

Social Impact and Needs Assessment

1 King Street, Concord West NSW

On behalf of Concord West Property Pty Ltd



'Gura Bulga'

Liz Belanjee Cameron

'Gura Bulga' – translates to Warm Green Country. Representing New South Wales.

By using the green and blue colours to represent NSW, this painting unites the contrasting landscapes. The use of green symbolises tranquillity and health. The colour cyan, a greenish-blue, sparks feelings of calmness and reminds us of the importance of nature, while various shades of blue hues denote emotions of new beginnings and growth. The use of emerald green in this image speaks of place as a fluid moving topography of rhythmical connection, echoed by densely layered patterning and symbolic shapes which project the hypnotic vibrations of the earth, waterways and skies.

Ethos Urban acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to land, waters and culture.

We acknowledge the Gadigal people, of the Eora Nation, the Traditional Custodians of the land where this document was prepared, and all peoples and nations from lands affected.

We pay our respects to their Elders past, present and emerging.

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Executive Summary

Purpose of this report

This Social Impact and Needs Assessment is submitted to the Council of the City of Canada Bay (**Council**) to support a request for a Planning Proposal relating to land at 1 King Street, Concord West. The Planning Proposal report prepared by Ethos Urban outlines the proposed amendments to the Canada Bay Local Environmental Plan (CBLEP) 2013. The Planning Proposal is supported by a concept master plan prepared by GroupGSA which will facilitate the following:

- 10 buildings, ranging from 4-12 storeys accommodating approximately 600 dwellings in a range of 1, 2, 3 and 4 bedroom apartments and townhouses.
- New loop road through the site connecting King Street and George Street.
- A total of approximately 69,982m² of gross floor area which equates to a floor space ratio of 2.23:1. The gross floor area comprises approximately:
 - 65,641m² residential floor area
 - 4,229m² non-residential floor area
- A green connection of approximately 2,500m² to provide pedestrian and cycle access north-south through the site and including a neighbourhood park.
- A new civic precinct – the 'station precinct' – focused along the active spine and community plaza accommodating a range of non-residential uses (i.e.: retail, food and beverage, gym, health and childcare) at street level.

The site

The site is located at 1 King Street, Concord West. It is legally described as Lot 101 DP791908, approximately 31,390m² in area and is the largest landholding in Concord West under single ownership. It is irregular in shape and has frontages to King Street to the north and George Street to the west. The site is currently accessed from King Street at its southern termination point and is primarily occupied by a large footprint office building, previously used as a call centre facility by Westpac. It also accommodates a multistorey carpark, a childcare centre and tennis court.

An aerial photo of the site is shown at **Figure 2**.

Key findings – community needs assessment

The provision of community infrastructure onsite is considered to adequately supplement a growing population, aligning with City of Canada Bay Council's strategic visions for inclusion and participation in community life, and to foster a sense of belonging and place. Key provision includes:

- A green connection of approximately 2,500m² to provide legible pedestrian and cycle access north-south through the site. The green connection is proposed to include a neighbourhood park to provide additional amenity for the existing and future community.
- A community centre and a range of non-residential uses on the ground plane that will activate the public domain
- A new civic precinct – the 'station precinct' – accommodating a range of non-residential uses (i.e. retail, food and beverage, gym, health and childcare) at street level.

Key findings – Social Impact Assessment

- The development will likely result in changes to the way of life, surroundings, community and culture of existing and past communities – due to the transformational change in use of the land from industrial, and the increase in density of development on the site, and the subsequent additional population onsite expected. While these changes may be perceived as either positive or negative, depending on the receiver, it is likely to result in loss of existing community networks, and connection to place for some.
- The provision of new dwellings in a strategic location will provide for more diverse and affordable housing as the centre's proximity to GPO and the Sydney Olympic Park set the potential for Concord West to grow with increased capacity for housing, employment opportunities and housing. Positive social benefits to community, and way of life, if a diversity of recreation opportunities, cultural and community centres and new open space are implemented as recommended.

1.0 Introduction

1.1 Purpose of this report

This Social Impact and Needs Assessment supports the Planning Proposal submitted to the City of Canada Bay for the redevelopment of 1 King Street, Concord West NSW. The applicant is Concord West Pty Ltd.

The report consists of two major assessment components – the Community Needs Analysis (Part A), and Social Impact Assessment (Part B) – noting both assessments have been informed by a review of the local social context, relevant strategic policies, and historic community engagement undertaken by the City of Canada Bay Council. It is also considered that recommendations provided in Part A, if adopted, will reduce social impacts identified in Part B.

This report sets out the key drivers for this development from a social perspective, aligned with the Council's and NSW Government's strategic policy drivers.

1.2 Overview

The report sets out the following information:

- Site context, including a site description and existing development context
- Proposed development, including concept masterplan
- Strategic context, including relevant state and local government drivers, particularly within the context of the City of Canada Bay.
- Local social context, including an analysis of the resident and worker profile of the area, forecasted population growth as a result of the proposal, social infrastructure context, and preliminary outcomes of community consultation undertake to date.
- **Part A: Community needs analysis** based on the current and planned provision of infrastructure and other strategic drivers, quantitative benchmarking and recommendations for onsite social infrastructure.
- **Part B: Social impact assessment** based on the NSW Department of Planning and Environment (DPE) SIA Guideline (2023). The social impacts are assessed on the basis of the concept masterplan only, with minimal consideration of construction impacts as no physical works are proposed.

1.2.1 Community consultation

This report has been developed via a primarily desktop review, drawing on the outcomes of previous engagement with local community groups as undertaken by the City of Canada Bay Council. It is understood the applicant intends to undertake further consultation once the Planning Proposal is lodged. The recommendations therefore may be subject to further revisions, as the design progresses and the aspirations of the community and stakeholders is provided.

1.3 Scope of assessment

1.3.1 Social Impact and Needs Assessment

The Community Needs Assessment synthesises the findings of the following sections to identify social infrastructure needs in the study areas:

- Analysis of the local social context of the site, including the demographic profile and character of the area
- Analysis of existing supply of local social infrastructure within the study areas
- Analysis of strategic drivers for social infrastructure, including any planned provision in the study areas
- Analysis of current demand and demand generated by forecast population growth and change, both within the precinct and within the surrounding locality.

The assessment of social impacts in this report has been based on the *Social Impact Assessment Guideline for State Significant Projects* (NSW SIA Guideline) released by the NSW Department of Planning and Environment (DPE 2023).

The NSW SIA Guideline is considered by NSW Government to represent best practice in social impact assessment processes and provides a consistent framework and approach to the assessment of social impacts associated with all state-significant projects and developments in NSW.

Given there is no social impact assessment framework by the City of Canada Bay, the NSW SIA Guideline has been followed as the primary basis for assessment, for the purposes of this report.

As required by Ministerial Planning Directions, the report has been prepared to demonstrate that Planning Proposal must demonstrate that positive urban outcomes can be delivered.

1.3.2 Social factors for assessment

The NSW DPE SIA Guideline classifies social impacts in the following way, which forms the core basis of this assessment:

- Way of life: how people live, get around, work, play and interact with one another on a day-to-day basis
- Community: its composition, cohesion, character, how it functions, and sense of place
- Accessibility: how people access and use infrastructure, services and facilities
- Culture: people's shared beliefs, customs, values and stories, and connections to Country, land, water, places and buildings
- Health and wellbeing: people's physical, mental, social and spiritual wellbeing
- Surroundings: access to and use of natural and built environment, including ecosystem services, public safety and security, as well as aesthetic value and amenity
- Livelihoods: including impacts on employment or business, experience of personal breach or disadvantage, and the distributive equity of impacts and benefits
- Decision-making systems: the extent to which people are able to participate in decisions that affect their lives, procedural fairness, and the resources provided for this purpose.

Each of these categories should be assessed based both on the tangible observable impacts, as well as considering fears and aspirations of communities impacted.

1.3.3 Assessment methodology

Stages in the preparation of this Social Needs and Impact Assessment are as follows:

- Baseline analysis of the existing socio-economic environment, involving:
 - Review of relevant background information, along with relevant local and state policy frameworks (see **Section 3.0**)
 - Demographic analysis, including socio-economic characteristics of current communities and population forecast (see **Section 4.0**)
 - Study area definition ('area of social influence'), including primary and secondary geographic areas likely to be impacted (see **Section 4.1** of this report)
- Stakeholder and community engagement: Findings of stakeholder and community consultation undertaken by the local Council have been reviewed to identify community and stakeholder aspirations and values (see **Section 5.0**)
- **Community needs analysis:** Methodology includes both qualitative and quantitative to justify provision and provide recommendations for onsite infrastructure (see **Section 6.0**)
- Identification of impacts as per the NSW SIA Guideline parameters. The social impact assessment ultimately appraises the significance of each identified impact based on its duration, extent and sensitivity of impact "receivers." This results in a social significance rating for impacts and benefits, as per the social impact significance matrix shown in **Section 7.0**)
- Identification of mitigation strategies to manage impacts and enhance benefits of the development (See **Section 8.0**)

1.4 Sources and assumptions

Assumptions applied to complete this SIA include:

- The key findings of the background studies and technical reports are accurate.
- Socio-economic data for each study area accurately reflects the community demographic profile.
- Outcomes of the community consultation and engagement undertaken to date accurately reflect community views.
- All potential social impacts to the local community and special interest groups that can reasonably be identified have been included in this report.

1.5 Qualifications of report authors

The NSW SIA Guideline requires authors to hold appropriate qualifications in relevant social science disciplines and/or proven experience over multiple years and competence in social science research methods and SIA practices. The team's expertise and qualifications are set out below.

Table 1 **Qualifications of report authors**

Author	Expertise/Qualifications
Madeleine Beart Associate Director, Social Strategy and Engagement	<i>BArch, MUP</i> Madeleine has over 13 years' experience social planning, social sustainability and stakeholder engagement in both the private and public sectors. Member of Social Impact Measurement Network Australia (SIMNA) and Committee Member of the Victorian Organising Committee of SIMNA. Accredited Advanced Social Value Practitioner (Level 3) through Social Value International.
Amy Douglas Principal Social Strategy	<i>BSc (Urban and Regional Planning), Social Planning and Community Development – Professional Short Course (UTS)</i> Amy has over 11 years' experience in urban and social planning including a background in undertaking community infrastructure assessments, social strategic advice, and development assessment in private, State and local government. She has over 2 years experience preparing Social Impact Assessments for SSDAs and is a full Member of the Planning Institute of Australia.
Chloe Brownson Senior Urbanist Social Strategy	<i>BComms (Social & Political Sciences)</i> Chloe has over 3 years of professional experience in preparing SIAs, assessing and undertaking social research and analysis, policy drivers and social impacts of new infrastructure.

2.0 Site context and proposed development

2.1 Site description

The site is located at 1 King Street, Concord West and is legally described as Lot 101 DP791908. The site is approximately 31,390m² in area and is the largest landholding in Concord West under single ownership. It is irregular in shape and has frontages to King Street to the north and George Street to the west.

The site is located immediately southwest of the Concord West railway station, in the Concord West town centre in the western part of the Canada Bay Local Government Area (LGA) approximately 11 kilometres west of the Sydney Central Business District (CBD) and 8km southeast of Parramatta. The site is 1.5km south of the strategic centre of Rhodes.

The site's proximity to Concord West Railway Station ensures high frequency connections to major employment centres, commercial, recreational, and educational services and facilities. The future Sydney Metro West station at North Strathfield is proposed one stop south at the existing North Strathfield station.

The site's locational context is shown at **Figure 1** Site locationError! Reference source not found.. An aerial photo of the site is shown at **Figure 2**.

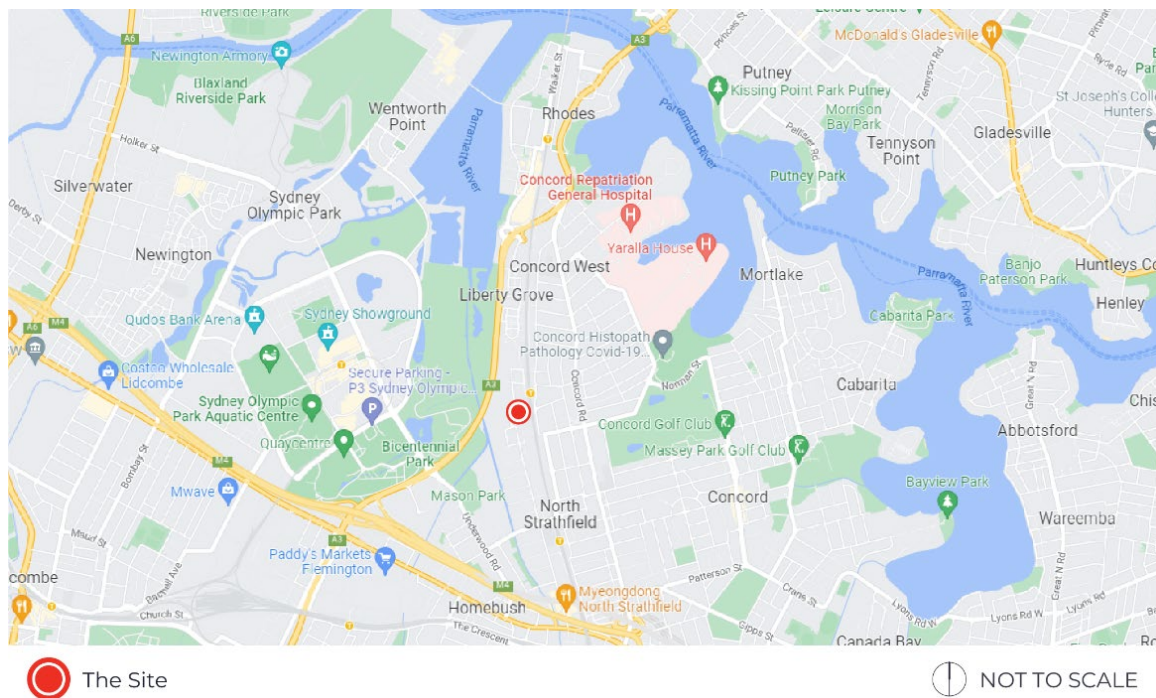


Figure 1 Site location



Figure 2 Site aerial

Source: Nearmap / Ethos Urban

2.2 Existing development

The site currently comprises a single vacant commercial building of a height of 1.5 storeys. The site has perimeter fencing along the boundary line but can be accessed from King Street at its southern termination point. It also accommodates a multistorey carpark, a childcare centre and tennis court.

Photos of the existing development are shown below.



Figure 3 Entrance to the existing building

Source: Billbergia



Figure 4 Early Learning Centre

Source: Billbergia



Figure 5 Existing development on site (looking south)

Source: Billbergia

2.3 Surrounding development

The current surrounding development is defined by primarily low-density housing, with some medium density housing found to the site's immediate south and on the eastern edge of the rail line within proximity of existing retail offerings.

- **North:** To the north is the terminus of King St, Concord West Train Station and a general character of low-medium density detached dwellings.
- **East:** to the east of the site beyond the railway is Queen St with a general character of single detached dwellings and walk up apartments, with some more recent semi-detached townhouse development. Also on Queen St is St Ambrose Primary School.
- **South:** To the immediate south is the Concord Zone Substation. Further south is a Papilio Early Learning Centre and the 'Strathville' development, a series of 4-6 storey residential apartment buildings.
- **West:** Opposite the site across George St is a single storey double height brick warehouse currently occupied by Chippendale Printing which are proposed to be redeveloped as residential flat buildings up to 6 storeys. Further to the west is Powells Creek Reserve and Homebush Bay Drive.

2.4 Proposed development

The Planning Proposal report prepared by Ethos Urban outlines the proposed amendments to the Canada Bay Local Environmental Plan (CBLEP) 2013. The Planning Proposal is supported by a concept master plan prepared by GroupGSA which will facilitate the following:

- 10 buildings, ranging from 4-12 storeys accommodating approximately 600 dwellings in a range of 1, 2, 3 and 4 bedroom apartments and townhouses.
- New loop road through the site connecting King Street and George Street.
- A total of approximately 69,982m² of gross floor area which equates to a floor space ratio of 2.23:1. The gross floor area comprises approximately:
 - 65,641m² residential floor area
 - 4,229m² non-residential floor area
- A green connection of approximately 2,500m² to provide pedestrian and cycle access north-south through the site and including a neighbourhood park.

- A new civic precinct – the ‘station precinct’ – focused along the active spine and community plaza accommodating a range of non-residential uses (i.e.: retail, food and beverage, gym, health and childcare) at street level.

Selected images of the proposal are below.

The master plan illustrates the conversion of the large industrial lot to accommodate higher density, high amenity, highly connected urban renewal area for a new vibrant mixed used community.

Indicative No. Dwellings: 618

Realised in a considered master plan of 10 buildings, ranging from 4-12 storeys, this concept proposes for approximately new dwellings, ranging from 1,2,3 & 4 bed apartments and townhouses.

Density: 2.23 :1 FSR

With a site area of 31,400m² and a proposed GFA of approximately 69982 m² this site can deliver a density that is appropriate for a high amenity, highly connected, urban renewal site of this nature.

Green Connector : 2,500m²

A Green Connector will rectify the alignment anomaly of the George Street kink, and provide ease of access for pedestrians and cyclists travelling in a North - South direction.

Located at the junction and desire line with the station, a new pocket park will provide new open space for the new & existing community of this area.

Station Precinct

To support the vision for the new community within and surrounding this station precinct, the master plan proposes for a range of non-residential floorspace that will provide a variety of retail, food & beverage, medical, health and childcare offerings, focused along the Active Spine and proposed new Public Open Space.



Figure 6 Proposed masterplan

Source: Group GSA

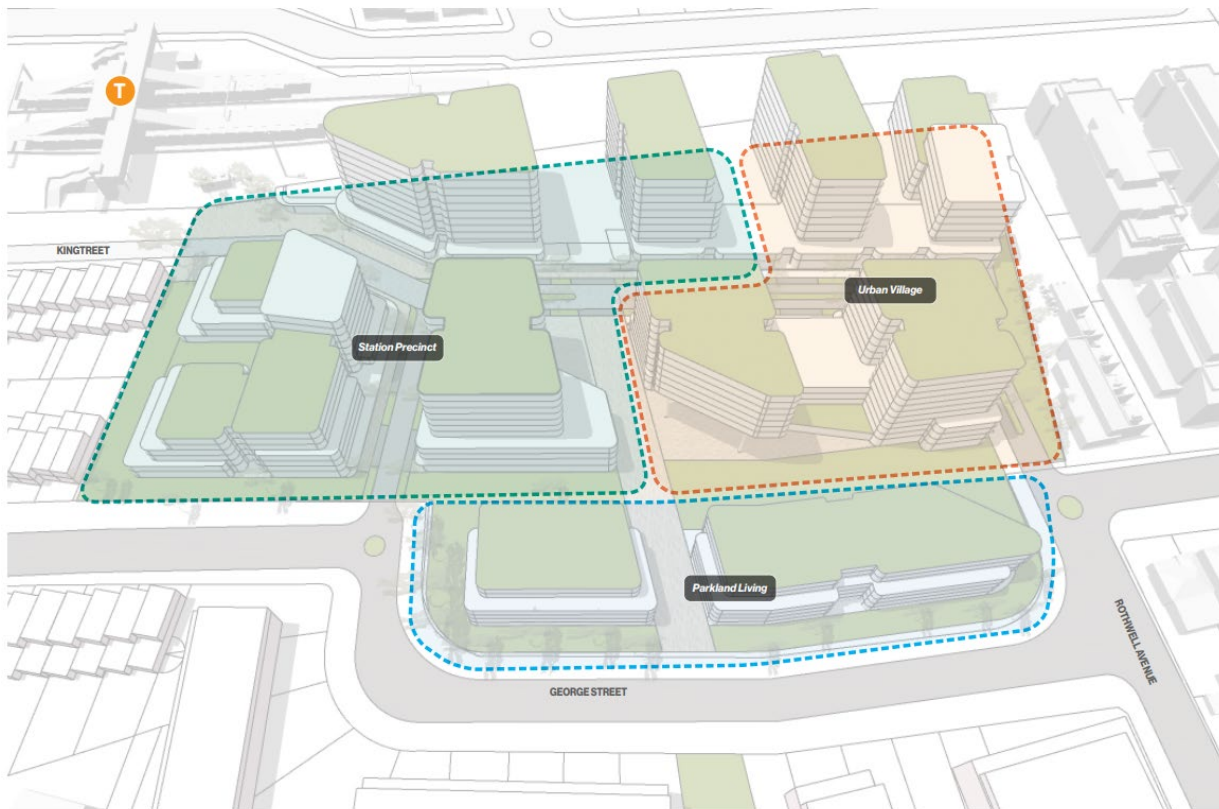


Figure 7 Proposed neighbourhood precincts

Source: Group GSA

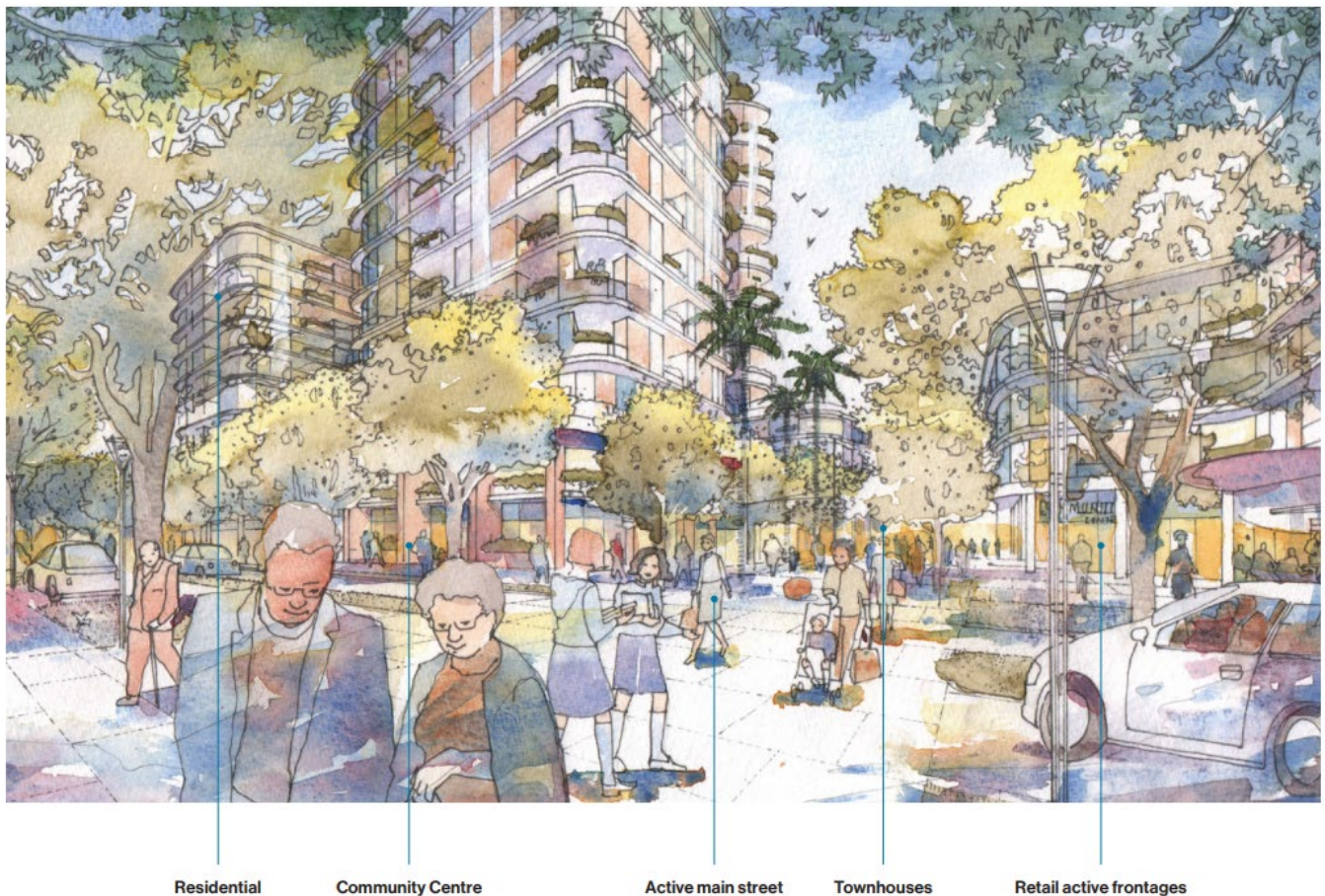


Figure 8 Proposed master plan 3D sketch

Source: Group GSA

2.4.1 Dwelling and population forecasts associated with the delivery of the masterplan

Understanding projected residential population forecasts associated with the masterplan will enable consideration of the quantum of social infrastructure needs associated with induced demand. The findings from this population analysis will be applied in the quantitative benchmarking to calculate projected infrastructure gaps, based on an increased population size.

The proposal will result in anticipated significant population growth, and preliminary population projections are outlined in **Section 4.3** of this report.

The anticipated growth of the development is:

- +1,440 residents and
- +140 workers by 2036.

This is assuming an average household size of 2.4 persons per household and workspace ratio of 30.2 per worker.

3.0 Strategic context

The following section synthesises the findings of a review of state and local policies, strategies and documents that articulate the desired social outcomes relevant to the proposed development. These findings and their influence on the community benefit recommendations are summarised below.

Key policy drivers

- The Greater Sydney Commission aims to achieve a “30-minute” city, in which all residents live within 30 minutes’ distance of employment, education, healthcare, open space, daily living needs, and other places of interest. The City of Canada Bay is in alignment with this goal.
- The Parramatta Road Corridor Urban Transformation Strategy (PRCUTS) envisions a more accessible and connected corridor, in which housing is more diverse and affordable, community spaces are vibrant, and green open space is plentiful.
- It is a Premier’s Priority to “increase the proportion of homes in urban areas within 10 minutes’ walk of quality green, open, and public space by 10% by 2023” (NSW Premier’s Priorities, 2019).
- Infrastructure provision should consider the principles of accessibility, diversity, and inclusivity in order to deliver upon community aspirations. Canada Bay’s diverse population should be catered for – including age, ability, and cultural background.
- It is a local priority to enhance liveability by aligning infrastructure delivery with population growth and change, creating vibrant public places, and fostering safe, healthy, and socially connected communities.
- Principles for the delivery of social infrastructure include diversity, activation, inclusivity, equity, connection, co-location, collaboration, shared use, and flexibility.

3.1 Key policy themes and drivers

The following documents have been reviewed to inform this analysis:

- Canada Bay Local Housing Strategy (SGS, 2019)
- City of Canada Bay Cultural Plan (City of Canada Bay, 2014).
- Eastern City District Plan (Greater Sydney Commission, 2018)
- Greener Places (NSW Government Architect, 2020)
- Greater Sydney Region Plan (Greater Sydney Commission, 2018)
- Local Strategic Planning Statement (City of Canada Bay, 2020)
- Local Movement Strategy (City of Canada Bay & GTA Consultants, 2019)
- Premier’s Priorities (NSW Government, 2019)
- Practitioner’s Guide to Movement and Place (NSW Government Architect, 2020)
- Parramatta Road Corridor Urban Transformation Urban Amenity Improvement Plan (NSW Government, 2016)
- Parramatta Road Corridor Urban Transformation Strategy (‘PRCUTS’) (NSW Government, 2016)
- Smart City Plan (City of Canada Bay, 2019)
- Social Infrastructure (Open Space and Recreation) Strategy and Action Plan (Cred Consulting & City of Canada Bay, 2019)
- Social Infrastructure (Community) Strategy and Action Plan (Cred Consulting & City of Canada Bay, 2019)
- YOUR Future 2030 Community Strategic Plan (City of Canada Bay, 2018)

Table 2 *Key policy themes and drivers*

Theme	Implications for the proposed development	Relevant documents
Planning for population growth and change	<ul style="list-style-type: none"> The population of the Eastern City District is expected to increase by approximately 19% from 1,013,200 in 2016, to reach 1,338,250 in 2036. Similarly, the City of Canada Bay is forecasted to grow by approximately 32,000 residents between 2016 and 2036. The dominant age group of 25-34 is expected to persist, with high growth also expected in the proportion of residents aged over 75. In 2036, the predominant household structure will be couples with children. Canada Bay's Local Housing Strategy has identified a need to intensify residential development in areas which are most accessible to public transport and services, in order to increase liveability. Improving housing affordability and provision of additional affordable housing is a local priority. Residents of Canada Bay have expressed concerns about reduced socioeconomic diversity, and housing stress. There is currently a 'missing middle' in housing types, with suburbs characterised by contrasting densities. There is a need to diversify housing stock in Canada Bay, particularly through the provision of medium-density housing. It is a state and local priority to deliver a "30-minute city" where employment and education opportunities, daily living needs, and housing are accessible to each other in 30 minutes or less, via public transport. Supporting our ageing community to remain living in the area through increased seniors housing connected to centres and encouraging development with sufficient dwelling diversity. In some cases, there may be merit in approving aged care/seniors living residential developments or apartments to encourage more multi-generational living in precincts. New developments should be accessible, increase stock of adaptable universal design multi-unit developments and advocate for new affordable accommodation for seniors. 	<ul style="list-style-type: none"> <i>Greater Sydney Region Plan</i> (Greater Sydney Commission, 2018) <i>Eastern City District Plan</i> (Greater Sydney Commission, 2018) <i>Local Strategic Planning Statement</i> (City of Canada Bay, 2020) <i>YOUR Future 2030 Community Strategic Plan</i> (City of Canada Bay, 2018) <i>Canada Bay Local Housing Strategy</i> (SGS, 2019) <i>Positive Ageing Strategy</i> (City of Canada Bay 2010)
Meeting the growing social infrastructure needs in Canada Bay	<ul style="list-style-type: none"> It is a local priority to enhance liveability by aligning infrastructure delivery with population growth and change, creating vibrant public places, and fostering safe, healthy, and socially connected communities. It is a local priority to provide "community services and facilities to meet people's changing needs" (LSPS, p. 32), especially schools, recreation facilities, and health infrastructure. City of Canada Bay residents utilise Council-owned libraries, community halls/centres, and childcare centres most often compared to other Council facilities. According to the Smart City Plan, "libraries are consistently our most highly valued services and aim to bring people and knowledge together. Residents identify that the libraries provide our community access to leading technology and programs" (p. 13). 	<ul style="list-style-type: none"> <i>Greater Sydney Region Plan</i> (Greater Sydney Commission, 2018) <i>Local Strategic Planning Statement</i> (City of Canada Bay, 2020) <i>YOUR Future 2030 Community Strategic Plan</i> (City of Canada Bay, 2018) <i>Social Infrastructure (Community) Strategy and Action Plan</i> (Cred Consulting & City of Canada Bay, 2019)

Theme	Implications for the proposed development	Relevant documents
	<ul style="list-style-type: none"> Co-locating Council social infrastructure with other infrastructure types, including health, education, and retail space, can drive visitation to and increase activation of a precinct. It can also create efficiencies for service delivery. Flexible and multipurpose community spaces are important in catering for diverse communities, as they can accommodate multiple user groups. Adaptable spaces can change over time, aligning with demographic change. Goals of the Canada Bay Libraries Strategic Plan include providing content in a range of formats, languages and subject areas, providing space for quiet study and contemplation, and providing access to technology to support creativity, learning, and innovation. It is a local priority to improve access to cultural and creative spaces in Canada Bay. This may be achieved through increasing the capacity of libraries to offer a wider range of programs. It is a local priority to offer programs for people with disability and encourage their participation at leisure and community centres. Social infrastructure serves as a 'third place' for many people, separate to home or their place of work. Third places provide space for learning, socialising, or even cultural connection, and are important in areas of increasing residential density. 	
Demand for open space in urban contexts	<ul style="list-style-type: none"> It is a vision of the NSW Government Architect framework, Greener Places, to integrate green infrastructure with other urban infrastructure such as built form and transport infrastructure, in order to create high-quality urban environments and promote active, healthy lifestyles. It is a key action of the framework to balance the recreational and functional requirements of parks with greening objectives to increase canopy cover. It is a Premier's Priority to "green" Greater Sydney by increasing tree canopy and green cover across the region, and to plant 1 million trees by 2022. The NSW Premier recognises the role that trees play in creating great community places and enhancing outdoor recreation and exercise opportunities. Canada Bay's <i>Social Infrastructure Strategy and Action Plan</i> has identified a need for specific programming of open space/recreation areas for young people in Concord West. It is assumed that overall demand for open space will increase due to planned transport infrastructure improvements (e.g., Sydney Metro West). Engagement with the Canada Bay community has indicated a rise in informal recreation as opposed to organised club sport. The capacity of existing recreation facilities can be optimised through multifunctionality and shared use. 	<ul style="list-style-type: none"> <i>Premier's Priorities</i> (NSW Government, 2019) <i>Greener Places</i> (NSW Government Architect, 2020) <i>Social Infrastructure (Open Space and Recreation) Strategy and Action Plan</i> (Cred Consulting & City of Canada Bay, 2019)
Improving public amenity and connectivity	<ul style="list-style-type: none"> NSW Government Architect recognises that design of the public domain needs to consider diverse uses, including walking, cycling, making deliveries, going to school, shopping, dining, or waiting for a bus. Transport options 	<ul style="list-style-type: none"> <i>Practitioner's Guide to Movement and Place</i>

Theme	Implications for the proposed development	Relevant documents
	<p>should also provide ways of getting around at differing levels of ability and affordability in order to increase the autonomy of non-drivers, people living with a disability, and/or low-income earners.</p> <ul style="list-style-type: none"> It is an aspiration of the <i>Eastern City District Plan</i> to improve walkability of the Eastern City through the delivery of safe, accessible, and pleasant environments for walking. Additionally, “direct, safe and accessible routes to local destinations should be prioritised within a 10-minute walk of centres”. Canada Bay's <i>Local Movement Strategy</i> highlights that “the proportion of walking and cycling trips in Canada Bay is quite low, partly as a consequence of a lack of dedicated cycling facilities and major roads creating barriers for easy walking and cycling. The terrain, topography and safety also play a role in why people do not walk and cycle more”. It is a local priority to increase active transport uptake through the provision of associated infrastructure. 	<p>(NSW Government Architect, 2020)</p> <ul style="list-style-type: none"> <i>Eastern City District Plan</i> (Greater Sydney Commission, 2018) <i>Local Movement Strategy</i> (City of Canada Bay & GTA Consultants, 2019)
Delivering social infrastructure in accordance with identified community priorities	<ul style="list-style-type: none"> Where possible, social infrastructure should be delivered in easy-to-access locations, within walkable distance to public transport. It is a local priority to provide more community facilities with larger capacity 200+, that can support big events, gatherings and meetings. Canada Bay's <i>Local Infrastructure Contributions Plan</i> has allocated funding for: <ul style="list-style-type: none"> a new multipurpose community space in either Concord West or North Strathfield. 	<ul style="list-style-type: none"> <i>Community Facilities Resourcing Strategy: Blueprint for Community Facilities 2011-2031</i> (City of Canada Bay, 2011) <i>Local Infrastructure Contributions Plan</i> (City of Canada Bay)
Transformation of the Parramatta Road Corridor	<ul style="list-style-type: none"> It is a priority of the Parramatta Road Corridor Urban Transformation Strategy to create vibrant community places which are walkable, connected by green spaces, and protective of local character. Residents should enjoy easy access to upgraded social infrastructure and community facilities. It is a state priority to transform the Paramatta Road Corridor into “a high quality multi-use corridor with improved transport choices, better amenity and balanced growth of housing and jobs... At present the Corridor is synonymous with urban decay, partly attributed to the high traffic volumes along Parramatta Road but also to the lack of a coherent corridor planning and delivery strategy” (Parramatta Road Plan, pp. 5-6). Actions for the Burwood-Concord Precinct include formalising existing and creating new cycle connections and contributing to the Concord Oval Precinct. General priorities for the Corridor include additional street planting, provision of street furniture, enhanced lighting, pedestrian/cyclist safety measures, footpath widening (including plazas and street closures), improved wayfinding, and promotion of active transport. 	<ul style="list-style-type: none"> <i>Parramatta Road Corridor Urban Transformation Urban Amenity Improvement Plan</i> (NSW Government, 2016) <i>Parramatta Road Corridor Urban Transformation Strategy</i> (NSW Government, 2016)

Source: Ethos Urban

4.0 Local social context

The following section analyses the local social context of the proposed redevelopment, including demographic characteristics, local social infrastructure available to the site, current local social issues and trends, and the outcomes of community consultation to date.

Key findings:

- For the purposes of this analysis, two study areas have been defined generally reflecting the area incorporated within a 1km Study Area radius and 3km Study Area radius from the Subject Site. These areas have been defined to represent both the immediate surrounds of the Concord West site, as well as the broader suburb and local area.
- A review of key demographic and population data indicates that the population has experienced some decline in recent years associated with shift in household composition towards couple only and lone person households, resulting in a reduction in household sizes. Looking forward, official population projections indicate that the local area will experience strong population growth.
- A review of 2021 Census data indicates that in the PSA the annual median household income sits at \$124,120, which is 14.1% more than what the median Greater Sydney household brings in annually, at \$108,750. Households have higher incomes, and live in couple family with children households, with almost half of dwellings being flat, unit or apartments, when compared to Greater Sydney.
- A review of key demographic trends between the 2016 to 2021 Census periods indicates that the population is ageing, and households are becoming smaller.
- Overall, key demographic indicators and drivers highlights that the local population would associate strongly with a range of uses at the Subject Site, in particularly greater housing diversity and housing choice and creating of walkable transit orientated community. This highlights the opportunity for a greater intensification of uses at the Subject Site

4.1 Study area definition

For the purposes of this analysis two study areas have been defined in order to analyse both the immediate surrounds of the Subject Site, as well as the broader Concord West suburb and local area. The defined study area captures the population most likely to associate with the uses planned at the subject site.

A 1km radius and 3km radius have been adopted, although consideration has also been made to geographical and physical barriers in the area, as well as the location of major centres and precincts such as Strathfield and Burwood.

- **1km Study Area (Primary)** A 1km radius has been used to define a walkable study area around the Subject Site. This captures residents and dwellings within the immediate vicinity of the Subject Site. This 1km Study Area incorporates parts of Olympic Park, Liberty Grove, Concord, North Strathfield and Homebush, which together make up a diverse collection of built and natural landscapes.
- **3km Study Area (Secondary)** The 3km Study Area has been used to reflect the broader local area and Concord West overall. The extent of the 3km Study Area is limited to the north by the Parramatta River; and in the east to Hill Road. The southern end of the 3km Study Area, like the 1km Study Area, extends to Parramatta Road, and to Canada Bay in the south eastern corner. The western edge extends to the waterway of Hen and Chicken Bay, which separates Concord and Cabarita from Abbotsford and Wareemba.

Refer to **Figure 9** for a map of the study area.

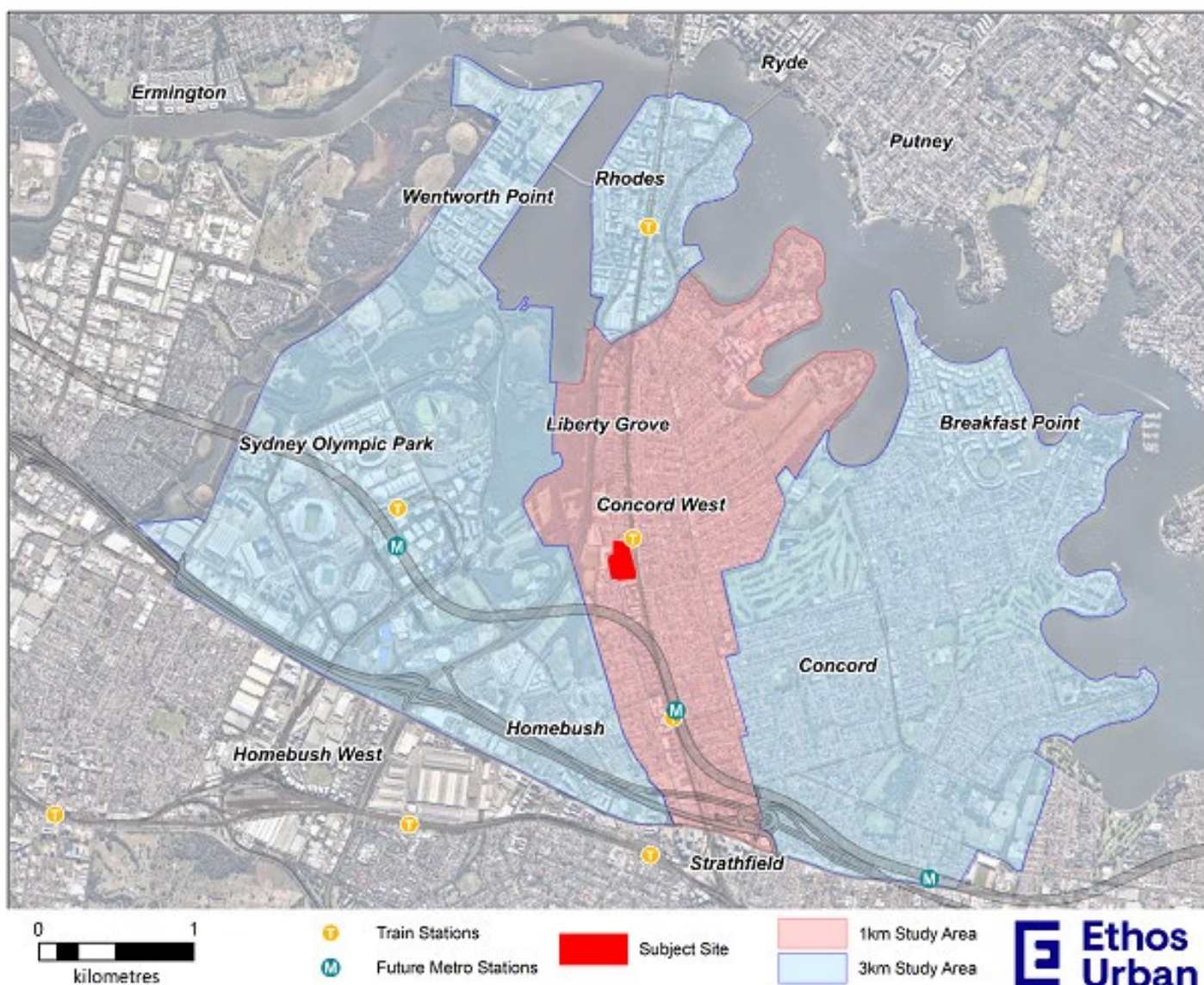


Figure 9 Study area map

Source: Ethos Urban

4.2 Residential demographic profile

A summary of the resident population characteristics of the identified Study Areas is presented in the Economic Impact Assessment (Ethos Urban 2023). Demographic data has been drawn from the ABS Census of Population and Housing 2021. The data analysis provides a general overview of the demographic characteristics of residents within the Study Areas and is compared to the Greater Sydney benchmark. Key demographic characteristics of the 1km Study Area include:

- **Age Structure:** The median age of the Concord West PSA is 36.8 years, which is slightly younger than the Greater Sydney median age of 37.3. Most PSA residents are aged between 35-64 years (40.8%), with 20–34-year-olds being the second most common age group, making up 24.1% of the PSA population. These figures are similar to Greater Sydney's Age structure with 22.1% being 20-34 years old and 38.7% being 35-64 years old.
- **Household Income:** Within the PSA, annual median household income sits at \$124,120, which is 14.1% more than what the median Greater Sydney household brings in annually, at \$108,750.
- **Household composition:** Census data on household composition in the Concord West PSA shows that dwellings are mostly occupied by families (74.2%), which is slightly higher than Greater Sydney's benchmark of 72.6%. The PSA also has a lower number of dwellings occupied by lone persons (-3.7 %), and a higher amount occupied by group households (+2.1%), than Greater Sydney.

- **Tenure type:** Dwellings owned outright in the PSA are 28.2%, which is roughly the same as the dwellings owned outright in Greater Sydney at 28.3%. Within the PSA however, less dwellings are owned with a mortgage (-3.3%) and 4.2% more dwellings are rented, when compared to Greater Sydney.
- **Dwelling type:** According to recent census data, the average household size within the PSA is the same as Greater Sydney's at 2.7 persons per household. Notable differences in dwelling types are in the proportion of separate homes, with only 39% of dwellings in the PSA being classified as a separate house, compared to 56.1% of dwellings in Greater Sydney. Another notable difference is the high share of apartments in the PSA, which makes up 49.3% of dwellings. For context, this is 18.6% more than Greater Sydney's share of apartments.
- **Housing costs:** Within the PSA, median monthly mortgage repayments sit at \$2,590, 3.2% higher than Greater Sydney's repayments, however, these mortgage repayments make up less of a share of resident's median household income at 25% compared with Greater Sydney's at 27.7% of median household income. Median weekly rent is also higher than Greater Sydney's, with the PSA's median weekly rent being \$516. This makes the PSA's median weekly rent 7.4% higher than what is experienced across Greater Sydney.
- **Occupation:** As of 2016, census data shows us the PSA's working resident population mainly comprises of white collar workers, with the two most common types of workers being Professionals (33.5%) and Clerical and Administrative workers (15.4%).

A review of key changes between the 2016 and 2021 census highlights the following trends of relevance:

- **Household income (the median) is higher in the PSA than Greater Sydney, but have grown at a slower rate.** Whilst the increase in income has been significant within the 1km Study Area (+\$15,480) since 2016, Greater Sydney's median household income has increased +\$16,550 over the same time period.
- **An ageing population.** Median age in the 1km Study Area has increased by +2.8 years, going from a median age of 34 in 2016, to a median age of 36.8 in 2021.
- **Smaller household sizes and fewer family households.** Average household sizes have declined from an average of 2.9 persons per household in 2016, to an average of 2.7 persons per household in 2021. This has been driven by a decline in couple families with children, and an increase in the share of lone person households.
- **More apartments and declining occupancy rate.** The 1km Study Area's built environment has continued to change. Between 2016 and 2021 with the 1km Study Area experienced an increase in the share of apartments by +2.5ppt, and a decline in separate houses by 1.2ppt. As a result, apartments make up almost half of all dwelling stock within the 1km Study Area (49.3%).
- **More dwellings are being rented.** Within the 1km Study Area, dwellings owned outright has dropped by 4.4% and dwellings rented has increased by 5.4%, whereas dwellings owned outright in Greater Sydney has dropped by 1.6% and dwellings rented has only increased by 1.1%.

Overall, trends between the 2016 to 2021 Census indicate that the population is ageing, and households are becoming smaller. This highlights that demographic drivers and trends underway indicate that the local population would associate strongly with a range of uses at the Subject Site, in particular with greater housing diversity and additional housing choice in a walkable, transit orientated community.

4.3 Resident population trends and projections

Population projections have been prepared using latest official projections from Department of Planning and Environment, historic population estimated from the ABS Estimated Residential Population series and an examination of historic trends and recent building approvals as well as strategic planning population and dwelling targets.

Historically, the population of the 1km Study Area has experienced mixed population growth, between 2011 and 2022, the population of the 1km Study Area declined by around 80 persons. This decline in population occurred after 2016, and is likely reflective of the demographic shifts underway within the 1km Study Area: an ageing population and decline in the share of households comprising couple families with children.

Looking forward, it is expected that the population of the 1km Study Area will grow, and is projected to reach 16,750 residents by 2036. This represents an increase of +3,810 residents. Limited opportunity for residential development, and a restricted pipeline of resident investment is likely to limit population growth in the near term; however, opportunities such as the proposed development, and major infrastructure works such as the Metro West is likely to support greater population growth in the medium term with population growth likely to accelerate slightly post-2031.

By contrast, the 3km Study Area (which includes the 1km Study Area) has historically experienced very strong population growth and is expected to continue to record strong population growth in the future. The steady population

within the 1km Study Area is indicated by its share of 3km Study Area population, which was declined from 29.2% to 17.9% by 2022. Even when factoring in higher growth over the 2022 to 2036 period, the share of 3km Study Area population will remain largely unchanged by 2036 (at 17.3%).

Table 3 *Population trends and Projections*

Population (no.)	2011	2016	2022	2026	2031	2036
1km Study Area	13,020	13,650	12,940	13,920	15,270	16,750
3km Study Area	44,580	60,760	72,260	80,910	89,400	97,020
1km Study Area Share	29.2%	22.5%	17.9%	17.2%	17.1%	17.3%
Average Annual Growth (no.)		2011 - 2016	2016 - 2022	2022 - 2026	2026 - 2031	2031 – 2036
1km Study Area		+130	-120	+250	+270	+300
3km Study Area		+3,240	+1,920	+2,160	+1,700	+1,520
1km Study Area Share		4.0%	-6.3%	11.6%	15.9%	19.7%
Average Annual Growth Rate (%)		2011 - 2016	2016 - 2022	2022 - 2026	2026 - 2031	2031 - 2036
1km Study Area		0.9%	-0.9%	1.8%	1.9%	1.9%
3km Study Area		6.4%	2.9%	2.9%	2.0%	1.6%

Source: ABS, ERP (2022); ABS Building Approvals (2022); Cordell Connect (2022); TfNSW (2019); DPIE (2022); Ethos Urban

4.4 Local social infrastructure context – current provision

There are a number of community-oriented spaces, recreational areas and schools in the area.

The current supply of social infrastructure within an 1km radius (equivalent to a 15-minute walk) of the site has been audited and is displayed at **Figure 9**.

The following infrastructure provision currently exists within this catchment:

- **Open space:** There are 12 public open spaces within the Primary Study Area (PSA), the closest being Warbrick Park (fenced playground), Powell's Creek Reserve and Powell's Creek Off-Leash Park. The Powells Creek Tennis Centre and adjacent off-leash dog park function as active amenities rather than passive open spaces.
- **Childcare:** There are six childcare facilities, including one (1) within the site itself (Only About Children Concord – 64 places) and Papilio Early Learning North Strathfield (73 places) situated south along George Street
- **Schools:** Two schools are within 1km of the site including Victoria Avenue Public School and St Ambrose Catholic School. Other public schools of a similar size are located out of walking distance.
- **Local creative/cultural infrastructure:** Two creative/cultural infrastructure exist within the 1km radius (Gallery 76 Art Gallery and EU Theatre performing arts centre).
- **Medical centres/GPs:** Two medical centres (Dr Graham H Locke and Station Family Practice) and 9 GPs.
- **Local community facility:** One small community hall is situated at Victoria Ave school for use as community centre and leasable venue.

4.5 Strategic review of existing provision

The *Social Infrastructure (Community) Strategy and Action Plan* (Cred Consulting and City of Canada Bay, 2019) notes that there are a total of 138 community facilities in the Canada Bay LGA owned by Council, NSW Government agencies, community organisations and the private sector. Council owns 41 of the facilities.

It further notes that 'in 2019 we (the entire Canada Bay LGA) are **3,052sqm below benchmark supply of community centre floor space**'. The map below is an extract from the report, highlighting that in Concord West there is **no** Council-owned community floor space.

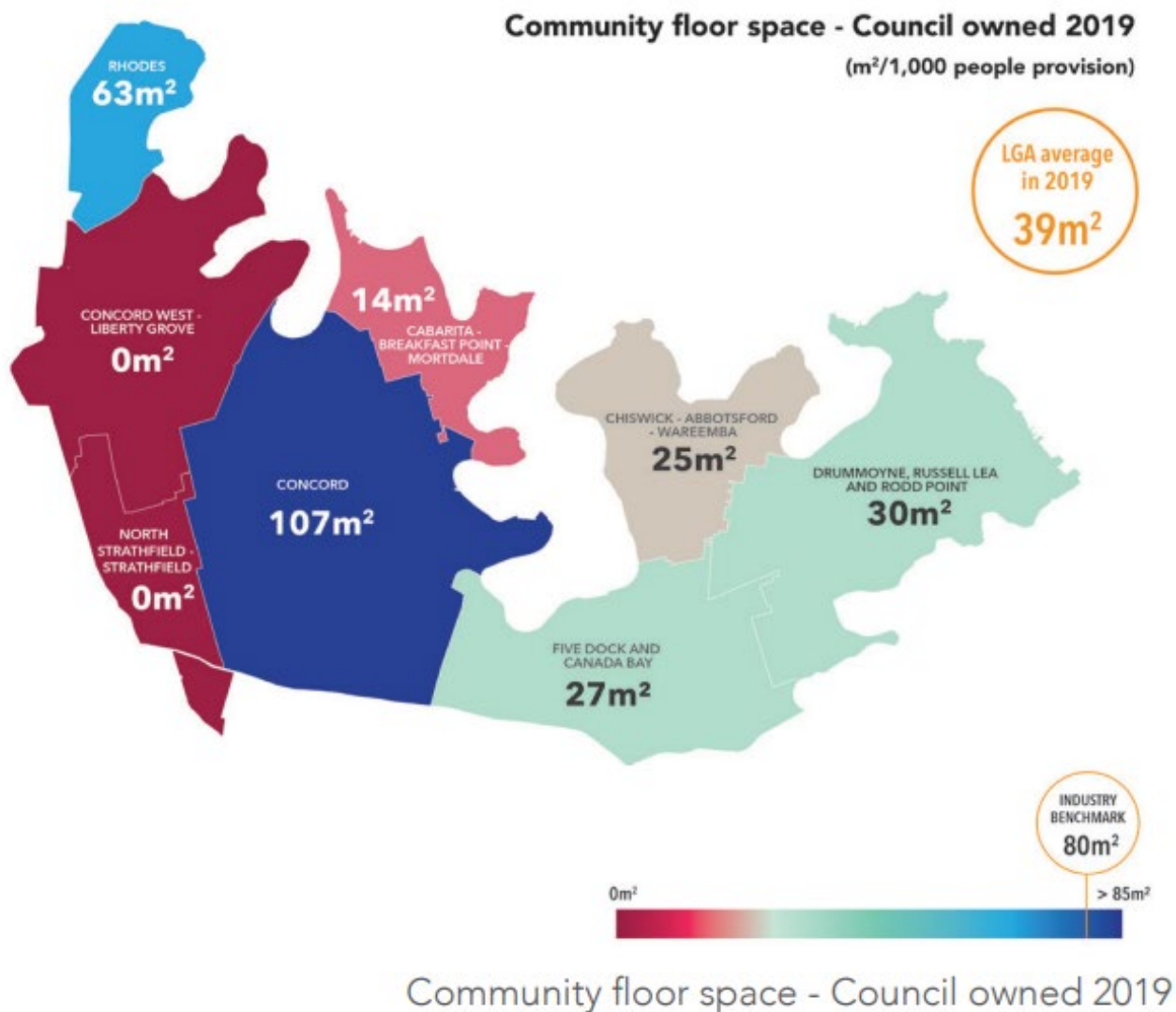


Figure 10 Community floor space map of Canada Bay LGA

Source: Cred Consulting and City of Canada Bay, 2019

4.5.1 Scoping proposal – preliminary community needs recommendations

Ethos Urban on behalf of the proponent, submitted a scoping proposal to City of Canada Bay Council for review. Feedback was provided in August 2022. Section 4.3.3 of the Scoping Proposal report (Ethos Urban, 2022) discussed social impact and needs assessment for the site in the context of the growing population in Concord West and identified community infrastructure gaps including community floor space, cultural centres and open space.

The preliminary recommendations for social infrastructure, primarily informed by the City of Canada Bay 'Social Infrastructure (Community) Strategy (Canada Bay Council and Cred Consulting 2019)' and "Open Space Strategy (Canada Bay Council, 2019)' included:

- Localised open space for residents/local community members (0.3ha minimum)
- Health/medical centre
- Community and creative/cultural production space - at least 400sqm
- Additional sports fields and courts.

These recommendations were informed by a desktop review of existing strategic information, and not informed by a demographic supply/demand analysis (benchmarking).

To refine the recommendations further quantitative analysis has been undertaken in this report (refer **Section 6.0**).

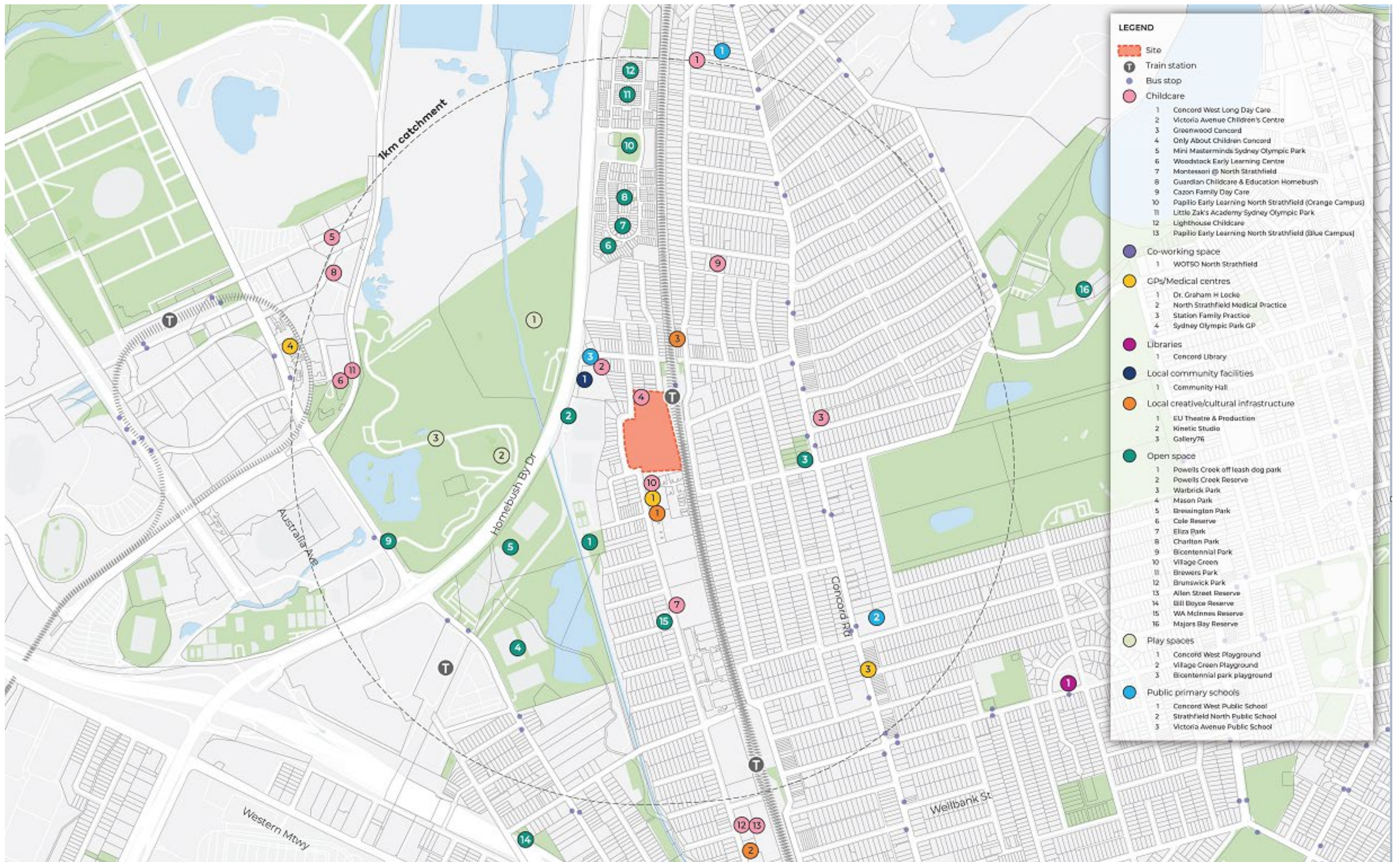


Figure 11 Social infrastructure context within 1km from the site

Source: Ethos Urban

4.5.2 Transport and accessibility

The site is situated in close proximity to the Concord West Train Station – located 130m to its immediate north-east - which is part of the T9 Northern Line linking to the future Metro West track via North Strathfield Train Station to the south.

Within a 12-minute walk to the west of the site are bus routes to Parramatta (525). The site is also in proximity to bus routes:

- **507** – Meadowbank to Gladesville and City Hyde Park
- **500X** – West Ryde to City Hyde Park Express Service
- **502** – Cabarita Wharf to Drummoyne and City Town Hall
- **410** Waterloo Park Marsfield – Macquarie Park to Hurstville
- **458** to Westfield Burwood – Ryde to Burwood

An existing bicycle route runs along the western interface of the site north-south along George Street towards the Bakehouse Quarter, connecting to the Badu Mangroves and Bicentennial Park underneath Homebush Bay Drive.

PRCUTS (the Parramatta Road Corridor Planning Urban Transportation Strategy, 2016) outlines a number of existing and proposed bicycle routes throughout the region which form an interconnected active transport network.

Within PRCUTS, greater vehicular connectivity throughout the precinct is proposed, with an indicative link road through the site connecting King Street to George Street via the train station.

4.6 Key social issues and trends relevant to the project

4.6.1 Importance of “third spaces” in community building

‘Third places’ is a term coined by sociologist Ray Oldenburg and refers to places where people spend time between home (‘first’ place) and work (‘second’ place). They are locations where we exchange ideas, have a good time, and build relationships. The most effective ones for building real community seem to be physical places where people can easily and routinely connect with each other: churches, parks, recreation centres, hairdressers, gyms, and even fast-food restaurants. Oldenburg has blamed “unfunctional zoning” that bans commercial establishments in residential areas, leading to suburban Americans having to use their cars for everything they need, and malls and box stores crowding out small businesses and hang-out places.

Third places have a number of important community-building attributes. Depending on their location, social classes and backgrounds can be “levelled-out” and people are able to feel being treated as social equals. Informal conversation is the main activity and most important linking function.¹ Social infrastructure and public space play an integral role in the ongoing social sustainability of the LGA and can strengthen communities as they grow.

Cred Consulting has identified following physical elements or “social connectors” that can facilitate the creation of social capital: Social infrastructure, Street life and meeting places, Sharing spaces and places, Education and learning, and Transport. Public open space and through site links delivered through the proposed development will not only be accessible to its residents, but also residents of the surrounding area. This will provide immense value to the future communities of Canada Bay by meeting growing demands for opportunities for social connection in the area.

4.6.2 Benefits of communal private spaces and “third spaces” within high density developments

Research suggests that high-density developments often lack suitable spaces for socialisation – as events and gatherings are not scheduled between neighbours, and developments are not designed to enable “affordance for lingering”. This means that social interactions in high density development are often no more than incidental, suggesting that they require more spaces for social connection in order to facilitate a cohesive community.²

The population density of the SSA is also likely to increase as the area continues to develop, in line with the strategic directions and major projects in the area including Sydney Metro West. Land around the Concord West station is zoned for future high density and forecast population growth, and Canada Bay Council's Recreation and Open Space Strategy

¹Butler, Dias (Brookings, 2016) “Third places” as community builders

²Thompson, S 2019, “Supporting encounters and casual social ties in large apartment complexes and their surroundings: The role of people, planning, design and management,” Thesis prepared for UNSW
<http://unsworks.unsw.edu.au/fapi/datastream/unsworks:61597/SOURCE02?view=true>

(2019), notes that population growth at a rate of about 20%-49% in Concord West is envisaged between 2016 and 2036. The population growth will drive demand for open space and social spaces outside the home for parties and gathering, as residents will have limited access to private open space. New open space of a minimum size 0.3ha is recommended to be provided to support the increased population in the Concord-West Liberty Grove catchment by 2036.

Australian Housing and Urban Research Institutes (AHURI) research into apartment residents and neighbourhoods in Sydney and Melbourne highlights the central importance of public infrastructure for lower-income residents—especially open space, libraries, and community centres. Support for ‘soft’ infrastructure, like community engagement programs and community-led activities, was also important. In the high-density areas studied, infrastructure outcomes were uneven, creating an equity issue where lower-income residents have different quality of life, even within the same local government area. A focus on providing access to free or low-cost options—both in buildings and in the neighbourhood—is essential to support lower-income residents.³

The development’s provision of communal open space, through site links and public meeting places ensures the presence of ‘third places’ in which community members can relax and socialise outside of their homes and workplaces. Open space is of critical importance to the health and wellbeing of high density communities, as it functions as a “backyard” for residents living in apartments. The proposed development will support healthy urban renewal in Concord West, assisting in the evolution of a vibrant and accessible community.

4.6.3 Parramatta Road Corridor Urban Transformation Strategy

Since 2016, it has been a key priority of NSW DPE to transform Parramatta Road from Camperdown to Granville through the creation of several precincts – Granville, Auburn, Homebush, Burwood-Concord, Five Dock, Taverners Hill, Leichhardt and Camperdown. As of 2021, DPE’s Parramatta Road Implementation Update indicates that precinct-wide traffic studies are required to consider future land use and densities along the corridor, along with necessary future upgrades to transport infrastructure. The implementation update has also prescribed a number of new actions and considerations to align with new policy direction and infrastructure planning which has occurred since the inception of the transformation project, particularly surrounding transport and road improvements.⁴

Other state planning initiatives occurring within the corridor includes the Parramatta Road Urban Amenity Improvement Program (PRUAIP) – “a \$198 million initiative by the NSW Government to improve open space and active transport links along the Parramatta Road corridor. The program brings State agencies and local councils together to collaborate on projects that will improve public amenity in the corridor”.⁵

The Committee for Sydney’s ‘Reclaiming Parramatta Road’ publication details the ongoing issues associated with Parramatta Road, including congested east-west transport, barriers to north-south transport, degraded public realm, economic decline, lack of coherent delivery to a strategy, and the undervaluing of placemaking.⁶

Recent commentary surrounding the transformation of Parramatta Road has highlighted the need for consistent and reliable planning guidance from NSW Government in order to stimulate private sector investment in the corridor. While detailed plans have outlined investment for new open spaces, plazas, and public art, it is clear that the real initiators of change for Parramatta Road will be private investors.⁷

4.6.4 Sydney Metro West

The Sydney Metro West is a rapid transit railway connection being constructed between Sydney CBD and Westmead, with a station planned at North Strathfield (approximately 1.5km from the site). When completed, the route “will move more than 40,000 people an hour in each direction between Westmead and the Sydney CBD”, cut road congestion on Parramatta and Victoria Roads, create over 80,000 direct and indirect jobs, and enable faster travel for commuters.⁸

Set to be opened in 2030, the Sydney Metro West will dramatically transform the precincts in which each station is situated. This is likely to drive further investment in these areas, as public transport connectivity allows for greater liveability for existing and prospective residents, and greater economic viability for businesses.

³ AHURI (2020). Improving outcomes for apartment residents and neighbourhoods

⁴ NSW DPIE 2021, Parramatta Road Corridor Urban Transformation Strategy Implementation Update, https://www.planning.nsw.gov.au/-/media/Files/DPE/Other/PRCUTS_Implementation_Update_2021.PDF

⁵ <https://www.planning.nsw.gov.au/Plans-for-your-area/Infrastructure-funding/Parramatta-Road-Urban-Amenity-Improvement-Program>

⁶ https://sydney.org.au/wp-content/uploads/2021/11/2020-11-CFS-Reclaiming-Parramatta-Road-Web_compressed-1.pdf

⁷ <https://www.urbandtaskforce.com.au/wordpress/wp-content/uploads/2021/01/210118-Parramatta-Rd-get-on-with-it.pdf>

⁸ <https://www.sydneymetro.info/article/sydney-metro-west-first-environmental-impact-statement-released>

The City of Canada Bay is committed to exploring land use opportunities associated with the development of Sydney Metro West, as it has the potential to further activate local centres and catalyse enhanced accessibility to key infrastructure and services across Sydney. Canada Bay's Local Strategic Planning Statement includes the following actions surrounding Sydney Metro:

- Identify opportunities and preferences for new and/or improved areas of open space within, adjacent to or surrounding the new Metro locations
- Require commercial floor space to be located above ground floor level retail along Great North Road, Five Dock or any development within close proximity to future Metro stations.

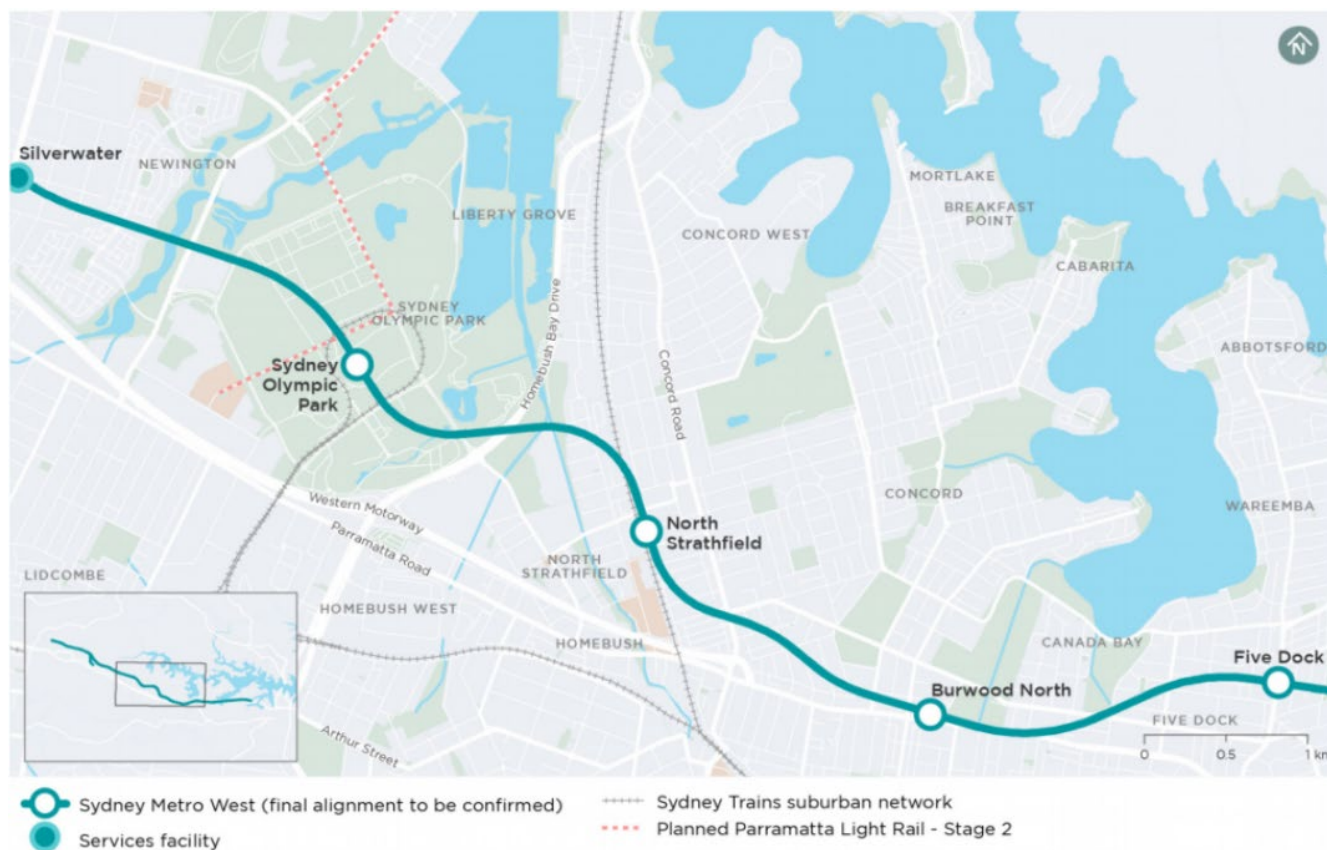


Figure 12 Excerpt of Sydney Metro West alignment through the City of Canada Bay

Source: Sydney Metro

5.0 Community and stakeholder outcomes

The following section explores the perspectives of key stakeholders and communities, which have a bearing on the proposed development, based on a desktop review of previous engagement undertaken by Cred Consulting and City of Canada Bay Council.

Note: *this section is not based on community engagement specific to the proposal as this is yet to be undertaken. Refer: Section 5.2.1 of this report for further information. It is noted that localised community engagement (which will need to include a letterbox drop of residents and businesses surrounding the subject site) will occur at a later stage.*

5.1 Engagement to inform the development

5.1.1 Council feedback on Scoping Proposal

On 22 August 2022, City of Canada Bay Council submitted a response to the Scoping Proposal which was prepared for the site, which included a 400sqm community facility and other recommendations for social infrastructure.

Council noted that *'a small deficit in community space is currently identified in the 'Canada Bay Social Infrastructure Strategy – Community Facilities' for North Strathfield Area, not in Concord West... the Applicant is requested to present a needs analysis submitted with a Planning Proposal, with reference to the needs identified in the Strategy and any forecasted population change associated with the proposed uses and density on this site'.*

A review of the community engagement as part of the Canada Bay Social Infrastructure Strategy is below, and further discussed in **Section 6.0** of this report.

5.1.2 City of Canada Bay Social Infrastructure (Community) Strategy and Action Plan (Cred Consulting and City of Canada Bay Council, 2019)

Stakeholder engagement activities to inform the Strategy took place in December 2018 and January 2019 targeting local community organisations and State Government agencies.

General community consultation was completed by Council and included targeted online stakeholder surveys, interviews and workshops. Community consultation highlighted the following priorities for social infrastructure (pg.6 and 61):

- Increased social infrastructure to meet the needs of the growing and changing community – including community diversity, social inclusion and wellbeing, in particular for the ageing population, people with disability, children's services, youth, people from diverse cultural backgrounds, and sporting and leisure activities.
- Social infrastructure to support community cohesion and connections, help build community capacity, provision of resources, technology and programs.
- There is a need to look into new funding and delivery models for existing and future social infrastructure.
- Facilities are needed to enable community connections.
- Adaptable and multipurpose facilities are needed for a wide range of uses.
- Accessible and affordable facilities.
- Connected facilities in proximity to public transport, town centres, community facilities.
- Cultural, creative and workshop spaces are needed as there is a regional gap in the provision of these. High density living requires workshop space.

5.1.3 City of Canada Bay Social Infrastructure (Open Space and Recreation) Strategy and Action Plan (Cred Consulting, 2019)

Section 8 of the Strategy notes that stakeholder and community engagement has been undertaken to inform the recommendations. A summary of some of the community feedback includes:

- Informal recreational activities are the most highly valued in parks and open space areas over formal sports
- Canada Bay residents would like to engage in more social and cultural activities in parks and open space areas

- Open spaces to address impacts of increasing heat through provision of cool, shaded spaces
- More diverse opportunities for recreation are encouraged
- Green space, the foreshore, and being a sustainable city are important to the community
- Open space and recreation provides opportunities to address environmental and cultural outcomes.

5.2 LGA-wide engagement outcomes

The following section summarises the outcomes of various engagement activities undertaken by City of Canada Bay Council, which provides insights on broader considerations for the proposed development.

Our Future 2036 Canada Bay Community Strategic Plan (2022)

The City of Canada Bay 'Our Future 2036' is a strategic plan that captures the community's collective vision for the City of Canada Bay and reflects community sentiment captured during wide-ranging consultation activities. From June 2021 until January 2022, thousands of people took part in community engagement through focus groups and workshops, online polls, surveys, and provided feedback in person, over the phone, and by email.

Early consultation activities held between June and August 2021 focused on identifying the foundational elements, or directions, of the plan. Council also reviewed community feedback from significant engagement projects such as the Local Strategic Planning Statement and Social Issues Paper. A later round of consultation concentrated on developing specific goals and strategies to provide a framework for delivery across the Council term.

Community priorities identified through consultation revealed several common themes, summarised below:

- **Open space and foreshore access**
 - Parks, playgrounds, foreshore walks highly valued for outdoor recreation
 - Increased sporting facilities in the area encouraged
 - Natural environment is valued, and green open spaces
- **Traffic and parking**
 - Strong concern about traffic congestion and lack of parking
 - Improved public transport a priority as well as alternate modes of transportation
- **Development**
 - Population growth is a concern in terms of strain on existing infrastructure, traffic congestion, parking, access to public transport
 - Future development should be met with well-designed public space and infrastructure
- **Climate action and sustainability**
 - Tree canopy increase and improving biodiversity a key theme
- **Community safety**
 - Pedestrian crossings, lower speed limits
 - Footpaths and cycle paths – safety improvements
 - Safe spaces for young people to come together to safely socialise
- **Sense of community**
 - Highly valued sense of community – events and place activation to foster social cohesion
 - Embrace inclusivity and different sections of the community
 - Public art to celebrate diversity.

Burwood, Strathfield and Homebush precinct plans (NSW State Government)

Rejuvenation and improved spaces are being planned for these areas. The City of Canada Bay, Burwood Council and Strathfield Council are putting together a review and set of recommendations for planning in the area as part of the work on the Councils' LSPS. The draft Precinct Plan will be informed by specialist studies and input from the community and stakeholders.

Community feedback undertaken since 2017 includes the following key takeaways in terms of values in the community:

- Safety and connectivity when moving through the neighbourhood
- Access to local businesses and services providing for daily needs

- Improvements to the condition and maintenance of open space is wanted.

The community would like to see the Burwood, Strathfield and Homebush Precinct become a vibrant destination celebrating cultural diversity that can be enjoyed by local residents and visitors alike.

Other key facts that emerged from the PlaceScore survey:

- Females value access and safety and locally-owned businesses
- Men value views on locally-owned businesses and access and safety
- Residents are vitally concerned with local businesses and connectivity
- The community wants to improve local culture

5.2.1 Proposed public consultation

With reference to the relevant considerations set out within the NSW DPE LEP Making Guideline it is noted that:

- The LEP-making process does not require formal community consultation prior to a proponent submitting a planning proposal to Council.
- The most appropriate time for community consultation for planning proposals is after a Gateway determination is issued and all relevant studies and reports have been completed – this ensures the community has clear and evidence-based information available.
- Notwithstanding the above, consideration will be given to the potential early engagement of the local community to consider any views they may have to assist in informing the preparation of the Planning Proposal (Scoping Report, Ethos Urban 2022).

6.0 Community needs assessment

This section sets out the findings of a Community Needs Assessment that has been methodologically undertaken to help to understand the gaps in provision in the context of existing and forecasted population projections, and other key characteristics of the site.

The provision of community infrastructure will supplement a growing population particularly in the Concord West transformational area. Social infrastructure is a key priority for the City of Canada Bay Council as highlighted within the *Community Strategic Plan*, including a focus on the provision of social infrastructure to facilitate inclusion and participation in community life and to foster a sense of place and belonging in such a diverse and growing area.

The findings should be used to inform the recommendations for future provision of social infrastructure on the site, to support existing and future residents of the site and surrounds.

Methodology

The methodology used to assess the existing provision of social infrastructure in the Concord West area relative to current and forecast community needs is outlined below:

- Introduction of benchmarking guidelines – used to assess the quantum and distribution of existing social infrastructure based on geographic catchment and population sizes
- Defining the assessment catchment – the geographical areas used to assess provision of social infrastructure
- Quantitative assessment and applying the benchmark – application of the assessment methodology to identify gaps in provision and to determine strategic priorities and recommendations for future supply
- Qualitative assessment – the strategic and best practice principles used to assess the qualitative aspects of existing facilities including usage, suitability, condition and location.

Key findings:

- Infrastructure provision should consider the principles of accessibility, diversity, and inclusivity in order to deliver upon community aspirations. Canada Bay's diverse population should be catered for – including age, ability, and cultural background.
- Existing cultural/creative infrastructure focuses on performance and exhibition space. Provision of maker space, coupled with general community use space could generate valuable community development.
- Given the diverse and increasing population, the area would benefit from cultural and community centres, particularly focused on the large proportion of Culturally and Linguistically Diverse communities.
- There is potential to contribute to the growth and development of regional infrastructure and open space networks, which are accessible and pertinent to the subject site and its future communities.
- Considering the existing provision of social infrastructure and open space within Concord West and surrounds generally, the following is recommended as part of the subject proposal:
 - Flexible community space/lounge of minimum 400sqm
 - Co-working space
 - Open space
 - Seniors' housing.

6.1 What is community infrastructure?

Community or social infrastructure includes open space, recreation and community facilities that provide places and spaces for people to meet, be active, connect, create and learn. They also represent an important touchpoint for service providers to connect with the community through the delivery of services and amenities.

Infrastructure Australia defines social infrastructure as follows:

"Social infrastructure is comprised of the facilities, spaces, services and networks that support the quality of life and wellbeing of our communities. It helps us to be happy, safe and healthy, to learn, and to enjoy life. The network of social infrastructure contributes to social identity, inclusion and cohesion and is used by all Australians at some

point in their lives, often on a daily basis. Access to high-quality, affordable social services has a direct impact on the social and economic wellbeing of all Australians.”⁹

Social infrastructure is a combination of hard and soft infrastructure. Hard social infrastructure includes the facilities, buildings and spaces, and soft infrastructure includes the programs, services and networks that occur in these spaces. Built assets, such as libraries and recreation centres, facilitate the delivery of social services by governments and other service providers.

6.2 Methodology

The approach taken to this analysis is based on established practice in community infrastructure planning, which involves two core stages of analysis.

The approach taken to this study is based on established practice in community infrastructure planning, which involves two core stages of analysis:

- Quantitative analysis of current and planned supply of a selected community infrastructure typology against established benchmarks for provision (number/size) considered adequate to meet the needs of a particular population size/geographic catchment.
- Qualitative analysis of:
 - the geographic distribution of supply from a population equity and accessibility/walkability perspective
 - the quality of supply (whether infrastructure is fit for purpose/in need of maintenance etc)
 - capacity/utilisation of current supply based on information provided, where available, from the relevant Council (infrastructure that is poorly utilised may mean it is surplus to community needs, for example, or rather not effectively meeting community needs through its design or functionality).

The analysis is also informed by detailed demographic data on population size, characteristics and forecast growth and change.

6.3 Community infrastructure typology and definitions

The following infrastructure typology has been selected to be applied in through the quantitative assessment that forms the core of this study. This represents a range of infrastructure considered most appropriate in the context of the subject site and surrounds.

Table 4 Infrastructure typology definitions

Infrastructure type	Definition
Libraries	Libraries may be standalone facilities, although they may be integrated as part of larger integrated multipurpose facilities, where they typically form the anchor facility. Generally, refers to libraries that function as local community branch libraries.
Local community facilities	Smaller hubs to include multipurpose rooms with potential for some service provision and specialised spaces.
GPs/medical centres	General practitioner, either in sole practice or operating out of a medical centre.
Play spaces	Playgrounds and play equipment for children and youth.
Local creative practice space ('maker space')	Cultural infrastructure for professional creative practice and art form development, such as rehearsal rooms, artist studios, workshop spaces, and makers spaces.
Co-working space	Co-working spaces for start-up enterprises and self-employed individuals.

⁹ Infrastructure Australia, *Australian Infrastructure Audit 2019*, <https://www.infrastructureaustralia.gov.au/sites/default/files/2019-08/Australian%20Infrastructure%20Audit%202019%20-%206.%20Social%20Infrastructure.pdf>

6.4 Quantitative analysis: assessing quantum through benchmarks

Benchmarks are a tool that provide guidance on the quantum, size and location of facilities in relation to a specific population size and geographic catchment. They provide guidance on best practice facilities provision, to be used as part of a broader analysis that takes account of a rich range of qualitative and quantitative information.

6.4.1 Community infrastructure benchmarks

The following best practice provision benchmarks are applied in this analysis. These benchmarks are evidenced to be appropriate for urban areas such as Canada Bay LGA.

Both open space and childcare provision are proposed on site. In addition open space has been recently assessed in the Councils Recreation and Open Space strategy (Cred Consulting and Canada Bay Council, 2019).

Table 5 *Infrastructure typology benchmarks*

Infrastructure type	Benchmark	Guidance on floorspace
Libraries	1:30,000 residents	At least 1500sqm, increasing with size of the population.
Local community facilities	3:20,000 residents	At least 400sqm.
GPs/medical centres	1 GP:4,000 residents	-
Play spaces	1:1,500 residents	-
Local creative practice space ('maker space')	1:8,000 residents	Common sizes range from 200sqm – 5000sqm Range of membership fee depending on subsidisation and services offered. Larger spaces with a greater variety of services are often accommodated in ex-industrial warehouse spaces.
Co-working space	1:2,000 residents	<ul style="list-style-type: none">• Small: 1,200 – 1,800m² catering for < 250 workers• Medium: 1,800 – 5,000m² catering for 250 – 1000 workers• Large: 5,000 – 20,000m² catering > 1000 workers

Source: *Ethos Urban*

6.4.2 Qualitative community infrastructure analysis parameters

Qualitative analysis of existing community infrastructure has also informed this study. This has considered the following parameters:

- Coverage and function – current geographic extent and/or level of provision and function (local, district, regional)
- Capacity and demand – current capacity of infrastructure, including capacity constraints, and its ability to cope with expected demand, including consideration of demographic of current and future users
- Performance – infrastructure's performance against current demand
- Management – responsibility for maintenance and management of infrastructure, including source of funding for ongoing operation and maintenance
- Future planning – responsibility for short, medium and long-term planning for the infrastructure, including any indicated plans or need for renewal, upgrade and/or additional requirements.

The above has been informed mostly by two Canada Bay Council recent infrastructure studies – the Social Infrastructure (Community) Assessment and Recreation and Open Space assessment. See **Section 6.6 below**.

6.5 Supply

6.5.1 Existing supply

See **Section 4.5** for an outline of existing social infrastructure in the Primary Study Area (a 1km radius to the site).

6.5.2 Planned supply

The following section outlines a review of notable planned social infrastructure surrounding the site.

- City of Canada Bay's *Local Infrastructure Contributions Plan* has committed to several projects throughout the LGA. Some of these key future social infrastructure projects include:
 - **Open Space**
 - Embellishment of new local park of 5000m² - north-east of Concord West train station
 - Delivering streetscape improvements connecting from residential areas along the train line in Concord West
 - **Active transport**
 - Landscaped area and new path located western end of Station Avenue to western end of Victoria Avenue
 - Three landscaped areas and new paths between George Street and Powell's Creek Reserve
 - Shareway construction between Station Avenue from Concord Avenue to King Street
 - **Community Facilities**
 - There is currently an inequitable distribution of community floor space across the LGA. It is proposed to build a new 400m² multipurpose community space for future residents - to be provided in either Concord West or North Strathfield (Ref C1)
- Other key planned supply of social infrastructure, with the majority falling outside the study area includes:
 - **Rhodes Recreation Centre** (3km to the north of the site) – construction and fit-out of a new Council-owned recreation Centre located at the lower two levels of the 34 Walker Street residential tower. Construction for Stage 2 anticipated between 2021-2023.¹⁰
 - **Concord Oval Community and Sports Precinct** (4km to the south-east of the site) – the \$84 million project is the largest infrastructure project ever undertaken by the City of Canada Bay. Opening in 2023, the precinct provides green spaces, and indoor recreation centre, rooms for community programs, and a Centre of Excellence for the Wests Tigers.¹¹
 - Delivery of a new plaza on the **eastern side of the Great North Road** is proposed in the *Five Dock Town Centre Urban Design Report* (2013) (approximately 6km from the site). It is unclear if the recommendations contained in this report will be delivered, with little movement since its commission in 2013.
 - \$3.2 million upgrade to **Charles Heath Reserve** in Five Dock (approximately 5km from the site) as part of a commitment to provide passive recreation opportunities for Canada Bay's growing population. The draft masterplan was exhibited in June 2020 for community feedback, and includes a regional children's playground, outdoor exercise stations, public domain works including barbeque facilities and picnic seating, landscape improvements and works to the adjacent Five Dock Leisure Centre, including a new café. Works are anticipated to commence in September 2022.¹²

6.5.3 Community infrastructure proposed by the proponent

The following is proposed onsite as part of the Planning Proposal at 1 King St, Concord West:

- **Open Space/Active transport links** – A Green Connector of approximately 2,500sqm is proposed to provide legible pedestrian and cycle access north-south through the site. This will comprise a neighbourhood park, to provide additional amenity for existing and future residents.
- **Medical and health facilities and childcare** – A mixed use and residential Urban Village precinct is proposed at the southern end of the site, comprising additional social infrastructure including a medical centre and childcare.

¹⁰ City of Canada Bay (2023) 'Quarterly Update – April 2022' Available from: <https://collaborate.canadabay.nsw.gov.au/rhodesrec> Accessed on: 26 July 2023

¹¹ Concord Oval Community and Sports Precinct - <https://collaborate.canadabay.nsw.gov.au/redevelopment-concord-oval>

¹² <https://collaborate.canadabay.nsw.gov.au/chr> Accessed on: 26 July 2023

- **Community plaza** – A new civic ‘precinct’ – the ‘station precinct’ – focused along the active spine and community plaza accommodating a range of non-residential uses on the ground plane that will activate the public domain.

6.6 Demand

To determine the required demand onsite for social infrastructure provision, the following section has been informed by a strategic review of relevant policies as well as quantitative benchmarking.

Relevant strategic documents include:

- *City of Canada Bay Social Infrastructure (Community) Strategy and Action Plan* (Canada Bay Council and Cred Consulting, August 2019)
- *City of Canada Bay Recreation and Open Space Strategy* (Canada Bay Council and Cred Consulting, 2019).

Key findings – strategic review

6.6.1 Canada Bay LGA

- City of Canada Bay residents utilise Council-owned libraries, community halls/centres, and childcare centres most often compared to other Council facilities, and would like to see more public transport, street trees, and parks/open spaces in their neighbourhoods. Street furniture and public art was also desired in local centres.
- Principles for the delivery of social infrastructure include diversity, activation, inclusivity, equity, connection, co-location, collaboration, shared use, and flexibility.
- Three key strategies and associated actions are concluded in the Social Infrastructure Strategy, including:
 - Enhance and share existing community facilities to improve their capacity to host community and cultural activities for all in our community
 - Facilitate delivery of new community facilities that are inclusive and adaptable for current and future community’s diverse needs
 - Support the delivery of programs and services that are responsive to a range of local interests and create more cohesive and resilient communities.
- The area has a high proportion of residents born in Italy, particularly in Concord West.
- There is also inequitable distribution of community centre floor space with a lack of facilities in North Strathfield, Strathfield Triangle, Abbotsford-Wareemba, Russell Lea-Rodd Point, and Concord West (North Strathfield and Concord West have no Council facilities within the suburb).
- Small venues for hire have lower utilisation rates compared to larger and staffed facilities.

6.6.2 Concord West catchment

- The *Social Infrastructure (Community) Strategy and Action Plan* (Cred Consulting and City of Canada Bay Council, 2019) identifies the following key stats, applicable to the Concord West suburb:
 - A gap of community facilities (p. 44) and no Council community centres for hire in the catchment (pg. 49).
 - There are no local community venues or district level multipurpose community centres in the Concord West catchment (p. 66).
 - A need for streetscape improvements, and specific programming of open space/recreation areas for young people in Concord West. It is assumed that overall demand for open space will increase due to planned transport infrastructure improvements (e.g., Sydney Metro West).
- **Strategy 1: Actions** (*Enhance and share our existing community facilities to improve their capacity to host community and cultural facilities for all in our community*) notes the following:
 - No community centre or library floor space exists in Concord West
 - By 2036 the Concord-West Liberty Grove catchment will have a demand for 767sqm of multipurpose community centre space
- **Strategy 2 - Action 2.1** is to: ‘Deliver a new 400sqm multipurpose community centre as part of a mixed use development to support high density communities and population growth’ in Concord West Town Centre **or** North Strathfield Town Centre in proximity to North Strathfield Metro Station:
 - Concord West is a higher income area with a high proportion of residents from non-English speaking backgrounds, and a high proportion of families with children households. Concord West is low density with land around the station zoned for future high density and forecast population growth

- The area is well serviced with hospitals with the Concord General Hospital in Concord West
- Childcare occupancy is not an issue with 100% occupancy reported in Concord West childcare facilities
- There are no LGA-wide cultural centres or civic spaces in the Canada Bay LGA
- Victoria Ave Public School projected to have a 179% increase in enrolment
- Priority area for future primary and high schools or classrooms includes Concord West
- Ageing in place is important for older people and benchmarks show an additional 500 residential aged care beds are needed by 2036 – highest priority areas include Concord West.
- Figure 1 in the report (below) outlines a generalised summary of key priorities for social infrastructure. The site is within the 'Concord West – Liberty Grove Catchment' which identifies the following specific priorities for community infrastructure for the catchment (*which as per the Action Plan, require some partnership with State govt, DAS57 Gallery and local councils*):

Table 6 **Priorities for social infrastructure in Concord West – Liberty Grove Catchment**

2026	2036
<i>Improvements to DAS57 Cultural Facility</i>	<i>Increased primary and high school capacity</i>
<i>Programs for seniors including older Italian residents</i>	<i>Increased seniors' housing</i>

Source: City of Canada Bay, Cred Consulting, 2019

The DAS Gallery 57 is situated at Wellbank St and Clermont Ave, Concord approximately 2km from the site.

- Canada Bay's *Local Infrastructure Contributions Plan* (2022) also highlights that 'new community floor space will be provided at 'either Concord West or North Strathfield' (Appendix A). The Plan further notes:
 - Council owns 14 buildings that are classified as community centre floor space
 - There is inequitable distribution across the LGA, with Concord West having zero floor space
 - There is currently 39sqm of floorspace per 1000 people, which is low (benchmark commonly used is 80sqm per 1000 people).
 - There is an undersupply of floor space – to meet the benchmark, Council by 2036 will have to deliver an additional 6,075sqm of community floorspace.
- The *City of Canada Bay Recreation and Open Space Strategy* provides an analysis of open space within the LGA. In 2016 the square metre per person of Council-owned open space was highlighted in the Concord-West/Liberty Grove Catchment as being 16-20sqm.
- This is shown to likely reduce to 11-15sqm by 2036 (per person) as shown in **Figure 13**.

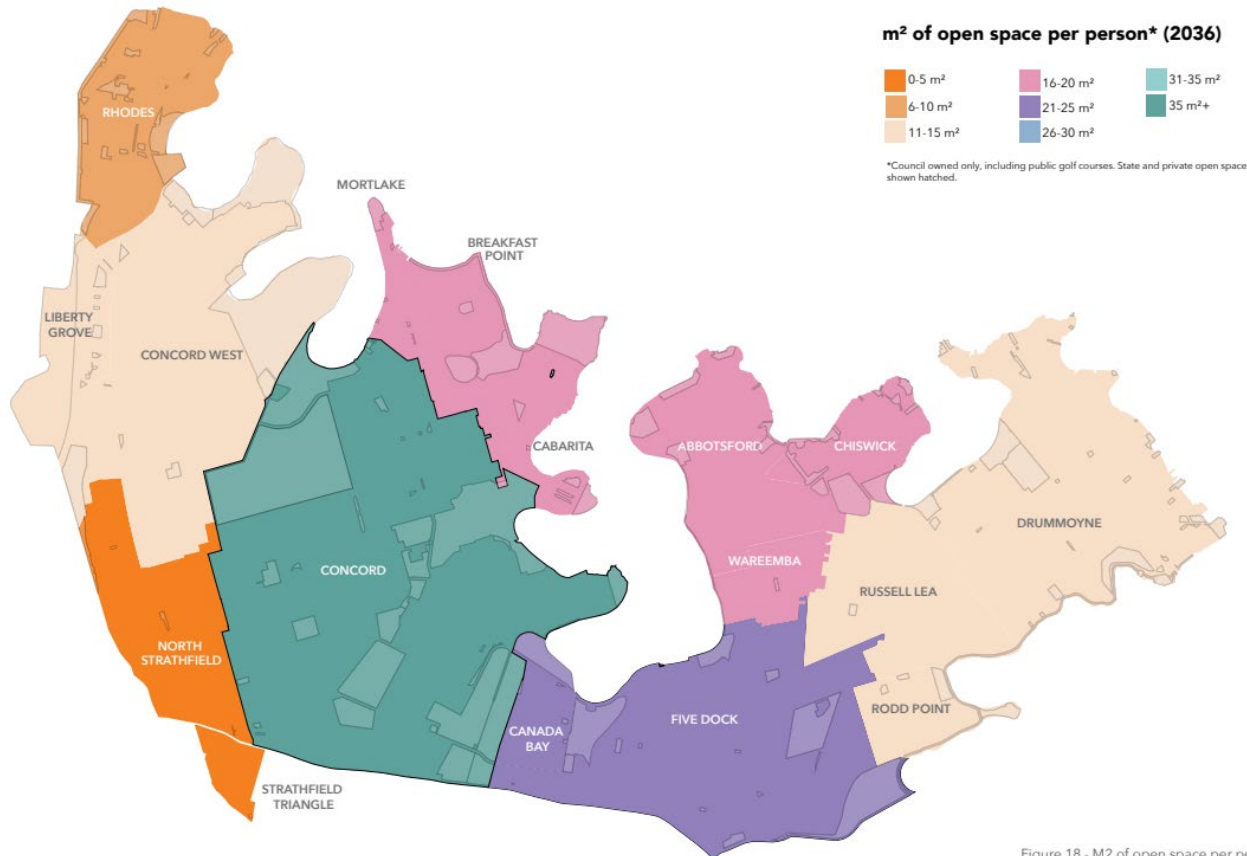


Figure 18 - M2 of open space per person (2036)

Figure 13 Sqm of open space per person by 2036

Source: City of Canada Bay

Other key outcomes from this strategy identifies the following relevant issues for the Concord-West Liberty-Grove Catchment, to which the subject site is located:

- A gap of one (1 x) outdoor fitness station exists
- There are no fitness gyms or yoga/pilates studios
- New open space (0.3ha minimum) to support an increased population is needed
- There are opportunities to provide an increased diversity of recreation opportunities to support passive and informal recreation including outdoor fitness stations and indoor recreation courts.
- There is forecast demand, based on benchmarks, for additional sports fields and courts, with a specific focus on addressing the needs of children and parents, young people and people with disability and embellishments that activate open space and recreation facilities.

6.6.3 Quantitative assessment

The following assessment applies the benchmarks outlined in **Section 6.3** to key social infrastructure typologies to quantify anticipated demand to 2036. The PSA is expected to house up to 15,560 people by 2036 (Refer to **Section 4.3**).

6.6.4 Gap analysis

The following tables provide the raw demand figures arrived at via benchmark calculations. **Table 6 below** demonstrates the forecasted demand based upon expected resident numbers within the Concord West site project at 1-7 King St, as well as those forecasted within the PSA (1km radius from site boundary).

As noted elsewhere, childcare and schools were not benchmarked as childcare is being proposed on site, and onsite provision of a school is not possible at this site.

Table 7 Social infrastructure gap analysis – Primary Study Area 1km radius

Infrastructure type	Current supply (PSA)	Demand in 2022	Demand in 2026	Demand in 2031	Demand in 2041
Libraries	1.0	-0.6*	-0.5	-0.5	-0.4
Local community facilities	1.0	0.9	1.1	1.3	1.7
GPs	9.0	-5.8	-5.5	-5.2	-4.5
Play spaces	3.0	5.6	6.3	7.2	9.1
Local creative practice space	0.0	1.6	1.7	1.9	2.3
Co-working space	1.0	5.5	6.0	6.6	8.1

*A negative figure indicates an oversupply, suggesting that demand for this type is already met.

6.6.5 Raw infrastructure gaps arising

The following raw gaps can be discerned from the benchmarking tables:

By 2036, the PSA will require:

- 1.7 local community centres
- 9.1 play spaces
- 2.3 local creative practice spaces (or maker spaces)
- 8.1 co-working spaces.

Despite the above, it is not expected that the proposed development will address the entirety of the raw gaps – these are ‘aspirational’ and reflect an ideal scenario in addressing community needs.

This is further discussed in the recommendations for delivery in the next section.

6.7 Recommendations for on-site provision

Synthesising the findings of the strategic review and benchmarking above, the following social infrastructure is recommended to be delivered as part of the proposal, to meet the anticipated demand of the residents on the site and surrounding precinct.

Table 8 Recommendations for on-site provision

Typology	Recommended size	Gap analysis
Flexible local community facility/space/lounge	Minimum 400sqm	<ul style="list-style-type: none"> • Strategic reviews discussed above highlight a need for a community centre in either Concord West Town Centre or North Strathfield. Council feedback on the subject scoping proposal indicates a preference for a dedicated community facility in North Strathfield, rather than Concord West. • Notwithstanding, additional community floor space is recommended on the site, to meet the needs of the existing and future populations and justified through the benchmarking above with a predicted gap of 1.3 local community centres. The facility could be managed by the developer or strata, rather than dedicated to Council, but for use by residents, workers and visitors to the development.

Typology	Recommended size	Gap analysis
		<ul style="list-style-type: none"> To this effect, a flexible, multi-purpose, community lounge or facility of at least 400sqm would enable optimal community utilisation and activation of the civic domain for future and surrounding residents. This facility should be accessible from the ground plane – incorporated into podium uses and adjacent to open space. The space could incorporate co-working space to support the needs of future residents in a high-density living scenario (see below) as well as meeting the predicted gap of 6.8 co-working spaces. The facility can also provide opportunity for cultural/creative infrastructure, in the form of makers or practice space, such as a studio/workshop and rehearsal space. Given the diversity of the existing demographics within Concord West, the space could be used as a bookable space for 'soft' social infrastructure, such as services, facilities, and/or cultural and creative programs. Alternatively, it may be used in conjunction with the proposed childcare on site or recommended seniors' housing, as an intergenerational care space. Refer to Appendix B for best-practice case studies recommended for consideration.
Co-working space	Smaller typology, 1,200 – 1,800sqm catering for < 250 workers	<ul style="list-style-type: none"> The provision of a complementary quantum of coworking space (free and accessible) on this site would contribute to alleviating shortfalls in spaces to 2036 as well as meet the demands of a new high-density residential community. This aligns with the identified demographic trends, with high university attainment and workforce participation, as well as contributing to creating Concord West as a creative, vibrant precinct.
Access to open space and recreation	n/a	<ul style="list-style-type: none"> Ensuring that residents and workers on this site have access to adequate informal open space and active recreation opportunities will be essential to supporting liveability outcomes and enhancing health and wellbeing. A minimum of 0.3ha is recommended, as per the <i>Council's Open Space Strategy (2019)</i> for the Concord-West Liberty-Grove Catchment. Embellishments such as outdoor fitness stations and playgrounds would be appropriate given the gap analysis for playspace and strategic evidence in Council policies.
Seniors' housing	n/a	<ul style="list-style-type: none"> A key action for Council is to 'increase the supply of seniors housing in Concord West-Liberty Grove catchment' and 'to support older people to age in place, within the neighbourhoods where they are connected.' It is recommended part of the site is developed as Seniors' Housing, to accommodate the aging population identified in the demographic analysis of the community profile. This is subject to further analysis in the form of a Housing Needs Analysis.

7.0 Social Impact Assessment

7.1 Assessment framework and scope

This SIA has been prepared based on the *SIA Guideline* (NSW DPE 2023). This assessment considers the potential impact on the community and social environment should the social impacts envisaged occur, compared to the baseline scenario of the existing use of the site and social context.

The purpose of this social impact analysis is to:

- Identify, analyse and assess any likely social impacts, whether positive or negative, that people may experience at any stage of the project lifecycle, as a result of the project
- Investigate whether any group in the community may disproportionately benefit or experience negative impacts and proposes commensurate responses consistent with socially equitable outcomes
- Develop social impact mitigation and enhancement options for any identified significant social impacts.

Ultimately, there can be two main types of social impacts that may arise as a result of the proposed development. First, direct impacts can be caused by the project which may cause changes to the existing community, as measured using social indicators, such as population, health and employment. Secondly, indirect impacts that are generally less tangible and more commonly related to matters such as community values, identity and sense of place. Both physically observable as well as psychological impacts need to be considered.

This study has identified the following key social factors relevant to the assessment of social impacts of the project:

- Way of life
- Health and wellbeing
- Accessibility
- Community
- Culture
- Surroundings
- Livelihoods
- Decision-making systems.

7.2 Key affected communities

This assessment covers both the 1km Primary Study Area (PSA), which is expected to experience social impacts associated with the temporary construction activities and some of the future operational impacts, as well as the broader social localities (Secondary Study Area – SSA) that are likely to experience the resulting benefits from the operational phase of the project. The Primary and Secondary Study Areas are outlined in **Section 4.1**.

Key communities to experience social impacts and/or benefits of the project can be grouped as follows:

- Local residents and landowners
- Local workers and businesses
- Broader local community in the Canada Bay LGA and beyond
- Visitors to the area
- Users of Concord West Train Station and surrounding roads
- Temporary construction workers in the area.

7.3 Impact assessment factors and responses

The following section sets out the assessment of social impacts arising from the proposed development and recommended responses, including measures to enhance social benefits and mitigate potentially negative impacts, across the suite of factors set out in the NSW SIA Guideline. The assessment has been based on the information

available to date, and is primarily a desktop study, informed by a review and analysis of publicly available documents relevant to the project.

Note: As the concept masterplan is for a planning proposal only, the following assessment is not based on construction impacts as no physical works are proposed.

7.4 Social elements of value to people

The NSW SIA Guideline classifies social impacts in the following way, which forms the core basis of this assessment:

- **Way of life:** how people live, get around, work, play and interact with one another on a day-to-day basis
- **Community:** its composition, cohesion, character, how it functions, and sense of place
- **Accessibility:** how people access and use infrastructure, services and facilities
- **Culture:** people's shared beliefs, customs, values and stories, and connections to Country, land, water, places and buildings
- **Health and wellbeing:** people's physical, mental, social and spiritual wellbeing
- **Surroundings:** access to and use of natural and built environment, including ecosystem services, public safety and security, as well as aesthetic value and amenity
- **Livelihoods:** including impacts on employment or business, experience of personal breach or disadvantage, and the distributive equity of impacts and benefits
- **Decision-making systems:** the extent to which people are able to participate in decisions that affect their lives, procedural fairness, and the resources provided for this purpose.

The evaluation includes a risk assessment of the degree of significance of risk, including the envisaged duration, extent, and potential to mitigate/enhance and likelihood of each identified impact. The social impact significance matrix provided within the NSW *Social Impact Assessment Guidelines (2023)* (see **Table 11**) has been adapted for the purposes of undertaking this social and impact assessment.

Each impact has been assessed and assigned an overall risk that considers both the likelihood of the impact occurring and the consequences should the impact occur. The assessment also sets out recommended mitigation, management and monitoring measures for each identified matter.

Table 9 Defining magnitude levels for social impacts

Magnitude level	Meaning
Transformational	<ul style="list-style-type: none">• Substantial change experienced in community wellbeing, livelihood, amenity, infrastructure, services, health, and/or heritage values;• permanent displacement or addition of at least 20% of a community.
Major	<ul style="list-style-type: none">• Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time, or affecting many people in a widespread area.
Moderate	<ul style="list-style-type: none">• Noticeable deterioration/ improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Minor	<ul style="list-style-type: none">• Mild deterioration/ improvement,• for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
Minimal	<ul style="list-style-type: none">• No noticeable change experienced by people in the locality.

Source: NSW Department of Planning and Environment, 2023, Technical Supplement to support the Social Impact Assessment Guideline for State-significant projects

Table 10 Defining likelihood levels of social impacts

Likelihood level	Meaning
Almost certain	Definite or almost definitely expected (e.g. has happened on similar projects)
Likely	High probability
Possible	Medium probability
Unlikely	Low probability
Very unlikely	Improbable or remote probability

Source: NSW Department of Planning and Environment, 2023, Technical Supplement to support the Social Impact Assessment Guideline for State-significant projects

Table 11 Social impact significance matrix

Likelihood	Magnitude				
	Minimal	Minor	Moderate	Major	Transformational
Very unlikely	Low	Low	Low	Medium	Medium
Unlikely	Low	Low	Medium	Medium	High
Possible	Low	Medium	Medium	High	High
Likely	Low	Medium	High	High	Very high
Almost certain	Medium	Medium	High	Very high	Very high

Source: NSW Department of Planning and Environment, 2023, Technical Supplement to support the Social Impact Assessment Guideline for State-significant projects

7.5 Impact assessment and responses by social factor

7.5.1 Way of life – how people live, get around, work, play and interact with one another each day

Potential impacts	
<p>Improvements to way of life and daily routines for local workers, visitors and residents associated with the delivery of a high quality, contemporary mixed-use development. Specifically, the proposed development would result in:</p> <ul style="list-style-type: none">• Delivery of non-residential floorspace with an anticipated workforce of 140, based on the anticipated GFA. The provision of new local employment opportunities close to public transport will improve daily routines by decreasing commute times for those workers.• Delivery of 610 new dwellings in close proximity to public transport, social infrastructure, and other daily living needs. New residents of the site and existing surrounding residents will enjoy improved living routines due to increased access to these types of infrastructures. The additional housing will contribute to towards meeting the needs of Sydney's growing population as per the <i>Canada Bay Local Housing Strategy</i> (SGS, 2019).• Enhanced opportunities for recreation and social interaction for residents, workers, and visitors in the study area associated with the delivery of over 2500sqm of public domain including open space and pedestrian infrastructure. This will likely result in improvements to daily living routines due to increased amenity and walkability to daily needs.• New community, retail, health and medical, and childcare uses to be delivered on site have the potential to improve way of life, through improving accessibility to such uses for residents, workers and visitors in the SSA.	
Responses / mitigation measures	
<ul style="list-style-type: none">• The proponent will implement an appropriate community notification process to communicate with stakeholders and the community, tailored to meet the demographics of the community (e.g., culturally diverse). It will be important to establish effective communication channels for local residents to find out information about the development and raise any issues or concerns, to mitigate social impacts which can arise through uncertainty and the effects of significant changes to a person's local environment. The proponent notes that the proposed development will be staged to minimise impacts to the existing residents and community. Explore opportunities to collaborate with the local Council, stakeholders and adjacent businesses in order to coordinate works in order to minimise cumulative impacts.• Proposed internal road network to be carefully planned, with consideration of active transport routes and traffic calming devices, to encourage walkability and reduce car usage. Deliver the new or improved through site accessways and connection points to the site to enhance the connectivity to the surrounding neighbourhood (e.g. public transport stops, existing social infrastructure nearby).	
Summary:	
Overall impact	Improved access to high quality open space, residential and non-residential uses at this site would have a significant social benefit once operational. During operation the social impact associated with the change to Way of Life is considered Likely + Moderate = High (Positive).
Duration	Operational benefits are long term
Severity/ sensitivity	Moderate sensitivity due to culturally diverse community and moderate severity due to amount of people affected (existing and proposed residents).
Extent	Significant positive benefit to residents, workers and visitors to the PSA and SSA, as a result of new social infrastructure, including open space and community floor space on site.
Potential to mitigate/ enhance	Social infrastructure enhancements and employment opportunities will positively benefit the community in the long term.

7.5.2 Community - its composition, cohesion, character, how it functions, resilience, and people's sense of place

Potential impacts	
<p>The proposed development may have the following potential social impacts with relation to community:</p> <ul style="list-style-type: none">• Additional housing to the community with 610 new dwellings, and other facilities, close to job-rich areas, thereby enhancing the community and how it functions, as well as opportunities to improve people's sense of place. However, this may change the composition and size of the existing community and may be received as a negative impact, dependent on receivers.• The proposal has the potential to improve the sense of community and functionality with the provision of delivery of public open space and improved pedestrian infrastructure which will likely result in enhanced opportunities for social interaction between workers, residents, and visitors in the PSA. This may lead to increased community cohesion in the future medium to high-density environment. The proposal includes a new pedestrian link between King Street and George Street, connecting Concord West station with residents to the South.• Provision of non-residential floorspace in this area may catalyse new social and professional networks among the workforce of the new facilities. This may also result in changes to the size and composition of existing community, with new retail offerings attracting a new set of customers to the area.• Potential negative impacts to community associated with changes to sense of place and loss of connection to place due to the demolition of the existing building and wider changes to the streetscape. This may disproportionately affect former employees, visitors and surrounding residents of the site. The built form and neighbourhood character in Concord West varies from single lot to residential, with minimal limited activation at ground level.	
Responses / mitigation measures	
<ul style="list-style-type: none">• To mitigate impacts to community character and achieve the broader strategic objectives of high-density development in proximity to the train line, timely, effective, and respectful communications with local residents and stakeholders will help manage the personal impacts of change experienced by those living within this rapidly transforming precinct. Ensuring all community and stakeholders are made aware of the timing and likely impact of the construction and development is critical. Opportunities for feedback to be provided.• Provision of high quality publicly accessible spaces can facilitate social gatherings and casual social interaction and enhance community cohesion. Explore opportunities to maximise the value of the new public spaces through design elements, programming and activation that invite residents, workers, visitors and the broader community to the new precinct (e.g., seating, markets).• Explore opportunities to include high quality internal community gathering spaces, breakout spaces and other design elements to support worker wellbeing within the proposed non-residential floor space proposed in the development.• To support social cohesion and wellbeing, ensure that all spaces are inclusive, accessible and welcoming for all community members. Community involvement and co design for publicly accessible spaces could help build connection to place for current and future local communities.	
Summary:	
Overall impact	During operation, the social impact rating associated with the change to Community is considered Likely + Major = High (change could be perceived either as positive or negative, depending on the receiver). Positive impacts associated with the creation of an intergenerational community, supported by enhanced community infrastructure, negative impacts due to the disconnect potentially arising between the existing and future Concord West community.
Duration	Changes to the local community would be permanent
Severity/ sensitivity	Moderate sensitivity due to the scale of the development proposed, and the diverse nature of the existing residents.
Extent	Community impacts most likely to be experienced for the Concord West suburb and the broader SSA Canada Bay LGA.
Potential to mitigate/ enhance	Implement a strategy to try and source local goods and employment. Ensure effective communications channels are available to residents to voice concerns and information on the progress of the development is shared.

7.5.3 Accessibility – how people access and use infrastructure, services and facilities (private, public or not-for-profit)

Potential impacts	
<ul style="list-style-type: none"> The provision of additional residential dwellings at the site has the potential to positively increase overall accessibility in the region through flow-on effects of encouraging active and sustainable transport in a highly accessible location. This is consistent with the PRCUTS long-term vision for developing population and employment growth in the Parramatta Road Corridor – a key consideration is ‘accessible and connected’. Delivery of new open space will allow for improved access to public open space in the context, with the potential for desirable activated ground floor uses to encourage walkability, improve CPTED compliance and street safety outcomes, available. Delivery of significant residential floorspace in close proximity to high quality social infrastructure will likely result in improved accessibility for new residents, as well as existing surrounding residents. Potential changes to access to local social infrastructure and services – e.g., Concord West Train Station and local gathering places within the locality – and subsequent sense of disruption to wayfinding, and inconvenience. 	
Responses / mitigation measures	
<ul style="list-style-type: none"> The proponent will implement an appropriate community notification process to communicate with stakeholders and the community, tailored to meet the demographics of the community (e.g., culturally and linguistically diverse). It will be important to establish effective communication channels for local residents to find out information about the development and raise any issues or concerns, to mitigate social impacts which can arise through uncertainty and the effects of significant changes to a person’s local environment. The proponent notes that the proposed development will be staged to minimise impacts to the existing residents and community. Explore opportunities to collaborate with the local Council, stakeholders and adjacent businesses in order to coordinate works in order to minimise cumulative impacts. Engage with stakeholders (including local business owners, Sydney Trains, City of Canada Bay Council and Transport for NSW) and explore opportunities to retain easy access to daily living needs, amenity, and services. Ensure adequate wayfinding and pedestrian connections to active transport links and public transport stops in the locality to support active and public transport use to access the site. Identify opportunities to activate publicly accessible space delivered on the site in ways that are welcoming to all community members and can encourage social gatherings and casual social interaction between local workers, residents and visitors to the site. Identify opportunities to include offerings in the retail mix that are affordable and accessible for various community groups. Ensure the buildings and proposed open space follows Universal Design principles and can be enjoyed by people of all ages and abilities. 	
Summary:	
Overall impact	<p>Overall improved access to new open space, residential and non-residential uses at this centrally located site that is well connected to existing active and public transport infrastructure would have a significant positive benefit to community once operational, though may result in impacts on local accessibility due to the delivery of additional density at the site.</p> <p>The social impact rating associated with the change to Accessibility is considered Likely + Major = High - positive or negative, dependant on receiver</p>
Duration	Operational benefits are long term
Severity/sensitivity	Severity and sensitivity is considered to be Low in relation to the project.
Extent	Operational impacts, such as access to new dwellings, commercial and non-residential floorspace, and public open space would benefit the residents, workers, and visitors from across the Secondary Study Area and beyond including users of the local road network.
Potential to mitigate/enhance	During operation, there is a high ability for workers, visitors, and local community to adapt to new facilities on the site, due to their proposed quality and design. Infrastructure enhancements will positively benefit the community in the long term.

7.5.4 Culture - shared beliefs, customs, values and stories, and connections to land, places, buildings

Potential impacts

- Changes to sense of place associated with the delivery of 610 residential dwellings and non-residential floorspace. This may lead to new opportunities for gathering and the creation of new place narratives. The proposed development may permanently change the character of the site due to the scale of the development and uses proposed. This will likely affect the community's sense of place and connection to place particularly for past and present local residents, workers and visitors.
- The proposal may impact cultural heritage values for residents, workers and visitors to the SSA. The site is not identified as an item of local or State heritage significance however Concord West features a number of minor heritage items throughout its residential areas, and some larger landscape heritage items within walking distance of the site. Protection of views to key heritage items is essential to maintaining the existing characteristics of Concord West's residential areas.
- The provision of publicly accessible open space in this project has the potential to improve sense of place due to improved quality and design of open space in the area. This open space could increase spaces for gathering and events in this prominent, highly visible, and accessible location.
- Increased activation of the site due to notable increased capacity and re-design has the potential to facilitate new places narratives and improved connection to place. The changes proposed are consistent with the broader strategic vision of the area – effects may arise on the cumulative impact on the sense of place people have and a loss of visual connection with the existing lower-medium density development.

Responses / mitigation measures

- Ensure outdoor and indoor gathering spaces are welcoming to all community members. Consider opportunities to improve connection to place through programming the publicly accessible spaces to include the broader community, including for cultural celebrations. The PSA and SSA residents and workers are a culturally and linguistically diverse community with almost half of the City's residents born overseas (2016) with 45% of the overseas-born residents arriving in Australia in 2011-2016. There may be a need to consider opportunities for culturally appropriate spaces within the development e.g. prayer rooms to support diversity/inclusion, as well as spaces for cross-cultural learning.
- Consider opportunities for authentic designing according to Connecting with Country, to incorporate Aboriginal and Torres Strait Islander cultural heritage into the design of indoor and outdoor spaces, and potentially naming that reflects Indigenous place names, or as recommended in the future Connecting with Country framework.
- Thoughtful design and landscaping choices can mitigate impacts on culture as well as the development of a strong communication program for the project, providing updates and reducing any potential uncertainty as to the timing and impact on the local community.

Summary:

Overall impact	<p>Potential changes to connection to place due to changes to the appearance and use of the site, potential disruption or change to use of cultural infrastructure and heritage items in the locality. The redevelopment of the site to highest architectural standard, if impacts associated with construction and operation of the site are well mitigated, can however contribute to new place narratives and reinforce the site and surrounds as an attractive economic and liveable region.</p> <p>The social impact rating associated with the change to Culture is positive - Possible + Moderate = Medium (subject to imposition of Connecting with Country framework as the design progresses.)</p>
Duration	Permanent impact to culture is likely
Severity/sensitivity	The change to culture may be significant, however given the strategic vision for the area the community is aware of significant future changes in the area.
Extent	Operational impacts would be experienced by past, current and future residents, workers and visitors to the area, who may be from Greater Sydney, and beyond.
Potential to mitigate/enhance	Ongoing communication with affected residents, stakeholders and the community to minimise disturbance is recommended. Appropriate measures need to be implemented, in order to mitigate potential impacts on Aboriginal and non-Aboriginal heritage potential on the site.

7.5.5 Health and wellbeing - people's physical, mental, social and spiritual wellbeing – especially for people vulnerable to social exclusion or substantial change, psychological stress (from financial or other pressures), access to open space and effects on public health

Potential impacts

- New pedestrian connections proposed may have potential positive health and wellbeing impacts by enhancing convenience that can encourage uptake and use of active transport modes for commuting and physical activity by residents, workers, and visitors of the area.
- Delivery of **610** residential dwellings in close proximity to social infrastructure, public transport, and other daily living needs will likely result in improved overall wellbeing for new residents of the site due to improved housing quality and access. The health and wellbeing of existing residents is also likely to increase due to improved access to daily living needs and open space including Powells Creek and Badu Mangroves.
- Delivery of non-residential floorspace with potential to provide employment opportunities will likely have a positive impact on wellbeing due to increased local employment opportunities close to homes, public transport, and other social infrastructure.
- The proposal includes residential dwellings in proximity to the train line. Potential noise impacts from the train line may result in sleep disturbance for these dwelling occupiers.
- The provision of public domain in this project has the potential to create health and wellbeing impacts (physical and mental health benefits) associated with access to open space. The project has the potential to enhance opportunities for recreation and social interaction for workers, residents, and visitors to the area.

Responses / mitigation measures

- Ensure detailed design of the dwellings complies with relevant noise regulations for internal amenity considering the proximity to the rail corridor, whilst enabling natural ventilation to be achieved.
- Explore opportunities for seamless integration of the site with existing active transport networks in the area. Ensure that the active transport links, publicly accessible open space and amenity nodes are welcoming, safe, open and accessible to all people.
- Ensure the proposed open space follows universal design principles and can be enjoyed by people of all ages and abilities. Consider providing for diversity of recreation opportunities to enable a range of activities.
- Open space planning in high density needs to give consideration to accommodating a range of uses in a limited space. Explore opportunities to minimise conflict between users and with neighbours (e.g., noise and complaints).
- Ensure high quality design in relation to the landscape setting, amount of vegetation and shade, condition of facilities, and equipment.
- It will be important to establish effective communication channels for local residents to find out information about the development and raise any issues or concerns, to mitigate mental health impacts which can arise through uncertainty and the effects of significant changes to a person's local environment.

Summary:

Overall impact	<p>The redevelopment of the site, if impacts associated with construction are well mitigated, will ensure positive health and wellbeing outcomes for the community through the delivery of a proposal with communal gathering places, embedded liveability and wellbeing values, and enhanced community facilities.</p> <p>The social impact rating associated with the change to Health and Wellbeing is considered Likely + Moderate = High (positive)</p>
Duration	Operational benefits are long term
Severity/ sensitivity	Severity and sensitivity is considered moderate, due to the scale of the development.
Extent	Impacts are predicted by users, visitors, workers and residents of the site during operational phase.
Potential to mitigate/ enhance	During operation, there is a high ability for workers, visitors and local community to adapt to new facilities on the site, due to their proposed quality and design. High potential to mitigate any negative social impacts and enhance positive contributions, through provision of onsite infrastructure/amenities for visitors, residents and workers at the site.

7.5.6 Surroundings – access to and use of natural and built environment, including ecosystem services (Shade, pollution control, erosion control), public safety and security, as well as aesthetic value and amenity)

Potential impacts

- Permanent social impacts may arise to surroundings associated with the built form proposed for the site, which includes 10 buildings of 4-12 storeys in height – impacts would likely be positive, given it is noted that the proposal seeks to locate the tallest internal building heights along the interface with the rail corridor, providing a buffer for the internal public domain. Impacts will likely be most significant for low-rise housing situated along the site's northern most interface and to its south-west on the eastern edge of George St. An appropriate transition of heights is proposed for this interface.
- The provision of public domain improvements has the potential to improve amenity and enjoyment of surroundings in an established urban area. This open space may increase spaces for gathering and events in a high amenity, waterside location. Community engagement notes that the residents of Canada Bay LGA highly value their open space. Urban tree planting which will extent along the central spine and local internal roads, contributing to the local green grid and ensuring an amiable public domain experience.
- Increased activation of the site has the potential to improve perceptions of safety in the surroundings. Retail activation at the ground floor level will contribute to the site's important community function, acting a gathering place for internal residents and the community at large.
- Potential noise impacts on existing residents, workers, and visitors in the study area due to delivery of new mixed-use centre, including 610 dwellings and a substantial amount of non-residential floorspace. This may result in decreased amenity for nearby sensitive noise receivers.
- Potential for increased traffic movements and traffic or pedestrian congestion in the streets surrounding the site associated with workers, visitors, delivery, and other services accessing the buildings, which may impact amenity for existing and future residents.

Responses / mitigation measures

- Visual impacts as a result of the increased heights on site should be mitigated through design guidance to ensure that the design of the new buildings is of high quality, and amenity impacts reduced (e.g. overshadowing)
- Amenity impacts during construction – such as traffic, noise and air quality – must be managed in accordance with relevant legislation and subject to a Construction Management Plan.
- The proponent will implement an appropriate community notification process to communicate with stakeholders and the community, tailored to meet the demographics of the community (e.g. culturally diverse). It will be important to establish effective communication channels for local residents to find out information about the development and raise any issues or concerns, to mitigate social impacts which can arise through uncertainty and the effects of significant changes to a person's local environment. The proponent notes that the proposed development will be staged to minimise impacts to the existing residents and community. Explore opportunities to collaborate with the local Council, stakeholders and adjacent businesses in order to coordinate works in order to minimise cumulative impacts.
- Open space planning in high density needs to give consideration to accommodating a range of uses in a limited space. Explore opportunities to minimise conflict between users and with neighbours (e.g., noise and complaints).

Summary:

Overall impact	Impact rating associated with the change to Surroundings is considered Likely + Moderate = High - change could be perceived either as positive or negative, depending on the receiver
Duration	Changes to the surroundings are permanent.
Severity/ sensitivity	Moderate sensitivity due to the low- medium density nature of the surroundings.
Extent	Impacts are likely to be experienced by local residents and workers, and users of the Concord West Train Station.
Potential to mitigate/ enhance	High potential to mitigate negative social impacts to surroundings, through quality design and architectural considerations as well as community consultation to ensure impacts are mitigated.

7.5.7 Livelihoods – including people’s capacity to sustain themselves through employment or business

Potential impacts	
<ul style="list-style-type: none">Positive impacts to livelihoods as the proposal will support up to an estimated 250 direct jobs in operational phase, and 130 indirect jobs (total 380), making a significant contribution to employment in this strategic location.As this is a mixed-used development, the job opportunities would be available across several sectors, and potentially accessible to various groups within the community. The proposal will also generate jobs during construction (estimated to be a total of 1,970 spread over the construction period, comprising 460 direct and 1,510 indirect).Increased activation of the site due to high quality design for both the residential and non-residential components, including retail GFA, which has the potential to increase patronage for other local businesses in the area. This includes a provision of strip retail to the south along George Street as part of a mixed-use precinct. A supermarket anchors this precinct. Retail uses are also provided to the north along Victoria Avenue and Queen Street on the eastern side of the train line.The new employment opportunities – both during construction and operation phase – and investment within the local economy will also have positive social benefits for both the local community and businesses as a result of new local employment opportunities and workers within the area utilising the services of local businesses (e.g. cafes, supermarkets, petrol stations).	
Responses / mitigation measures	
<ul style="list-style-type: none">The proponent will implement an appropriate community notification process to communicate with stakeholders and the community, tailored to meet the demographics of the community (e.g. culturally diverse). It will be important to establish effective communication channels for local residents to find out information about the development and raise any issues or concerns, to mitigate social impacts which can arise through uncertainty and the effects of significant changes to a person’s local environment. The proponent notes that the proposed development will be staged to minimise impacts to the existing residents and community. Explore opportunities to collaborate with the local Council, stakeholders and adjacent businesses in order to coordinate works in order to minimise cumulative impacts.Collaborate with all stakeholders including City of Canada Bay Council, adjacent businesses, State government agencies etc to coordinate works to minimise cumulative impacts.	
Summary:	
Overall impact	<p>Potential changes to viability of businesses in the area associated with amenity impacts and change of foot traffic in the locality (during construction, and operation). Individuals may perceive negative impacts in relation to their personal and property rights and livelihoods during the construction and operational phase, regardless of due process, legal protections and just compensation terms being in place.</p> <p>The social impact rating associated with the change to Livelihoods is considered Likely + Major = High - change could be experienced either as positive or negative, depending on the receiver</p>
Duration	Operational benefits are long term, construction impacts are temporary
Severity/ sensitivity	Sensitivity would depend on the profile of the contractors and workforce on this site, and nearby businesses but is likely to be low.
Extent	Both construction and operational phases are likely to draw workers from Canada Bay LGA and beyond.
Potential to mitigate/ enhance	High potential to enhance positive impact – benefits to the local community are likely if local and social procurement and staffing principles are applied.

8.0 Monitoring and management framework

To monitor and measure the ongoing impact of the proposed development on relevant stakeholders and the surrounding community, the following framework is recommended:

- The proponent will implement an appropriate community notification process to communicate with stakeholders and the community, tailored to meet the demographics of the community (e.g., culturally and linguistically diverse). It will be important to establish effective communication channels for local residents to find out information about the development and raise any issues or concerns, to mitigate social impacts which can arise through uncertainty and the effects of significant changes to a person's local environment. The proponent notes that the proposed development will be staged to minimise impacts to the existing residents and community. Explore opportunities to collaborate with the local council, stakeholders and adjacent businesses in order to coordinate works in order to minimise cumulative impacts.
- Continued consultation with relevant stakeholders, to identify any key impacts, and emerging social issues and trends.

Further management during construction is recommended, with specific recommendations to be refined as part of the detailed design phase.

9.0 Concluding comments

Planning for future provision of community facilities is essential to support a health and sustainable community at the site. This Social Impact and Needs Assessment supports the Planning Proposal submitted to the City of Canada Bay for the redevelopment of 1 King Street, Concord West NSW. The following section highlights the key findings.

9.1 Community needs assessment

The provision of community infrastructure onsite is considered to adequately supplement a growing population, aligning with City of Canada Bay Council’s strategic visions for inclusion and participation in community life, and to foster a sense of belonging and place.

Taking into account the community profile, strategic review, forecast population, the current and planned supply of infrastructure and its spatial distribution, onsite community infrastructure provision is recommended as per **Section 6.7**, refined from the preliminary advice contained in the Scoping Proposal (10 June 2022). It is considered that the majority of the recommendations for the onsite community infrastructure provision have been met through this proposal, as outlined below.

Table 12 Summary of social infrastructure recommendations

Community infrastructure recommendation	Proposed
<ul style="list-style-type: none">• Localised open space (minimum 0.3ha)	A green connection of approximately 2,500m ² to provide legible pedestrian and cycle access north-south through the site. The green connection is proposed to include a neighbourhood park to provide additional amenity for the existing and future community.
<ul style="list-style-type: none">• Flexible local community lounge/facility (minimum 400sqm)	A community centre and a range of non-residential uses on the ground plane that will activate the public domain
<ul style="list-style-type: none">• Childcare - whilst schools and childcare were not specifically benchmarked, the provision of onsite childcare as proposed would also be appropriate, to meet the demands of the 1,440 new residents.	A new civic precinct – the ‘station precinct’ – accommodating a range of non-residential uses (i.e. retail, food and beverage, gym, health and childcare) at street level.

Though not proposed in this scheme, the following infrastructure types were also assessed as being required as part of the Community Needs Assessment. As it is acknowledged that provision of all of the recommendations may not be feasible in this one development, this list aims to serve as an aspirational list to address community needs in the future by others or by Council.

- **1 x co-working space** -between 1200 -1800sqm;
- **Senior’s housing** – specific number of dwellings subject to a Housing Needs Analysis. However, to encourage more multi-generational living in precincts it is recommended to increase stock of adaptable universal design multi-unit developments and advocate for new affordable accommodation for seniors at the site.

9.2 Social impact assessment

An assessment of the social impact categories, as defined by the NSW SIA Guideline (DPE, 2023) has been undertaken with consideration to the issues arising through the development’s operation. Each social factor is appraised with a significance of the impact based on the likelihood and magnitude of the change that would occur in that category, if the proposed development would be delivered.

Overall, the significance of the level of impacts identified in relation to the proposal range from being **Low to High**. Some of these impacts would be experienced as negative and some as positive, dependant on receiver.

Key negative impacts associated with social impacts as part of the planning proposal:

- The development will likely result in changes to the way of life, surroundings, community and culture of existing and past communities due to the transformational change in use of the land from industrial, the increase in density of

development on the site, and the subsequent additional population (1480 residents and 140 workers) onsite expected.

- While these changes may be perceived as either positive or negative, depending on the receiver, it is likely to result in connection to place for some. Meaningful and respectful consultation with local communities and stakeholders will be necessary to mitigate some negative impacts, with a particular focus on the broader strategic transformation of the area and the opportunities this will bring.
- Recommendations within technical reports including in relation to visual impact and overshadowing should be implemented, in order to mitigate amenity impacts to the broader immediate community.
- During construction and operation of the development there may be potential for adverse social impacts on surroundings, way of life, and health and wellbeing of local communities, however, these have not been assessed in this SIA, due to the proposal being a concept masterplan only.
- The construction and operation of the precinct would also potentially contribute to the increased traffic and associated impacts in the local area, however, creation of internal roads and access infrastructure as part of the proposal as recommended in the traffic impact assessments would support accommodating the future needs of the locality.

Key positive benefits as part of the proposal include:

- The provision of new dwellings in a strategic location will provide for more diverse and affordable housing as the centre's proximity to GPOP and the Sydney Olympic Park set the potential for Concord West to grow with increased capacity for housing, employment opportunities and housing.
- Positive social benefits to community and way of life, if a diversity of recreation opportunities, cultural and community centres and new open space will be beneficial to the future residents and workers, as well as the existing community.
- Social infrastructure is a key priority for the City of Canada Bay Council, as highlighted in their Community Strategic Plan. The provision of community infrastructure as part of the development will supplement a growing population particularly in the Concord West transformational area. A focus on the provision of social infrastructure, to facilitate inclusion and participation in community life, and foster a sense of place and belonging, is recommended.
- Employment benefits can be enhanced by applying local and social procurement practices during construction and operational phases of the development.
- Potential way of life, health and wellbeing and accessibility benefits associated with the delivery of new active transport paths in the green corridor, connecting pedestrian and cycle paths with employment and amenities. This will enable sustainable and healthy transport mode choices for future workers and residents onsite as well as in the broader Concord West and Canada Bay community.

A.1 Appendix A Demographic analysis

Refer to Economic Impact Assessment (EIA) by Ethos Urban

A.2 Appendix B Case study benchmarking



Figure 14 Kings Cross Library (City of Sydney) is an example of a contemporary community space that provides spaces for community members to read, study or relax.



Figure 15 Kings Cross Library community lounge, City of Sydney – public access to quiet spaces is highly valued in a dense urban environment

Source: City of Sydney

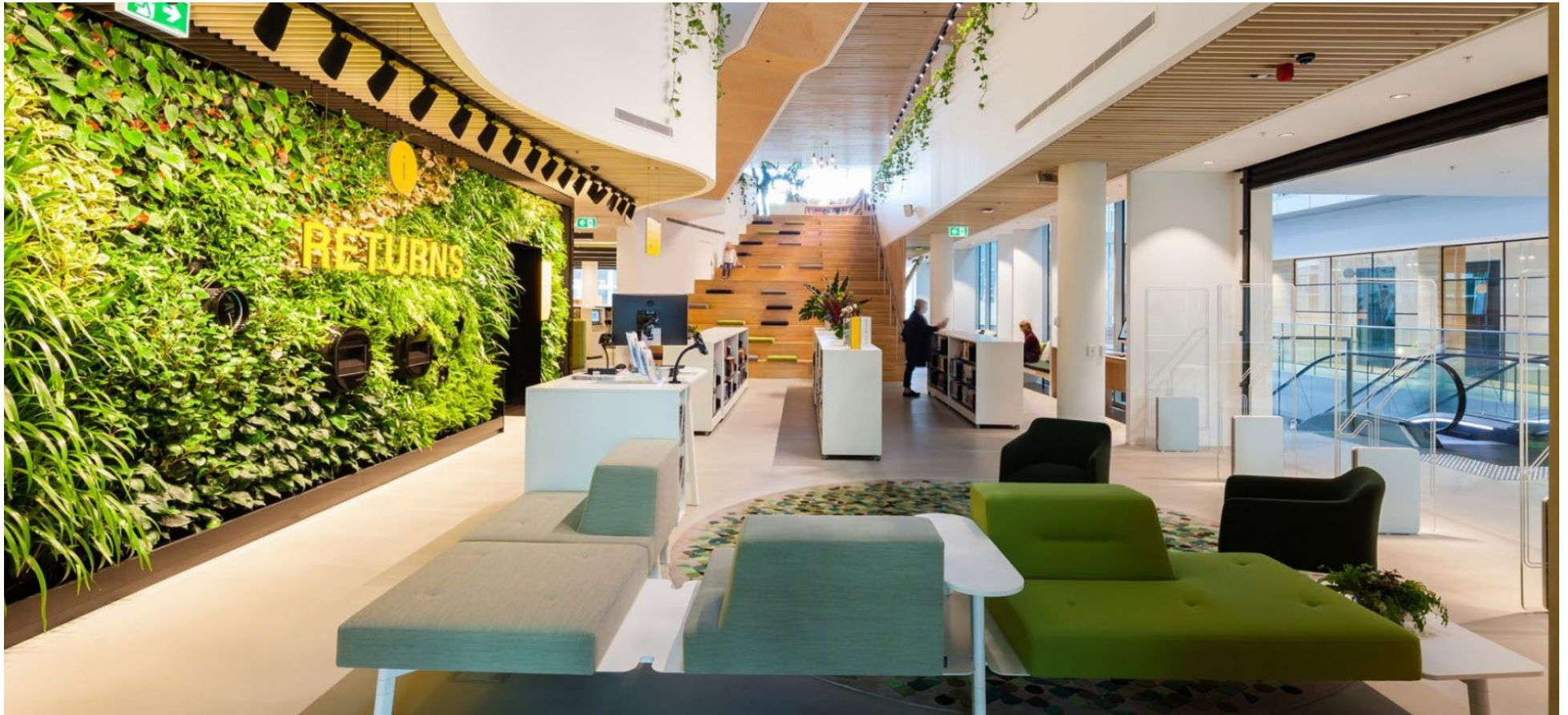


Figure 16 Woollahra Library in Double Bay: a contemporary urban community space providing an uplifting, sustainable and 'green' environment, delivering a range of active and quiet community spaces in the midst of a busy retail precinct