened their concerns. They suggested that timely communication as well as being relocated to homes which would meet their needs at the same level or better, as all residents enjoyed the size and comfort of their current units and their balconies overlooking the site. Representative comments were:

- » "We'd like something to take home to show the family because some of us can't talk to well. [Something like] a hand out [with information and a number] you can call."
- » "What if family were coming to visit [and their usual parking space was unavailable]? Need to let them know before they come, and make sure when people are coming to visit that there is somewhere to park and where to come in and find their family."
- » "As long as we have a comfortable room [if we are relocated], it doesn't have to be close by, it could be a different room, street or suburb. We just need to know in advance, not after. And need to be told in a way we understand. We forget things that happened 4 years ago."

Thinking about what they would like to see in the proposed redevelopment, residents suggested a community room suitable for larger groups, able to accommodate family visits. Enhanced physiotherapy rooms, facilities and parking located close by to rooms as well as places to rest in the garden were also suggested. Representative comments were:

- » "It would have been nice to have a little lounge room where you can take a visit. The dinner room is too noisy. The gardens are out of bounds as they are being modelled. There are only 1 or 2 chairs in your room. It's pretty inconvenient. A little community space where you could take a visitor would be great."
- » "Facilities close to rooms, as if they are too far it's too hard to get to - it can be a day's walk to get there and back."
- » "We only have one [physio room] here and it's so small, it's a waste of time going there."
- » "A little gazebo (existing), it keeps the hot sun and the wind away."

Retirement living (ILU)

Two consultation activities were held with residents living in ILU. The two afternoon sessions were attended by 17 residents.

Both sessions agreed with the resident survey findings when talking over what was valued in the current Pendle Hill Retirement Village. Participants discussed how they enjoyed the welcoming and accepting community, the open and green spaces, as well as the proximity to services and amenities nearby in Pendle Hill.

In addition, residents described the sense of quiet and calm in their surroundings, as well as how much they enjoyed spending time on their balconies and the sense of place it created. Some residents also commented that they appreciated the size of their units.

Representative comments were:

- » “The people who live here are very nice and accommodating – my son asked if I want to come stay with him and I said no. The village managers are really great. The tenants are lovely. Everything is close, we can walk to the shops.”
- » “The open space – it feels so comfortable. I see everything that goes on and it makes me feel part of the community. The diversity of all the people.”
- » “I’m very happy to live here. It’s very clean. Everybody is nice and friendly. Whenever you need help there’s someone there. It’s a quiet place, there’s transport close by. It’s very quiet and very calm.”
- » “My double balcony, [I can] sit out the front or the back. Everyone gets sun either at the front or back, but it’s also private. If you sit out the front, people stop and have a chat.”

When discussions turned to concerns for the proposed redevelopment, the amplification of current issues as well as potential new issues was discussed. In particular, residents perceived that parking was currently undersupplied for visitors and that there was already some level of social disconnect occurring. The prospect of an increased number of residents raised concerns that these issues would increase. Participants were also concerned that accommodating more housing could lead to reductions in the size of their units, which was subsequently linked to reduced comfortable and liveability. Comments included:

- » “Once you start to push the houses in close together you lose that atmosphere and start to cause friction. When you start putting people together you make them interact [more often] and people lose their [own, private] space.”
- » “Parking is a problem now and will only get worse. Parking for residents and visitor is challenging as you get visitors from other areas parking in our area.”
- » “[We live in a] wonderful place, [with our] little gardens front and back. There will be no little gardens [in the proposed redevelopment] that will give us pleasure. We will feel cramped and uncomfortable in an apartment.”

The security of home ownership was also discussed. The experience of residents who rent was understood to be more vulnerable and many suggested the need to provide residents who rent additional support and time to locate alternative housing (if their housing was not available for a period of time). One participant commented:

- » “About half [of the residents are] rentals, and [there are only] about 30 odd owners. What about the renters? Looking for a place else where takes time, what are they going to do?”

Participants were asked to identify potential impacts relating to the actual construction, including the potential relocation of residents during construction stages. While participants were not opposed to the suggestion of a potential relocation, they were concerned about the work needed to pack and relocate, and suggested that any potential moves should be as minimal as possible. Ensuring the alternative and temporary housing, facilities and service were of equal or greater quality to current standards was also recommended. Comments included:

- » “As the building progresses, it can be done so that no one has to have two moves. Also no one gets less quality accommodation than they already have.”
- » “I’d prefer it to be one move. If it really had to happen to 2 moves then. Moving is a big job. Packing up and unpacking. If you got assistance from that would be a big help but is that going to happen?”

Looking forward, many participants had questions about the planning and delivery of the proposed redevelopment. At the time of consultation and writing this report, these details were not available. Questions sought clarification regarding the services and amenities that would be provided in the redevelopment, as well as timing and processes for any potential relocations. There were also several comments discussing the generation and circulation of inaccurate information regarding plans for the by residents. Some sample of enquiries raised by residents were:

- » "Is it only one building? Where is it going?"
- » "Will we still have the same services? Will people still be looking after us? Are they selling the land? Will Fresh Hope Care still be operating it?"
- » "Are they going to have rentals on site?"
- » "Is there going to be a full time manager when there's more people here?"

Asked to consider what the new building should incorporate, most participants wanted to ensure that design elements enabled accessibility for residents, as well as emergency services. It was suggested that the size and carrying capacity of lifts (if increased housing height was an outcome) and the width and slope of ramps would enable ambulance gurneys, wheelchairs and walking frames to pass through easily.

Mobility around the proposed redevelopment was also discussed. In particular, the management of traffic and ensuring residents could walk safely around the site, with an understanding of increased number of vehicles, was also repeated concern. One participant commented:

- » "Most people walk on the roads, otherwise you are walking out the front of peoples doors. We sometimes use the paths. The traffic is getting heavier, there are more and more people moving in with cars. They take no notice of the speed limit."

The possibility of an increased building height and living in multi-story housing was not opposed by participants. However, the importance of accessibility for emergency services and for those with restricted mobility (e.g. wheelchairs and walking frames) was stressed as a critical design consideration. Comments included:

- » "I don't mind the height so much. I think it would be god to have lifts. You would need access to 2 lifts and to have ramps and a set of steps as well. This will be better for ambulance access, and just in case there is a power failure."
- » "If it is a couple of floors or more, access will be the important thing. If there's an emergency, they have to bring the [emergency] trolley, there can't be steps. With ramps it is easier."
- » "I presume the [higher storey] building will have access for wheelchairs and walking frames, which will mean it will need wider steps."

Other comments relating to the potential future redevelopment addressed the preservation of the scale and quality of open and green spaces currently on the site, to maintain the experience of tranquillity and to integrate future technologies and adaptability. Representative comments were:

- » "We know what new developments are like. [Here] things are good and [we know have it really it good here] and that it won't last – we are being spoilt. We don't want a playground in a retirement village – it's about the peace and quiet, it might bring more children"
- » "What about underground parking, spaces for electric cars? It would be a good idea to have charging outlets – but not many residents have these cars at the moment. So, parking spaces need to be switchable. The expense to put it in later would be huge."
- » "We have a good thriving area, gardens, a lot of grass, a lot of trees – Are there plans for a rooftop garden? Something that looks good, something we can get involved in?"
- » "We need to retain some open space where we can sit in the garden area and be outdoors."
- » "[Places for scooters to park] needs to right next to their door, be able to park inside or very close."

Visual snapshot of consultation activities



Source: Elton Consulting, 16 May 2019

D-2 Surrounding community

In the area surrounding the site, surveys were distributed to 1265 residences and business. The distribution range included Layton Street to the east, Stapleton Street to the north, Rowley Street to the south and Fisher Street and Billabong Street to the west.

Six responses were received and have been summarised below. These survey responses have not been quantified into a percentage, due to the limited number. However, each response has been provided in the table on the following page.

When asked what they liked about living in the local area, what was important to them and why, responses identified accessibility to the shops and public transport, safety, amenity and a strong sense of community. Some Most comments reflected findings that maintaining existing social and community connections and being close to services and amenities were the highest priority.

The survey asked community members to identify the benefits of the redevelopment and subsequent increase in retirement housing supply and residential care in the local area. All of the responses were supportive, and communicated that they could be potential residents in the future, being able to remain in their local networks and in the familiar location. Additional benefits were the enhanced quality of life and capabilities of the site to meet the needs of the residents, made possible through the delivery of improved facilities and enhanced services.

Considering concerns for the proposed redevelopment, responses primarily addressed meeting the needs of future residents, such as:

- » inadequate consultation and subsequent inadequate understand and planning for resident needs, such as lift access
- » the provision of alternate accommodation options during the redevelopment, which would be suitable to the needs of relocated residents (e.g. ramps, nearby parking)
- » ensuring the redevelopment is 'future proofed' in the planning and construction phases, so it would not need to be retrofitted at a later stage at additional cost to residents (e.g. incorporating electric car charging stations and covered scooter parking).

Comments from the community survey

What do you like most about living in the area?

- » "It is a quiet place, low-density area, yet have access to all amenities."
- » "It's fine and very safe to live in this village."
- » "Near to the shops & transport - bus train station, basic facilities within reach."
- » "The location close to shops and public transport, both trains and busses is highly desirable."
- » "My wife and I have friends and good acquaintances in the area, where we lived for the last 30 odd years. So, we enjoy meeting them regularly."
- » "I have lived here since 1962, so I have many memories and friends in the area. It's important that I live at Fresh Hope Care as it is easily accessible to the shops and station."

What do you think are the benefits of the proposed redevelopment?

- » "With people living longer these days, it's important and imperative to increase services and facilities in residential care and aged care, particularly in high care for dementia patients of which my wife was one and looked after very well by the staff of Ashwood."
- » "Building is bit too old, no insulation, cold winters and hot summer, need major renovation."
- » "To us this means that we know that we will have our needs looked out for locally, without the worries, that moving and maybe splitting apart would entail. We are looking forward to anything that the revitalisation brings forth, that is going to more spice into our living here with improved facilities."
- » "Increasing the density of both Independent and Assisted Living would provide the opportunity for more and better facilities. Along with higher density provision by multi-level buildings sufficient green space can be maintained and other recreational facilities can be provided allowing use by more participants, particularly as the need for Aged Care is increasing in the community."
- » "More aged people to get this opportunity to live peacefully."
- » "Positive change to make the place and care suit modern and quick pace life style, and provide more completed facilities to meet the different needs."

What are your concerns for the proposed redevelopment?

- » "Without consulting the people to understand their need."
- » "I am very well satisfied with this project as well."
- » "I worry what will occur with my existing villa. I am in an independent retirement villa. Will this be demolished? where will I be housed whilst new villas are being built?"
- » "We need to make certain we have suitable access for aged persons such as ramps as alternatives to lifts and stairs. Lifts can become inoperative due to technical problems or even on the case of a power failure. Access for emergency services also needs to be considered. Sufficient parking for both residents and visitors' cars, as many residents have cars and still drive."
- » "I don't like multi story buildings or elevators. I am concerned about my living comfort being disturbed during construction. I would be sad to lose my current unit."
- » "Oversupply, too many tiny units - trying to cram in too many people, lack of communication, lack of green space and gardens."
- » "It would not be very accessible to some of the less mobile residents, if multi-storey development occurs."
- » "Noise, dust coming into our outside areas."

Source: Community survey July-August 2019, conducted by Elton Consulting

E Demographic analysis

Current age groups (2016)

Age groups		Cumberland LGA*	Greater Sydney
0-4	No.	17,953	310,173
	%	7.9	6.4
5-11	No.	20,983	424,342
	%	9.3	8.8
12-17	No.	14,600	334,060
	%	6.5	6.9
18-24	No.	24,480	460,821
	%	10.8	9.6
25-34	No.	45,165	774,405
	%	20.0	16.1
35-49	No.	44,234	1,017,797
	%	19.6	21.1
50-59	No.	24,206	587,377
	%	10.7	12.2
60-69	No.	17,654	455,983
	%	7.8	9.5
70-84	No.	13,467	363,014
	%	6.0	7.5
85+	No.	3,309	96,022
	%	1.5	2.0

Source: Profileid 2019, *Forecastid 2019.

Projected age groups and change (2016-2036)

Age groups		Cumberland LGA		
		2016	2036	Change
0-4	No.	17,953	24,303	+6,350
	%	7.9	8.0	
5-11	No.	20,983	28,691	+7,708
	%	9.3	9.4	
12-17	No.	14,600	22,692	+8,092
	%	6.5	7.4	
18-24	No.	24,480	31,087	+6,606
	%	10.8	10.2	
25-34	No.	45,165	52,157	+6,992
	%	20.0	17.1	
35-49	No.	44,234	60,713	+16,478
	%	19.6	19.9	
50-59	No.	24,206	32,816	+8,609
	%	10.7	10.8	
60-69	No.	17,654	24,140	+6486
	%	7.8	7.9	
70-84	No.	13,467	22,768	+9,301
	%	6.0	7.5	
85+	No.	3,309	5,446	+2,137
	%	1.5	1.8	

Source: Forecastid 2019

Cultural diversity (2016)

		Pendle Hill	Wentworthville	Cumberland LGA	Greater Sydney
Born overseas	No.	940	1,366	28,770	379,578
	%	28.3	30.4	25.5	21.4
Proficiency in English					
» Speaks English only	No.	1,804	2,101	62,401	2,816,814
	%	31.0	28.5	28.9	58.4
» Speaks English well	No.	3,030	4,251	109,413	1,412,429
	%	52.0	57.7	50.6	29.3
» Speaks English not well/not at all	No.	572	684	31,803	313,484
	%	9.8	9.3	14.7	6.5
Language (other than English) spoke at home					
» Top	Lang.	Tamil	Tamil	Arabic	Mandarin
	No.	1,030	905	32,772	228,985
	%	17.8	12.3	15.2	4.7
» Second	Lang.	Gujarati	Gujarati	Mandarin	Arabic
	No.	428	622	13,633	194,049
	%	7.4	8.4	6.3	4.0
» Third	Lang.	Hindi	Hindi	Cantonese	Cantonese
	No.	395	561	9,810	138,818
	%	6.8	7.6	4.5	2.9

Source: Profileid 2019

Tenure (2016)

		Cumberland LGA	Greater Sydney
Owned outright	No.	16,587	475,996
	%	24.5	27.7
Owned with a mortgage	No.	19,337	542,273
	%	28.5	31.3
Renting			
» Total	No.	26,118	560,074
	%	38.5	32.6
» Social housing	No.	4,801	78,746
	%	7.1	4.6
» Private market	No.	20,976	474,093
	%	30.9	27.6

Source: Profileid 2019

Need for assistance (2016)

Age groups		Cumberland LGA*	Greater Sydney
0-4	No.	161	3,374
	%	1.3	1.4
5-9	No.	333	8,518
	%	2.7	3.6
10-19	No.	573	14,061
	%	4.6	5.6
20-59	No.	3,938	61,017
	%	31.5	25.8
60-64	No.	1,038	16,185
	%	8.3	6.9
65-69	No.	1,108	18,078
	%	8.9	7.7
70-74	No.	1,095	18,696
	%	8.8	7.9
75-79	No.	1,195	22,087
	%	9.6	9.4
80-84	No.	1,180	25,749
	%	9.4	10.9
85+	No.	1,875	48,384
	%	15.0	20.5

Source: Profileid 2019

F Impact characteristics and criteria

Impact characteristics	
Extent	The geographical area affected by the impact , or the number or proportion of people or population groups who are affected).
Duration	The timeframe over which the impact occurs.
Severity	Scale or degree of change from the existing condition as a result of an impact.
Sensitivity	<p>Susceptibility or vulnerability of people, receivers or receiving environments to adverse changes caused by the impact, or the importance placed on the matter being affected.</p> <p>Attributes of sensitivity include:</p> <ul style="list-style-type: none"> » conservation status » intactness » uniqueness or rarity » resilience to change and capacity to adapt » replacement potential » impacts on vulnerable people and/or of value or importance to the community.

Consequence criteria of social risk matrix	
Minimal	» No discernible positive or negative changes caused by the impact
Minor	<ul style="list-style-type: none"> » Small change caused by the impact » Generally temporary or short term in duration » Impacts confined to a small number of receivers within the proposed development locality » Able to be mitigated such that impacts are deemed to be low.
Moderate	<ul style="list-style-type: none"> » Moderate change caused by the impact » Generally temporary or short to medium term in duration » Spatial extent of impacts may vary across the affected LGAs » Able to be mitigated or managed such that impacts are deemed to be low.
Major	<ul style="list-style-type: none"> » Large change caused by the impact » Generally medium to long term in duration » Spatial extent of impacts may vary across the affected LGAs, or the broader region or State » Negative impacts would require extensive mitigation or consultation with affected stakeholders.
Catastrophic	<ul style="list-style-type: none"> » Very large changed caused by the impact » Likely to be long-term in duration » Spatial extent of impacts may vary across the affected LGAs, or the broader region or State » Negative impacts would require extensive mitigation and consultation with affected stakeholders.



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