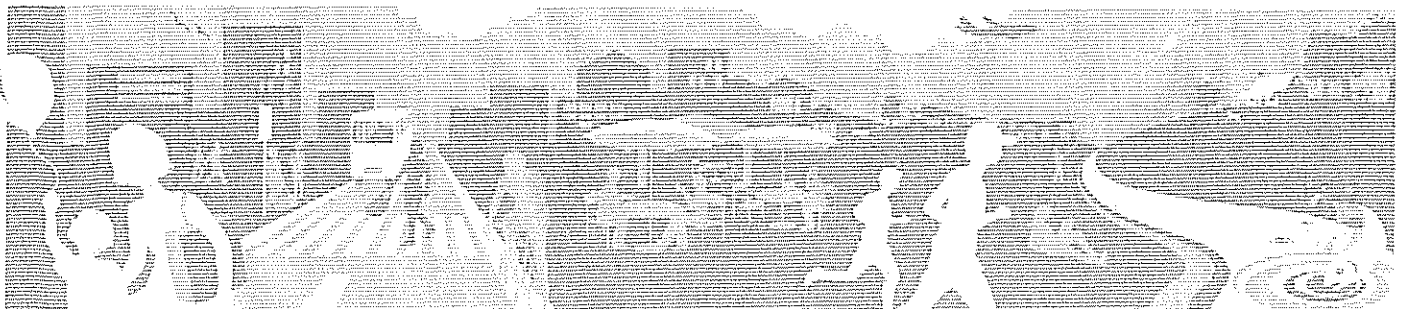


Client  
**Housing NSW**

Project  
**Social impact assessment  
9 Albert Street  
North Parramatta**

Date  
**11 February 2011**

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# Executive Summary

Housing NSW is proposing to develop an affordable housing project on a primarily vacant landholding at 9 Albert Street, North Parramatta, NSW. The Sydney West Joint Regional Planning Panel (JRPP) is responsible for determining the Staged Development Application (DA) for this project. At a hearing on 18 November 2010, the JRPP made two specific requests to Housing NSW (as recorded in the Meeting Minutes):

"3) Seek comments from Housing NSW regarding the potential impacts this proposal will have on the locality with regards to existing and potential social issues...

5) Housing NSW to explore larger unit sizes for the private housing component and the distribution of private and public housing throughout the development".

This Social Impact Assessment (SIA) has been prepared for Housing NSW, in response to the JRPP request.

This SIA outlines:

- The socio-economic characteristics of the local area and wider community
- The nature of communities and characteristics of surrounding development which will be affected by the proposal
- Existing social infrastructure in the surrounding areas and the adequacy of existing community services and facilities to service incoming residents
- The potential benefits for, and impacts on, incoming residents and the surrounding community.

It recommends mitigation and impact management measures to address identified impacts of the proposed upgrade.

The report contains 9 sections:

Section 1 provides an introduction and background to the study and outlines its scope and purpose.

Section 2 describes the site at 9 Albert Street, North Parramatta and the proposed development.

Section 3 outlines the relevant policy context for the proposal, which will contribute to NSW state and metropolitan strategic planning policies for new affordable housing near existing centres. Sydney's Metropolitan Strategy, the Greater Western Sydney Homelessness Action Plan and Housing NSW policies support the provision of additional housing, including social housing and affordable housing. In addition, Parramatta City Council policies support the provision of affordable housing in well-planned communities near transport and services.

Characteristics of the existing local community are described in Section 4. The area is characterised by a predominance of single persons, older people, households on relatively low incomes and apartment dwellings. The area is home to a large number of institutions, including health and medical facilities. The area is relatively accessible for shopping, employment and a range of community services and recreational activities, including numerous regional facilities.

Consultations undertaken for this proposal are summarised in Section 5. Housing NSW has held discussions with Parramatta City Council officers and further discussions were held during preparation of this SIA. Submissions from the public have been received as part of the DA exhibition process and through representations to the JRPP. This section summarises the key issues raised during consultations and in submissions, including concerns about existing instances of anti-social behaviour and crime.

Section 6 discusses the range of social benefits and impacts identified through the assessment process. The main benefits identified in relation to the proposal are considered to be:

- Provision of new, well-designed and well-located social housing which will meet the needs of Housing NSW priority clients and be managed by a social housing provider
- Provision of additional housing for the private or social housing residents, which will help meet high levels of demand in both the rental and sales markets, particularly for affordable properties
- Support for State and local government strategies and policies to address housing shortages and promote equity
- Opportunities for deconcentration of social housing and introduction of a mix of social, private and affordable housing
- Provision of a community facility/artist studio space for use by local residents

- Economic benefits including employment and flow on effects through the local and NSW economy.

The key issues identified as being of relevance for this SIA, or having the potential to create social impacts (and hence issues of interest to the JRPP), include:

- Changes in the population composition and social mix in the local area
- The suitability of the proposed housing mix for the area and its contribution to the supply of affordable housing in the Parramatta LGA
- The ability of the proposal to integrate physically with surrounding developments
- The success of strategies proposed to encourage social integration and community cohesion
- Traffic and transport impacts
- Privacy and overlooking of neighbours in adjacent properties
- The importance of appropriately managing construction impacts.

Mitigation measures have been developed to respond to these issues and these are outlined in Section 7. These are focused on:

- Addressing existing community concerns about safety and anti-social behaviour
- Strategies to encourage community cohesion
- Consultations in relation to the proposed community artist space
- Improving public transport accessibility
- Landscaping and tree planting
- Management of construction impacts
- Ongoing consultation and communications.

Section 8 draws together the findings and recommendations outlined above. The following measures are recommended to ensure that the proposal best meets its objectives and avoids potential social impacts:

- Establishment of a Community Liaison Group, comprising Housing NSW, Parramatta City Council, NSW Health, NSW Police and representatives from the local area to examine current reports of anti-

social behaviour and develop strategies for ensuring residents' concerns are addressed

- Implementation of formal and informal opportunities to encourage interaction between new and existing residents
- Engage with Parramatta City Council and the local community in relation to:
  - the community artist space
  - the potential to extend the Loop bus service further north along O'Connell Street
- In the Stage 2 DA, ensure plantings and street trees provide adequate screening for neighbouring properties
- A construction management plan, including strategies to minimise adverse impacts on neighbouring properties
- Housing NSW and the community housing provider develop a community engagement plan to establish and maintain open and constructive relationships with the local community.

Sections of this report which specifically address item 5 of the JRPP Minutes include:

- Section 3.1 – Summaries of NSW Government and Housing NSW policies for the provision of social housing and affordable housing
- Section 3.2 – Summarises Parramatta Council policies targeted at meeting housing objectives, including the provision of affordable housing in areas accessible to employment and services
- Section 6.2.1 - Discussion of demand and supply data for social housing
- Section 6.3.1 – Describes how smaller apartments contribute to affordable housing supply and the market sectors which would be attracted to housing at this site

References used in preparation of this SIA are listed in Section 9.

Finally, census data for the area affected by the proposal and comparison areas are provided in Appendix 1.

# Introduction

## 1.1 Background and purpose

This Social Impact Assessment has been prepared for Housing NSW, in response to a request by the Sydney West Joint Regional Planning Panel (JRPP). The JRPP is responsible for determining an application by Housing NSW for an affordable housing project on a primarily vacant landholding at 9 Albert Street, North Parramatta, NSW.

Housing NSW had submitted a Staged Development Application, Statement of Environmental Effects and a SEPP No 1 Objection to Parramatta Council on 2 July 2010. This was followed by several requests for additional information, and a hearing of the JRPP on 18 November 2010. At a hearing on 18 November 2010, the JRPP made two specific requests to Housing NSW (as recorded in the Meeting Minutes):

"3) Seek comments from Housing NSW regarding the potential impacts this proposal will have on the locality with regards to existing and potential social issues...

5) Housing NSW to explore larger unit sizes for the private housing component and the distribution of private and public housing throughout the development".

This report outlines the process undertaken to assess potential social impacts, the socio-economic characteristics of the locality, the social planning and policy background and potential impacts on local stakeholders and the wider community. Mitigation and impact management factors are also outlined.

## 1.2 Assessment process

This assessment has been undertaken by Elton Consulting, social planners with extensive experience in social impact assessment for a range of development projects.

It has been prepared on the basis of information available in December 2010. The process has included:

- Analysis of documentation describing the proposal and policy documents supplied by Housing NSW
- A site visit and examination of maps and plans
- Consultations with Parramatta City Council community development and social outcomes staff

- Review of Parramatta City Council documents including:
  - Parramatta Twenty25 Strategic Plan
  - Parramatta City Residential Development Plan
  - Business Paper Briefing notes, prepared by Council officers for the JRPP hearing of 18 November 2010.
- Australian Bureau of Statistics census data for 2006 and summaries available on Council's website [www.parracity.nsw.gov.au](http://www.parracity.nsw.gov.au)
- Desktop research
- Review of planning and technical consultant reports prepared in support of the proposed development
- Addressing the specific items (items 3 and 5) raised in the Minutes of the JRPP meeting, 18 November 2010.

## 2 The proposal

### 2.1 The site

Housing NSW owns a large (8,358.2m<sup>2</sup>), consolidated parcel of land at the south western corner of Albert and O'Connell Streets, in North Parramatta, known as 9 Albert Street.

The site currently contains a single storey former school building which has been used as a hostel and crisis accommodation. Another small metal building facing Albert Street also occupies the site. Both are in poor condition.

Housing NSW also owns an adjoining site, known as 2B Fleet Street, North Parramatta. Construction of a new hostel at this site has recently been completed. Residents of the 9 Albert Street hostel will soon be relocated to this new hostel.

The site is well located within 1.5km of the Parramatta CBD, has excellent access to the arterial road network, public transport routes and leisure activities.

### 2.2 The proposal

As part of its long term commitment to social housing, Housing NSW proposes to redevelop the Albert Street site in two stages, as two separate precincts.

Stage 1 of the proposal would include demolition of the existing hostel building and shed, tree removal and construction of 33 units of social housing in a three storey building (Block A) on the southern portion of the site. The dwelling mix in Block A would consist of:

- 24 x one bedroom units
- 8 x two bedroom units
- 1 x three bedroom unit.

Fifty percent of these units would be universally accessible.

Parking would be provided for five residents' vehicles and another two for visitors, including one disabled parking space. This is a total of seven spaces.

Stage 1 would also include a community cultural facility in the form of an artists' studio. The 135m<sup>2</sup> space would face O'Connell Street and consist of a work area, display space, kitchen, storage and an amenities area, as part of the ground floor of this building. The space would be built so as to be adaptable for conversion into two additional one bedroom social housing units, "should the community / artists work area outlive its intended use" (SEE, p. 12).

Stage 2 of the development is less defined and currently subject to financial feasibility analysis. It is likely to include a mix of social housing, private housing and affordable housing in two buildings of three stories each:

- Block B – 36 units over three floors, comprising:
  - 9 x two bedroom units
  - 27 x one bedroom units.
- Block C – 37 units over three floors comprising:
  - 8 x two bedroom units
  - 29 x one bedroom units.

Ten percent of these units would be designed to be adaptable units.

Parking for Stage 2 would include 90 spaces, of which 73 would be basement level resident parking, 10 would be basement level visitor parking and the remainder would be at grade visitor spaces at the rear of the buildings.

In total, 106 units are proposed, across this mix of housing types. The Staged DA seeks approval for 33 units of social housing within Stage 1 and in principle approval for the Stage 2 concept of 73 units. The Stage 2 concept would be the subject of a more detailed application at a later date.



### 3 Project context

The proposed development will occur within, and respond to, the issues and policy context outlined below.

#### 3.1 Metropolitan Context

##### 3.1.1 Sydney Metropolitan Strategy

The NSW Government's Metropolitan Strategy provides a framework for the future development of Sydney. It identifies housing growth targets for sub-regions within Sydney to accommodate anticipated population growth to 2031. North Parramatta sits within the West Central sub-region (comprising Parramatta, Auburn, Bankstown, Fairfield and Holroyd LGAs), which has a target of 95,000 new dwellings to be provided by 2031, a growth of 42% from 2004 levels. This represents a continuation of historic levels of housing development in the region.

New dwellings will be provided largely through development in existing centres with good public transport or through infill development. Good accessibility to public transport and services is particularly important for older residents.

The Metropolitan Strategy identifies the need for strategies to ensure that the stock of social housing can be retained and increased within the context of the further densification of Sydney, and that the number of public housing dwellings increases with the future growth of all dwellings in the sub-region.

Economic, social and environmental sustainability are the guiding principles for the Sydney Metropolitan Strategy. The aim most relevant to achieving the sustainability objectives for residents in areas such as the Albert Street precinct is 'Enhancing Liveability'.

##### Enhance Liveability

Key objectives with regard to Enhancing Liveability include to:

- Focus residential development around town centres, villages and neighbourhood centres
- Plan for a housing mix near jobs, transport and services
- Provide for a range of dwellings suited to the changing population
- Improve housing affordability

- Promote good access to services and timely infrastructure
- Improve access to shopping, friends and family, parks and recreation and other daily activities
- Encourage use of active transport – public transport, walking and cycling – to improve community health and connectivity to services and facilities
- Promote active healthy lifestyles and community interaction through provision of parks, sporting facilities and public places
- Provide a diverse mix of parks and public places and improve the quality of local open space
- Apply sustainability criteria for new urban development. The sustainability criteria include the provision of mechanisms to ensure infrastructure (including social infrastructure) is provided in a timely and efficient way, and that adequate and accessible services and facilities are available to meet quality and equity objectives.

The West Central Draft Subregional Strategy lists two of its seven Key Directions, and relevant Key Actions, as follows:

Key Direction	Key Action
Allow for housing growth close to public transport corridors	• Investigate increasing densities in all centres where access to employment, services and public transport are, or can be, provided
Provide greater housing choice and affordability	• Provide for an appropriate range of residential zonings to cater for changing housing needs

The proposal support the planning and housing objectives within the Metropolitan Strategy and the Draft Subregional Strategy.

##### 3.1.2 Greater Western Sydney Homelessness Action Plan 2010 – 2014

This plan is the regional implementation mechanism for the NSW Homelessness Action Plan which sets the direction for state-wide reform of the service system to achieve better outcomes for people who are homeless or at risk of homelessness. The strategic directions are to: prevent homelessness, ensure people that are homeless do not become entrenched in the system and ensure that people who have been homeless do not become homeless again.

In the Greater Western Sydney area, 30% of people seeking supported accommodation assistance are

single females with children, compared to 19% for NSW. There is also a higher proportion of single females and couples with and without children than state averages requiring social housing assistance. The primary reason for seeking assistance is financial difficulty followed by domestic and family violence. Parramatta had the highest level of homeless households in the greater Western Sydney area (2006 Census).

By assisting in the provision of additional social housing, the proposal supports the wider objectives of the Greater Western Sydney Homelessness Action Plan.

### 3.1.3 Other relevant trends and issues

Other key population and planning issues of relevance to the project include:

- A rapidly changing demographic profile at both national and metropolitan levels, and in particular:
  - Reduction in average household size associated with reductions in fertility, population ageing and increasing numbers of people living alone. Households with one or two people are now the majority of all households and the trend towards more of these smaller households will continue
  - Increasing diversity in household composition, and in particular increasing numbers of single parent families, extended family households and couple only households
  - The ageing of the population and increasing life expectancy, resulting in growing numbers of people particularly in the oldest age cohorts, with associated growth in demand for support services for frail older people
  - High rates of international migration and an increasingly diverse immigrant profile, including a high proportion of refugees from non English speaking countries who settle in Sydney.
- Changes in housing affordability and increasing levels of associated housing stress for many low and moderate income households. There is an increasing gap between low and high income households across the metropolitan area and their geographic separation and rising levels of housing stress.
- Nation Building and Economic Stimulus funding for housing infrastructure. Federal and State government expenditure have recently targeted housing supply. In NSW, new units and title of land for social housing are being managed by Housing NSW to support growth of community housing. A notional target of 2,400 dwellings is planned for Greater Western Sydney. At the same time, public housing is being better targeted towards those most in need. Greater focus on disadvantaged tenants supports the

disaggregation of large clusters of public housing and supports construction of new dwellings close to services (Housing NSW, 2009).

The implications of these trends include:

- The demand for public housing will continue to remain high across Sydney, and particularly in western Sydney. Housing NSW will need to consider the range of opportunities available in each allocation zone to address these needs
- The profile of households seeking public housing is increasingly diverse, pointing to a need for greater diversity in dwelling stock to meet contemporary tenant needs
- There is likely to be a further increase in the need for smaller bedroom dwellings and for dwellings to cater for tenants with disability.

These factors need to be considered in considering the social issues and potential impacts of the proposed development.

### 3.1.4 Housing NSW policy directions

The redevelopment of existing Housing sites provides important opportunities to implement departmental policy reforms, by matching the housing needs of tenants with the development of sustainable physical infrastructure assets.

These policies are particularly relevant to the JRPP request for information to support the proposed dwelling mix (item 5, Section 1.1).

The *Housing NSW Corporate Plan 2007/08 - 2009/10* outlines the strategic directions for the department to address the range of social housing needs for the State. The key issue identified is the need to provide an integrated set of housing solutions for people in need, ranging from the provision of basic shelter for those living on the street, to the need for appropriate or affordable housing for those who receive a moderate income but are struggling to live near their place of work.

The plan emphasises the importance of whole-of-government approach to addressing the causes of homelessness and linking housing with justice agencies, education and training programs to address the causes of homelessness. This recognises that proximity to support services is critical to breaking the cycle of homelessness and creating sustainable tenancies.

The Corporate Plan also identifies the increasing number of key client groups with complex needs, requiring social housing and co-ordinated services from many sources, including other government departments and agencies. These groups include

older persons, people with disabilities and people with mental health issues and Aboriginal people.

Key challenges currently facing Housing NSW include:

- A changing demographic profile of public housing tenants, particularly a reduction in average household size of clients, the ageing of the tenant population and an increase in clients with complex needs
- A decrease in affordability of housing for both purchase and rental in NSW, and associated increases in housing stress and demand for public housing
- An ageing stock of dwellings, a large proportion of which are located in large estates or areas with poor access to jobs, transport and services.

Through its *Plan for Reshaping Public Housing*, Housing NSW is addressing these challenges in a series of reforms that include:

- A focus on the allocation of public housing based on need, in particular to older people, people with a disability and people with complex needs
- Realignment of the asset portfolio to better meet the needs of tenants. Redevelopment projects are focused on producing 1 and 2 bedroom dwellings to cater for the greatest needs of Housing NSW clients
- A more planned approach to asset maintenance
- A greater focus on housing sustainability
- Improved social and physical amenity in estates
- Ensuring tenants have access to needed support services so they are able to live independently in social housing
- A program of renewal of the public housing property portfolio over ten years, based on long term projections of demand from high need groups, the quality of existing dwellings and value for money
- A program of upgrading selected housing estates to build stronger and more vibrant and supportive communities.

Local Government Partnerships have also been developed in areas where Housing NSW holds many properties that require liaison and cooperation with Councils to resolve issues of mutual interest. These strategic alliances put in place the mechanisms to help partners address larger planning and social issues through a sharing of resources and programs.

The Parramatta City Council Strategic Alliance has been in place since 2003. Its purpose (Housing NSW, 2009) is to:

- Facilitate the development of the Housing NSW's long term plans for the Parramatta LGA through Master Plans to achieve 'better designed neighbourhoods through regeneration
- Facilitate the integration of the Housing NSW's planning documents for Public Housing, Community Housing, Affordable Housing and Homelessness with Council's housing documents
- Lead to more inclusive arrangements with State Government Agencies and the private sector in the regeneration of neighbourhoods.

Issues for strategic level collaboration include:

- Housing Market
- Urban Design
- Regeneration
- Redevelopment
- Affordable Housing
- Homelessness
- Operational Procedures.

These policies and factors have influenced the dwelling mix and delivery model proposed for the site, including the proposal for a high proportion of one bedroom units.

## 3.2 The Local Context

### 3.2.1 Social impact assessment guidelines

The City of Parramatta does not have specific guidelines or policies for assessing social impacts, although it provides references for a range of resources and approaches which can be used.

At the suggestion of Housing NSW, the City of Newcastle *Social Impact Assessment Policy for Development Applications* (November 1999) was used as a guide for the analysis of social impacts likely to arise from the proposed development.

The Guidelines are similar to those used by many other Councils to assist proponents in considering potential impacts of a development on factors such as:

- People's way of life

- Their culture
- Their community.

A Social and Economic Effects Matrix provides a long list of social and economic impacts which can be relevant for medium and large scale residential projects such as is proposed at 9 Albert Street. This includes:

- Access and mobility
- Accommodation and housing
- Community services and facilities
- Community structure (severance, cohesion, identity)
- Community and public safety
- Cultural and community values
- Health
- Interaction between the development and existing community
- Needs of social groups
- Population change (size and characteristics)
- Recreation and leisure facilities
- Risk perception in the community
- Social equity (displacement and disadvantaged groups)
- Employment
- Local economic effects
- Property values.

The analysis in the following sections considers the key issues and concerns relevant to the current proposal. These include issues raised by local stakeholders, as well matters raised in discussions with Housing NSW, Parramatta Council officers, a review of plans and other relevant project documentation.

### 3.2.2 Parramatta City Council Draft Residential Development strategy

The Residential Development Strategy (RDS) is Parramatta Council's policy direction for the future location, density and character of housing throughout the Local Government Area (LGA).

The RDS aims to provide housing choice to cater to community needs. The policy states that new housing has to provide for a mix of housing types such as units, townhouses and individual houses to meet the needs of older people, younger couples, families and single person households.

The guiding principle of the RDS is for most residential growth to be concentrated in areas close to public transport, shops and services to reduce car dependence, increase walking and associated health outcomes; as well as ensure efficient provision of infrastructure to support new housing. The RDS also aims to respond to the State government's target for housing growth in Parramatta of 21,000 new dwellings by 2031.

Although North Parramatta was outside the study areas for the RDS, the north side of Albert Street was identified as a medium and high density zone for residential housing. The site for this proposed social housing development, on the south side of Albert Street, has 'Special Use' zoning for community services and facilities.

### 3.2.3 Parramatta Community Strategic Plan

The Parramatta Twenty 25 Strategic Plan, developed in consultation with Parramatta's diverse community, is the overarching policy document to guide the city's growth over the next 20 years. The concept of sustainability underpins the strategy and is a key challenge to be managed. The Council has set seven (7) objectives, referred to as 'destinations', to achieve its vision for "Parramatta First: the Leading City at the Heart of Sydney".

The proposed development of this site achieves a number of Council's objectives, particularly in relation to its role in providing social housing, in close proximity to recreation opportunities and public transport; access to support services; as well as activating the street frontage for improved natural surveillance.

- Destination 2: A Society that is healthy and compassionate
  - Develop affordable housing and accommodation to meet the needs of Parramatta's residents. (HC4)
  - Improve the quality of life of people who are requiring support: including improve access to services and supports. (HC5)
  - Improve the health of Parramatta's community by encouraging healthy lifestyles: access to walking as an alternative to car use and pleasure. (H1)
  - Assist people gain employment by providing access to skills development and other support. (HC6)

- Destination 4: Neighbourhoods that are liveable and distinctive
  - Plan for the concentrated growth of housing around transport and activity nodes, rather than dispersed growth throughout the LGA (N1)
  - Create a strong sense of neighbourhood identity to be achieved by improving the design of the private domain, developing and maintaining high quality streetscapes, and integrated responses to neighbourhoods that address identity and culture to guide regeneration. (N9)
  - ...ensure that Parramatta is perceived as a safe place by day and night (N3), the more activated street frontage of this proposal achieves this.
- Destination 5: A community that is diverse and cohesive
  - Support and promote groups which create community interaction and cohesion to be achieved by encouraging the reflection of the social, cultural and demographic profile of the city. (DC3)
  - Protect and celebrate Parramatta's rich multi-layered built and cultural heritage by ensuring that social and cultural diversity is reflected in the design of buildings, public art and spaces. (DC2)
- Destination 6: People and places that are linked by sustainable transport and communication networks
  - Locate higher density housing close to transport to manage road congestion and safety while reducing reliance on car use as a primary means of transport (TC1)
  - Increase the number of people walking and cycling, particularly for journeys within the neighbourhood. (TC4)

- Destination 7: A city that is innovative and inspirational:
  - Provide arts facilities and organisations in appropriate locations to allow participation at a range of levels (II1)
  - Increasing the access and participation of marginalised groups in the arts (II2)

The proposal for this site, a residential development incorporating a mix of social, affordable and private housing and an community / artist studio, will contribute to Council's objectives in relation to housing affordability, social mix and diversity, access and resident participation at a neighbourhood level.

### 3.2.4 Other relevant policies and plans

#### Community Capacity Building

Parramatta's approach is a new model for Local Government in NSW for the delivery of social and community services. The model commits Council to enabling long term community-driven social change, rather than short term 'quick fixes' in its work. Community Place Development officers work with residents and community partners to identify local key issues, community assets and partnerships, respond to local issues, build on existing community strengths and encourage connections. North Parramatta sits within the North West wards for Community Place development.

#### Arts Facilities and Cultural Places Framework

This framework places emphasis on building cultural infrastructure, such as artist studios. The framework also identifies North Parramatta/ Cumberland Hospital as a long term creative hub (Cluster 3). The site is also close to the designated cultural production and creative industries clusters (Cluster2).

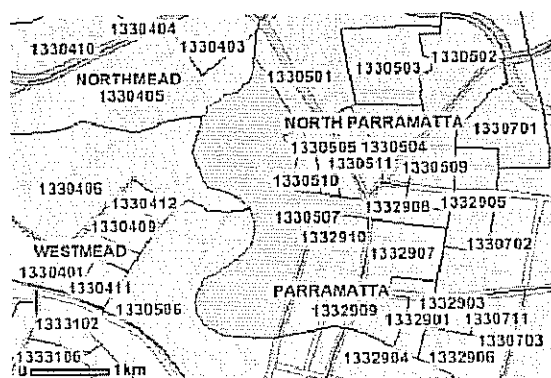
These policies can actively support the proposed development. Opportunities for drawing on the resources and activities of these initiatives are discussed in Section 8 of this report.

## 4 Community profile

This section describes the characteristics of the local community in the vicinity of the proposed development (CCD 1330507, see below). This is then compared with the suburb of North Parramatta, the Parramatta City Local Government Area (LGA) and Sydney overall. Further demographic details are provided in Appendix 1. A summary of key issues from the analysis is given below.

### 4.1 Demographic characteristics

The proposed development site is located within the Census Collection District (CCD) 1330507, an area generally bounded by the Parramatta River to the west and south, and by O'Connell and Church Streets to the east. This area is characterised by a concentration of regional institutional uses (including Cumberland Hospital, ancillary medical services, aged care facilities, Parramatta Correctional Centre) and numerous large recreational facilities, and the demographic profile discussed below reflects these uses.



Key features of this geographical area in 2006 are summarised below.

#### 4.1.1 Demographic characteristics

##### Population size and age structure

- Population decline - In 2006, the population of this CCD was 671 people. This represents a slight decline of 3% from its population of 691 in 2001, and compares with a decline of 4% for the suburb of North Parramatta. More than 70% of the local population is male, perhaps reflecting the presence of the Parramatta Correctional Centre and other institutions.
- Relatively older population - The median age of the population in the CCD 1330507 (35 years) is higher than that of surrounding areas (33 years). Almost 44% of the population is aged between 20

and 34 years, while another large proportion (15%) is aged over 75 years. Less than 2% of the local population is aged 14 years or younger, in contrast to levels of 14-20% in the comparison areas (see Figure A1 in Appendix 1). Again, this may reflect the high proportion of adults in the Correctional Centre and aged care institutions.

##### Ethnicity

- Some ethnic diversity – While more than one third of the area's population was born overseas and a similar proportion speak a language other than English at home, the area appears less ethnically diverse than either North Parramatta or the Parramatta LGA overall. Many of the area's immigrants have come from New Zealand (2.7%), Vietnam (2.2%) and China (2.1%). Of those who speak a language other than English at home, Cantonese is the dominant language.
- In the suburb of North Parramatta, immigrants account for just over 37% of the population, with Iran (3.4%), China (3.2%) and India (2.7%) being the most common countries of birth. Languages other than English spoken at home in North Parramatta were most frequently reported as being Arabic, Persian and Chinese languages.

##### Family and household types

- Single person households predominate – Of 81 occupied private dwellings in the CCD, just under half (49.4%) were lone person households in 2006. This is a very high proportion compared with the suburb of North Parramatta and more than double the typical levels across the LGA and Sydney. It could again reflect the area's institutional make-up, as well as the high proportion of apartments.
- Relatively few family households – The CCD does contain some family households (38%). This compares with almost 48% in North Parramatta and more than 66% in Parramatta LGA. Amongst family households in the CCD, a relatively small proportion (25%) have children. 'Other family' types are also relatively common (21.9%).

#### 4.1.2 Economic characteristics

##### Income levels

- Low income levels – The table overleaf shows that individual incomes in the local area are low compared with other comparison areas. There has been some increase since 2001 in median individual incomes, and to a greater extent, in median household incomes. Nevertheless, incomes for the area remain lower on average than for all comparison areas.

Table 1: Median weekly individual and household incomes

### Median Individual and Weekly Income

	CCD 1330507	North Parramatta suburb	Parramatta City LGA	Sydney Statistical Division
<b>2006</b>				
Median individual income (\$/weekly)	\$384	\$544	\$443	\$518
Median household income (\$/weekly)	\$900	\$1,025	\$1,043	\$1,154
<b>2001</b>				
Median individual income (\$/weekly)	\$200-\$229	\$400-\$499	\$300-\$399	\$400-\$499
Median household income (\$/weekly)	\$600-\$699	\$800-\$899	\$800-\$999	\$800-\$999

### Occupation and industry of employment

- A range of occupations - The most common occupations for local residents are Professionals (23.2%) and Labourers (20.7%). The most common industries are Depository Financial, Intermediation, Motor Vehicle Retailing, Specialised Industrial and Equipment Wholesaling, Cafes, Restaurants and Food Services and Sport and Physical Recreation Services (all 6.1%). The distribution of occupations and industries differs from that of North Parramatta, where the most common occupations are Professionals (26.5%), Clerical and Administrative Workers (18.5%), Technicians and Trades Workers (11.8%) and Managers (11.0%) the most common industries are Schools Education (4.7%), Hospitals (3.5%) and Cafes, Restaurants and Takeaway Food Services (3.3%).

### Employment characteristics

- A mixed area for employment – The local labour force shows a relatively high rate of full-time employment (72.6%) compared with the suburb, LGA and Sydney as a whole. However, at the same time, the area showed a relatively high unemployment rate (13.7%) compared with levels of half this across comparison areas. Part-time employment rates were correspondingly low.
- A very large proportion of residents not in the labour force – The area shows a distinctive characteristic in that a substantial proportion of its residents aged over 15 years are not in the labour force. Of its total population of 671 residents, only 95 persons over 15 years were counted as being in the workforce and another 555 were not in the labour force. This may reflect the high proportion of residents within the Correctional Centre or other institutions.

### 4.1.3 Housing

#### Dwelling mix

- Primarily apartments - Of 81 occupied private dwellings, the great majority (86.4%) were flats, units or apartments, and the remainder were semi-detached, row, terrace or town houses (13.6%). No detached dwellings were counted amongst the occupied private dwellings. This is a very different dwelling mix to the suburb of North Parramatta, and to the remainder of Sydney.

#### Housing Tenure

- A mix of housing tenures – The local CCD shows a unique mix of housing tenures. Home ownership is relatively low (at 18.3%), but higher than in the suburb of North Parramatta (15.1%). A relatively high proportion of dwellings, are being purchased (32.4%). Private rentals are relatively low (33.8%) compared with the suburb (38.2%). Across Parramatta and Sydney, the typical tenure pattern is equal proportions of dwellings that are fully owned and being purchased (around 28% to 31%) and around 20% to 23% rented privately. There are no public housing tenants in the CCD, yet more than 15% of residents reported renting from 'persons not in the same household' or 'other' landlord types (such as from 'Employer-government, eg, Defence Housing Australia, or other private employer. This would reflect the presence of the Parramatta Correctional Centre and other institutions.

#### Household size

- Relatively small households - The average household size of 1.7 persons is very small in comparison with the suburb (2.1 persons) and the wider areas (2.7). Again, this would reflect the presence of institutions and apartments in the local area. Persons per bedroom are broadly similar with other areas.

Table 2: Occupancy rates

	CCD	North Parra- matta	Parra- matta LGA	Sydney SD
<b>2006</b>				
Average household size	1.7	2.1	2.7	2.7
Av. no. persons / bedroom	1.1	1.2	1.2	1.1
Median rent (\$/weekly)	220	220	227	250
Median housing loan repayment (\$/monthly)	1,559	1,600	1,733	1,800

#### Housing costs

- Moderate housing costs - Rental rates for the CCD (\$220) are consistent with the rest of the suburb, and relatively low for Parramatta and Sydney. Housing loan repayments are lower than all other comparison areas.

### 4.2 Community Facilities and Services

The site is located in close proximity to a broad range of general community facilities and specialist community services.

The most relevant community facilities are shown on the attached map.

#### 4.2.1 Transport services

The site is served by public transport, and many more services operate from nearby Church Street. The nearest bus stop is located on Albert St, near the corner of O'Connell, approximately 100m from the site. This bus (no.549) links from Epping Rail Station to Parramatta Interchange from where bus and rail services operate to the City, the north west and other major destinations. Services operate approximately half hourly in peak periods and ever hour in off peak periods. At the Interchange a bus service also links to the Parramatta wharf for the Rivercat ferry service to the City.

Other bus services operating from Church Street, 250m east of the site, provide access to Castle Hill, Pennant Hills and surrounding areas. The SEE (DEM, July 2010) states that a total of nine bus routes operate from these two locations, providing a high frequency of services to these destinations (p. 7), including (M54) directly to Macquarie Park and Macquarie University.

The site is adjacent to an off-road walking path to the Parramatta Central Business Area with a bike path and secure storage facilities in the vicinity of the bus interchange.

A free Loop bus operates from the Transport Interchange to the Wharf, every 10 minutes along O'Connell Street, Church Street, Phillip Street, Charles Street, Macquarie Street and back to Darcy Street. The closest point to the site is the Parramatta Leagues Club on O'Connell Street.

#### 4.2.2 Medical facilities

The site is in close proximity to a comprehensive range of general and specialist health facilities.

- General Health Services
  - Parramatta Community Health Centre
  - Westmead Hospital
  - Children's Hospital, Westmead
  - Private specialist medical rooms
- Specialist Children and Adolescents
  - Cumberland Hospital Children: psychological, social and behavioral challenges, including chronic disease and brain injury
- Specialist Medical Service
  - South West Area Health Service Drug and Alcohol Service

#### 4.2.3 Education

The site is located in close proximity to a range of public and private schools. The Catholic schools aim to offer affordable education for low income families. Many of the private schools offer scholarships for academic excellence.

- Primary Schools
  - Parramatta North Public School: located on Albert Street only 200 metres from the site
  - Parramatta east Primary School
  - St Patricks Primary, Catholic School
- Primary and Secondary Schools
  - Tara Anglican School for Girls, North Parramatta
  - The Kings School
- Secondary Schools
  - Arthur Phillip High School
  - Macarthur Girls High School
  - Parramatta High School
  - Macquarie Boys Technology High School.
  - Our Lady of Mercy College
  - Marist High
- Specialist Schools
  - Redbank School: children and adolescents experiencing emotional, behavioural or psychiatric difficulties.
  - Garfield Barwick School: children with hearing impairment for gradual mainstream integration.
- Tertiary Institutions





Location of Community Facilities

University of Western Sydney, Parramatta campus is located near the site along the Parramatta River.

#### 4.2.4 Child care

There are several child care centres in the North Parramatta and Parramatta Central Business Area, and many more in surrounding suburbs

- North Parramatta
  - ABC Developmental Learning Centre
  - Parramatta Pre-School and Child Care Centre
- Parramatta Central Business Area
  - Angel Babies Childcare Centre and Cottage
  - Ardill Family Centre
  - HQ Child Care Services
  - Parramatta East Pre-School
  - St Marina Early Learning Centre
  - Angel Cottage Childcare
  - Parramatta Preschool and long day care.

#### 4.2.5 Aged care

- Support Services
- Seniors Living and Learning Centre
- Home care services, including delivered meals
- Seniors groups: general and groups for cultural and linguistic diversity (CALD)
- Residential Care
  - Anglicare/Chesalon/Marian Nursing Home
  - North Court Aged Care
  - Parramatta Nursing Home
  - Mayflower Aged Care
  - Westmead Nursing Home and Hostel
  - Westcourt Nursing Home & Hostel
  - Our Lady of Lebanon Hostel for the Aged

#### 4.2.6 Disability Support Services

- Down Syndrome Association of NSW
- Western Sydney Developmental Disability Service
- Flintwood Disability Services
- Northcott Disability Services

#### 4.2.7 Community Centres and Support Services

- Salvation Army Moneycare Counselling Service:

- St Vincent DePaul
- Uniting Care Burnside
- Harris Park Community Centre
- Uniting Care Institute of the Family
- Anglicare Child, Youth and Family
- Centacare Catholic Support Services

#### 4.2.8 Cultural facilities

- Library and Heritage
- Civic Place Library
- Parramatta Park Heritage Precinct:
- Convict Prison: Cumberland Hospital Grounds
- Museum and Barracks
- Performance and visual arts:
- Amphitheatre: Parramatta Park
- Riverside Theatres
- Parramatta Gallery and Art Studios

#### 4.2.9 Recreational and open space

The local area is home to several important regional parks, venues and facilities; as well as district and local level sport and recreational facilities.

- Regional Parks and facilities
  - Parramatta Stadium
  - Parramatta Park – walking paths
  - Parramatta Leagues Club
- District and local facilities
  - Parramatta Swim Centre
  - Riverside Walk
  - Parramatta Golf Course and Bowling Green
  - Belmore Park
  - Lake Parramatta Reserve

#### 4.2.10 Legal and Justice

- Parramatta Correctional Centre
- Commonwealth and State Law Courts

#### 4.2.11 Places of Worship

- St Patricks Cathedral

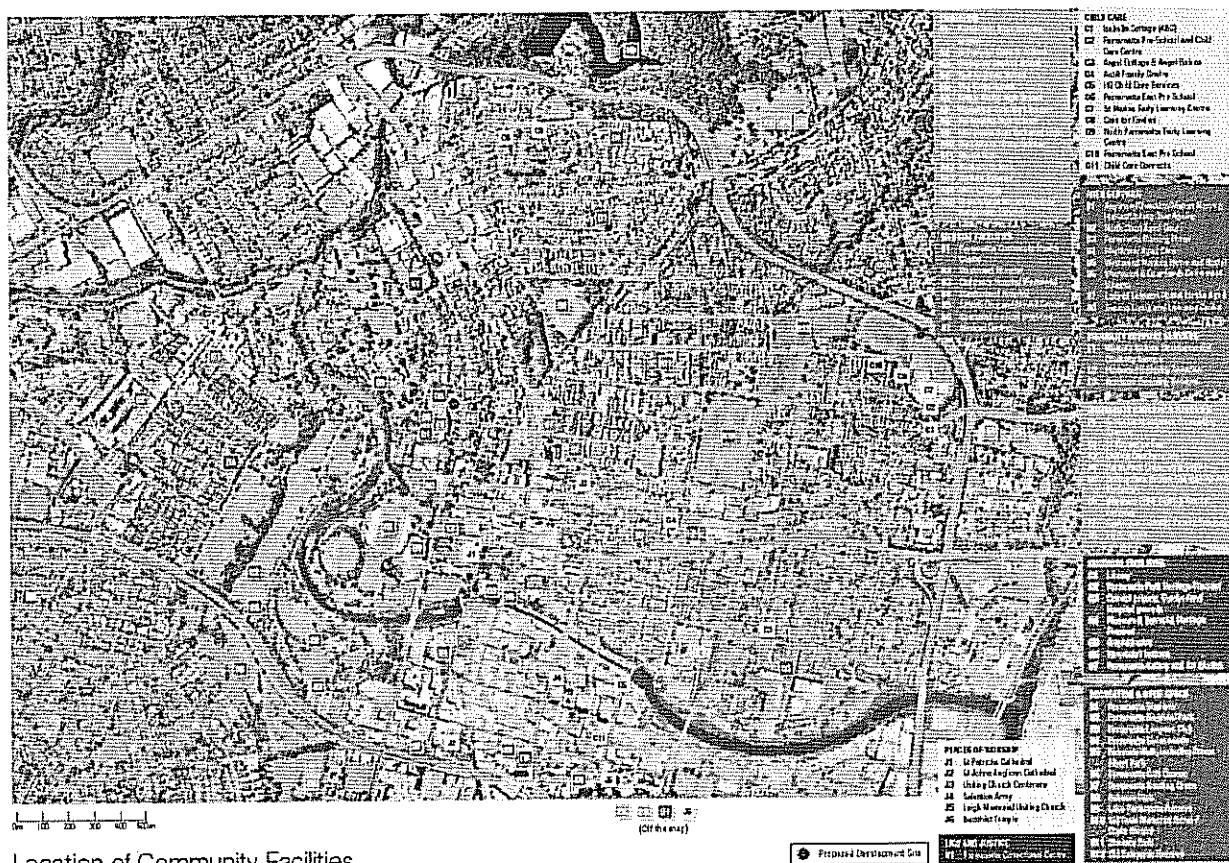
- St Johns Anglican Cathedral
- Uniting Church Centenary
- Salvation Army
- All Saints
- Buddhist Temple

#### **4.2.12 Shopping areas**

The Parramatta CBD is located within 1.5km of the proposed development site, accessible by bus or on foot.

Council has approved a mixed use development with an IGA supermarket in Church Street at Albert Street, approximately 300 metres from the site of the proposed development. A mixed use development on Victoria Road, incorporating a Coles supermarket has also been approved recently.

These shops, together with existing retail and commercial areas will provide for a wide range of daily needs to be met within close proximity of the site. The incoming population will, in turn, support the financial viability of existing businesses and the new retail outlets under construction.



## 5 Consultation with stakeholders

### 5.1 Pre-DA Consultation

During preparation of the redevelopment options, Housing NSW held two pre-DA meetings with Parramatta City Council on 17 March and 20 April 2010. Discussions covered matters including design, traffic, waste management and staging. Where possible, the design issues suggested by Council have been integrated into the proposal or discussed further in the SEE.

### 5.2 Exhibition of DA

According to a Business Report prepared by Parramatta City Council staff as background to the JRPP hearing on 18 November 2010, Council notified residents and owners of surrounding properties and sought submissions between 14 July 2010 and 4 August 2010. Council received 14 individual submissions and a joint submission with 7 signatures. The same plans were renotified for a period of 14 days between 24 September 2010 and 8 August 2010, and four additional individual submissions were received.

A petition in objection was then tabled at a Council meeting on 11 October 2010.

Issues raised in submissions from the public are summarised in the Business Report to Council and include:

- Desire for site to remain as community facility
- Safety and security of residents, and concerns about increase in anti-social behaviour
- Characteristics of tenants moving to the site
- Concerns about overdevelopment and the image of the area
- Lack of visitor parking and lack of parking when event are held at Parramatta Stadium
- Inappropriate location for a community / artist studio
- Impacts on local services and infrastructure, such as after school care facilities
- Poor public transport services in the area

- Lack of safe play areas for children
- Impacts from construction traffic in Albert Street and extent of construction hours
- Impacts on adjoining properties including construction traffic, increases in noise levels, loss of privacy and diminished views to Parramatta Park
- Effects on property values
- Poor access to supermarkets and daily supplies, especially as the site is outside delivery boundaries of local supermarkets.

These issues are discussed in more detail in Sections 6 and 7.

### 5.3 Council on-site meeting

In response to the large numbers of objections to the proposal, Parramatta City Council held an on-site meeting on 4 September 2010. The Business Paper prepared by Parramatta City Council for the JRPP hearing stated that this on-site meeting was attended by three Councillors, ten residents and a senior planning officer.

A number of issues were raised at the meeting, many of which are listed in Section 5.2 above. Additional social issues raised at the on-site meeting included:

- Consultation process - Some nearby residents did not receive notification of the proposal while on exhibition and others did not receive adequate notification of the site meeting. This led to a re-notification and additional period for comment
- Use of the site should be for community purposes
- Traffic congestion and slow access turning from traffic lights at Albert Street into O'Connell Street
- Anti-social behaviour – There are currently issues relating to anti-social behaviour which is attributed to the presence of existing uses. Some residents have experienced threats to their safety or amenity, including reporting incidents to police. There are concerns that provision of new housing for people with high social needs might exacerbate levels of anti-social behaviour or create additional issues. This is discussed further in Sections 6 and 7.
- Likely future mix of occupants for Stage 2
- Questions about the JRPP process.

## 5.4 Housing NSW on-site meeting

On 22 September 2010, officers of Housing NSW's Community Housing Division and Project Development attended a meeting. The meeting was also attended by two resident group members and a staff member representing the local Member for Parramatta, Ms Tanya Gadiel MP.

A briefing note from Housing NSW states that "residents questioned the suitability of the site for redevelopment for any social, affordable or private housing, instead requesting the site be used as a park".

A follow up letter was sent to residents who attended the meeting.

## 5.5 Representations to the JRPP

The proposed development was subject of discussion at a Joint Regional Planning Panel (JRPP) hearing, on Thursday 18 November 2010.

At this meeting, representations were heard from concerned residents living in the vicinity of the site. Key issues raised by residents included:

### Planning issues

- The assessment did not consider the vision for North Parramatta or is not adding value to the area
- Stage 2 is too conceptual
- The housing mix of units does not comply with Parramatta development control plan, 2005
- Would like to know what model this is based on?
- Concerns that children do not have anywhere to play

### Consultation process

- Concerns regarding the notification of the application – the catchment of notification was low and did not include properties in Fennel Street
- Timing of the meeting does not meet the needs of working residents
- Concerns the community consultation is lacking and people were not notified or provided with sufficient time to attend the on-site meeting
- Concerns the issues raised by residents were not taken into consideration.

- The consultation is abysmal and concerns that no one from Housing NSW attended the on-site meeting

### Traffic, access and parking

- Limited parking in Albert Street especially on weekends and during events at Parramatta stadium
  - Traffic - the intersection is a black spot and over the last year have seen 4 accidents
  - Concerns regarding garbage collection, that trucks currently have to move bins onto the street due to cars and lack of space
  - The street is not a cul-de-sac, it's a dead end street
  - Concerns that the RTA do not recommend street parking on Albert Street
  - A number of properties within Albert Street do not have on-site parking and therefore are required to park on the street
  - How can the applicant guarantee no more than 97 cars will park on the site, and where would the cars park
  - Concerns are raised regarding egress from the site as issues currently exist with cars exiting Fleet Street
  - The proposal is considered to be an overdevelopment with a lack of parking
  - Concerns are raised where the visitors and social workers etc will park
  - The intersection is busy, prone to accidents
  - The site is lacking car parking
  - Impacts on car parking when events are being held in Parramatta Park and Parramatta Stadium
- ### Public transport and pedestrians
- There is only adequate public transport if you walk to Church Street. Private buses operate along O'Connell Street and these do not operate on time. No covered bus shelter is provided in the immediate area. Concerns that traffic will increase if a bus lane is created along O'Connell Street
  - The site is a brisk 20 min walk from Westfield Parramatta or trains
  - The footpath along O'Connell Street is not very wide

### **Crime and safety in the local area**

- Social issues in the locality have been dismissed
- Concerns regarding security for residents
- Concerns raised regarding safety
- Concerns raised regarding previous damage to property
- Resident's letter boxes within the area are used for drug drop offs
- Concerns the area already has social issues and they will increase with this development

### **Incoming resident population**

- Concerns are raised that there could be potentially 212 people living on the site
- Concerns regarding the potential neighbours
- Concerns that putting a large number of social housing in close proximity will increase the existing social issues.
- Concerns that people won't buy the private housing which is amongst the social housing – the idea is ill conceived
- Concerns are raised that the proposal will impact on the primary school

In summary, the issues raised by residents and local stakeholders in relation to the proposed development cover a range of issues. These are mainly related to existing concerns about anti-social behaviour in the area, traffic, access and parking for the new development, public transport issues, and the planning and consultation process.

These and other issues are considered in more detail in Section 6 Social Impact Issues and Section 7 Mitigation of Social Impacts. Some issues were discussed further with an officer of Parramatta City Council's Community Capacity Building team, as detailed below.

#### **5.6 Discussions with Parramatta City Council**

In preparation of this Social Impact Assessment, discussions were held with a member of Parramatta City Council's Community Capacity Building team about potential social issues relating to the proposed development, the broader community and Council's programs which could assist in managing social issues in the local area.

At the highest level, Parramatta City Council has a productive working relationship with Housing NSW

through its Strategic Alliance Memorandum of Understanding (MoU). The Strategic Alliance aims to progress high level discussions and information sharing. This constructive partnership enables issues to be managed at the senior executive level.

In relation to the proposal for the site, Council mentioned the recent activities of an action group which is opposed to NSW state government planning policies that give responsibility for certain multi-unit development approvals, including affordable housing and community housing proposals, to the Planning Minister. Should objections be raised in relation to this development, it would have the potential to further stigmatise an already disadvantaged group in the community.

The proposed artists' studio was considered to be of interest to Council's Artist Studio coordinator, who manages a gallery space in the Parramatta CBD.

Accessibility to and from this area may also be available through resident access to Council's community bus. In addition, Parramatta Council operates a Loop bus between the station and the Parramatta Leagues Club, 250 metres south of the site. This service is accessible and free of charge. Discussions are currently underway with the University of Western Sydney to explore the potential for extending the service to students needing to access the University. Through this process, there may be an opportunity for the Loop to be extended to the O'Connell Street / Albert Street area in future.

Finally, the issues raised in public submissions to Council were discussed. It was acknowledged that many of the concerns about potential social impacts were based on experiences of, or knowledge of, anti-social behaviour and vandalism, which may be associated with the many existing uses near the site. These perceptions and experiences have contributed to valid concerns amongst local residents for their personal safety and/or security of property.

It was considered that these perceptions and experiences could and should be directly addressed as existing issues, rather than attributed to incoming residents. Parramatta City Council's Community Capacity Building team and Community Place Development officers could have an important role to play in working with other agencies (eg Housing NSW, NSW Police, NSW Health, Council's crime prevention officers etc) to identify specific issues for this area and work with residents to develop solutions, bridge gaps in knowledge and address fears and perceptions. Sensitive management of these concerns would require a strong and equal partnership between agencies and early action. Such an approach has been used constructively on the Hope Hostel site, where nearby residents were invited into the development to learn about its operation and objectives.

## 6 Social impact issues

Discussions with Housing NSW, Parramatta City Council and a review of plans, other relevant project documentation and outcomes of the community consultation process, have highlighted a number of key social issues relevant to the redevelopment of this area.

### 6.1 Overview of social impacts by stakeholder group

The key social impacts arising from this proposal can be conceptualised as being broadly divided into the following categories:

- Direct benefits for recipients of new social housing with high levels of need in an area near a wide range of existing services and facilities, transport and leisure activities
- Potential for direct local level impacts on existing residents of, and activities in, surrounding neighbourhoods
- Incorporation of a community facility / artist studio on O'Connell Street to support local cultural initiatives and showcase local artists
- Strategic benefits to State and local government of meeting affordable housing policy objectives and targets.

The proposal could also lead to a number of other impacts and benefits which fall outside these broad stakeholder categories.

The full range of social benefits and impacts are discussed in turn in this section of the report. In order to address the social impacts identified, a number of specific actions should be incorporated into the development. These are outlined in the following chapter.

### 6.2 Project benefits

#### 6.2.1 Social housing benefits

Across the state, the Housing NSW has a long term aim to improve the match between housing stock and client needs. Redevelopment of the Albert Street site offers the potential for improvements in the quality and quantity of affordable public housing in an area of Sydney with high demand and good access to services.

By developing land owned by Housing NSW, the NSW Government and Housing NSW can deliver on some key strategic policies including the Metropolitan Strategy, Housing NSW's Strategic Plan and its Local Area Management Plan for this region. In addition, some of Parramatta City Council's social policy objectives will be addressed by the redevelopment proposed.

The social housing to be developed at this site will be tailored to meet the needs of Housing NSW clients, with 24 of the 33 units proposed in Stage 1, offering 1 bedroom units. There will be a smaller proportion of 2 bedroom units (8 units) and one 3 bedroom unit. This housing mix aligns with Housing NSW tenant demands and also addresses objectives of the Metropolitan Strategy. In addition to reduced waiting lists, the project can offer a higher standard of accommodation through high quality design and landscaping in a well-serviced established residential area.

Housing NSW demand data for the Parramatta area shows some important differences to other areas which support the inclusion of predominantly one bedroom dwellings and a small proportion of two bedroom dwellings in this development. Although across western Sydney there is a greater demand overall for two bedroom units, in the Baulkham Hills / Parramatta area the highest level of demand is for one bedroom units. In the Parramatta area, 33% of tenant demand is for one bedroom units, compared with 24% across Western Sydney. In comparison, only 18% of public housing dwellings in this area have one bedroom (Housing NSW, 2009).

Single persons without children comprise the most common household type for applicants for social housing in the Baulkham Hills / Parramatta allocation zone (almost 700 applicants). Another 240 applicants approximately are couples with no children. This equates to approximately 50% of applicants (Housing NSW, 2009).

Amongst seniors, demand for one bedroom dwellings is even greater. In Baulkham Hills / Parramatta, 44% of seniors seek one bedroom dwellings, compared with 38% across western Sydney. These figures do not include persons with disability (Housing NSW, 2009).

Housing NSW data also shows there are particularly long waiting times for social housing in this area. The proposed development for Stage 1 will therefore deliver a much needed dwelling mix in keeping with current trends and needs.

Through the community housing provider, rents for the new properties will be set in accordance with Housing NSW policies. Rental prices for social housing vary according to need, but are generally set at a rate which represents a significant discount on the private rental market value. Stage 1 of the



project will therefore add another 33 social housing properties to the tight local market, to the benefit of the most disadvantaged members of the community.

These factors provide strong support for the housing mix proposed for social housing in Stage 1 and specifically address one of the matters on which the JRPP sought clarification (see item 5 in Section 1.1).

#### **6.2.2 Affordable housing benefits**

High demand for housing in both the sales and rentals markets, has contributed to housing stress being experienced by many other households across Sydney. Like other parts of the metropolitan area, Parramatta LGA experiences a limited supply of affordable housing and strong competition from purchasers and tenants. This raises rental and sale prices out of many people's reach.

The National Rental Housing Affordability Scheme (NRAS) has been established to ensure rental housing is available for low to moderate income earners, particularly for 'key workers' (such as nurses, police and so on) on lower wages.

Under NRAS, affordable housing rentals are set in accordance with the terms of the Scheme, equivalent to a maximum of 80% of market value. The affordable housing component to be delivered under Stage 2 of this proposal responds to the demands for lower priced accommodation, by providing some of the 73 units as affordable housing for private rental.

In addition, the dwelling mix proposed in Stage 2 is for 56 one bedroom units (77%) and 17 two bedroom units (23%). This dwelling mix will further support the desired social housing / affordable housing mix, by ensuring sales or rental prices are relatively inexpensive compared with larger units available in the market. This aligns with NSW government policies for affordable housing (Section 3) and demand and supply data summarised in Section 6.2.1 above.

Further arguments in support of the proposed housing mix and a discussion of the market segments which might be attracted to smaller dwellings are outlined in Section 6.3.1.

#### **6.2.3 Opportunities for public-private mix**

An emerging issue relating to the provision of social housing in Australia has been the opportunity for de-concentration of public housing and integration of public and private housing within new developments and in existing areas. Housing NSW aims to ensure its new developments across NSW include a mix of social housing and private housing tenants. In addition, policies which encourage the provision of affordable rental housing will ensure a proportion of properties at this site will be in the lower rental price range.

The current project offers the opportunity to support these policies by providing some targeted social housing in Stage 1, and a mix of social, private and affordable housing in Stage 2.

All Stage 1 properties will be listed on the Registrar of Community Housing and operated and managed by a community housing provider under contract to Housing NSW. In this way, properties remain publicly owned and leased to low-income or high-needs residents at affordable rentals.

However, the design of the social housing units in Stage 1 will incorporate many features more typically associated with private properties, including individual addresses, street level access to units and a clear delineation between the public and private domains. These features provide a clear sense of ownership for tenants and appear more in keeping with the design of privately owned units in the surrounding area.

The ways in which the site will integrate with its surrounding community and neighbourhoods are discussed below.

#### **6.2.4 Provision of community facility / artist studio**

The Stage 1 proposal will incorporate a community / artist studio in a ground level space facing O'Connell Street. Details of the facility will be developed in consultation with Parramatta City Council, but it is likely the studio space would include a display and work area, kitchen and storage. The space will be adaptable to be converted back into two one bedroom units, should demand for the facility not be required at a later time. However, while operational, the facility would be owned and managed a community housing provider. In this way, concerns about use of the site for community purposes would be partly realised, as the studio would be available to those seeking a space for artistic pursuits.

One submission from a member of the public objected to the location of the studio because it would be located away from a major public transport hub. Artist facilities are dispersed across a range of locations within the municipality. This site, being well located on public transport, would be an accessible and visible location for an artist studio.

At this stage there is a need to better clarify the purpose, ownership and management arrangements for the studio. This should be undertaken in discussion with Council and potential users, as well as local residents and stakeholders as a matter of priority.

### 6.2.5 Economic benefits

In addition to the benefits of providing new social, affordable and private market housing, the project would be expected to create:

- Jobs in construction, building materials manufacturing and supply industries – currently estimated to be 11 jobs per \$1 million in housing construction<sup>1</sup> (adjusted from Housing Industry Association, December 2004)
- Demand for property, business and other goods and services, arising directly and indirectly as a result of the income generated by the project.

## 6.3 Identified social impacts

### 6.3.1 Changes in population composition and social mix

The proposed development of 106 units in total is expected to give rise to a new population for this site of around 205 residents, if the average occupancy rate for apartments for the North Parramatta suburb (of 1.94 persons per apartment) is applied to this site.

While this represents an increase for this site from its current use as a hostel, the total numbers of residents will be consistent with the many other apartment buildings across North Parramatta. As the great majority of dwellings will be one bedroom units, this is likely to be an overestimate.

The area already demonstrates a relatively unique socio-economic mix of residents, and residents of the proposed development will be similar in some ways to existing residents. In other ways they will introduce greater diversity. The 33 social housing dwellings proposed in Stage 1 would be filled by drawing down on Housing NSW's waiting lists. This is achieved through the sensitive allocation of 'priority approved' clients from the Housing Register. Emphasis is placed on selecting the right mix of clients for the available accommodation, in the best interests of building a sustainable community. Tenants are likely to come from elsewhere in the Parramatta region and therefore would have some ties to the existing services and networks in the local area.

The composition of the new residents will therefore be dependent on the priority waiting lists at the time. However using the proposed dwelling mix and likely occupants as a guide, the population is likely to include a high proportion of single people, including older people, couples without children and people

with a disability. Only a small number of single parent or couple families with children are expected to be housed at this site.

The proposed housing mix across the 73 units in Stage 2 is also likely to be attractive to single people and couples without children, although there may be a larger proportion of younger couples seeking first homes, or couples or single older people wishing to downsize from larger dwellings. The area is likely to be desirable to key workers employed in and around Parramatta, given its cluster of medical facilities and large commercial area. In this way, the development overall will offer housing for a range of ages and income groups, rather than a narrow socio-economic demographic.

A particular issue on which comment was sought in this SIA is whether the proposed dwelling mix is suitable. The proposed dwelling mix is for 24 one bedroom apartments, eight two bedroom apartments and one three bedroom apartment in Stage 1, and 56 one bedroom apartments and 17 two bedroom apartments across two buildings in Stage 2. While it is outside the scope of the SIA to comment on the specific housing market in North Parramatta or the particular needs of Housing NSW clients, our experience in considering housing needs and social impacts of residential housing proposals would indicate the following issues should be taken into consideration:

- The predominance of one bedroom apartments in Stage 1 appears consistent with statements about Housing NSW client needs and the current mismatch of existing housing stock with current and future demographic characteristics (Housing NSW, 2009).
- The predominance of one bedroom apartments in Stage 2 differs from the dwelling mix in many other housing projects. As noted in Section 6.2.1, one bedroom apartments will meet the needs of social housing tenants, and additional tenants may be able to be accommodated in the mix of housing provided in Stage 2 of this project. The need for additional affordable housing outlined in Section 6.2.2 above is identified in, and consistent with, State and Federal government housing policies set out in Section 3, including Housing NSW's *Local Area Management Plan*.
- In general, smaller dwellings are more affordable, and therefore attractive to those on lower incomes, such as key workers, wishing to live near major employment centres. These groups may otherwise be priced out of the market. A further market sector which may wish to live in apartments such as those proposed would be residents who currently live alone in larger dwellings within the municipality. An analysis of dwellings within the Parramatta LGA indicates that

<sup>1</sup> HIA estimated in 2004 that \$1million in housing construction generated 13 jobs and every \$1 increase in construction output increases output elsewhere in the economy by \$1.87million

approximately 30% of lone person households live in dwellings with three or more bedrooms (Appendix 1). There is also a relatively low proportion of one bedroom units within the LGA (10.5%), in comparison with the Sydney Statistical Division (19.1%). This data may indicate pent up demand for smaller dwellings from existing residents.

In submissions, several members of the community raised concerns that the proposed dwelling mix and tenancy types may not be in the best interests of the local community. These concerns were primarily related to examples of anti-social and illegal behaviour which currently occur. Nevertheless, these concerns were given as reasons for disagreeing with the proposal and use of the site for social, affordable and private housing.

Although it is acknowledged that there are concerns in this local area for the safety and security of current residents, this important issue should be addressed as a matter of priority, separately to this current proposal. Suggestions for how agencies and residents can work to improve the safety and amenity of the local area are provided in Section 7. Local community capacity building, together with an increase in the permanent population of this site, could work to reduce instances of anti-social behaviour, through the activation of spaces, passive surveillance and increased through movement.

In this way, the proposed housing mix will provide benefits to the community of North Parramatta and western Sydney in general, by enabling a greater proportion of key workers to locate near this important commercial centre. In response to item 5 of the JRPP request for additional information (Section 1.1), these factors justify the proposal to include of a high proportion of smaller units within the private housing component of Stages 2 and 3.

Other issues raised in submissions related to a perceived lack of play areas for children. The development has a number of areas of communal open space for residents in which children can play. However, as discussed above, the expected dwelling mix of predominantly one bedroom apartments is unlikely to attract a large number of families with young children to the site.

### 6.3.2 Management of tenancies

There have been some comments in the community feedback about the characteristics or behaviour of future residents.

It is Housing NSW's intention that social housing at this site would be managed by a community housing provider. Tenders have been called for interested community housing providers to manage this and other sites.

A community housing provider offers a different management structure to that used in traditional Housing NSW projects. Community housing providers have particular requirements to foster social inclusion for tenants, engage with the local community and establish linkages with local service providers. In addition, community housing organisations are fully registered and controlled by the Registrar of Community Housing, an independent government body with statutory powers to ensure tenancies are well managed. These powers include grievances and complaints procedures, should issues arise in relation to behaviour of tenants or tensions in the area.

A community housing provider will therefore have a direct interest in engaging with local communities and working to ensure tenants are well supported and receive the services they may need. These requirements will ensure the Stage 1 development and tenancies will be well managed for the benefits of both residents and local stakeholders.

Strategies to encourage early development of linkages and community dialogue are discussed in Section 7.

### 6.3.3 Impacts on community facilities and services

Another concern raised in submissions to Council following the exhibition of the DA was the potential for adverse impacts on local services and infrastructure.

Planning staff at Parramatta City Council observed that the site is well served by infrastructure and adequate services would be provided to the site. Housing NSW notes that residents have previously raised issues in relation to a need for recreational facilities. This SIA has examined the range of community facilities and services available in the vicinity of the site and found it to have a rich diversity of services.

Several residents stated concerns about the potential additional demands on local schools and / or after school care facilities. However, given the dwelling mix proposed, it is considered unlikely that a large number of families with young children will be attracted to the site. Instead, residents are more likely to comprise older and younger single people and couples, mostly without children. The increase in demand for schooling, childcare and family support services is therefore likely to be minimal.

The proposed dwelling and tenancies mix, comprising social housing, private housing and affordable housing, may result in an increase in the demand for some human services, especially where social housing tenants have high levels of disadvantage.

The specific circumstances and needs of future social housing tenants at the site will vary considerably, but at this stage it is too early to determine their particular needs. This will take place when future residents have been identified, offers have been accepted and interviews have taken place. However, Housing NSW has taken the lead in developing and implementing a range of collaborative frameworks between a number of agencies for the provision of housing and support services to sustain social housing needs of specific target clients, such as the Housing and Accommodation Support Initiative. Both Housing NSW and community housing providers seek to develop partnerships to support the well-being and social participation of residents.

Overall, the size of the proposed development, with at most around 205 residents, is not seen as being large enough to place additional stress on social infrastructure and services. It is considered that large number of existing services in Parramatta and surrounding areas will be able to absorb the slight increase in demand within their current programs.

In addition, the proposed development will contribute a new community facility to the Parramatta community, in the form of the proposed artist studio, as discussed above. The community artist space would be subject to a separate DA which would include reference to hours of operation and intended use.

### **6.3.4 Integration of the development into its location**

The proposed style of three storey apartments will be visually consistent with developments in neighbourhoods to the north and west of the site. Three storey apartment blocks are the predominant building form found along O'Connell Street, Fleet Street, Factory Street, Galloway Street and Harold Street.

In this sense, the proposal will be physically integrated with its surrounding neighbourhoods by characteristics such as its similar height, an attractive building design, interesting facades, and landscaping. The proposed design avoids a fortress-like or institutional appearance through articulation of street frontages, street accesses, set-backs and balcony treatments. Most ground floor apartments will have direct access to the street, to encourage healthy social interaction in the public domain. The physical design will offer a high quality streetscape, and support the amenity of other neighbouring properties.

### **6.3.5 Amenity impacts on adjacent residents**

As discussed above, the development will be of a high standard visually and consistent with surrounding building scale.

Privacy of on-site neighbours is addressed through placement of windows and balconies, provision of privacy screens and generous setbacks.

The nearest adjacent neighbours to the Stage 2 apartments would be located across Albert Street to the north, at a distance of approximately 20 metres. There is no reason to expect that noise levels of residents would differ from those of other medium density apartments. The development would not overshadow existing Albert Street properties and the potential for overlooking will similarly be minimised through use of setbacks, privacy screens and landscaping. Should concerns about visual intrusion remain, there may be potential for some additional plantings or street trees to ensure the site is well screened from residents across Albert Street.

The amenity of existing residents is therefore not likely to be adversely impacted, beyond the changes which would occur from any other medium density residential development.

### **6.3.6 Traffic and transport impacts**

A majority of concerns raised during preparation of the DA, following its exhibition and during consultations with local stakeholders, were related to traffic, parking and access. These include a lack of visitor parking, especially when events are being held at Parramatta Stadium and other local venues, access to and from the site for residents and for residents of surrounding buildings, safety, delays, and impacts from construction traffic.

Traffic and access arrangements have been developed and modified in liaison with the Roads and Traffic Authority (RTA) and Parramatta City Council. The Traffic Study undertaken for this proposed development concludes:

- "The proposed parking provision will be sufficient for the needs of the development
- The traffic generated by the proposal will not have any adverse measurable impact on the surrounding road network
- The internal road network and parking provision have been designed in accordance with all relevant planning controls and standards." (SEE, p. 34).

Parramatta City Council traffic officers raised no issues of significance or objections in relation to potential impacts from this development, although two recommendations were made to improve the proposal.

At its meeting of 18 November, 2010, the JRPP sought clarification of information from the RTA and officers of Parramatta City Council in relation to potential impacts. Housing NSW has been advised by

Parramatta City Council that the RTA has no objections to the current proposal.

O'Connell Street is also accessible by bus, and additional services operate from Church Street, 250 metres to the east. The proposal provides disabled parking spaces on-site.

### 6.3.7 Implications for community cohesion

The Concept Plan for the proposed development embodies design principles of "integration, connectivity, permeability, legibility, safety and comfort", all features which create opportunities for positive interaction between residents and contribute to community cohesion and social sustainability.

Social integration within the development will be encouraged through incorporation of landscaped areas of communal and public open space. In each both stages of the development, these areas will provide opportunities for low key recreational activities, and for people of Stage 1 and Stage 2 to congregate, meet their neighbours and mix in an informal environment.

As outlined above, the community housing provider will be proactive in assisting tenants in the Stage 1 development during their settling in period. Staff will meet and greet new residents and there will be early action to connect new residents to the many government and community agencies which provide social support services. Referrals to support agencies are offered to tenants (with their approval) and copies of a community services directory are provided to all tenants.

It may be some time before incoming residents from both Stage 1 and Stage 2 get to know their neighbours or become active in the local community. Social integration with members of the wider community will be enhanced by residents' use of facilities on a day to day basis, such as local transport, shops, support services, schools, and open space or recreational areas.

Steps to actively encourage interaction and community cohesion that have been successful in other residential developments (eg welcome BBQs, recreational or community-building activities) would encourage interactions to occur more frequently and earlier.

Housing NSW has also advised that their staff could work with Parramatta City Council's Community Capacity Building staff on ways residents might be better integrated and settled into their new community. Further details are provided in Section 7.

### 6.3.8 Impacts on crime and safety

Crime and safety are recurring issues in comments raised by the community in relation to the proposal

for this site. There is a high concentration of institutions in the immediate locality offering a range of mental health, drug and alcohol, aged care, counselling, correctional and other services. In some cases this has led to experiences of anti-social behaviour being experienced by local residents. There are concerns that the proposal development could lead to further increases in the incidence of crime or anti-social behaviour, which could either impact on the safety of residents from the surrounding area, or on the safety of incoming residents.

This issue has been addressed in several ways in this proposal. The development has been designed in accordance with the best-practice principles of Crime Prevention through Environmental Design (CPTED). The inclusion of CPTED principles in building design is essential to providing security in the area. CPTED features are described in detail in the SEE and include:

- Safe access for pedestrians through the site via the internal driveway and along external footpaths
- Clear delineation of public and private areas through landscaping and fencing that addresses crime prevention
- Individual addresses which create a real sense of ownership
- Secure entry to buildings
- Passive surveillance of the public domain from units and balconies
- Adequate lighting and signage
- Activation of streets through building access and balconies which overlook both outdoor space and adjoining streets, and through the provision of an artists' space which provides a cultural facility that is open to the public
- Avoidance of entrapment spots, where people may be attacked and/or where they have no direct means of escape
- Use of robust materials that deter vandalism and graffiti.

In this way, the proposal has been designed to minimise the potential for adverse impacts on the security or safety of both incoming residents and existing neighbours.

A second approach to addressing crime and creating a safer community is for Housing NSW to work with staff from Parramatta City Council's Community Capacity Building team to identify the main issues currently experienced by local residents and other

stakeholders and develop solutions as a matter of priority. Parramatta City Council's Community Capacity Building team would work in partnership with Housing NSW and, if appropriate, could establish a Community Liaison Group involving other agencies and representatives of the local community. This is discussed in greater detail in Section 7.1.

### 6.3.9 Construction Impacts

Noise, dust and construction traffic would occur over the demolition and development period and are likely to cause temporary inconvenience for residents on adjacent sites. Standard construction environmental management practices, consultation with neighbours about the timing and extent of inconvenience and a 'hotline' to answer questions and report concerns are general measures used to mitigate construction impacts.

A construction plan of management should be established for the duration of the demolition and construction phases. This plan should specifically require all construction vehicles be parked on site to avoid impacts residents of Albert Street. Hours of operation should correspond with Parramatta City Council recommendations, for 7am to 5pm Monday to Friday and 8am to 5pm Saturdays.

## 6.4 Summary of social benefits and impacts

In summary, the major social benefits from the proposed redevelopment of 9 Albert Street, Parramatta include:

- Improvements in the quality and quantity of social housing, affordable housing and private housing stock in a desirable and accessible area of the City of Parramatta LGA
- Increased opportunities for lower income residents, key workers and single persons downsizing from larger dwellings to live near the Parramatta CBD
- Better tailoring of the available housing to the needs of priority tenants on Housing NSW waiting lists, for tenants under the NRAS and for private buyers seeking smaller, affordable and moderately priced apartments in North Parramatta
- Availability of support services through the community housing provider, if required by tenants, to smooth the settling-in process and to provide ongoing support for those with identified high needs
- A legislative responsibility for the community housing provider to engage with the local community and ensure the tenancies are effectively managed

- High quality design of the apartment buildings will contribute to a good level of amenity of the streetscape. Heights and positioning of apartments will create no adverse impacts on privacy or overshadowing for neighbours. Incorporation of quality landscaping in areas of open space will be physically attractive and encourage social interaction. Incorporation of CPTED principles in design, building finishes and landscaping will assist in promoting safety and mitigating against crime
- Minimal impacts of the in-coming residents on demands for local community services and infrastructure
- Provision of an accessible community artist space, including a work area, display space and storage
- Generation of economic activity including jobs and income associated with construction.

Issues which could nevertheless create adverse social impacts include:

- Existing concerns by community members for their safety and security. Cross-agencies strategies are proposed in the following section to address these local concerns prior to introduction of new residents and continuing during the establishment period.
- Real and perceived impediments to developing community cohesion
- Construction impacts over a 15 month period, primarily on neighbouring residents.

Measures to overcome these potentially adverse impacts are outlined in the next Section.

## 7 Mitigation of social impacts

In order to address the identified potentially adverse social impacts identified at the end of Section 6, it is considered a number of specific actions should be incorporated into the development.

### 7.1 Addressing community concerns about safety, security and anti-social behaviour

Examples of anti-social and illegal behaviour were raised as reasons for having concerns about incoming residents. Although it is acknowledged that there are concerns in this local area for the safety and security of current residents, this important issue can and should be addressed as a matter of priority. This could be done most effectively if it is commenced separately to this current proposal.

Discussions with Parramatta City Council and Housing NSW indicate that the concerns raised could, and should, be addressed as a partnership at several levels in these organisations, including:

- The Strategic Alliance
- Parramatta City Council's Community Capacity Building team.

There would be great benefits for residents of the proposed development if existing concerns could be investigated prior to the proposal being developed. This would enable residents to have their concerns examined directly and as a matter of priority, and would separate these issues from perceptions that incoming residents to the development are the cause of continuing anti-social behaviour. The proposed process may then lead to the establishment of a Community Liaison Group through which any future concerns can be promptly handled by relevant agencies.

In order for the current issues to be identified and resolved, the following stakeholders should work in partnership, with representation on a Community Liaison Group:

- Housing NSW, as owner of the site and proponent
- Officers from Parramatta City Council's Community Capacity Building team and crime prevention team

- NSW Police
- NSW Health
- Other Federal and state government agencies working near the site
- Aged care providers in Fleet Street
- Local residents.

The community housing provider should also be included in the Community Liaison Group, once development is underway.

Objectives of the Community Liaison Group should be to identify specific issues for this area and work with residents to develop solutions, bridge gaps in knowledge and address fears and perceptions. Sensitive management of these concerns would require a strong and equal partnership between agencies and early action.

### 7.2 Developing community cohesion

Once Stage 1 is completed, there is a legislative requirement for the community housing provider to engage with the local community and build linkages and support for residents. This will assist in settling new social housing tenants into the local area.

Although there is not expected to be a formal channel to encourage early interaction for residents of Stage 2, some developers have actively encouraged interaction through welcome BBQs and other recreational or community-building activities. Alternatively, Parramatta City Council's community development team could play a role in encouraging interaction between new and existing residents. This could assist residents in feeling they are moving into a community rather than part of a large housing development. There may also be opportunities to include residents of the surrounding area, so they could meet their new neighbours or tour the site.

Once established, it will be important to encourage physical as well as social linkages between this new development and surrounding areas to help integrate it physically and socially into the community.

### 7.3 Consultation on facilities for community artist space

At this stage, there is little information about the proposed artist space, the interest and ability of Parramatta City Council to participate, opportunities for management and ownership of the facility and for engaging the public in its activities.

There is a need for these issues to be considered in greater detail and the opportunity for community partnerships to be explored.

owners and government agencies, the local business community, and others, are likely to result in improved outcomes for the local community.

#### 7.4 Public transport accessibility

Parking, access and traffic issues have been addressed and reviewed in detail by Housing NSW and Parramatta City Council. Each agency has concluded the provisions are adequate for this development.

While the site is accessible by bus, it appears that services along O'Connell Street are relatively infrequent during the day (approximately once per hour outside of peak periods and twice per hour in the peaks). A good level of service is available from Church Street, or from the Parramatta Leagues Club, but these areas may be difficult to access for older residents and people with a disability.

Discussions with Parramatta City Council indicated that the Loop Bus service is currently being reviewed. Extension of this service north along O'Connell Street would benefit incoming residents.

#### 7.5 Landscaping and street tree planting

Residents of Albert Street have expressed some concerns for their privacy and visual intrusion. Proposed plantings and existing street trees will ensure the site is well screened from residents across Albert Street. This will be dealt with in the future DA for Stage 2.

#### 7.6 Construction impacts

Construction over a 15 month period will cause temporary inconvenience for local residents, including noise disturbance, truck movements, dust and vibrations. Standard construction environmental management practices under the Protection of the Environment Operations (POEO) Act 1997 and consultation with neighbours about the timing and extent of inconvenience are standard consent conditions to assist in mitigating construction impacts.

#### 7.7 Community consultation

As noted above, the success of a new development can be encouraged through fostering positive and open relationships with its local community, including affected neighbours. Consultation is important for developing community cohesion and facilitating the integration of a development with the surrounding area.

Opportunities to involve and inform local stakeholders, including residents, surrounding land



## 8 Conclusion and recommendations

### 8.1 Conclusion

Based upon demographic data, strategic planning documents, community consultation outcomes and specialty study findings, this study has identified and examined a variety of social factors associated with the proposed residential development at 9 Albert Street, North Parramatta.

Key social issues that may impact on the surrounding area include:

- Provision of a total of 106 units of social housing, affordable housing and private housing, in two stages, and a community artist space
- Introduction of a new population of approximately 205 residents. The composition of the incoming population is expected to be similar in some ways to the existing population, but will also contribute to the area's diversity. Many residents are expected to be older people, singles or couples without children. Only a small proportion of incoming residents are likely to be couples with children or single parents with children, under the proposed dwelling mix
- Integrating new residents, including social housing tenants, key workers, downsizers and other home owners and renters, into this area
- Addressing existing community concerns about anti-social behaviour and safety as a separate issue to, but in the context of, the proposed future development of this site.

The Housing NSW proposal has the potential to benefit the local area by:

- Contributing to the supply of high quality well-designed apartments at low to moderate prices
- Contributing to the supply of affordable and social housing
- Supporting NSW government, Housing NSW and Parramatta City Council strategies and policies to address housing shortages, improve housing affordability and promote equity
- Providing a high quality design which incorporates landscaping and private and communal open space, safety in design, visual interest and privacy

- Provision of a new community artist space
- Provision of access through the site for drivers and pedestrians
- Stimulating local and regional economic activity.

The new community is unlikely to place additional strain on existing community infrastructure. Any additional demands for support services will be managed through the partnership arrangements developed by the community housing provider and local agencies.

### 8.2 Recommendations

It is recommended that the potential for social impacts could be minimised through:

- Establishment of a Community Liaison Group, comprising Housing NSW, Parramatta City Council, NSW Health, NSW Police and representatives from the local area to examine current reports of anti-social behaviour and develop strategies for ensuring residents' concerns are addressed. The community housing provider should become involved once appointed. The group should remain active to assist in establishing good relations within the local community, building community capacity and addressing concerns about crime
- Implementation of formal and informal opportunities to encourage interaction between new and existing residents. This may include welcome BBQs, site tours and other recreational or community-building activities. Housing NSW, the community housing provider and Parramatta City Council's may all have a role to play in these community building initiatives
- Engaging with Parramatta City Council and the local community about the community artist space
- Consideration of the potential to extend the Loop bus service further north along O'Connell Street
- Ensuring plantings and street trees proposed on Albert Street are adequate to ensure the site is well screened from neighbouring properties, in the Stage 2 DA
- A construction management plan includes strategies to minimise adverse impacts on neighbouring properties
- Housing NSW and the community housing provider develop a community engagement plan to establish and maintain open and constructive relationships with the local community.

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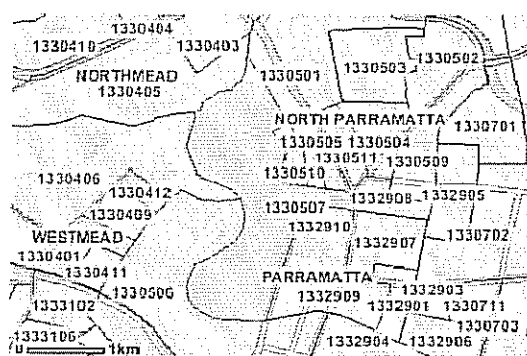
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## Appendix 1 – Demographic Profile



CCD 1330507

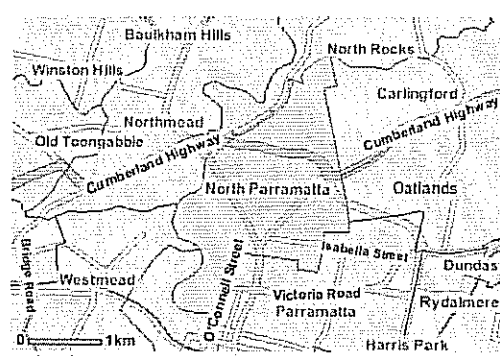
### Person Characteristics

	CCD 1330507	North Parramatta suburb	Parramatta City LGA	Sydney Statistical Division
<b>2006</b>				
Total persons	671	8,365	148,323	4,119,190
Male	70.5%	50.9%	50.1%	49.3%
Female	29.5%	49.1%	49.9%	50.7%
Indigenous persons	9.4%	1.3%	0.8%	1.1%
Born overseas	34.4%	37.3%	40.3%	31.7%
Language other than English spoken at home	34.5%	34.4%	51.2%	36.0%
<b>2001</b>				
Total persons	691	8,710	144,490	3,948,015
Male	72.5%	53.1%	49.8%	49.2%
Female	27.5%	46.9%	50.2%	50.8%
Indigenous persons	4.6%	0.8%	0.8%	1.0%
Born overseas	28.9%	35.3%	36.4%	31.2%
Language other than English spoken at home	11.1%	30.2%	38.3%	33.5%

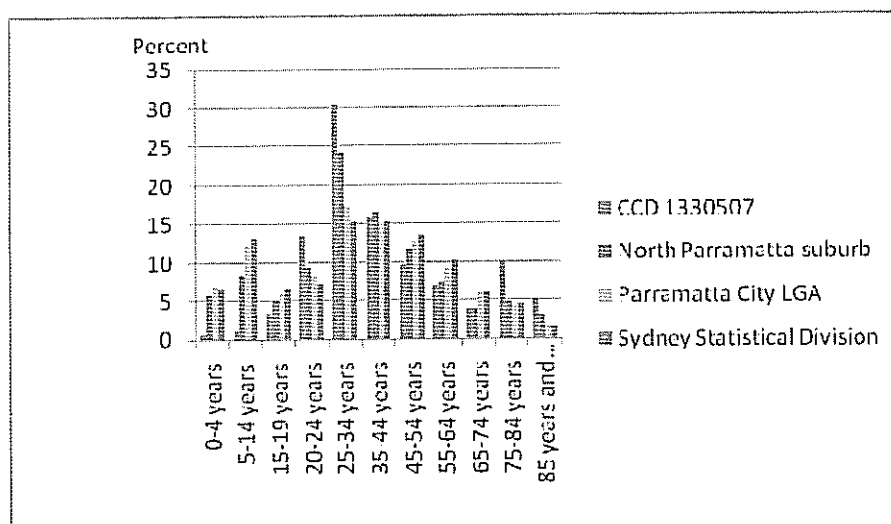
### Age Distribution

	CCD 1330507	North Parramatta suburb	Parramatta City LGA	Sydney Statistical Division
0-4 years	0.7%	5.7%	6.9%	6.6%
5-14 years	1.2%	8.2%	12.2%	13.0%
15-19 years	3.4%	5.1%	6.3%	6.6%
20-24 years	13.3%	9.3%	8.1%	7.2%
25-34 years	30.4%	24.2%	17.3%	15.3%
35-44 years	15.7%	16.5%	15.2%	15.3%
45-54 years	9.6%	11.7%	12.6%	13.5%
55-64 years	6.9%	7.4%	9.1%	10.2%
65-74 years	3.9%	4.0%	6.0%	6.2%
75-84 years	10.0%	4.8%	4.6%	4.5%
85 years and over	5.1%	3.1%	1.7%	1.6%
Total persons	671	8,365	148,324	4,119,190
Median age	35	33	34	35

Figure A1 Age Structure of populations



Suburb of North Parramatta



### Household Type

	CCD 1330507	North Parramatta suburb	Parramatta City LGA	Sydney Statistical Division
Family household	38.3%	47.9%	66.7%	68.1%
Lone person household	49.4%	33.9%	23.2%	21.6%
Group household	6.2%	5.4%	4.1%	3.9%

### Family Composition

	CCD 1330507	North Parramatta suburb	Parramatta City LGA	Sydney Statistical Division
Couple families with children	25.0%	37.7%	49.2%	49.3%
Couple families without children	40.6%	39.6%	32.1%	33.2%
One parent families	12.5%	19.0%	16.2%	15.6%
Other families	21.9%	3.7%	2.5%	1.9%

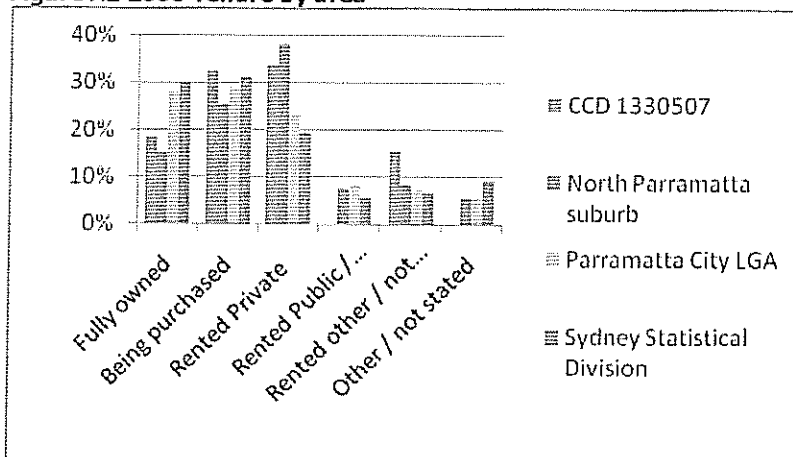
### Dwelling Structure

	CCD 1330507	North Parramatta suburb	Parramatta City LGA	Sydney Statistical Division
Occupied private dwellings	87.1%	90.1%	93.0%	93%
Separate house	0.0%	20.7%	56.2%	62%
Semi-detached/terrace/town-house	13.6%	6.3%	12.4%	12%
Flat/unit/apartment	86.4%	72.7%	30.7%	26%
Other/not stated	0.0%	0.3%	0.7%	1%

### Tenure Type

	CCD 1330507	North Parramatta suburb	Parramatta City LGA	Sydney Statistical Division
Fully owned	18.3%	15.1%	27.9%	30.1%
Being purchased	32.4%	25.3%	28.9%	31.1%
Rented Private	33.8%	38.2%	22.9%	19.4%
Rented Public / Housing Co-op	0.0%	7.6%	8.3%	5.4%
Rented other / not stated	15.5%	8.3%	7.2%	6.5%
Other / not stated	0.0%	5.5%	5.8%	9.1%

Figure A2 2006 Tenure by area



#### Dwelling characteristics – Occupied Private Dwellings

	CCD 1330507	North Parramatta suburb	Parramatta City LGA	Sydney Statistical Division
Median rent (\$/weekly)	220	220	227	250
Median housing loan repayment (\$/monthly)	1,559	1,600	1,733	1,800
Average household size	1.7	2.1	2.7	2.7
Average number of persons per bedroom	1.1	1.2	1.2	1.1

#### Landlord Type - Rented Occupied Private Dwellings

	CCD 1330507	North Parramatta suburb	Parramatta City LGA	Sydney Statistical Division
Real Estate Agent	67.5%	70.8%	59.7%	61.9%
State/Territory housing authority	0.0%	13.6%	21.3%	15.3%
Other landlord type	27.5%	14.2%	17.0%	20.7%
Landlord type not stated	0.0%	1.3%	2.0%	2.2%

#### Median Individual and Weekly Income

	CCD 1330507	North Parramatta suburb	Parramatta City LGA	Sydney Statistical Division
Median individual income (\$/weekly)	\$384	\$544	\$443	\$518
Median household income (\$/weekly)	\$900	\$1,025	\$1,043	\$1,154

#### Employment

	CCD 1330507	North Parramatta suburb	Parramatta City LGA	Sydney Statistical Division
Total labour force (persons aged 15 years+)	95	3,851	68,959	2,010,009
Employed full time	72.6%	69.1%	62.9%	63.1%
Employed part time	13.7%	19.8%	24.3%	25.7%
Unemployed	13.7%	6.2%	6.7%	5.3%
Not in the labour force (persons aged 15 years+)	555	2,419	41,742	1,052,818
Employed away from work / Not stated	0.0%	4.9%	6.1%	6.0%

### Dwelling structure and number of bedrooms, lone person households, Parramatta LGA

	Number	Percent
<b>Separate house:</b>		
None (includes bedsitters)	35	0.28
1 bedroom	193	1.53
2 bedrooms	1,365	10.81
3 bedrooms	2,532	20.05
4 or more bedrooms	501	3.97
Number of bedrooms not stated	243	1.92
Sub Total	4,869	38.56
<b>Semi-detached, row or terrace house, townhouse etc:</b>		
None (includes bedsitters)	121	0.96
1 bedroom	375	2.97
2 bedrooms	705	5.58
3 bedrooms	504	3.99
4 or more bedrooms	30	0.24
Number of bedrooms not stated	95	0.75
Sub Total	1,830	14.49
<b>Flat, unit or apartment:</b>		
None (includes bedsitters)	341	2.70
1 bedroom	1,184	9.38
2 bedrooms	3,649	28.90
3 bedrooms	321	2.54
4 or more bedrooms	15	0.12
Number of bedrooms not stated	258	2.04
Sub Total	5,768	45.68
<b>Other dwelling:</b>		
None (includes bedsitters)	0	0.00
1 bedroom	15	0.12
2 bedrooms	16	0.13
3 bedrooms	6	0.05
4 or more bedrooms	3	0.02
Number of bedrooms not stated	68	0.54
Sub Total	108	0.86
Dwelling structure not stated	53	0.42
<b>Total</b>	<b>12,628</b>	<b>100.00</b>
<b>% of lone person households in dwellings with 3 or more bedrooms</b>		<b>30.98</b>

### Flats, units, apartments by number of bedrooms

	Parramatta LGA	Sydney Statistical District
None (includes bedsitters)	2.65%	2.66%
1 bedroom	10.52%	19.06%
2 bedrooms	70.72%	60.51%
3 bedrooms	12.44%	13.68%
4 or more bedrooms	0.52%	1.08%
Number of bedrooms not stated	3.15%	3.03%
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>