Social Impact Assessment Report

PREPARED FOR: Green Hills Trust P/L

May 2017

Ref: 17006

SOCIAL IMPACT ASSESSMENT

RETIREMENT VILLAGE

62 Mount Vincent Road and 6 Wilton Drive, EAST MAITLAND
Green Hills Trust P/L
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EXECUTIVE SUMMARY

Insite Planning Services has undertaken a Social Impact Assessment (SIA) for a proposed Retirement Village to be located on land located on the corner of Mount Vincent Road and Wilton Drive East Maitland to be known as the Hunter Grange Lifestyle Village.

The development will provide a comprehensive suite of residential / accommodation options for people aged 55 years and over.

The location for the proposal is on land that has a distinctive rural character and as such provides significant amenity to the adjoining residential area of Rathluba Ridge. The development of a medium density residential development in the form of a retirement village in this location will change the outlook of the properties overlooking this rural property and hence have impacts on the amenity of the area. It will also result in increased traffic and create demand for supporting services in the area. However this SIA has found the proposal to have an overall positive social impact as follows:

- The development will make a valuable contribution to meeting the population and housing targets for the LGA, in particular in meeting the needs of the ageing community. The development is consistent with the overall strategic direction of the LGA and contributes to addressing identified needs as outlined in the Maitland Social Plan.
- Residents will have access to a high level retirement living, which will provide accommodation for different socio-economic groups. Residents will be supported via the provision of on-site services which will allow residents to age in place as their care needs can be met at the site. This will be supported by the partnerships that have been established for the provision of medical, services, transport, appropriately trained staff and the level of services and facilities that are to be provided on site.
- The site is excellently located being within 1.6km of the Greenhills regional shopping centre which is equipped with all facilities, including health facilities to support the residents of the retirement village.

These factors will support the community at a strategic level, as well providing a community environment (inclusive of a range of infrastructure) which can meet the needs of residents as their life circumstances change.

On that basis, the proposed Retirement Village presents a residential model which is socially sustainable for people who are aged 55 years and over.

Contents

1. INTRODUCTION

1.1 Overview of Proposal

Insite Planning Services has been engaged to undertake a Social Impact Assessment (SIA) for a proposed Retirement Village which is to be located on the corner of Mount Vincent Road and Wilton Drive, East Maitland.

The development will provide a comprehensive suite of residential / accommodation options primarily for people aged 55 years and over. The provision of independent living in the form of serviced housing and supported accommodation options will enable people with differing care needs to access the site, or remain on site as their circumstances change. The accommodation options are as follows:

- 62 single storey detached 3 bedroom self-contained retirement units
- 72 single storey 2 bedroom self-contained retirement units in a duplex style

The development will be a gated community, meaning that the area will be secure and entry / exit will only be via determined access points. An on-site manager will be employed who will monitor the day to day operation of the facility as well as coordinate access to the site by tradespeople etc.

The site and its locational context is shown below.
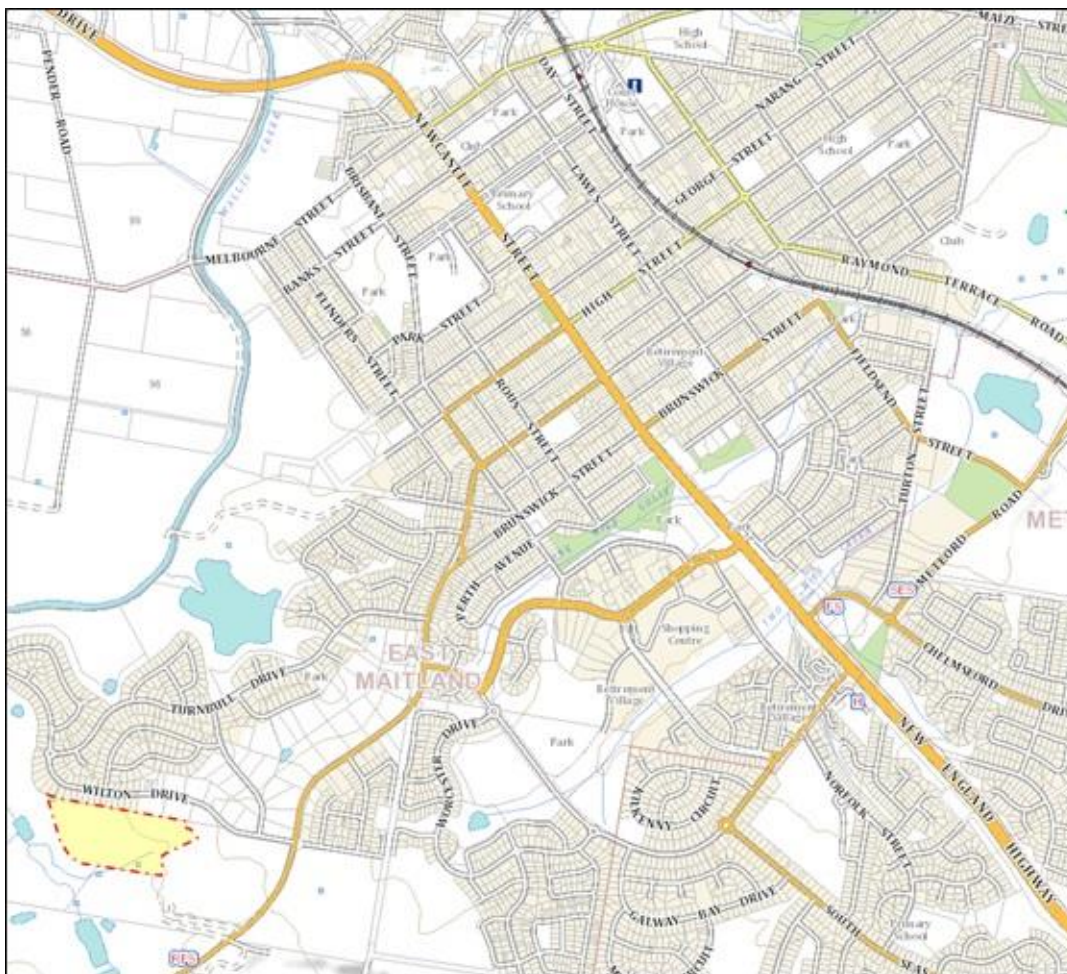
Figure 1: Development site in relation to East Maitland Township

1

The proposed development will have a range of services and facilities and create a community type setting, promoting liveability within the retirement village. The services and facilities include the following services and facilities that will be available to residents within the community centre as illustrated on Table 1 below:

	SERVICE	INCLUDING
1	**Therapy Centre**	Hydro Spa Gymnasium Spa & Sauna Massage Room Swimming Pool
2	**Medical**	Doctors Rooms Nurses Room Chemist Prescription Delivery Service Swimming Pool Direct Connect 24 hr Emergency Monitored Call System
3	**Convenience**	Mail Room Bar Snooker Table/Pool Table Library/Computer Room Craft Room Lounge Swimming Pool
4	**General Services**	On Site Management Complete Home Management Complete Garden Management & Maintenance Mail Collection & Storage Prepared Meals within Commercial Kitchen & Dining Area (Community Facility) Men's Shed/Workshop Maintenance Facility 24/7 Gated Security & Keypad Entry Village Community Bus Service BBQ Areas Child Friendly Play Areas

Table 1: Community Centre Facilities and Services

The master plan for the site (refer below) shows the layout of the facility which incorporates open / recreation areas which will promote active living within the resort environment.

Figure 2: Site Masterplan

The development is proposed to be a retirement village on land adjacent to urban zoned land under the provisions of Clause 17(1)(C) and 17(2)(C) of State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004 (Seniors SEPP).

A retirement village has the meaning within the Retirement Villages Act 1999 *"is a complex containing residential premises that are a) predominantly or exclusively occupied, or intended to be predominantly or exclusively occupied, by retired persons who have entered into village contracts with an operator of the complex".*

The proposal is to contain serviced self-care housing within a retirement village.

The proposal is to be consistent with Walka Grange Lifestyle Village at Rutherford which the proponent of the subject proposal developed and currently operates.

1.2   What is a Social Impact Assessment and Why Is It Required?

A SIA is required for development matters which are identified to bring about changes to a particular locality where the development will occur.

While there are numerous definitions of a SIA, in broad terms however, a SIA is an analysis of the likely effects that a change will have on the social fabric of a community. It investigates who is affected and how. The aim of the SIA is therefore used to assist determine the scale of change, if any, within the community and these changes can be both positive and negative). For example:-

- The desirable and undesirable social impacts
- The intentional and unintentional social impacts
- The distributional social impacts (impacts experienced by different people and different parts of the community).

A SIA is a systematic, staged approach of enquiry with the core stages being:

1. **Profiling:** This involves the understanding of the scale and scope of the project, parameters of the SIA, identification of the stakeholders (determined by the areas of affectation).
2. **Scoping:** This involves the identification of the likely impacts arising from the development and includes consultation and feedback from identified stakeholders. Consultation is undertaken in a range of ways and may include informal consultation, stakeholder engagement, surveys etc.
3. **Assessment:** This section explores the likely impacts that will arise. The scope of the assessment is determined by the likely impacts and as a guide may include (but not be limited to),
   - Changes to the population and characteristics of the area
   - The community structure, its character or beliefs
   - The health and safety of those living and working in the vicinity of the development
   - An assessment of safety as it relates to crime, anti-social and nuisance behaviour
   - Social cohesion, in particular the quality of life of those living in the vicinity of the development
   - Cost of living, including housing affordability
   - Accessibility
   - Sense of Place and community
   - The impact on existing services
4. **Management:** All impacts should be identified and those that are identified as having an adverse or detrimental affect need to be managed and mitigated where possible. It is not always possible to manage all adverse impacts however identification of these impacts and how they can be managed must be taken into account. Similarly impacts that are identified as being positive need to also be identified and capitalised upon where possible and appropriate. This allows for an assessment as to whether the proposal meets net community benefit criteria.
5. **Monitoring:** Strategies to monitor identified impacts may need to be identified to ensure that management strategies are adhered to and those cumulative impacts are identified, monitored and taken into account with further development.

1.3 Methodology

At Maitland Council's advice, research has been undertaken generally in accordance with Cessnock City Council's Social Impact Assessment guidelines. The assessment has been constructed using accepted modelling techniques, utilising demographic information obtained from the ABS Census and other statistical sources as well as liaison with identified stakeholders within the area of affectation. Insite Planning Services will have had regard to the following, as a minimum:

1. Review of existing studies relating to the planning and growth strategies for the area and surrounds including but not limited to:
   - Hunter Regional Plan.
   - Maitland City Council's Social Plan.
   - Maitland Urban Settlement Strategy.
   - Demographic review derived from the 2011 ABS Census.
2. Liaise with identified key stakeholders and special interest groups including:
   - Adjoining residents.

- Maitland City Council to determine the scope of the development and requirement for the SIA.
- Department of Ageing, Disability and Homecare to discuss the planning needs of people who are ageing.
- Home and Community Care (HACC) service providers.
- Employment Service provider.
- The Project Manager to confirm the scope of the development, including the hours of operation and management strategies.

3. A statistical assessment of the area including an analysis of the demographic characteristics and population growth forecasts in the area.
4. Assessment of existing social infrastructure and services as well as opportunities in surrounding area.
5. Assessment of similar facilities (existing and proposed) and the implications of the proposal.
6. Information concerned with the development application for the proposed development and its context within the Maitland LGA as well as the wider sub-regional context assessing the potential impacts (both negative and positive) arising from the proposed development and subsequent management strategies.
7. Identification of needs and social sustainability strategies.

The Social Impact Assessment incorporates a number of sections and will examine the following:

- **Context:** provides an overview of location, planning, social and community profile of the Maitland sub-region and the subject land.
- **Demographic profile:** analysis of the characteristics of the population incorporating forecasts of population growth and demographics.
- **Implications and need for the facility within the location**. Assessment of development in line with Net Community Benefit criteria.

2. SITE AND AREA CHARACTERISTICS

2.1   Site Characteristics

The subject land is located on the western side of Mount Vincent Road at East Maitland. It has frontage to Mount Vincent Road along its eastern boundary and the site also has its proposed direct access via adjoining Lot 8 via Wilton Drive which is being incorporated into the subject proposal. Lot 8 has frontage to Wilton Drive.

Mount Vincent Road forms a regional road linking East Maitland with the Hunter Expressway and Kurri Kurri. Wilton Drive along the north of the site is a local access road servicing existing residential development. The land is formally identified as:

- Lot 8 DP 855275; and
- Lot 141 DP 1225076.

The land is proximate to the business and commercial centre of Green Hills which is located approximately 1.6km to the north east of the site. Green Hills provides significant service centre, shopping, support services and employment to the immediate and wider locality. Direct pedestrian access via formed and paved footpaths exists from the commercial precinct to the subject site.

The land is vacant and predominately cleared land in the development footprint which is used for low level cattle grazing.

The site has remnant vegetation to the east and isolated shade trees through the cleared area. The site slopes gently to both the south and south west from a central low ridge with gentle slopes in the range of 5% to 7%.

Lot 42 has an area of 26.73 hectares however only approximately 10 hectares is proposed for the development footprint with the remainder comprising vegetation retention and open space separation areas. Lot 8 adjoining has an area of 6156m² and provides access to the development area of Lot 42.

Surrounding land use is described in table 2 below.

Direction	Land Use
North	Immediately to the north of the site is the residential area of Rathluba Ridge consisting conventional residential lots generally up to 800m2 in area and larger lot residential lifestyle properties generally 1ha in area.
South	Cleared rural land.
West	Cleared rural land.
East	There is a mixture of land uses from residential (north east), vacant rural holdings (due east) and the Maitland Waste Management Facility (south east).

Table 2: Land Use Survey Surrounding Proposed Development Site

2.2   LGA Characteristics

The Maitland LGA is a 396 square kilometre area located approximately 35 kilometres from Newcastle and 175 kilometres from Sydney. The Hunter River runs directly through the centre of the LGA from northwest to southeast. The main existing centres within Maitland LGA are focused along the New England Highway and the Hunter River. The Maitland Urban Settlement separates the Maitland LGA into three geographic sectors – the East, Central and West sectors.

The LGA's population is in the order of 76,607 people (Maitland City Council Community Profile est. as at 2015). The majority of the LGA's population is located in the towns of East Maitland – Louth Park, Rutherford and Thornton. The remainder of the population is located in numerous towns and settlements across the LGA including numerous urban release areas. Given the population distribution the majority of services to support the community are located in Maitland or East Maitland including sub-regional services access in Maitland and Newcastle.

The LGA has absorbed a lot of the urban and population of the Lower Hunter over the last twenty years. It has a diverse economy including agriculture, tourism, mining, manufacturing, transport and construction industries. Arguably Maitland's greatest asset is its location on the rich alluvial flats of the Hunter and Paterson Rivers. It is one of the most highly productive areas in NSW and a service centre for a rich agricultural hinterland. With access to two national highways, a 90 minute freeway drive to Sydney, 30 minutes to the vineyards, Newcastle and Port Stephens, close proximity to airports, shipping terminals and freight rail access, the Maitland LGA has unsurprisingly become a population urban base.

Councils Community profile states that "*Maitland has an excellent standard of health services, schools, residential housing and retail shopping centres. It is a safe and healthy city, with a quality lifestyle, a vibrant and sustainable future, and a proud and involved community.*"

The city of Maitland is regionally significant, being the second largest city after Newcastle in the Lower Hunter Region. The city is considered a major regional centre, provides commercial and government facilities and services and is a focal point for employment for Maitland residents and surrounding LGAs. Other significant centres within the Maitland LGA include East Maitland, Rutherford, Thornton and Gillieston Heights.

Maitland City is a focal point for intra and inter-regional transport as it lies at the centre of the major growth corridor of the Hunter Valley. The city is sited at a junction in the rail network and in close proximity to two railway stations, Maitland Railway Station and the High Street Railway Station. Maitland is also located close to the New England Highway and has easy access to Newcastle Airport.

The original inhabitants of the Maitland area were the Wonnarua Aboriginal people. Their lands extend throughout the Hunter Valley. A dreamtime story from the Wonnarua explains how the hills and rivers in the Hunter Valley were created by a spirit called Baiame. Neighbouring nations to Wonnarua include Geawegal, Worimi, Awabakal, Gamilaroi, Wiradjuri, Darkinjung and Birpai. These nations would often travel through the area and were often invited to participate in local ceremonies.

Mindaribba Local Aboriginal Land Council (Mindaribba LALC) is located at Metford in Maitland City. The MLALC area encompasses parts of the local government areas of Maitland, Cessnock, Singleton, Dungog and Port Stephens. The Mindaribba LALC area is part of a long and diverse Aboriginal history with a vast number of historic Aboriginal sites having been found in the region along with rock engravings, sharpening grooves, hand stencils, tribal markings and other images in caves and

outcrops. European settlement dates from the 1820s when pastoralists arrived, using land mainly for farming, market gardening and timber getting.

Maitland was a culmination of three separate towns which arose roughly all around the same time. West Maitland, now just Maitland, was a privately founded town which grew because of its proximity to the river and which today is the commercial centre of the city. The other areas were East Maitland, which was established by the colonial New South Wales government, and Morpeth, another private town founded by Lieutenant Close, a Peninsular War veteran. Each town functioned as if they were separate municipalities.

The name, Maitland, was reported in 1885 to have had its name taken 'from Sir George Maitland, ... Under Secretary for the Colonies, and M.P. for the Borough of Whitchurch, in Hampshire, England'.

Maitland was first settled by Europeans around 1810. By the 1820's Maitland had become an industrious area, home to trade and commerce and a wide range of business. During the 1850's a series of riverside merchants traded, while a central retail area developed around a selection of services and outlets (Maitland Tourism 2009). Various smaller townships grew throughout the 18th and 19th centuries as the Hunter Valley was further opened up beyond Maitland.

Maitland was founded in 1820 close to the tidal reach of the Hunter River where vessels with a shallow draft could navigate. Nearby Morpeth served as the head of navigation for larger ships (later, steamships), and goods would be transhipped upriver to West Maitland on barges and smaller vessels. Originally the route river route between Morpeth and West Maitland was 26 kilometres, today after various floods and river course changes this has reduced to just 9 kilometres.

Maitland was therefore the point at which goods were unloaded for, and distributed to, the prosperous riverland of the Hunter Valley. Accordingly, there were large warehouses (some of which still exist) built, which faced onto the main High Street and backed onto the Hunter River. For almost 20 years until the Victorian gold rush, Maitland was the second largest town in Australia. The arrival of the railway from Newcastle in the 1850s, coupled with the increasing silting of the river and larger ships spelt the end of the traditional river traffic.

Since the early 1990s the population in the City has grown significantly, from nearly 46,958 in 1991 to over 61,000 in 2006 and a population estimated in 2015 to be in excess of 76,600. Most of this growth was mainly in the urban areas around Rutherford, Thornton, East Maitland and more recently Gillieston Heights.

3. CONSULTATION

Respectful, inclusive and meaningful engagement with potentially affected people and groups, and other interested parties, forms a critical part of all phases of the social impact assessment process.

Key engagement objectives for this social impact assessment process include the following:

- to ensure potentially affected people and groups have a sufficient understanding of the proposed development and how it may affect them;
- to understand and meaningfully consider the views of potentially affected people and groups as part of the project development and design process;
- to collect data (qualitative and quantitative), including local knowledge;
- to validate or 'ground-truth' data, assumptions and findings;
- to understand and meaningfully consider the views of potentially affected people in the development of mitigation and management strategies, with a view to maximising their likely effectiveness;
- to ensure potentially affected people and groups and other interested parties know how their input and views have been taken into account; and
- to respect the privacy of individuals and groups in all engagement activities, allowing them to communicate their views anonymously if they desire.

3.1   Community Consultation

As part of this SIA process, a community consultation process was undertaken. It involved a letter box drop of adjoining neighbours to ascertain their views of the proposal. The letter box drop included a brief description of the proposed development along with a concept Masterplan. A representative of the developer also door knocked and delivered the project proposal information and spoke to some residents. A total of nineteen (19) adjoining owners were notified of the proposal with seven formal responses being received.

The issues raised by adjoining property owners can be summarised as follows:

- Noise impact especially in respect to people who work night shift.
- Flooding and drainage concerns.
- Property devaluation due to a change from the current rural outlook to one that is a medium density housing outlook.
- Impact on wildlife.
- A covenant exists preventing construction on the site while the waste management facility on the opposite side of Mount Vincent Road is in operation.
- Requesting a 5 – 10m vegetation buffer to some existing residential properties on Wilton Drive.
- Increase landscaping around proposed community facilities building.
- Traffic should be from Mount Vincent Road, not Wilton Drive.
- Incomplete public transport system.
- Topographic challenges for over 55's
- Impact on current property owners due to development at the rear
- Increased traffic movement including entry onto Mt Vincent Road.

3.2 Stakeholder Consultation

As part of the Social Impact Assessment process, consultation was undertaken with the following stakeholders:

3.2.1 Retirement Village Proponent

Consultation was undertaken with the retirement village operators Project Manager ACM Landmark who confirmed the operational details of the proposal. In this respect the advice was that it is the proponent's intention to operate the facility in a similar manner to the Walka Grange Lifestyle Village they currently operate at Rutherford. Details are provided at section 1.1 and 6 of this report.

3.2.2 Hunter Valley Buses

To confirm bus services that would be available to the site.

3.2.3 Service Authorities

➢ **Hunter Water Corporation** (HWC) - The project manager has consulted with the HWC to confirm water and sewer service provision to the site.

➢ **Ausgrid** - The project manager has consulted with Ausgrid to confirm their requirements in respect to electricity service provision to the site.

➢ **Jemena** - The project manager has consulted with Jemena to confirm their requirements in respect to gas connection to the site.

➢ **Telstra and NBN** – The project manager has also consulted with these organisations in respect to providing respective services to the site.

3.2.4 Regulatory Authorities

➢ **Mine Subsidence Board (MSB)** - The project manager has consulted with Subsidence Advisory NSW as the site is located within a Mine Subsidence District (East Maitland) to determine their requirements.

➢ **Rural Fire Service** (RFS) - The site is mapped as being partially bushfire buffer and Category 1 vegetation and consequently a Bushfire Consultant has been engaged to undertake a Bushfire Threat Assessment of the proposal in accordance with RFS requirements.

3.2.5 Health Services

Consultation has been undertaken with existing medical facilities within the Green Hills Commercial Precinct which discloses that residents from the proposed Village can be accommodated as clients and there is a likelihood that a Medical Practitioner/Nurse can attend the Community Facility on a regular basis as required.

The area is serviced by Maitland Community Care Services from their Telarah premises. The Community Care Services Ms Cheryl Grace advises that such services as meals on wheels, home care cleaning, lawn mowing etc, personal care, transport provision for appointments, shopping and social events are all provided and can be extended to the current proposal.

Predominantly residents over 65 years of age are catered for upon registration with 'My Age Care' to determine needs and availability. Additionally Age Care Registration and Disability Care Registration is also necessary prior to delivery of services.

The development would also be serviced by East Maitland Community Health Service. This service undertakes predominantly home visits to patients referred to the service from general practitioners, self-referral, hospitals etc for home care nursing following operations and rehabilitation.

The East Maitland Community Health services E. Holt advises that where required, such home nursing services can be provided to the proposal. Existing medical practices were contacted to ascertain the availability of medical services and both practices advise that they are to engage additional doctors for the growth of their practices which will adequately service the proposal where necessary.

4. STRATEGIC CONTEXT

There are a number of strategic planning documents which have been reviewed to provide an assessment of whether the development is constant with the strategic direction of the LGA. The primary documents are listed and summarised below.

4.1 Hunter Regional Plan 2036

The HRP 2036 focuses on population and employment growth, complemented by proposed infrastructure to facilitate the region's growth over the next 20 years. Above all, the strategy is a statement of intent. It affects the entire Hunter region in contrast to the 2006 Lower Hunter Regional Strategy which only planned for the Lower Hunter. It also takes in the southern end of the Mid-north Coast, up to the Mid Coast LGA (former Taree LGA). The map below shows the area covered by the HRP 2036 and indicates the Hunter's strategic links with neighbouring regions of NSW.

Figure 3: The Hunter Region & links to its regional neighbours – NSW Government

For Maitland, its main features include:

i. Maintaining community identity in Greater Newcastle – the LGAs of Cessnock, Lake Macquarie, Maitland, Port Stephens and Newcastle.
ii. Greater Newcastle constituting the main growth area of the 20 year plan.
iii. Greater land use compatibility, particularly between urban development, agricultural and resource-based activities.
iv. 70,000 dwellings will be needed to house population growth, in a more compact settlement pattern.
v. Two corridors are nominated to accommodate new housing and jobs, the Maitland corridor and the Newcastle/Lake Macquarie Western corridor.
vi. Promoting small scale urban renewal and housing choice in green field areas.
vii. Urban consolidation to optimise use of existing infrastructure.
viii. Investigating opportunities for new and expanded urban centres.
ix. Central Maitland and East Maitland are called "Strategic Centres", meaning they will be foci for urban containment, improved accessibility and transport, quality urban living and employment growth.
x. The Maitland LGA population is expected to grow from 78,200 to 104,850, an additional 26,650 people - about another 1,330 people per year, on average.
xi. Another 12,550 dwellings will be required – on average 628 per year.
xii. These priorities are identified for Maitland:
    a. Housing growth
    b. The potential of the Hunter Expressway to shape growth
    c. Central Maitland emerging as a stronger regional centre
    d. Infrastructure delivery on a number of development fronts
    e. Increasing density at transport centres
    f. Balancing growth with flood constraints and agricultural land value
xiii. For East Maitland, the strategy intends:
    a. A health cluster centred on a new Maitland hospital, at Metford,
    b. Diversifying the local economy and
    c. Increasing economic and population growth, indicating stronger ties between or integration of East Maitland, Green Hills and Metford.

4.2 Draft Plan for Growing Hunter City ⇨ Greater Newcastle Metropolitan Plan

The *Draft Plan for Growing Hunter City* was intended to be a companion document to the Hunter Regional Plan 2036. It was released in late 2015 with the draft plan and in the final plan the Hunter Regional Plan 2036 Actions note that it is to be replaced by a *Greater Newcastle Metropolitan Plan*. It is understood that the *Draft Hunter City Plan* has been abandoned by the Government.

The HRP 2036 states that the *Greater Newcastle Metropolitan Plan*, when adopted, will be a long term strategic plan that "crosses local council boundaries and ensure that homes, jobs and infrastructure are delivered in the right locations, and that the region's competitive advantages, environmental assets and natural resources are safeguarded and maximised."

There are four important elements to the Greater Newcastle Metropolitan Plan:

- connect strategic centres in Greater Newcastle;
- develop a national Centre of Excellence for Health and Education;
- expand the capacity of Global Gateways – Newcastle port and airport; and
- establish governance.
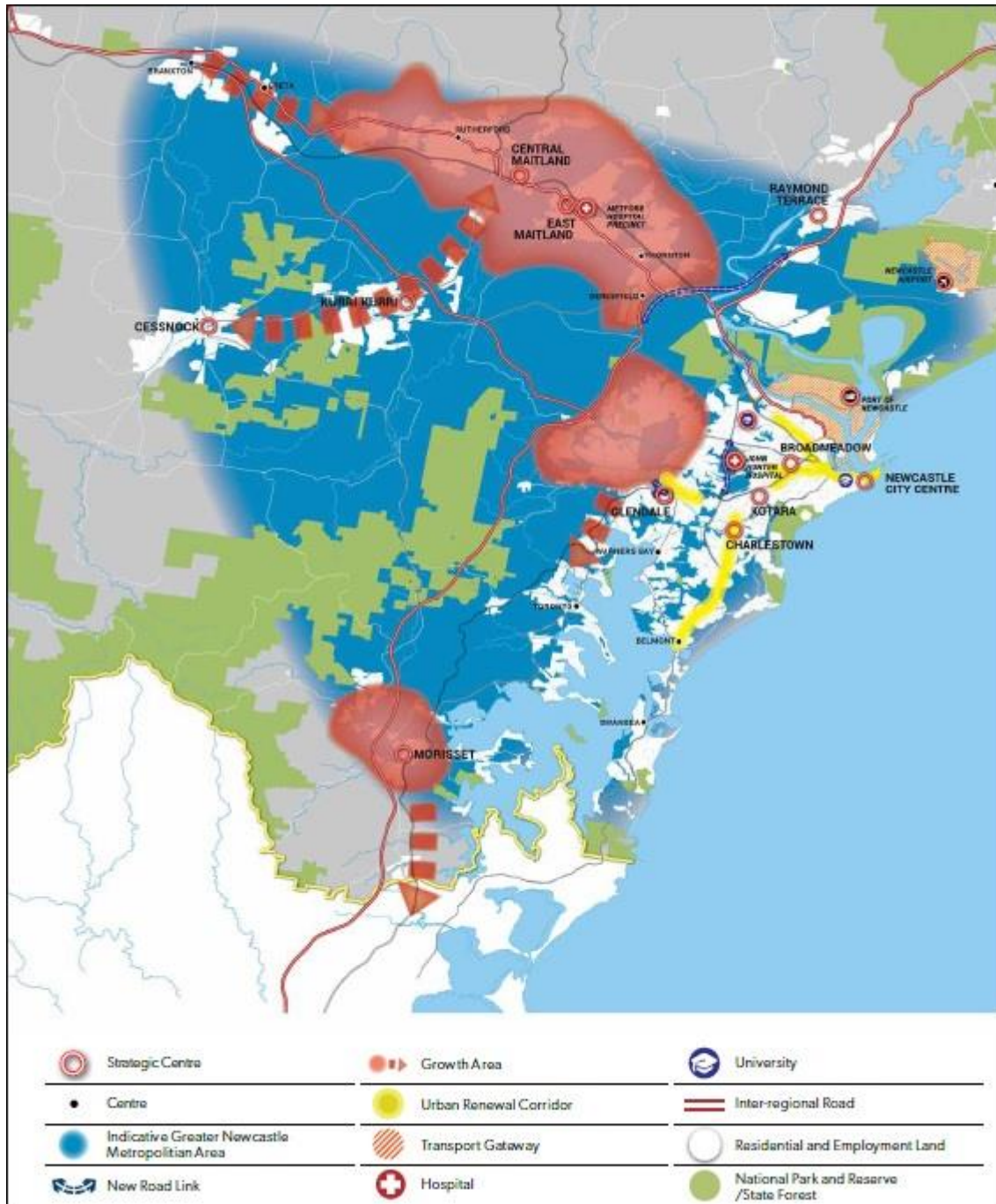
Figure 4: Greater Newcastle Metropolitan Area 2036

4.3 Maitland City Wide Settlement Strategy 2009

Council in October 2013 considered the biennial review of the Maitland Urban Settlement Strategy (MUSS). The report provided Council with a summary of the exhibition process and recommended an updated land release programme.

The amended and adopted MUSS 2012 edition identified the inclusion of the majority of the subject Part Lot 42, DP 846326 at Mount Vincent Road, along with adjacent land as Category 1 and 2 lands suitable for rezoning for urban land uses.

Maitland Council are currently assessing a Planning Proposal submitted in March 2015 for Part Lot 42, the subject site and adjacent land Lot 1012, DP 1103879 as contained within the Category 1 and 2 lands map shown as Figure 6 for rezoning for urban purposes.

The categorization of the subject site within the MUSS clearly shows the Councils intentions that the land is capable and well placed to provide an expanded urban footprint. Subsequently, the proposed senior's self-care living proposal on the site is a consistent urban use albeit not requiring rezoning to permit the use. Figure 6 shows the approved MUSS 2012 with Category 1 and 2 lands.

Land Category Map
Extract from MCC

Category 1 Residential   Category 2 Residential
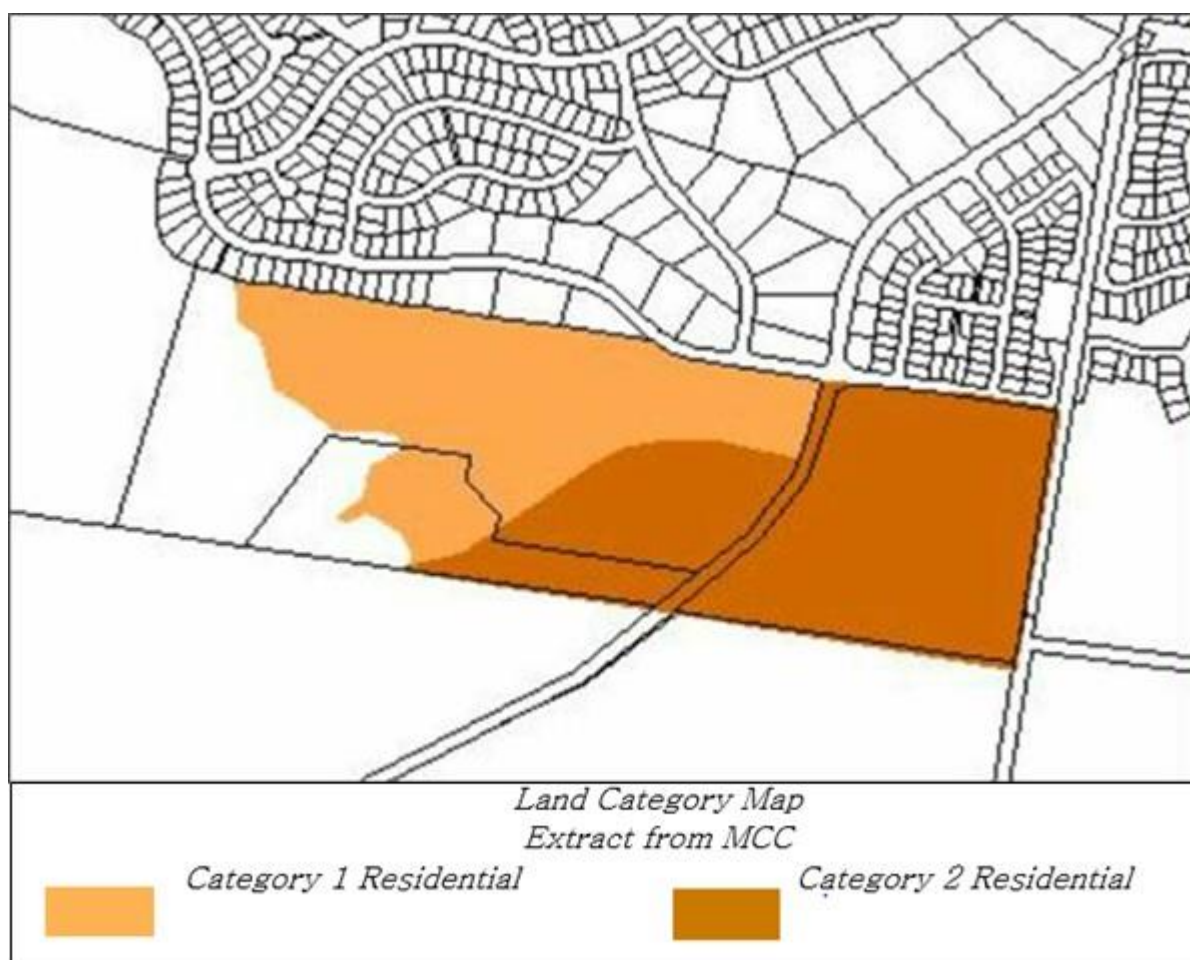
Figure 5: Maitland Urban Settlement Strategy

4.4   Maitland Social Plan 2009

Maitland City Council prepared the Social Plan 2009 to guide the future planning and development of services that contribute to the health and wellbeing of residents, as well as the provision of support, facilitation and co-ordination of established services and networks of importance to the community.

The strategies documented in the Social Plan aim to provide both Council and others with a strategic plan to develop cultural and social services within the Maitland LGA – ie to work towards meeting its aims and goals.

The Plan has been based on social justice and social inclusion principles and in line with the Local Government (General) Regulation Amendment (Community and Social Plans) Regulation 2005 and Social /Community Planning Guidelines 2002 requiring the needs of seven mandatory population target groups to be addressed.

These groups are:

- Children 0 – 11 years old

- Young people 12- 25 years old

- Older persons over 55 years old

- People with a disability

- Aboriginal and Torres Strait Islander people

- People from culturally and linguistically diverse backgrounds

- Women

Those sections dealing with "Older People over 55 years old" is of particular relevance to the Hunter Grange Lifestyle Village proposal. NSW South Wales Local Government Social and Community Planning Guidelines (2002) define 'Older People' as those who are aged 55 years and over and 45 years and over for Indigenous people. The Maitland local government area has 17,128 people aged 55 years and older, approximately 28% of the total population of 61883 (ABS Census 2006). With the average life expectancy in NSW as 76.4 years for men and 81.9 years for women and with advances in health care, older people are living longer and are often healthy for their age.

Communities need to plan for changes of an ageing population (Australian Local Government Association 2004). These include the implications for health and community services, employment, housing and community infrastructure (Baum and Jackson 2004).

The Social Plan notes that community attitudes need to be supportive in recognising ageing as an active and positive part of life (NSW Ministerial Advisory Committee on Ageing 2007 and 1999, World Health Organisation 2002). It notes that older people bring wisdom, knowledge, pride and culture and history to the Maitland community. They are active in their families and communities, often as volunteers (Maitland Social Compass 07/08) and make valuable contributions to society and the economy.

During the preparation of the Social Plan community consultation was conducted to ensure that older people had a say in what is important to them. A number of strengths were identified in the community such as community transport, Heritage Mall, shopping, East Maitland library, access to services and businesses and the geographical location of Maitland (Maitland Social Compass 07/08).

Community consultation highlighted a number of issues for older people including; transport, dementia, health issues, GPs, traffic, home maintenance (lawns & gardens), podiatry, crime and safety, home modifications (occupational therapists), equipment and aides, council responsiveness, physical access, infrastructure (transport & roads), activities for older people, aged care accommodation, **accessible and affordable housing**, falls prevention, oral and dental health and mental health (Maitland Social Compass 2007/2008; NCOSS 2007, NSW ADHC 2007).

The Social Plan notes that "*Accessible, affordable and adaptable housing plays an important role in allowing older people to age in place and maintain independence, promoting quality of life and self-esteem. It is also essential that housing for older people is close to services, public transport and public facilities to promote health and wellbeing and active community participation*."

The key strategies identified the Social Plan in respect to housing were as follows:

> *3.1 Provide a range of accessible, affordable and adaptable housing options to promote ageing in place.*
>
> *3.2 Ensure housing developments for older people provide access to available services, transport and community facilities.*
>
> *3.3 Implement programs to assist the independence of older people in making changes and choices in regards to housing.*

4.5   Comments on Strategic Assessment

The proposed development supports the strategic direction of the LGA. Population and housing targets, and the provision of accommodation to meet the needs of the ageing community are required. Research undertaken by Maitland City Council in the development of its Social Plan, has identified that there is a general lack of accommodation for the ageing population. Further research is to be undertaken by Council to assess this need.

The provision of such accommodation options is usually undertaken by private developers. With this in mind, the Hunter Grange Lifestyle Village will play an important role in supporting the needs of the ageing community who either currently reside in the LGA, or are looking to relocate into this area.

5. COMMUNITY CHARACTERISTICS

The Hunter Grange Lifestyle Village site lies in the southern area of the East Maitland off Mount Vincent Road. This area is characterised by the Greenhills Shopping centre which is currently undergoing a significant expansion. It also is characterised by the 'old Town' centre of East Maitland centred on Newcastle Street, High Street Melbourne Street and Lawes Street. The development site is located within a new residential area on the fringe of what is known as Rathluba Ridge which has good access to Maitland Private Hospital and other services and facilities around Greenhills.

5.1 Population Profile

A population profile is an important means of understanding the community, its social and economic characteristics; all of which can provide an insight into the potential impact of the development on the broader community. From the demographic analysis it is found that:

- Population has increased significantly over the last 30 years with an increase of some 13.5% since the 2011 census of 67,478 to the 2015 estimate of 76,607.
- Maitland currently has a significant population aged 55 years and over (23.84% of the LGA population), but it is not as high as the Hunter region as a whole.
- East Maitland area has an above average age distribution of persons 55 years and older (seniors) at 30%.
- The LGA has a lower than average rate of unemployment in comparison to that of the Hunter region.
- Technician and trades is the predominant occupation for residents and manufacturing, retail trade and health care and social assistance remains as the most common industries of employment.
- There is a high degree of home ownership (fully owned or being purchased) suggesting a stable population.

	East Maitland	Maitland LGA	Hunter
Population	11,704	67,478	620,534
0-9 years	12.37%	14.66%	12.59%
10 - 19 years	12.74%	14.49%	13.01%
20 - 49 years	38.05%	40.02%	37.92%
50 - 69 years	22.55%	22.16%	24.54%
70 years and over	14.32%	8.68%	11.93%
Median Age		36.1	37 (Lower Hunter)

Table 3: Total Population and Age Groups for Maitland LGA; Hunter Region.

The largest change in age structure in this area between 2006 and 2011 was in the age groups of:-

- 50-54   -   +439 persons
- 60-64   -   +879 persons
- 65-69   -   +646 persons

This age structure can only be expected to increase with the ageing population including 'Baby Boomers'. The age structure of Maitland City and particularly East Maitland provides key insights into the level of demand now existing and increasing into the future for aged based services, housing and facilities.

5.2   Population Projections

Population projections are important considerations for the future planning of social infrastructure. The Department of Planning and Environment released population projections as part of the Hunter Regional Plan in October 2016 which predicts a population of 104,850 people by 2036 (refer Table 4). This has now been revised showing a slight variation of projected population of 67,350 people by 2036. Table 4 provides an age distribution breakdown.

AGE GROUPS:	2011	2016	2021	2026	2031	2036
0-4	5,150	5,650	6,150	6,400	6,750	6,850
5-9	5,000	5,600	6,000	6,550	6,900	6,800
10-14	5,050	5,300	5,900	6,350	6,900	7,000
15-19	5,000	5,300	5,500	6,100	6,550	6,850
20-24	4,700	4,950	5,050	5,250	5,800	5,800
25-29	4,650	5,350	5,400	5,550	5,800	5,800
30-34	4,600	5,650	6,250	6,400	6,550	6,350
35-39	4,900	5,200	6,150	6,800	7,000	6,750
40-44	4,950	5,300	5,500	6,500	7,150	7,000
45-49	4,700	5,100	5,400	5,600	6,600	7,050
50-54	4,700	4,850	5,200	5,400	5,700	6,500
55-59	4,150	4,800	4,900	5,250	5,550	5,600
60-64	3,700	4,150	4,800	4,950	5,300	5,400
65-69	2,750	3,700	4,150	4,750	4,950	5,150
70-74	2,050	2,700	3,600	4,050	4,700	4,800
75-79	1,650	1,900	2,550	3,350	3,850	4,400
80-84	1,250	1,400	1,650	2,200	2,950	3,300
85+	1,050	1,350	1,600	1,950	2,550	3,400

Table 4: Population Projects for Maitland LGA by Age Group.

The Department of Planning and Environment states that the main driver for growth in the Maitland LGA is babies and pre-schoolers. However by 2036, over 30% of the population is projected to be aged 55 years and over and the median age will be 45 years. While population projections are based on historical data of births, deaths and migration patterns, population targets are influenced by strategic polices that set desired goals for land release and other strategies (for example the availability of education, local shopping, services and social infrastructure to support in migration).

From 2006 to 2011 Maitland City's population increased by 5,596 people (9% increase) this represents an annual population change of 1.75% per year over the period. Population projection from 2011 are presented in tables 5 and 6 below.

TOTALS:	2011	2016	2021	2026	2031	2036
Total Population	69,900	78,200	85,750	93,500	101,550	104,850
Total Households	26,200	29,750	33,000	36,300	39,800	41,550
Average Household Size	2.65	2.61	2.57	2.55	2.52	2.49
Implied Dwellings	27,900	31,650	35,150	38,700	42,400	44,200

Table 5: Total Population and Age Groups for Maitland LGA (DoPE 2016).

CHANGE:	2011-16	2016-21	2021-26	2026-31	2031-36
Total Population Change	8,300	7,550	7,750	8,050	3,300
Average Annual Population Growth	2.3%	1.9%	1.7%	1.7%	0.6%
Total Household Change	3,550	3,250	3,300	3,500	1,700
Average Annual Household Growth	2.6%	2.1%	1.9%	1.8%	0.9%

Table 6: Population and Household Change Projections (DoPE 2016)

5.3   Ageing Profile

Maitland has an ageing population. The trend in ageing is affected by a number of factors - not just because people are getting older. The outmigration of young families and young people will result in a rapid ageing process (ie noted by the increasing median age of the population) as does the in-migration of retirees.

The movement of people into, and out of an area directly influences the characteristics of the population, and the community's aspirations. Demand for services and facilities in an area will also be influenced by the age of moving residents and their family status.

Understanding where current residents have moved from helps in predicting future mobility patterns and demographic change.

There are three main types of migration in Australia, overseas migration, inter-state migration, and intra-state migration (ie. moves within a State or Territory). By far the most common form of migration is intra-state, and largely involves moves between neighbouring and existing urban areas where moves are often short.

Understanding where current residents have moved from helps in predicting future mobility patterns and demographic change. The age groups of those who moved out of an area can give an indication of the attractiveness of an area to people in particular life stages.

Understanding where particular age groups are moving and what attracts people to those locations can give an indication of the type of services or facilities which may be needed to keep people in the area. Conversely, an understanding of where an area is gaining particular age groups from can help ascertain their life stage and family types which dictate the type of services required.

The table below shows the in migration patterns for the LGA between the 2011 and 2015 as estimated by the ABS. As seen there is a high degree of in migration into the LGA, meaning that it is a popular destination point for a range of people. The reasons for the in migration could be for people seeking work, retirees seeking a lifestyle change or to be close to services and facilities etc.

	2011	2012	2013	2014	2015
Internal Migration - Arrivals (no.)	5 778	6 116	5 646	5 842	5 792
Internal Migration - Departures (no.)	5 067	4 966	4 842	4 962	4 677
Internal Migration - Net Regional Migration (no.)	711	1 150	804	880	1 115

Table 10: Internal Migration 2011 – 2015; Source: Australian Bureau of Statistics, Census of Population and Housing 2006, unpublished data.

5.4   Ageing Characteristics

Given the ageing characteristic of the Maitland LGA, the local retirement and aged care industry needs to grow to meet this demand. The retired population presents major opportunities for business, accounting for 25% of all disposable income (Hunter Valley Research Foundation report: Manufacturing – Newcastle and Hunter Region 2008 – 2009).

All population groups have specific needs and the ageing community is certainly no different. In the planning of residential dwellings for older people specific factors should be taken into account to ensure that participation in social life is not limited due to inappropriate design of the built environment; lack of services within a close (or reasonable) proximity; lack of service types to meet specific needs; limited access to resources (such as leisure activities) etc.

'Age in place' is a concept that can help people, as they age, remain independent within their established communities and better cope with changing life circumstances such as decreased mobility, reliance on public transport etc. It is recognised that access to pedestrian walkways, accessible shopping, health, community and recreational facilities are all important elements in meeting the needs of an ageing population.

5.5   Labour Force Characteristics

The characteristics of the workforce for the Maitland LGA in comparison to the Hunter Region is as follows:

	Maitland LGA	Hunter
Total labour force (includes employed and unemployed persons)	32,826	289,705
Employed full-time	60.15%	57.91%
Employed part-time	29.14%	30.75%
Employed away from work	5.71%	6.13%
Unemployed	5%	5.21%

Table 7: Labour Force for Maitland LGA; Hunter Region.

Maitland LGA		Hunter Region
Technicians and Trades Workers	18.06%	16.58%
Professionals	16.71%	18.41%
Labourers	10.39%	10.5%
Machinery Operators And Drivers	10.35%	8.88%
Clerical and Administrative Workers	14%	13.71%
Sales Workers	10.05%	9.97%
Community and Personal Service Workers	9.12%	10.06%
Managers	9.83%	10.35%
Others	1.49%	1.55%

Table 8: Occupation Characteristics for Maitland LGA; Hunter Region.

Maitland LGA		Hunter Region
Manufacturing	11.71%	9.78%
Health Care & Social Assistance	11.57%	13.15%
Retail Trade	11.44%	11.09%
Construction	8.26%	7.99%
Education and Training	7.12%	7.74%

Table 9: Primary Industry of Employment for Maitland LGA; Hunter Region.

5.6   Demographic Design and Operational Implications

Urban design of retirement villages should take into account:

- The need for manageable housing which incorporates adaptable housing principles, lot sizes which offer privacy however are manageable.
- Links to pedestrian infrastructure such as footpaths, kerb ramps and pedestrian crossings.
- Accessible to public transport

Housing design is a key factor in the principle of age in place. As life cycles change, the need for adaptable housing, manageable gardens, access to resources for shopping, medical, social activities etc all need to be accessible. Therefore transport, good footpath networks etc need to be provided. Older people who choose, or who are forced, to move from their own home, are often constrained in their choices by a lack of suitable housing alternatives within their local community. Most of the new housing available to older people is constructed under SEPP Seniors Living. This housing can be residential care facilities, hostels, and groups of self-care dwellings or a combination of these types.

Frequently, due to the cost of land, larger developments of this type of housing are located on sites at the edges of urban development. Whilst these locations meet the requirements of the SEPP, the level of services available in some local areas often falls short of demand. For example, the SEPP Seniors Living requires only one return public transport service per day within 400 metres of the development. This distance and infrequency of public transport restricts the ability of residents to maintain independence when accessing services. In order to create a liveable community, and one that promotes socially sustainable lifestyles, the provision of these facilities should be considered by the developer.

Access and mobility is also a major factor for older people. The use of mobility scooters requires some degree of skill, but also a well maintained footpath and cycleway network. Bus transport needs to be accessible (and also accessible to people with physical impairment). This is an important factor in reducing isolation, promoting ongoing access to various services and resources which include visiting friends and relatives etc.

Urban design, the location of development etc need to take this into account, not only within the site but the surrounding community.

6. SOCIAL IMPACT ASSESSMENT

Given the strategic direction of the LGA, the ageing characteristics and the characteristics of the development, the SIA framework can be used to identify a range of possible social impacts that may occur.

The SIA is designed to:

- Interpret Section 79C (1b) of the Environmental Planning and Assessment Act as it relates to the social impacts of a proposed development
- Consider the range of possible Social Impacts of the proposed development
- Identify the positive and negative Social Impacts of the proposed development
- Address possible problems or issues that may impede the Development Approval process at the earliest possible stage

The specific areas explored will relate to:

- Changes to the population and characteristics of the area
- The community structure, its character or beliefs
- The health and safety of those living and working in the vicinity of the development
- An assessment of safety as it relates to crime, anti-social and nuisance behaviour
- Social cohesion, in particular the quality of life of those living in the vicinity of the development
- Cost of living, including housing affordability
- Accessibility to services and facilities
- Sense of place and community
- The impact on existing services

6.1   Population Characteristics of the Area.

The criteria assessed are:

- Changes to population size.
- Changes to age and gender distribution.
- Requires the relocation of any part of the population.

The population characteristics of the area are important to assess as major changes may bring about the need to increase infrastructure to the area to cater with increased demand.

On review of the development it is obvious that there will be an increase in population at the subject site. The population will be aged 55 years and over who will predominantly live in independent residential accommodation. The lot yield for the self-contained units is 134.

It is envisaged that the needs of the population will fluctuate depending on changing life circumstances. Based on a scenario of three quarters of the self-contained retirement units being occupied by couples and the remainder being single occupancy a resident population of 234 people or more could reside within the development site.

The development will impact on the way that the site is currently used. It will represent an intensification of land use in this area.

For the resident population, this will result in the need for additional infrastructure to support the population (discussed throughout the SIA assessment) which will be required from within, and external to, the development. The positive impact is that the development will provide a range of infrastructure to support the resident population (including support services). Furthermore, there will be an increase the critical mass of the aged community enhancing viability for local services (ie in accessing additional funds) that provide services to the ageing population.

Another positive for this proposal is that it is located adjacent to existing population areas and in particular Greenhills which is identified as a 'Strategic Centre' under the Hunter Region Plan 2036 so access to services and facilities will be convenient for residents. This will be bolstered by the provision of a range of service options to be provided on site.

6.2   Housing

The criteria assessed are:

- Changes to the aesthetic environment
- Development is complementary to existing neighbourhood character
- Items of social and cultural heritage are preserved
- Housing Demand/Supply – need for development

The location of the proposed development is within an established residential area and will only result in a change to the outlook of some properties as well as a change to the housing type and density. There will be increased vehicle traffic and pedestrians travelling along Wilton Drive.

As the development is residential in nature, it is inconsistent with the existing neighbourhood character although the density will be somewhat greater. This will be mitigated, in part, by good urban design and a comprehensive landscape plan particularly around the perimeter of the development. It is also noted that the site has been identified as an urban release area in Council strategies and is currently going through a rezoning process to be rezoned for residential purposes. This is not unusual in locations such as this which are relatively constraint free and located on the urban edge.

In terms of the need for the retirement village, research as part of this assessment has identified that there are three (3) existing retirement villages that have been developed and which are operational within the East Maitland / Greenhills catchment. Enquiries have revealed that all are at capacity with little expectation of early available spaces.

Regionally and locally the proposal will assist to fill a gap in the provision of seniors living services for those persons of the locality.

The proponent currently operates the Walka Grange Village at Rutherford and its construction is nearing completion such that there is limited further dwellings available. However, the operators experience is that demand is such that it exceeds supply. The demand within Walka Grange at Rutherford can be seen from Figure 6 which demonstrates that the highest demand is from local residents. This in part is due to people wishing to live where they have familiar surroundings, services, availability to their normal medical practitioners, family and friends.

This is considered to be so for the subject site with demand being expressed within Figure 6 by particular postcode areas. Up to 22% of demand/sales at Walka Grange Rutherford is from East Maitland alone and when comparing areas such as East Maitland, Weston, Kurri Kurri, Gillieston

Heights, Cliftleigh, Beresfield and Thornton, all areas within a catchment to the south east and south west of the proposal, shows a sales demand of 47% from this area to the existing Rutherford site.

Clearly there is a strong demand for such seniors living from the East Maitland and surrounding areas to sustain the subject sites development.
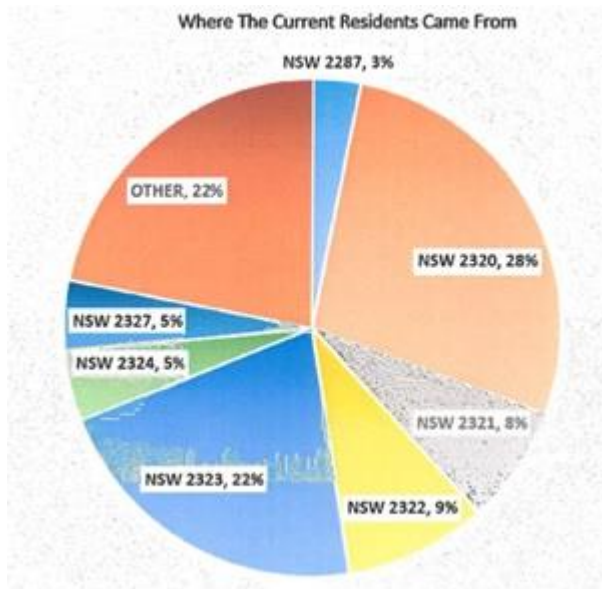
Figure 6. Demand sales & statistics

Postcode		Locality
2320	-	Rutherford, Maitland
2321	-	Cliftleigh, Gillieston
2322	-	Beresfield, Thornton
2323	-	East Maitland
2324	-	Heatherbrae, Raymond Terrace
2327	-	Kurri Kurri, Heddon Greta
2287	-	Wallsend, Fletcher, Minmi

The Maitland LGA is confronted with increasing housing affordability problems, due to population growth, increased property prices and the current lack of capacity to increase supply of affordable housing, in a similar fashion to many areas of Australia.

The Maitland LGA is identified as an area of high housing need in NSW. Deteriorating affordability in the LGA has been driven by drivers such as growth in the region and migration from Sydney and the Central Coast which have resulted in increased house prices and rents. This, coupled with comparatively the modest average incomes, will disadvantage many permanent residents in the

housing market. There is also a mismatch of housing stock to household profiles (e.g. a shortage of housing suitable for older people and younger single people).

Housing affordability refers to the relationship between the cost of housing and the capacity of households to pay for housing that is appropriate to their needs. 'Housing costs' typically refer to rent or mortgage costs. 'Capacity to pay' is generally measured by household income. Affordable housing refers to forms of purchasing or renting at a price or rent that is within the capacity to pay of low to moderate income households. Affordable housing may be produced in the market or, more usually, is subsidised in some way. A 30 percent of income measure is often chosen as a yardstick to whether housing is affordable.

Recent research has underlined the broad range of economic and social benefits that can flow from improvements in housing affordability in Australia. Affordable housing in the Maitland LGA can contribute to the economic growth in the region by:

- Assisting the supply and mobility of the workforce.
- Containing upward pressure on wages; and
- Attracting young entrepreneurial and skilled workers

Social benefits that develop from providing appropriately located affordable housing include:

- Promotion of family stability and the health and wellbeing of individual household members;
- Supports the educational attainment of children;
- Encourages workforce participation;
- Reduces travel time and costs for people otherwise displaced to distant areas to access affordable housing; and
- Can alleviate patterns of spatial exclusion that affect many lower income and disadvantaged households.

Retirement Villages fill an important role in the provision of affordable housing. Housing provided within a retirement village is typically two thirds the cost of the median house price in the local area. This enables residents to sell their existing home, buy a new home within a supportive community environment, and put one third of the value of their home into their superannuation. It also increases supply of housing generally in the housing market which acts favourably in the property market in terms of providing affordable housing.

6.3   Labour Force Implications

The development will have a slight impact on the labour force statistics. A small proportion of residents moving into the area will increase the total number of people who are classified as being in the labour force. However these characteristics are not known at this stage. As a large proportion of residents may be retirees the impact on the general labour force is expected to be relatively minor.

The development will contribute positively to the local economy through direct and indirect employment. A site manager and a support staff (ie gardeners, maintenance etc) will be employed. The site manager and some support staff will be employed at the site, while other contractors will be drawn from the local area, therefore having a positive impact on the Maitland community.

Previous discussions with Wesley Uniting Employment Service providers suggest that the creation of any additional jobs is an obvious benefit to the community and there is an increasing demand for

employment in aged care – which can be drawn from the local community and skills development / training etc will be supported by the local TAFE.

Furthermore, there will be a significant labour force implication during construction. Based on the Australian National Accounts Input – Output Tables (ABS, Cat. No. 5209.0) one direct job year is created in the construction industry per $160,000 of construction investment. So, for each $10 million of construction investment the development has the potential to create approximately 62.5 job years over the construction period. In addition to direct employment ABS national Accounts data indicates that a multiplier of 2.6 applies to direct construction employment. Therefore based on a development investment of $28million, 175 jobs created during construction could result in 455 jobs created through the wider community.

It can be anticipated that further flow on effects on employment are created in the broader economy as a result of the potential income and employment generated. Using a conservative employment multiplier of 1.9 (taking into account Australian National Accounts guidelines), there could be the potential flow on effect of between 352 additional ongoing jobs.

The proponent has advised that when construction on this project commences, labour will be sourced from their existing Walka Grange Lifestyle Village site where construction is nearing completion; there are currently between 50 – 70 employees working on the construction of that project.

6.4   Effect on Income Distribution

Income provides an indication of the socio economic status of a community. It is envisaged that the overall income characteristic will not be affected by this development alone. A trend will emerge with the development of additional / growth of existing aged care facilities.

The income levels of a number of individuals will be improved via the creation of local employment opportunities. This will represent a positive impact from the development through the creation of employment during construction and as part of the overall ongoing management / operation of the site.

6.5   Impact on the Social Fabric

Criteria assessed:

- Changes in relationships, structure and customs.
- Beliefs, attitudes and values adversely affected or enhanced.

In broad terms the development is not a type that would adversely affect any relationships or customs, beliefs, attitudes etc. However the proposed development will bring about a change in the personal values and connections the existing residents have of the area because the proposed retirement village is different to the rural character of the site albeit permissible under the provisions of Seniors SEPP.

The change of the social fabric of the community is the effect that the change in land use will have on the existing community; its character and the changing relationships between people.

The proposed development will not affect the broader characteristics of the community, however there will be an impact on the local (development) area. The development will bring about an

intensification of land use on the urban fringe of the Rathluba Ridge estate area and change the character of that locality. From the consultation undertaken as part of the SIA process it has been revealed that the issue here is that some existing residents of Rathluba Ridge consider that the development as being contrary to their lifestyle (ie why they bought into the area).

There is also concerns from some residents that the development will impact on the amenity of the area because the development will generate additional traffic, and that the development will lead to a loss of rural views which in turn will impact negatively on property values.

6.6   Social Cohesion

The criteria assessed are:

- Changes to the lifestyle for existing residents.
- Conflict of space between existing and new population.
- Development disadvantages particular social groups.

As described in 6.5 above, some in the existing community will consider that the proposed development will be in conflict with their personal values and connection that existing residents have of the area due to the intensification of development; in particular the direct neighbours. Issues will include noise, traffic and visual impact.

6.7   Sense of Place and Community

The criteria assessed are:

- Changes to the aesthetic environment
- Development is complementary to existing neighbourhood character
- Items of social and cultural heritage are preserved

The location of the proposed development is on the urban fringe and will change the aesthetic character due to housing type and density. There will be increased vehicle traffic and pedestrians travelling along Wilton Drive.

However the proposed retirement village is consistent with the existing neighbourhood character which is very much urban in nature with a rural outlook. This will be mitigated, in part, by good urban design and a comprehensive landscape plan particularly around the perimeter of the development.

6.8   The Impact on Existing Services

This will explore if there will be any increase in demand for any health services and how and where will people access them (including ancillary services such as community health care, dental services, child care, counselling social support, etc.).

There is an extensive Home and Community Care (HACC) network operating in Maitland and the Lower Hunter. Consultation with HACC providers indicates that the range of HACC service providers are near or 'at capacity', however service demand fluctuates on a month by month basis.

Demand for HACC services will generally increase across the Region as the population ages. At a regional level there is knowledge of the population growth and ageing profile of the community. However, local services are not provided with information regarding development proposals and it appears that some degree of relationship between Council, the HACC sector and the State Government (Department of Ageing Disability and Home Care) is required in order to effectively plan for the future needs of the ageing community – given the projected age structure from its existing population and also to cater for the potential growth from developments such as this.

While the needs of the ageing community will change and result in an increased demand for health services, it is reasonable to assume that the proportion of residents moving into the development will be from the local area/vicinity, there will be a strong likelihood that existing medical practitioners (GP) will be maintained.

The NSW average for the provision of GP services is 1 GP for every 885 people. Within the Maitland LGA the GP to resident ratio is 1:1,054. (Source: Public Health Information Development Unit (PHIDU), Social Health Atlases of Australia).

Therefore, as service levels are already underprovided, an increase in demand will place access to services at additional stress. Given that the location of new residents to the proposed village will be predominately from local areas it is likely that they will retain existing personal services within the locality and therefore the increased demand could be considered to be somewhat artificial.

On a strategic level, this issue should not preclude the development from occurring. The Hunter Regional Plan 2036 has provided clear population targets, and the ageing characteristic of the community is understood. The increase in aged care facilities will create a 'critical mass' and potentially serve to increase viability funding to increase the capacity of existing services.

In considering this issue, the Hunter Grange Lifestyle Village will aim to minimise the impact on existing service infrastructure. It is also the aim of the development to maximise the 'liveability' for residents. In response the facility will provide an extensive support network to residents which is summarised below. This support network will decrease the need to rely on HACC, allied and main stream health services.

6.8.1   Personal Care and Home Nursing

➢ Each residence can be equipped with an Emergency Call System which would be monitored 24 hours a day.
➢ All front office staff will have first aid training.
➢ Where an outside agency is contracted to provide home nursing the manager will be responsible for co-ordinating the provision of services. Home nursing can be supplied by organisations such as Calvary Silver Circle which can provide such services on a subsidised basis or where necessary on a privately funded basis.
➢ Personal care such as a hairdresser and beauty therapist will attend on site on a regular basis (dictated by demand) to provide hairdressing and beauty treatment utilising rooms provided at the Village.
➢ The Manager will arrange a pharmacy pick – up and delivery service for prescriptions, medications and Webster Packs.
➢ A facility for outgoing mail at reception will be provided.

6.8.2 Assistance with housework

➢ Assistance with housework will be provided by employed staff or an external contractor or contractors. Where an external contractor is engaged services will be co-ordinated by the on-site manager.

➢ Cleaning services will be provided by an external contractor.

➢ Laundry services can be provided by an external contractor.

6.8.3 Medical Practitioners

Consultation has been undertaken with existing medical facilities within the Green Hills Commercial Precinct which discloses that residents from the proposed Village can be accommodated as clients and there is a likelihood that a Medical Practitioner/Nurse can attend the Community Facility on a regular basis as required

6.9 Assessment of Safety as it Relates to Crime, Anti-Social and Nuisance Behaviour

A CPTED assessment has been undertaken for the proposed development. Given the target group of residents the provision of a safe environment will reduce the fear of crime.

The intent of the strategies is to ensure that the development does not contribute to the issue of crime and anti-social behaviour in and around this site. Furthermore, given the nature of residents living in the facility, fear of crime is usually higher. Therefore the adoption of CPTED principles will aim to promote a feeling of safety.

It should be noted that monitoring of the site and any evidence of malicious damage / graffiti / vandalism etc should be addressed immediately. If such incidence does occur, this will only lead to a heighted fear amongst residents. With this in mind it is found that:

➢ The development site will be a gated community meaning that entry and exit will be via determined access points. This will provide a level of 'access control' to the site.

➢ On review of crime statistics for the area it is found that the development is not in an area of high reported crime.

The assessment of the design and layout has been undertaken against each of the CPTED principles and has subsequently taken into account the local crime characteristics. The recommendations made are such to reduce the likelihood of crime and anti-social behaviour occurring in and around the site as well as aiming to promote worker safety. Specifically these recommendations include:

6.9.1 Territorial Re-enforcement

General / site

➢ The site will be a gated community, meaning that the boundary will be fenced and access / entry points will be clearly defined. Access into the property will therefore be restricted and monitored and informal access minimised.

➢ It is recommended that monitoring of the boundary fence be undertaken on a regular basis to check the integrity of the fencing and ensure that there is no evidence of access into the

site from any point other than designated points. Signs to look for will include cut wire, top of the wire being 'laid over', or other signs that suggest activity along the fence boundary. This can only be identified by regular checking / monitoring.

➢ General / community buildings to be locked after use, with designated person (eg manager) responsible for security of these buildings. Otherwise a policy for room / facility hire to be established so residents who utilise the facilities have a set procedure to secure buildings after use.

Units

➢ All units will be secured as per the SEPP and AS1428.1 and AS4299. This includes target hardening strategies such as deadlocks and window locks.

➢ Garages to be lockable with auto opening. This will promote safety to residents so they will not have to leave cars to unlock garage / leave cars unattended.

6.9.2   Surveillance

The following recommendations will reinforce surveillance throughout the site and therefore increase the risk of detection to offenders.

General

➢ Site manager / staff to monitor tradespeople entering the site via sign in / sign out system. As well as promoting OH&S, it will provide a measure of surveillance as to who is entering the site and for what purpose. The specific detail (ie procedure) of how this would be managed will be developed by the manager of the site.

➢ The plans do not show where external lighting will be located. A lighting plan will need to be developed that adequately illuminate the drive ways and foot paths in order to promote resident safety. It is also recommended that sensor lighting be installed to areas not generally available for pedestrian access.

➢ Landscaping will need to be designed to ensure that tree canopy and shrub heights do not obscure views across pedestrian footpaths and into / out of residential units.

Unit

➢ The design of the residential buildings should ensure that the entry door is flush with the building line, thus reducing an area of potential concealment.

➢ General comments relating to unit security are listed below.
  – Each unit entry (main door) to be lit.
  – Entry doors to have security screen doors fitted.
  – Peep holes to be installed on entry doors.
  – Duress alarms to be available to residents if they require.

6.9.3 Access Control

General

➢ In the context of this development access control has been addressed in the areas of surveillance, fencing and security to the site.

Unit

➢ All doors and windows to be fitted with locks.

➢ Large trees not to be planted against buildings so they do not form a 'natural ladder' (note this a general comment as it is noted that all buildings are single storey).

6.9.4 Space / Activity Management

General

➢ The area (including gardens, hard walls, fencing) should be well maintained. Any evidence of anti-social behaviour (eg graffiti) should be cleaned immediately.

➢ Garbage bins to be secured and kept out of general sight.

Community Facilities

➢ Signage to clearly state the opening / operational hours of the facilities. This will result in any activity in these areas outside of operating hours being noticed and specific action (ie monitoring, investigation etc) being undertaken.

Other matters for Consideration

➢ It is recommended that all residents be provided with a 'fact sheet' that promotes personal safety in and around the site, contact details for emergency services etc. The fact sheet would also need to include information regarding; process for trades people entering the site; keeping doors and windows locked; reporting suspicious behaviour; informing neighbours / site manager of visitors; period of leave etc.

Given the nature of this development, the crime assessment for this proposal, supported by the adoption of the above recommendations, is low.

6.10   Cost of Living, Including Housing Affordability

This will explore how the development will affect income levels across the community and if there would be an increase or decrease in the cost of living (e.g. land, supermarket, grocery and housing prices) and how the level of trade will be affected e.g. competition, closure of existing business.

The proposed redevelopment will not increase the cost of living generally across the LGA.

The development will impact on residential housing prices across the LGA and potentially impact on the median prices, number of sales and capital growth. Given the nature of the development it is envisaged that due to the high volume of sales, and over the staging of the development, there will be a positive impact on residential housing prices overall.

Residential housing prices (obtained from RP Data) indicates that East Maitland and the Maitland LGA have grown steadily over the preceding ten (10) years. Recent median house prices for East

Maitland urban area is $391,000 and for the LGA $385,000. There has also been a steady capital growth for both the East Maitland urban area and the LGA.

Capital Growth in Median Prices		
Period	East Maitland	Maitland LGA
2017	$391,000	$420,000
2016	$380,000	$395,000
2015	$370,000	$389,000
2014	$362,000	$383,000
2013	$355,000	$372,000

Table 11. Median Prices East Maitland and Maitland LGA. Source: LJ Hooker and ABS

With regards to affordability, the development is proposed to cater for a range of economic groups (ie it is not targeting an exclusive or high end market).

In order to ensure the development provides a residential option for local people, current residential housing prices would need to be considered in the future pricing strategy.

6.11   Accessibility

The criteria assessed are:

- Groups are excluded by virtue of the design or type of Development
- Requirements for public transport, including transport routes

It does not appear that any group is to be excluded by the design and type of the proposed development.

The issue that faces residents of retirement village developments generally is access to services and facilities. Accessibility is an assessment of whether certain groups will be excluded from the development by its design, or by what is offered at the site or within convenient access to the site.

The development is exclusive as it is a residential facility catering for people aged 55 years and over. There are a range of services and facilities provided on site that will support the range of needs that residents will have which are summarised below.

6.11.1 General Community Facilities to be provided on site

➢ The Central Facilities will be constructed in Stages as the Village develops.

➢ A Temporary Central Facilities building comprising lounge, kitchen, meeting room, Gymnasium and billiard room will be included in Stage 1 most likely within a dwelling to be converted to residential use when the community .

➢ A permanent Central Facilities Building will be built as part of Stage 5 or 6 of the Village. The Permanent Central Facilities will include the facilities and services as outlined at **Table 1**

including a lounge, billiard room, salon, consulting rooms, theatre room, bar, library and activities room. There will also be a kitchen and a dining area. Outdoor facilities will include:

- Swimming pool
- Barbecue Area
- Internal Walking Areas
- Vegetable Garden
- Community Gardens
- Men's shed/ workshop

Within the proposal there is open space provided both as passive and active open space areas. The development site is 26.73 hectares. The building footprints, roads and active open space provided for dwellings is approximately 10 hectares. Vegetation retention/embellishment area within the ephemeral watercourse through the site represents approximately 0.8 hectares.
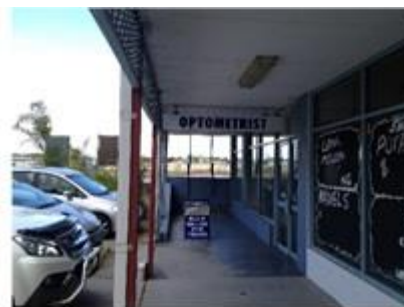
Accordingly, of a site having an area of 26.73 hectares approximately 17 hectares or 64% remains as open space areas within that remainder of the site not proposed for development. This provides significant passive open space on the site.

6.11.2 Facilities and Services within East Maitland/ Greenhills

The site is located in relatively close proximity (1.6km) to the existing and expanding commercial hub of Green Hills. The site is also linked to Green Hills via an extensive road and pedestrian path network. In summary the following services are available, among others:

Financial Institutions	
- NAB Bank - St George Bank - Greater Building Society - Newcastle Permanent - Westpac	- Commonwealth Bank - Rams Homeloans - Credit Unions - Financial Advisers
Government Services	
- Roads & Maritime Services RMS - Australia Post - East Maitland Public Library	- Telstra Offices - Optus Offices

Medical Services	
• Maitland Private Hospital	• Dental Surgery
• Medical Centres	• East Maitland Community Health Services
• Optometrist	
• Chemists	• X-Ray & Ultrasound Services
• Chiropractic Services	
• Churches of various denominations	• Indoor heated swimming pool
• Audio Clinic (hearing services)	• Anytime Fitness Gym

Shops/Supermarkets	
• Woolworths	• Bulky Goods Shops
• Coles	• Furniture etc.
• Aldi	• Homeware Stores
• Big	

Convenience	
• McDonalds	• KFC
• Pizza Hut	• Bakers
• Henny Penny Chicken	• Fruit & Vegetable
• Cake Shops	• Bottle Shop
• Hotel – George Tavern	• Motel
• Service Stations	• Taxi Service
• Cafes etc	

Professional Services	
• Doctors	• Financial Advisors
• Dentists	• X-Ray/Ultrasound
• Accountants	• Chiropractors
• Banking Personnel	• Real Estate Agents
• Solicitors	• Optometrists
• Veterinarian	• NIB retail centre

Photo's Above

Showing only some of the typical services within Green Hills commercial precinct

All of the above services are located generally within 2km of the site.

Such services are available during normal business hours and can be reached from the site by car, with significant parking available, pedestrian access via existing purpose built footpaths and concrete pathways or public transport.

It can be seen that the proposal has excellent access to services in very close proximity. Those services are closely grouped which allows efficient access.

Additionally it is noted that Stockland are currently undertaking a $300 million refurbishment and expansion of the Green Hills shopping centre which can only serve to improve the quality of services to the subject site.

East Maitland also contains a variety of sporting clubs and facilities for future residents to utilise.

6.12   Health Implications and Access to Services

The criteria assessed are:

- Demand for health services (including ancillary services such as community health care, dental services)
- Access to and the requirements for human and social services
- Impacts on the heath of the community, including perceptions of health
- Need for healthy infrastructure, e.g. walkways, bicycle pathways

It is unknown as to the specific demands for health and other services that will be triggered by the population group. Further, if the proposed residents are drawn from within the Maitland LGA or from nearby LGA's there is a likelihood that some existing service networks will be maintained (for example doctors) because of the established relationship.

However, given the population targets identified in the Hunter Regional Plan 2036 and availability of population projections, it would be reasonable to assume that service/agency planning has commenced to cater for both an increase in population and for an ageing population.

Consultation has been undertaken with existing medical facilities within the Green Hills Commercial Precinct which discloses that residents from the proposed Village can be accommodated as clients and there is a likelihood that a Medical Practitioner/Nurse can attend the Community Facility on a regular basis as required.

The area is serviced by Maitland Community Care Services from their Telarah premises. The Community Care Services advises that such services as meals on wheels, home care cleaning, lawn mowing etc, personal care, transport provision for appointments, shopping and social events are all provided and can be extended to the current proposal.

Predominantly residents over 65 years of age are catered for upon registration with 'My Age Care' to determine needs and availability. Additionally Age Care Registration and Disability Care Registration is also necessary prior to delivery of services.

Clearly there is provision with the existing community care services to cater for those residents when the need arises through aging in the facility. The area is also serviced by East Maitland Community Health Service. This service undertakes predominantly home visits to patients referred to the service from general practitioners, self-referral, hospitals etc for home care nursing following operations and rehabilitation.

The East Maitland Community Health services advises that where required, such home nursing services can be provided to the proposal. Existing medical practices were contacted to ascertain the availability of medical services and both practices advise that they are to engage additional doctors for the growth of their practices which will adequately service the proposal where necessary.

6.13   Transport

Given the areas high car ownership rate many residents will have access to their own vehicle, or will partner with other residents for social / recreational outings. Individual carparking is provided for each dwelling and a community is to be provided on site for shared outings.

6.13.1 Site Based Transport

To address access to areas external to the site for those residents without private transport, the operator will provide transport services for residents by way of a mini bus owned/hired by the Operator. The mini bus initially will be a minimum 10 seater with a larger bus being acquired once demand is sufficient.

Mini bus services will operate from outside the temporary community facilities building until the Central Facilities Building is built in or about stage 5. The bus will then run from outside that building. The mini bus will be available both to and from the proposed development between 8am and 12pm at least once and at least once between 12pm and 6pm each day.

The Operator will provide additional transport in the form of a station wagon which will be utilised by staff to transport residents to facilities and services located off site on a needs basis.

The Operator will provide a golf buggy style vehicle which will be utilised by staff to transport residents within the confines of the village.

6.13.2 Public Transport

Bus Services
The site is serviced by public transport (buses) via Hunter Valley Buses. There is a bus stop and bus shelter located on Mount Vincent Road approximately 400m north of the subject site and is partially accessible by concrete pathway.

Photo: Existing bus stop located 350m north of the site on Mount Vincent Road.

Mount Vincent Road and Wilton Drive is a bus route No. 187 of Hunter Valley Buses, the route is from East Maitland to Metford and passes along Wilton Drive directly fronting the site.

The service connects to major retail and service facilities at Green Hills where a transport interchange allows connection to other bus services to Maitland, Cessnock, Ashtonfield and Woodbury via routes 179, 180, 181, 164 and 145 and 182 respectively.

Discussions with Hunter Valley Bus Co indicates that a further bus stop can be provided fronting the site on Wilton Drive to further service the proposal.

Rail and Train Services

The site is proximate to both East Maitland Railway Station and Victoria Street Station which provides direct access to Newcastle to the south east and the north coast and beyond to Queensland. East Maitland Railway Station and Victoria Street Station are approximately 3.2km and 2.6km respectively from the site. Both stations are serviced by public transport via Hunter Valley Buses.

6.13.3 Cycleway and Pedestrian Facilities

Accessible pedestrian routes are located within Mount Vincent Road and Wilton Drive with 2.5m wide shared pedestrian/cycleway path and 1.5m wide pedestrian paths respectively.

The pedestrian routes extend north and north west along Mount Vincent Road, to Springbark Crescent and Chisholm Road. The pedestrian path continues along Mitchell Drive to the Green Hills Commercial precinct. The grades of the pedestrian route pass through gently inundating terrain formed in road footways with grades less than 7%.

The pedestrian footpaths, pathways and shared cycleways provide direct access to Green Hills Commercial Precinct approximately 1.6km away.

Additional to the formal concrete pathways there is the 'East Maitland Multi use pathway' which traverses along Shamrock Lane from Springbark Crescent southerly to open space areas in Brooklyn Park and Three Mile Creek Reserve.

Photos:

Shows existing shared cycleway/pathway along Mt Vincent Road

6.14   Open Space

The area of Green Hills and East Maitland is well serviced by open space and special use areas as follows:-

- Worcester Drive Reserve -   500m north east of site.
- Brooklyn Park   -   1.2km north east of site.
- Green Hills Gardens   -   2.2 km north east of the site.
- Gas Works Reserve   -   2.8km north of the site.
- East Maitland Golf Club -   4.0km north east of the site.
- Metford Playing Fields -   4.7km south east of the site.
- Sharmrock Lane trail   -   300m east of the site.

7. CONCLUSION

A key factor in undertaking a SIA is to ensure that development, such as the Hunter Grange Lifestyle Village, is managed in a strategic manner. With this in mind, social sustainability is an important concept to consider in the development of planning for both new and existing communities. Because communities are dynamic, it is important that the built environment and the infrastructure that supports communities can adapt to meet the needs of the changing population.

Landcom defines socially sustainable places as:

> *"connected places where relative inequalities are minimised, and where the population is diverse and supported, and has access to appropriate opportunities".*

A key objective of social sustainability is to ensure that any development minimises inequality and does not have a negative social impact on existing and future communities.

Socially sustainable developments are considered to be those which:

➢ Provide opportunity for mixed communities with diversity in housing and land use. Mixed communities ensure effective use of existing housing and infrastructure, support local economic development, and provide for different life-stage groups.

➢ Provide homes that will enable ageing in place. This will enable people to remain in their existing area as they get older, maintaining established networks and effectively using the housing and infrastructure provided.

➢ Provide homes for moderate income households. Access to affordable housing is essential to overall social well-being.

➢ Integrate socially, culturally and physically with the existing community. Inclusive development promotes social and cultural harmony while providing improved access to existing services, infrastructure and community networks.

➢ Ensure access between new and existing areas. This will ensure access to existing services and infrastructure while supporting healthy/active lifestyles and sustainable transport options.

➢ Contribute towards community infrastructure which addresses community needs. These needs include lifelong learning, community health, transport, food, employment, information/technology, community safety, public art and social support services.

➢ Benefit the existing community members as well as the new. This ensures sustainability through the better use and coordination of existing and future resources.

Based on the above social sustainability criteria and the findings of the SIA, it is determined that the Hunter Grange Lifestyle Village represents an overall positive social impact on two levels.

First, the development will make a valuable contribution to meeting the population and housing targets for the LGA, in particular in meeting the needs of the ageing community. The development is

consistent with the overall strategic direction of the Maitland LGA and contributes to addressing identified needs as outlined in the Maitland Social Plan.

Second, residents will have access to a high level Retirement Village, which will provide accommodation options for different socio-economic groups. Residents will be supported via the provision of on-site care (in any future stage of the development) which will allow residents to age in place as their care needs can be met at the site. This will be supported by the partnerships that have been established for the provision of medical, services, transport, appropriately trained staff and the level of services and facilities that are to be provided on site and within the existing local community.

The development will therefore minimise the direct impact on the current services within the LGA.