

# Social infrastructure options

North Rocks Village

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# 1 Introduction

## 1.1 Report purpose

Elton Consulting has been engaged by EG to review the social infrastructure proposed in its planning proposal for 361-365 North Rocks Road, North Rocks.

Specifically, this review identifies:

1. The current social infrastructure context, including any existing gaps
2. The demand the planning proposal is likely to generate for social infrastructure and the degree to which the proposed social infrastructure meets community needs
3. Social infrastructure options for the site based on best practice
4. Recommended approaches to social infrastructure provision on the site, including the type, composition, function and activation of this infrastructure.

## 1.2 Methodology for review

We have reviewed the social infrastructure in the planning proposal using the following research methods:

- » Literature review of key documents including the planning proposal, the preliminary community needs analysis, and relevant strategic documents from local and state government
- » Direct consultation with the City of Parramatta and consultation with key community stakeholders by the proponent (EG)
- » Data analysis to estimate the demand for social infrastructure generated by the planning proposal
- » Desktop research to identify best practice principles for the size, location and provision of community facilities and open space.

**Table 1** shows how they have been employed in our project methodology.

**Table 1 Project methodology**

Stage	Literature review	Consultation	Data analysis	Research
1. Current context	✓	✓		
2. Demand assessment	✓	✓	✓	
3. Options analysis		✓		✓
4. Recommendations		✓		

This report was written in May 2019 and updated in March 2021.

## 2 Current context

### 2.1 Demographics

The existing community in North Rocks (population 7,927 in 2016) is characterised by high levels of:

- » Families – over 80% of all households were family households (compared to around 70% in Parramatta) and school aged children made up 20% of the population (cf. 16.2% in Parramatta)
- » Older people – around 18% were aged 65 years or over (cf. 12.2% in Parramatta)
- » Socio economic advantage – the area is in the top 10% of NSW suburbs when rated on the Socio Economic Indexes for Areas, households have relatively high levels of income and levels of unemployment are very low (3.6% cf. 7.0% in Parramatta).

Population forecasts suggests the area will continue to age to 2036 with highest growth occurring in the 75 years and over group, and negative growth in young children (0-9 years).

Source: Urbis, Community Needs and Social Impact Assessment, 361-365 North Rocks Road, North Rocks (December 2020)

### 2.2 Existing social infrastructure

The key existing social infrastructure gaps for North Rocks (Catchment 2 in Parramatta) (**Table 2**) are child care, library space, open space and sporting fields, and indoor recreation facilities.

**Table 2 Existing social infrastructure and strategy (Parramatta, Catchment 2)**

Infrastructure	Benchmark	Existing services	Future strategy
Child care	1 long day care place: 2.48 0-4 years 1 out of school hours' care place: 2.7 5-11 years	Very limited access to long day care places in Carlingford, North Rocks, Dundas and Telopea	<ul style="list-style-type: none"> <li>» Upgrade North Rocks Child Care Centre</li> <li>» Advocate for new long day care centres in Telopea</li> </ul>
Community centres	80sqm: 1,000 people	Relatively well provided (104sqm: 1,000 on average)	<ul style="list-style-type: none"> <li>» Redevelop Don Moore Community Centre and North Rocks Senior Citizens' Centre</li> <li>» Develop new community hubs in Carlingford and Telopea</li> <li>» Increase community access to scout and guide halls</li> </ul>
Community gardens	None	Two community gardens in Telopea	<ul style="list-style-type: none"> <li>» Support residents and organisations to develop and manage community gardens</li> </ul>
Libraries	39sqm: 1,000 people plus 20% circulation space	Under provided (deficit of 997sqm)	<ul style="list-style-type: none"> <li>» Develop larger district level facilities within community hubs at Carlingford and Telopea</li> <li>» Deliver neighbourhood level learning link in North Rocks</li> </ul>
Open space	15% of land (6% formal sport, 5% informal, 4%	Gaps in provision of parks in North Rocks (not all residents can access open space)	<ul style="list-style-type: none"> <li>» Upgrade North Rocks Park at Carlingford (existing masterplan)</li> </ul>

Infrastructure	Benchmark	Existing services	Future strategy
	natural) or 3ha: 1,000 people	within 300m), relatively well provided for play spaces and sporting fields are at capacity	<ul style="list-style-type: none"> <li>» Improve access to existing parks and fields through enhanced pedestrian and cycle connections</li> <li>» Increase sporting field provision in urban renewal areas</li> </ul>
Play spaces and recreation facilities	1 play space: 2,000 people 1 indoor court: 20,000 people	Gaps in inclusive play spaces, play spaces for diverse age groups, and those that include nature, sensory and imaginative elements  No indoor recreation in the area	<ul style="list-style-type: none"> <li>» Deliver new play spaces</li> <li>» Deliver new indoor and outdoor recreation facilities in Carlingford and Telopea</li> </ul>
Subsidised spaces	None	Limited subsidised space available and no co-worker individual space	<ul style="list-style-type: none"> <li>» Deliver 150sqm of subsidised space in Carlingford and a further 150sqm at Telopea</li> </ul>

Source: City of Parramatta, Community Infrastructure Strategy (July 2020)

## 3 Demand assessment

### 3.1 Proposed housing mix

The concept plan for 361-365 North Rocks Road, North Rocks includes around 935 dwellings with the following indicative mix:

- » 1, 2, 3 and 4 bedroom residential apartments – 690 dwellings
- » Townhouses, studio terraces and detached dwellings – 245 dwellings
- » Retirement living apartments – 145 dwellings
- » Residential aged care facility.

It is expected that the new community will comprise to 1,963 residents.

We also understand the proposal will include a minimum of 5% affordable housing for key workers in the local area.

Source: Urbis, Community Needs and Social Impact Assessment, 361-365 North Rocks Road, North Rocks (December 2020)

### 3.2 The new community

Based on the proposed housing and the demographics of the existing area we would expect the new community on the site to have similar characteristics to the existing community of North Rocks with a high proportion of older people and family households. The seniors housing along with the mix of apartment sizes and the affordable housing, will create housing opportunities for downsizers, families and key workers in and around the area.

### 3.3 Existing demand

Numerical standards are used in social infrastructure and open space planning to provide an initial indication of requirements for a given population. They are usually expressed as the number of facilities, places, floor space or land area required for a population of a given size.

Standards contribute to an assessment of social infrastructure and open space requirements by providing an initial and transparent estimate of the scale of likely requirements. However, the use of standards is heavily conditioned by the following factors:

- » The standards to be used need to be adapted to reflect the local context in which they are used, including the composition of the population, travel distances and the availability of existing facilities and services that may not fit into the neat categories implicit in the standards. Future planning also needs to recognise opportunities for embellishment or upgrading of existing facilities to increase their quality and utilisation, and the ways in which staffing and programming might increase capacity, rather than just increasing floor space or land area, as the standards suggest.
- » Contemporary practice in social infrastructure planning suggests that a purely mathematical application of standards is undesirable as a primary means of identifying need. Standards focus just on the quantity or size of facilities required and fail to account for the quality of facilities, the programs, activities and services they provide, or more innovative models of delivery. They rely on numbers of people and do not account for more complex indicators of need such as age, socio-economic status, household structure, health and levels of disadvantage. In this sense, they provide a very simplistic and rough estimate of need, which may be useful as an initial indication of the likely scale of future requirements, but which should not be relied upon in isolation.

The standards used in this section contribute to the assessment of social infrastructure and open space requirements at the site, along with the other research and consultation with The City of Parramatta.

The benchmarks in **Table 3** are taken from the City of Parramatta's Community Infrastructure Strategy.

**Table 3 Demand for social infrastructure**

Infrastructure	Benchmark	Estimated requirement
Childcare	1 LDC place: 2.48 0-4 years 1 OSHC place: 2.7 5-11 years	50 LDC places 32 OSHC places
Community centres	80sqm: 1,000 people	157sqm
Libraries	39sqm: 1,000 people plus 20% circulation space	190sqm (minimum provision for library)
Open space	15% of land (6% formal sport, 5% informal, 4% natural) or 3ha: 1,000 people	1.89ha (including 0.76ha formal sport, 0.63ha informal, 0.50ha natural area) or 5.89ha (including 1.96 ha for sporting open space, 1.96 ha for parks, 1.96 ha for natural areas)
Play spaces and recreation facilities	1 play space: 2,000 people 1 indoor court: 20,000 people	1 play space 0.1 indoor courts

We note best practice open space planning in higher density residential areas tends to use the percentage of land area approach rather than a population-based measure. The Local Government Research Project into Best Practice Open Space Provision for Higher Density Infill Development Project (City of Charles Sturt South Australia) recommends 20%-35% of land area for open space in high density developments.

The proponent has also undertaken consultation with several local community stakeholders, including sporting associations, community groups and schools, which has provided a greater understanding of current demands for social infrastructure in the area. This has also informed the development of the planning proposal and the social infrastructure within it.

## 3.4 Proposed social infrastructure

The planning proposal incorporates a range of social infrastructure including:

- » Over 3.5 hectares of open space, including a full-sized sports field with pavilion, a tennis court, six parks including a village plaza, and a community garden
- » Recreation facilities and recreational trails connecting with Sydney's open space network
- » An inclusive play space with smart sensory technologies and diverse elements for different age groups
- » Multi-purpose community space and a potential learning hub
- » Affordable housing with housing for key workers and some seniors housing offered at discounted rents
- » Public domain elements such as the village plaza with connecting civic and outdoor spaces.

Source: North Rocks Village Green, Masterplan Overview (2020)



## 4 Social infrastructure options

### 4.1 The options

We have developed three options for social infrastructure on the site – a recreation focus, a library focus, a hybrid learning/cultural focus. The options are outlined in **Table 4**.

**Table 4 Social infrastructure options**

Description	Option 1 – recreation focus	Option 2 – library focus	Option 3 – learning/cultural focus
Function	Provides indoor recreation and multipurpose community space	Provides library and multipurpose community space	Provides small library space, multipurpose community space as well as areas for arts and cultural uses, gallery and studio space
Elements	<ul style="list-style-type: none"> <li>» two multi-purpose indoor courts</li> <li>» storage space for scout and guides</li> <li>» could incorporate amenities block</li> <li>» community meeting space</li> <li>» outdoor courts</li> </ul>	<ul style="list-style-type: none"> <li>» quiet study areas</li> <li>» kids' zone</li> <li>» digital media lab</li> <li>» community meeting space</li> <li>» co-working space</li> </ul>	<ul style="list-style-type: none"> <li>» digital library with maker spaces</li> <li>» performance and rehearsal space</li> <li>» a gallery</li> <li>» studio areas for artists, photography and craft workshops</li> </ul>
Size	Approximately 2,500sqm Large footprint required because it would be a single storey building and would need adjacent space for parking and outdoor courts	Approximately 2,500sqm Could be provided over two storeys	Approximately 2,500sqm Could be provided over two storeys
Location	Due to the size and car parking requirements only possible location is on Council land to the west of the site near the scout/guide halls	Community hub	Community hub
Case studies ( <b>Appendix A</b> )	Ryde Community Sports Centre (Ryde)	The Connection (Rhodes)	Hazelhurst Regional Gallery and Arts Centre (Gymea)

Another option identified following the original report (May 2019) is a child care and community centre (option 4) with the following characteristics:

- » Elements – child care centre, community meeting space, subsidised office or co-working space
- » Size – approximately 2,500sqm which could be provided over two storeys
- » Location – community hub.

Importantly, all options also incorporate the following social infrastructure elements, which have already been identified and discussed with the City:

- » A full-sized playing field and associated pavilion or amenities block

- » A village plaza adjoining the playing field
- » An inclusive play space and community garden
- » Pedestrian connections throughout the site connecting into the surrounding active transport and open space network
- » Activated parklands, including exercise stations and other elements
- » Communal open spaces within or adjoining apartment buildings.

## 4.2 Options analysis

We have analysed the original three social infrastructure options based on the degree to which they address:

- » The needs of the future community – a key issue here is providing infrastructure that supports healthy and active ageing. The World Health Organisation has identified the types of urban design, building design and service provision that makes age-friendly cities (**Appendix B**). It is also important social infrastructure supports lifelong learning to teach new skills to people at any stage of life (from children under 5 through to people over 65). Community centres can provide an alternative learning environment to more formal learning centres such as universities or colleges, and can work in partnership with schools or tertiary institutions
- » Gaps in social infrastructure and proposed directions – the major consideration here is how proposed infrastructure responds to existing gaps at the district and regional levels as identified in the City of Parramatta's Community Infrastructure Strategy. The options should also align with Council's principles for new social infrastructure (**Appendix C**)
- » The site and its strategic context – issues for consideration here are where proposed infrastructure would be located, how it would form part of a community building strategy for the site, and how it would relate to North Rock's role as a local centre within the City.

The preferred options are the:

- » Hybrid learning/cultural focus (option 3) due to its capacity to meet the needs of the new community and surrounding residents, and the strong contributions it would make to reinforcing North Rocks as a local centre (**Table 5**)
- » Child care and community centre (option 4) given its alignment with:
  - > Community needs (high) – it meets local needs for community centre space and child care places
  - > Social infrastructure gaps (medium) – it helps fill the gap for child care places in this catchment, and for subsidised office space across the LGA. However, the City's preferred child care option in this area is to upgrade North Rocks Child Care Centre
  - > Site and context (high) – it could be in the community hub to help create a destination for residents and visitors, and reinforce North Rocks' role as a local centre.

**Table 5 Analysis of social infrastructure options**

Criterion	Option 1 – recreation focus	Option 2 – library focus	Option 3 – learning/ cultural focus
Community needs	Medium <ul style="list-style-type: none"> <li>» Meets needs for community centre space and indoor recreation</li> <li>» The key target group for indoor recreation tends to be younger people, although programs could</li> </ul>	High <ul style="list-style-type: none"> <li>» Meets needs for community centre and library space</li> <li>» The library could tailor services to older people given its proximity to the seniors housing</li> </ul>	High <ul style="list-style-type: none"> <li>» Meets needs for community centre, library space and cultural facilities</li> <li>» Specialised facilities and services provided in the facility would meet needs</li> </ul>

Criterion	Option 1 – recreation focus	Option 2 – library focus	Option 3 – learning/ cultural focus
	also be provided to attract use from older people	» Would also meet needs of high school students in the surrounding area for after school study space	» of local primary and high school students » Could also play a role in supporting cultural programs for people with a disability
Social infrastructure gaps	Medium » Fills gap for indoor recreation in this catchment » The City's preference is to locate these facilities in sporting hubs. North Rocks Park may be the preferred location	Low » Fills gap for library space in this catchment, and for co-working space across the LGA » The City's preferred location for new district libraries is Telopea and Carlingford, although it is having difficulty finding an appropriate site in Carlingford	Medium » Fills gap for learning link space in this catchment » Helps meet the need for artist studio spaces identified in the City's Parramatta CBD Cultural Plan
Site and context	Low » The most likely location of the centre would be on The City's land to the west of the site. However, this may not be possible due to location of existing trees and would be problematic as it would effectively create two community hubs on the site	High » The library could be located within the community hub adjoining the civic plaza creating a strong destination for residents and visitors » Location of a district library on site would reinforce its role as a local centre	High » The learning/cultural centre could be located within the community hub adjoining the civic plaza creating a strong destination for residents and visitors » Location of a specialised facility on site would reinforce its role as a local centre

## 4.3 Further development

The City of Parramatta's Community Infrastructure Strategy was prepared prior to the planning proposal for North Rocks Village, and therefore does not consider potential growth in the area and its impact on social infrastructure needs. Further work is required to properly integrate these options and the Strategy.

Council's current strategy in this area is to meet needs for library space, child care places, and upgraded community space by reinforcing the importance of North Rocks Park as a community hub. The Strategy does this by proposing to: redevelop Don Moore Community Centre and the North Rocks Senior Citizens Centre; include a neighbourhood learning space; and upgrade the North Rocks Child Care Centre.

The total cost of the North Rocks Park Precinct Masterplan improvements is estimated at \$34,668,762 (\$29,550,378 for North Rocks Park and \$5,118,384 for John Wearn Reserve)<sup>1</sup>. Around \$12.5M of this cost is to develop the new community centre<sup>2</sup>. Council has expended or committed over \$5 million from 2018/19 to

<sup>1</sup> City of Parramatta Council (2018), North Rocks Park Precinct Masterplan, [https://www.cityofparramatta.nsw.gov.au/sites/council/files/2018-11/North-Rocks-Precinct-Report--Appendixes\\_Part-3.pdf](https://www.cityofparramatta.nsw.gov.au/sites/council/files/2018-11/North-Rocks-Precinct-Report--Appendixes_Part-3.pdf) (see p.34)

<sup>2</sup> City of Parramatta Council (2018), North Rocks Park Precinct Masterplan, [https://www.cityofparramatta.nsw.gov.au/sites/council/files/2018-11/North-Rocks-Precinct-Report--Appendixes\\_Part-4.pdf](https://www.cityofparramatta.nsw.gov.au/sites/council/files/2018-11/North-Rocks-Precinct-Report--Appendixes_Part-4.pdf) (see p.178)

2020/21 to the Masterplan improvements to upgrade lighting at North Rocks Park and significantly upgrade John Wearn Reserve<sup>3</sup>. We note that no funding has been identified for 2021/22.

The development of North Rocks Village provides Council the opportunity to reconsider its strategy for North Rocks. Given the scale of the North Rocks Village proposal and its strategic location opposite the North Rocks Shopping Centre and bus node, Council can meet these needs for library space, child care places, and upgraded community space by creating a new community hub within this significant urban renewal precinct. This could complement the hub at North Rocks Park and is consistent with Council's requirements for new community space (**Table 6**).

North Rocks Village could provide a community facility of up to 3,000sqm with a range of co-located services including a neighbourhood library, multi-purpose space, co-working space, a child care centre, art and performing spaces, and/or community meeting rooms. This would:

- » Meet district needs for library space, child care places, and upgraded community space
- » Help address regional needs for artist studios (option 3) and subsidised office space (option 4)
- » Provide the opportunity for Council to consider redeveloping one of the facilities at North Rocks Park as an indoor recreation facility, meeting another significant social infrastructure gap in catchment 2.

Given Council does not currently have funding allocated to deliver a new community facility at North Rocks Park it is also likely that inclusion of a such a facility at North Rocks Village would accelerate the delivery of community infrastructure in North Rocks.

**Table 6 Requirements for new community space**

Element	Criterion	Response
Strategic fit	Contribute to district level facility directions	✓
	Complement existing network	✓
Location	Urban renewal area	✓
	Town/site centre	✓
	Close proximity to regular public transport	✓
	Visible within centre	✓
Design	Maximise flexibility in use	✓
	Deliver a warm shell fit out	✓
	Physically accessible with universal design	✓
	Include meeting rooms, a kitchen and accessible toilets	✓

Source: Adapted from City of Parramatta, Community Infrastructure Strategy (July 2020)

<sup>3</sup> City of Parramatta (2018), Delivery Program 2018-2021 – Operational Plan 2018-19, <https://www.cityofparramatta.nsw.gov.au/sites/council/files/2018-09/Delivery%20Program%202018-2021%20and%20Operational%20Plan%202018-2019.pdf>; City of Parramatta (2018), Delivery Program 2018-2021 – Operational Plan 2019-20, [https://www.cityofparramatta.nsw.gov.au/sites/council/files/inline-files/Final%20DPOP%202019\\_20%20ADOPTED%20Dec%202019.pdf](https://www.cityofparramatta.nsw.gov.au/sites/council/files/inline-files/Final%20DPOP%202019_20%20ADOPTED%20Dec%202019.pdf); City of Parramatta (2018), Delivery Program 2018-2021 – Operational Plan 2020-21, <http://www.cityofparramatta.nsw.gov.au/sites/council/files/2020-07/ADOPTED%20DP%2C%20OP%20and%20Budget%202020-21%20-%20Parts%201%20to%203.pdf>

## 5 Recommendations

We recommend EG further develops options 3 (learning/cultural focus) and 4 (child care/community centre focus) in consultation with the City of Parramatta.

Key elements for further exploration are:

- » The role these options could play in contributing to The City's community infrastructure and cultural services strategies
- » Ownership and management of these facilities
- » Program and service delivery options to activate this infrastructure and support community building on the site
- » Potential partners for management and service delivery
- » Integration of these facilities with other social infrastructure provided on the site, and within the catchment.

# Appendices

- A Social infrastructure case studies
- B Healthy and active ageing
- C Principles for social infrastructure delivery

# A Social infrastructure case studies

## A-1 Option 1 – Recreation focus

### **Ryde Community Sports Centre**

The Ryde Community Sports Centre is a 2,400 square metre indoor sports centre operated by YMCA. Services include PrYme Movers, a tailored exercise program for people over 55, futsal and indoor soccer, indoor basketball and netball.

It features two indoor sports courts, amenities, a café, meeting rooms, and a reception area.

**Figure 1 Ryde Community Sports Centre (exterior)**





**Figure 2 Ryde Community Sports Centre (interior)**

## A-2 Option 2 – Library focus

### **The Connection, Rhodes**

The Connection in Rhodes is a City of Canada Bay community centre comprising four buildings. Each building serves a specific community need: a learning space, event space, meeting space and restaurant.

The learning space, operated by City of Canada Bay Libraries, is a welcoming library space open seven days with a focus on emerging technologies. The learning space is a hands-on centre, offering courses and sessions for people of all ages.

Its features include:

- » 3D printing
- » two studio spaces (one for quiet study, the other for photography and craft workshops)
- » digital classroom
- » high speed Wi-Fi
- » robotics and electronics.

The Event Space includes a multipurpose auditorium hall (440 square metres), kitchen and outdoor terrace. The Meeting Space consists of a deck/outdoor area and four small, self-service rooms that can be adapted to a variety of uses or combined to create larger rooms.

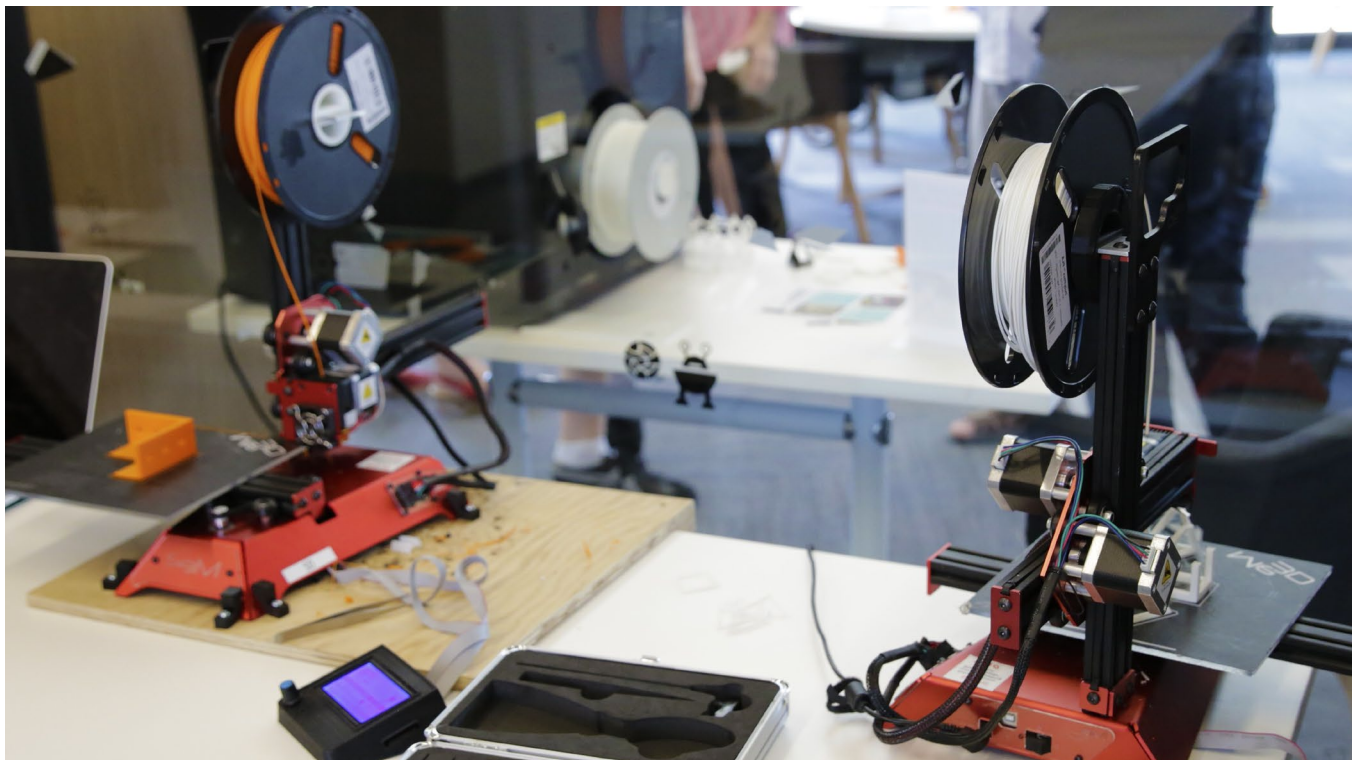
The Connection also incorporates external spaces for the whole community including innovative waterplay, green 'rooms', public artwork and open outdoor spaces.



**Figure 3 The Connection (exterior)**



**Figure 4 Robotics in the learning space**



## A-3 Option 3 – Hybrid learning/cultural focus

### **Hazelhurst Regional Gallery and Arts Centre, Gymea**

Hazelhurst is a multifunctional art facility in Gymea owned and operated by the Sutherland Shire Council. Gifted to Council by Ben and Hazel Broadhurst in the 1990s as a 'place of culture', it opened in 2000 to include the original art deco house as well as additional work and gallery space.

Hazelhurst is situated on 1.4 hectares of open space and is made up of several structures, including the main building which is around 2,500 square metres in size. It is managed by a team of over ten staff including a curator and education coordinator. The Arts Centre runs classes in painting, drawing, ceramics, sculpture, printmaking and jewelry making. There are also education programs for all ages, including Art Engage for people with dementia through a partnership with Dementia Australia. There is an artist in residence program and a film club.

Facilities at Hazelhurst include:

- » Café, seating 120 people
- » Gallery shop
- » Art library
- » Two meeting rooms, with capacity to seat 25 people
- » Four studios for a range of art-making practices, including printmaking and ceramics
- » Regional gallery foyer, for art exhibitions as well as special events such as corporate dinners or wedding receptions
- » Auditorium for presentations or seminars seating 65 people
- » Hazelhurst gardens, used for weddings, photography, drawing and markets.

**Figure 5 Hazelhurst café**





**Figure 6 Hazelhurst Art Engage**



# B Healthy and active ageing

## Why healthy and active ageing is important

Staying physically active is one of the most important things older adults can do to stay fit and independent.<sup>4</sup> Exercise can help to improve all aspects of an older person's life, including cognitive functioning, physical strength and social interaction.

Research shows that 30 minutes of physical activity a day can help people to:

- » stay socially connected
- » improve balance and prevent falls
- » feel happier and more relaxed
- » prevent or control chronic conditions, such as Type 2 diabetes and heart disease
- » maintain strong muscles and bones
- » keep the brain active and improve memory.

## Planning inclusions to support healthy and active ageing

Our cities and neighbourhoods have a big impact on quality of life as people age. Having good access to transport and services can help people stay healthy as they get older, by helping people stay active and connected to other people. Feeling safe and 'at home' in your community and joining in with others is also important for wellbeing.<sup>5</sup>

According to the World Health Organisation (WHO), an age-friendly city encourages active ageing by optimising opportunities for health, participation and security to enhance quality of life as people age.<sup>6</sup> *Healthy ageing, also known as active ageing*, is the focus of WHO's work on ageing between 2015 and 2030.

Social infrastructure is vital for healthy ageing. This includes urban design elements, building design elements and the design and delivery of services. In other words, age-friendly cities adapt their structures and services to be inclusive of older people with varying needs and capacities.

WHO has determined that the following inclusions make for **age-friendly open space**:

- » Green spaces which are safe, accessible, well-lit and contain amenities blocks
- » Outdoor seating areas at regular intervals, particularly in parks and at bus stops
- » Good quality pavements which are smooth, level, wide and non-slip
- » Safe pedestrian crossings, including traffic lights, non-slip strips, a visual countdown and auditory signals
- » Separate cycle paths for cyclists
- » Age-friendly buildings, including elevators, ramps and escalators, wide corridors and doorways, suitable stairs, non-slip flooring, comfortable seating, adequate signage and accessible toilets
- » Public toilets that are clean, accessible, well signed and well maintained
- » Specialised customer service, such as separate queues and service counters for elderly people.

For **age-friendly social participation**, the WHO recommends:

- » Activities to take place in convenient locations, accessible by affordable, flexible transport
- » Affordable events and accessible venues

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<sup>4</sup> [Active Ageing Australia, 2017. Why Be Active?](#)

<sup>5</sup> [Better Health Victoria, 2015. Healthy and active ageing](#)

<sup>6</sup> [World Health Organisation, 2007. Global Age-friendly Cities: A Guide](#)

- » Community facilities promote shared and multipurpose use by people of different ages and interests and foster interaction among user groups
- » Efforts are made to engage isolated seniors through, for example, personal visits or telephone calls
- » Events occur in a variety of community locations including schools, recreation centres and parks
- » Events that encourage participation of people of different interests and cultural backgrounds
- » Diverse types of events to appeal to a range of interests
- » Participation in activities is possible with a friend or caregiver
- » Event times are convenient for older people during the day.

# C Principles for social infrastructure delivery

The City of Parramatta's Community Infrastructure Strategy (July 2020) contains the following principles for the planning and delivery of social infrastructure across the LGA:

- » Co-located, multifunctional facilities and collaborative approaches – meaning social infrastructure should be located in hubs where possible, be big enough to expand and adapt to future uses over time and be used by both sporting and community groups
- » An accessible and connected network – avoiding duplication of services, programs, spaces and amenities, locating social infrastructure centrally, near public transport and close to other uses such as retail or schools, and providing a hierarchy of infrastructure with a network of local, district and regional facilities
- » Safe and secure social infrastructure - planning, construction and operation of all social infrastructure in the City must promote safety so that all community members feel able to access spaces and services. This means where possible providing service on main roads, on the ground floor and in activated areas.
- » Welcoming spaces and places where we can celebrate our diversity – ensuring Aboriginal and Torres Strait Islander, cultural and religiously diverse needs are taken into account, services reduce inequality and concessions are available for people experiencing disadvantage.
- » Equitably resourced neighbourhoods - prioritising social infrastructure delivery for communities in need, such as those who are socio-economically disadvantaged and those from emerging communities who do not yet have strong support networks.

