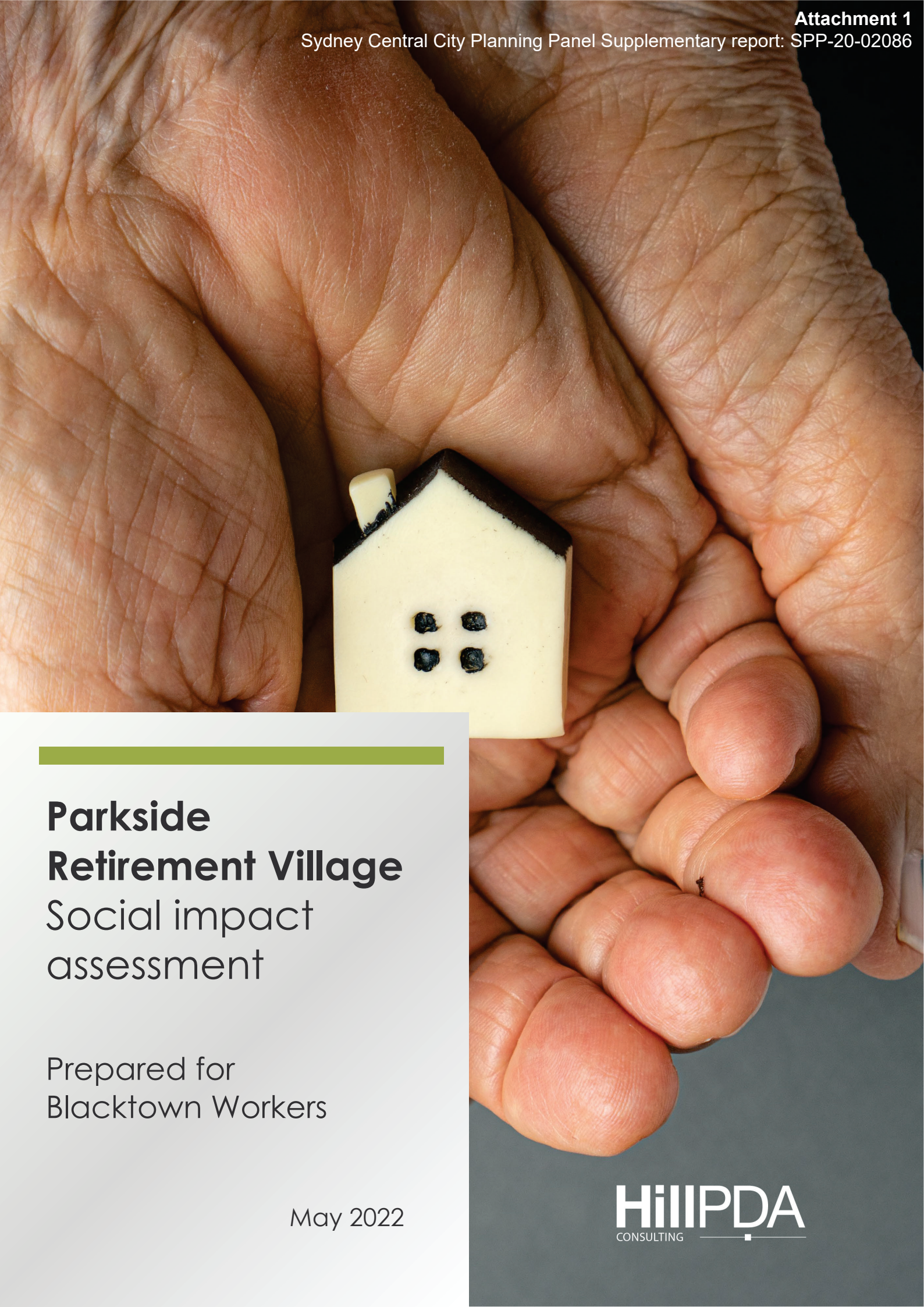




Parkside Retirement Village Social impact assessment

Prepared for
Blacktown Workers

May 2022

HiIPDA
CONSULTING

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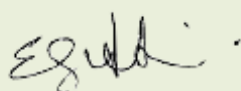
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Quality control

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Executive Summary



Development application SPP-20-02086 to Blacktown Council applies to 170 Reservoir Road, Arndell Park and seeks concept approval of a staged masterplan development for construction of 9 x 3 to 7 storey seniors housing buildings including a residential aged care facility comprising 480 self-contained dwellings, 160 residential aged care facility beds, 628 basement car parking spaces and two community centres. The development application also seeks approval to undertake stage 1 and stage 2 of the concept plan, which involves earthworks and tree removal to facilitate the development of four three-to-five storey seniors housing buildings over a single shared basement level, new internal roads and pedestrian pathways, and landscape embellishment works.

The development application was considered by the Sydney Central City Planning Panel on 29 March 2021 and the panel agreed to defer the determination of the matter until:

“an amended Social Impact Assessment is prepared by an independent qualified person.”

This social impact assessment (SIA) has been prepared by HillPDA, who are independent consultants. The authors of this report satisfy the requirements for SIA authors prescribed in the Department of Planning and Environment’s *Social Impact Assessment Guideline*.

This SIA aims to comply with industry best practice. It identifies both positive and negative impacts that may arise from the proposed development and applies a social risk rating to evaluate the significance of impact that is likely to occur. Mitigation measures are proposed to enhance positive impacts and minimise negative impacts.

Matters raised by the Planning Panel

The table below includes matters raised in the review of the SIA by the Sydney Central City Planning Panel and indicates sections of this report that respond to them. The matters raised by the panel are also addressed in this Executive Summary.

Matter detail	Relevant section
Be prepared by an independent suitably qualified person	Page 3
BBQ facilities location, quantity and delivery timing	Page 6
Rooftop recreation areas, quantity and delivery timing	Page 6
Connectivity – dedicated shuttle bus service frequency and future scalability	Page 7
Project the required facilities on site, with particular consideration provided to meet the potential needs of residents on site	Section 5.4
Give consideration to future occupants' demographic and cultural characteristics when projecting their needs and considering required facilities on site	Section 4.0
Address the staged nature of the proposed development and indicate, through amendments to the plans, where any additional facilities will be located. The provision of any additional services is to be provided as well as the frequency of any such services.	Executive summary and revised DA drawings

Significant changes have been made to the concept plan to address the matters raised by the Panel. This report assesses the social impacts of the revised proposal.

The site

The proposed development is located at 170 Reservoir Road, Arndell Park. The site is bounded by the Blacktown Workers Sports Club complex to the north and west, Reservoir Road to the east, and Penny Place and industrial development to the south. It lies approximately 800 metres southeast of the Arndell Park town centre and 3 kilometres southwest of the Blacktown town centre.

Staging of the proposed development

The concept proposal would be delivered in a staged approach. The current development application seeks consent to the construction of stages 1 and 2 which would result in, among other things:

- The construction of Buildings A-C and Building H, with associated communal open space and landscaping
- A total of 166 self-contained dwellings and 221 car parking spaces within the basement level
- Delivery of an 805 sqm community centre (including associated pool facility, change rooms, coffee shop and convenience store) within the ground floor associated with Building C
- Delivery of 592 sqm of covered communal open space, including 447 sqm adjacent to Building C's internal communal spaces and 145 sqm of rooftop terrace within Building H
- Internal pedestrian and road network, including public and private communal open space and through-site links.

The remaining components of the concept proposal would be delivered over five further stages, making seven stages in total. The timing for construction and occupation of subsequent stages will be subject to market demand. Until Development Consent is provided for this project, the developer cannot legally advertise for sales any part of the development and hence demand cannot be estimated.

The proposed staging of the development is set out in the table below. It incorporates a staged approach to the delivery of social infrastructure within the proposed development to ensure that social infrastructure is expanded as the development progresses and the on-site population increases.

The current DA would enable the delivery of on-site community facilities and accommodation concurrently. This would ensure that the initial resident population would have access to appropriate facilities and that an appropriate program of activities can be established to enable social interaction and community cohesion. A multipurpose community centre is proposed for inclusion in stage 1 works, which would be suitable for the delivery of a program of a wide range of activities. Should the proposal be constructed, the operators should be encouraged to tailor a program of activities to the interests and need of the residents, to enable culturally specific activities as well as to cater for a broad range of interests.

Summary of staging and propped delivery of on site social infrastructure

	Stage 1		Stage 2	Stage 3	Stage 4	Stage 5	Stage 6	Total
Buildings	A & B	C	H	G	D	F	E	
Units (no)	64	30	72	76	40	76	122	480
Uses (sqm)								
Activities / Craft Room	-	65	-	-	-	-	-	65
Function Room(s)	-	65	-	-	130	-	-	195
Gymnasium	-	65	-	-	-	-	-	65
Social Lounge(s)	-	125	-	-	405	-	-	530
Coffee Lounge	-	25	-	-	-	-	-	25
Swimming Pool facility	-	220	-	-	-	-	-	220
Covered community terraces	-	450	-	-	300	-	-	750
Wellness Garden	-	440	-	-	-	-	-	440
Communal Gardens	540	-	545	545	-	545	545	2,720
Village Green	-	750	-	-	1,300	-	-	2,050
BBQ areas	60	25	50	50	-	50	50	285
Administrative services / concierge	-	115	-	-	100	-	-	215
Café	-	35	-	-	75	-	-	75
Allied Health / Consulting Rooms	-	-	-	-	300	-	-	300
Convenience Store	-	20	-	-	15	-	-	15
Total building communal areas	600	2,400	595	595	2,625	595	595	8,005
Communal area per unit at stage	9.38	31.91	21.65	17.31	24.16	20.70	16.68	

1. All sqm areas are Gross Floor Areas

2. Stages 1 and 2 are subject to full Development Application hence are shown bold

3. Stages 3 to 7 will require a future Development Application hence are shown italic

4. Services and facilities in RACF are specific to RACF use, subject to Commonwealth funding and hence not relevant to this analysis.

The proponent has advised that the staging program has been nominated to realistically reflect the anticipated order of development. The only exception to this would be Stage 7 which, as a Residential Aged Care Facility is subject to Commonwealth funding. The proposed delivery of on-site social infrastructure for stage 3 and beyond includes:

- Stage 3 consists of Building G which will provide a BBQ area on ground floor and at roof level
- Stage 4 consists of Building D which introduces an expansion of social and community uses on the site. Drawing DA0006-C has been amended to address the comments of the Planning Panel by specifically nominating provision of allied health / medical consulting rooms (approximately 300 sqm GFA) and a coffee shop / small convenience store (approximately 90 sqm GFA). The remainder of the ground floor of Building D will be utilised for communal functions being the Parkside Lifestyle Community Centre which includes function spaces, craft rooms, yoga/pilates studio, men's shed and billiard room. The fitout

of the ground floor space of Building D is to be determined as part of the DA for that stage and will be based on significant research into resident's needs and interests, with the data to accompanying the Development Application. This approach will ensure that uses are accommodated to reflect resident's interests and demand and with the best interests of the residents in mind

- Stage 5 consists of Building F which will be provide for a BBQ area on ground floor and at roof level
- Stage 6 which consists of Building E is the largest of the building developments and will only be developed after completion of the communal centre in Building D.

It should be noted that the communal centres at Building C and Building D have been located so that the distances from the building entry of the furthest buildings on the site (Building H and Building E) to a communal centre, are similar, with all other buildings being less.

Access to services and shops

Existing social infrastructure

An audit of social infrastructure in the surrounds has been completed. Medical centre, pharmacy and supermarket facilities are available in Prospect, around 800 metres to the east of the site. A wide range of services and facilities are available in Blacktown town centre, around three kilometres to the north of the site. Blacktown Hospital is also located around three kilometres to the north, offering 24-hour emergency medicine as well as a range of acute and subacute medical services. Higher order medical services are located at Westmead Hospital, 8.5 kilometres east of the site.

The neighbouring Blacktown Workers Sports Club complex offers entertainment, exercise opportunities and meals and is within walking distance of the site. The club offers an extensive range of lifestyle opportunities which enable social interaction, learning, recreation and entertainment. Whilst many residents are likely to take advantage of this offer, it is noted that membership to the club is required.

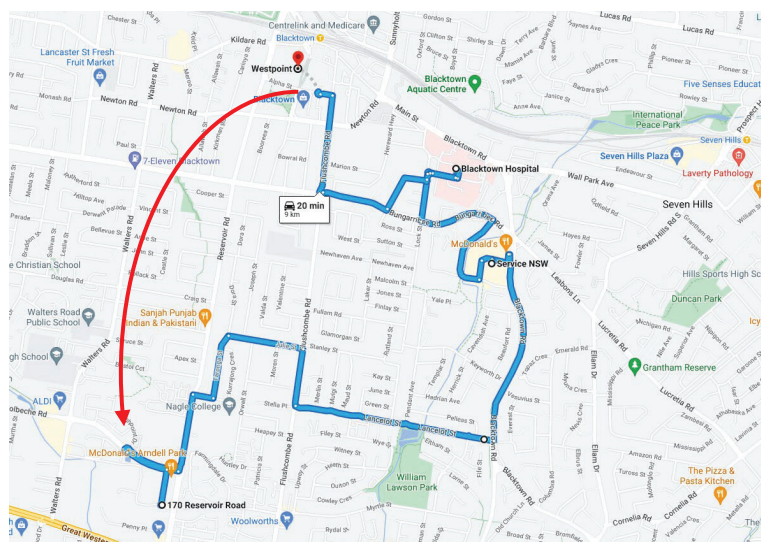
A convenience retail outlet is located adjacent to the site at the south western corner of the intersection of Penny Place and Reservoir Road. This is a comprehensive 7/11 store co located with a services station. A comprehensive range of retail services are located at Prospect and Blacktown.

Dedicated bus services

The proponent will provide a dedicated shuttle bus service, which will operate between the site, key shopping and convenience destinations, and Blacktown Hospital. The proponent will purchase and provide a branded dedicated Hyundai Staria people mover (seats 8) for exclusive use of the retirement village. The route for this loop service is indicated to the right.

The service will commence with two services per day, Monday to Saturday. The timetable for the service at completion of the stages 1 and 2 is shown below.

Indicative bus service route



Mon-Sat	Departures - Morning	Departures - Afternoon
Parkside Village Centre	09:00	13:00
Blacktown Megacentre	09:15	13:15
Blacktown Hospital	09:20	13:20
Westpoint Blacktown	09:25	13:25
Parkside Village Centre	09:45	13:45

The bus service will be scaled up to meet increasing demand as the development grows. Any initial growth will be met through a follow-on circuit, as required (i.e. bus will follow a second circuit after arriving back at Parkside Lifestyle Community for the first circuit). Longer term service planning will be undertaken through an evaluation of usage and loading following completion of Stages 1 and 2. This usage data would be included with future DAs along with a commitment to service frequency and timetables.

Public Transport bus services also operate with reasonable frequency to Blacktown. Future residents who are able to drive or catch public transport would have access to a comprehensive range of essential services within around 30 minutes of travel, including health care, essential shopping and pharmacies.

On-site consulting rooms and retail services

The proposal has been amended to incorporate consulting rooms in Building D (stage 4) to allow visiting medical practitioners, allied health workers and personal services (e.g. hairdressers) to operate on site on a rolling calendar. The function room in Building C (stage 1) would also be able to be used by visiting professionals as needed.

A coffee shop / small convenience store of approximately 55 sqm GFA is proposed in Building C (stage 1). This facility would be relocated and expanded with the construction of Building D (stage 4), which proposes a 90 sqm GFA coffee shop / small convenience store. This would provide convenient access to a select range of convenience and essential retail items. It will also provide a meeting place for residents to gather and enjoy light beverages.

Proposed BBQ Facilities

Permanent BBQ facilities would be provided to:

- The communal courtyard of Building A and B
- Communal courtyard of Building H
- Rooftop of Building H
- Village Green in front of Building C

These are shown on the landscape drawings provided with the development application package and as excerpted below in section 1 of this report.

Rooftop recreation areas

The location of rooftop terraces (“sky terraces”) is shown in the Landscape Plan prepared by Turf design Studio page 6. Rooftop terraces are proposed for Building E, Building F, Building G and Building H. The detailed design of the rooftop terrace in building of the H is indicated in the landscape drawing.

Projected on-site population

Approximately 400 residents are likely to result from the current development application at the completion of stage one and two. If the proposal were to be constructed to completion of all stages, the projected on site population would be around 1,769 residents.

Industry benchmarks for social infrastructure delivery have been applied to the projected population. It was found that social infrastructure needs are being appropriately accommodated on the site as indicated in the concept plans.

Social infrastructure delivery with the Stage 1 and 2 DA

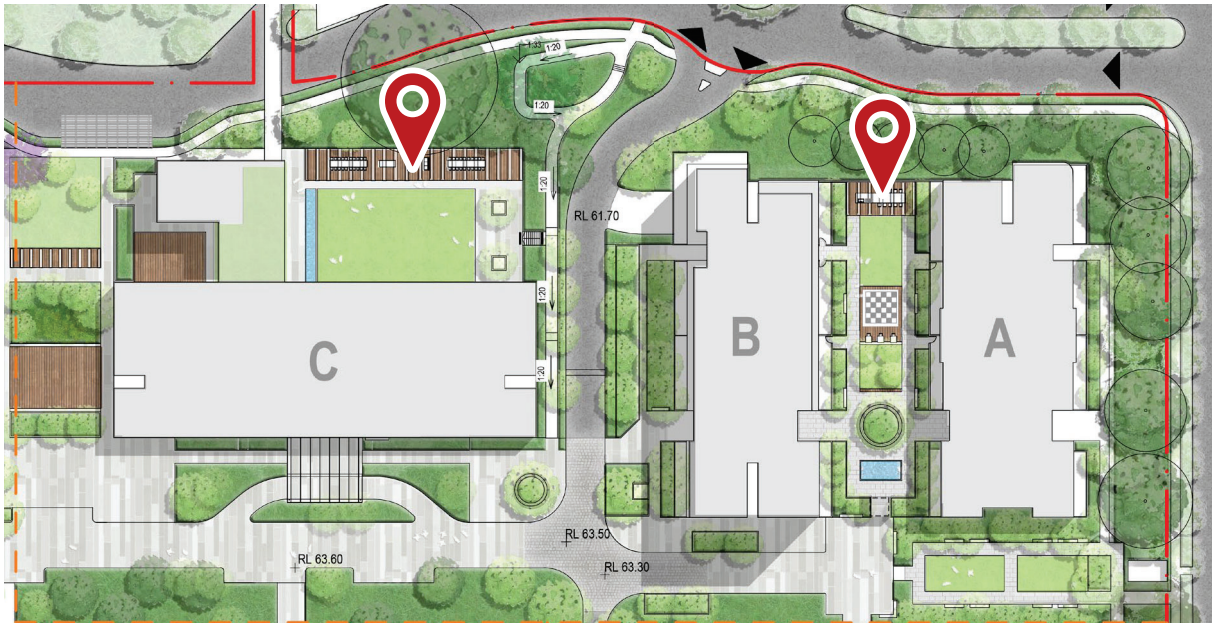
The Sydney Central City Planning Panel expressed concern that “the proposed development does not provide internal facilities such as the provision of day to day goods for residents, entertainment facilities such as a coffee shop and the outdoor recreation facilities were not maximised by the absence of roof top recreation areas.” These matters have been considered and the proponents has:

- Amended the DA plans to incorporate a coffee shop / small convenience store of approximately 55 sqm in Building C, that would incorporate a resident services area to:
 - Maintain a limited supply of essential goods for sale to residents
 - Offer assistance to residents to order grocery items online, if required
 - Receive grocery deliveries from local supermarkets on behalf of residents and alert the resident of their arrival or deliver to the groceries to the resident’s dwelling
 - Provide general assistance to residents on any matter to ensure their wellbeing.
- Advised that the 805 sqm community centre to be completed as part of stage 1 is intended for resident’s activities and entertainment. The operator would develop a program of activities that reflect resident’s interests and the diversity of cultural backgrounds. The community facility comprises the following:
 - A 55 sqm coffee shop / small convenience store to provide refreshments and basic services (as outlined above)
 - A kitchen/servery to provide tea, coffee and light refreshments to the social lounge and function rooms
 - A 200 sqm lounge/social area that provides a flexible space that can be used for a wide variety of uses and for a range of group sizes. For example, uses could include formal and informal meetings, classes, visiting entertainers, games, religious services, calendar events and celebrations, movie nights etc
 - A library area
 - Male/female WC
 - 64 sqm gymnasium fitted out with a selection of age-appropriate gym equipment
 - 67 sqm craft room fitted out with start of the art finishes and surfaces that can be easily cleaned
 - 244 sqm swimming pool with male/female change room and pool storage area suitable for aqua-aerobics, hydrotherapy and recreation.
- Articulated that rooftops in stage 1 of the proposal are to be used for solar panels and equipment to meet energy efficiency objectives. A garden and BBQ facilities are proposed for the stage 2 rooftop, as well as BBQ facilities in the village green. Permanent BBQ facilities are to be specifically located as follows:
 - The communal courtyard of Building A and B (stage 1)
 - Village Green in front of Building C (stage 1)

- Communal courtyard of Building H (stage 2)
- Rooftop of Building H (stage 2).

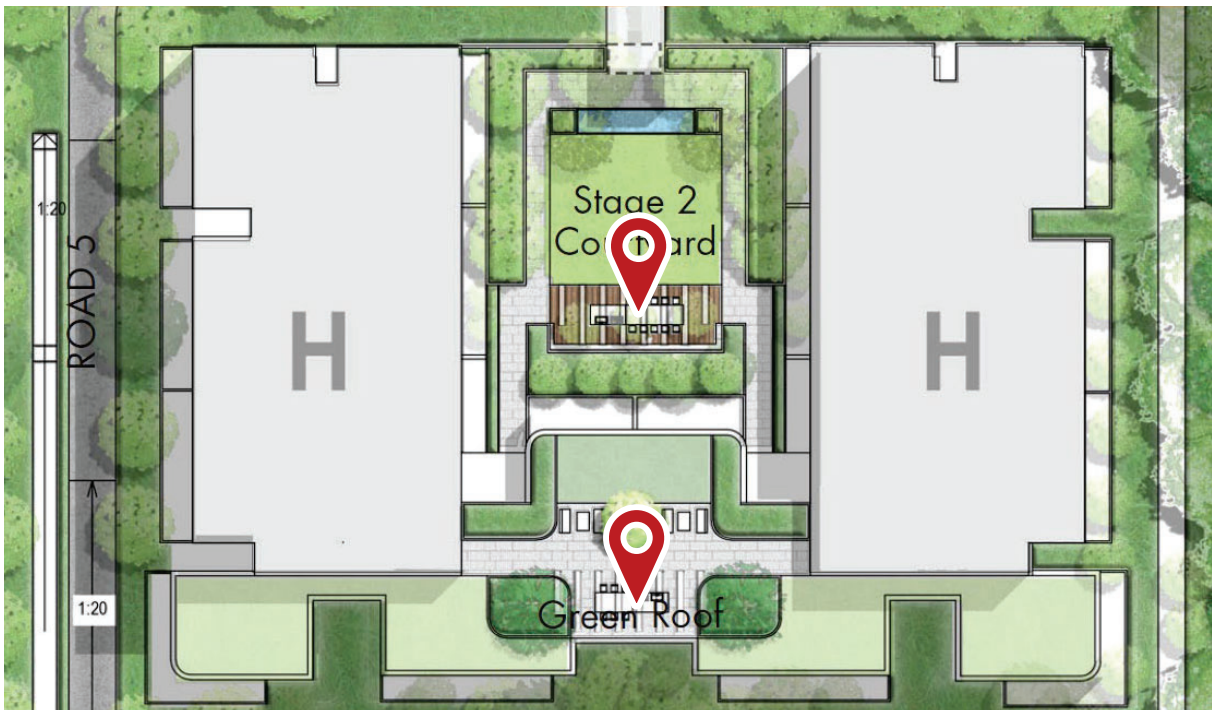
Illustrations of BBQ facility locations follow in Figure 1 (stage 1) and Figure 2 (stage 2).

Figure 1: BBQ areas near stage 1 (Buildings A, B and C). Indicated with red markers



Source: Turf Design Studio (2022)

Figure 2: BBQ areas near Stage 2 (Building H). Indicated with red markers



Source: Turf Design Studio (2022)

Social impact assessment

Potential social impacts to arise during construction and operation phases of the development have been identified. A social risk matrix approach has been applied to rate impacts having regard for the level of impact,

the likelihood of impact, and the significance of impact. A summary of identified impacts is provided in the table below.

Social impact assessment and residual impact significance

Detail	Assessed impact significance	Residual impact significance (post-mitigation)
Construction impacts		
Dust from construction activity cause a decline in air quality, potentially impacting the amenity of surroundings and health and wellbeing of neighbouring workers and residents.	Very unlikely + Minimal = Low	Very unlikely + Minimal = Low
Noise and vibration from construction activity may negatively affect amenity for businesses surrounding the site, impacting upon quiet enjoyment of surroundings, way of life and health and wellbeing.	Possible + Minimal = Low	Unlikely + Minimal = Low
Additional construction vehicle movements may increase congestion on surrounding roads, impacting way of life, accessibility and livelihoods for surrounding residents, workers and businesses.	Possible + Minimal = Low	Unlikely + Minimal = Low
Potential changes to access for nearby businesses from parking for workers on site during construction, impacting way of life and access.	Unlikely + Minor = Low	Very unlikely + Minor = Low
Additional employment opportunities on site arising from construction activity (direct and indirect) positively impacting livelihoods, community, and way of life in the Blacktown LGA.	Almost certain + Moderate (positive) = High (positive)	Almost certain + Moderate (positive) = High (positive)
Potential feeling of powerlessness or lack of means to have input or say on the proposal during construction for surrounding properties and the wider community, negatively impacting decision-making systems.	Unlikely + Minor = Low	Unlikely + Minor = Low
Potential impact on community and culture through impacts to Aboriginal and European cultural heritage sites during construction.	Unlikely + Moderate = Medium	Unlikely + Minor = Low
Operational impacts		
Increase in provision of environmental amenity on site through landscaping works, positively impacting surroundings and health and wellbeing for residents, workers, and visitors.	Likely + Minor (positive) = Medium (positive)	Likely + Minor = Medium (positive)
Additional employment opportunities on site arising from operational activity (direct and indirect) positively impacting livelihoods, community, and way of life in the Blacktown LGA.	Almost certain + Moderate (positive) = High (positive)	Almost certain + Moderate (positive) = High (positive)
Reduced access from additional vehicle congestion due to increased number of local residents.	Possible + Minimal = Low	Unlikely + Minimal = Low
Limited access for frail aged to services and facilities off site.		
Reduced access from additional vehicle movements due to increased number of workers on the site.	Possible + Minimal = Low	Unlikely + Minimal = Low
Increased options for seniors and elderly accommodation in Blacktown, allowing older residents to 'age in place', near familiar amenities, friends and family increasing social cohesion and community health.	Likely + Moderate (positive) = High (positive)	Likely + Moderate (positive) = High (positive)
Increased community cohesion and social infrastructure through provision of on-site shared spaces, function rooms, common room and communal courtyards.	Likely + Moderate (positive) = High (positive)	Almost certain + Moderate (positive) = High (positive)
Increased safety and wellbeing through increased site activation reducing opportunity for crime in the area.	Possible + Minor (positive) = Medium	Possible + Minor (positive) = Medium
Increased use of social infrastructure and generation of community cohesion through colocation of residents next to existing community hub (the Blacktown Workers Sports Club complex).	Likely + Minor (positive) = Medium	Likely + Minor (positive) = Medium
Impacts to health, safety and wellbeing for residents of the proposal who may be sensitive to noise and/or antisocial behaviour through location next to the Blacktown Workers Sports Club complex.	Possible + Minor = Medium	Unlikely + Minor = Low
Impacts to health, safety and wellbeing for existing and future residents through increased noise from operations of the proposed development (e.g. mechanical plant, receiving deliveries etc).	Possible + Minor = Medium	Unlikely + Minor = Low
Reduced access to healthcare through additional demand and lack of nearby facilities, disproportionately affecting less mobile residents.	Likely + Minimal = Low	Possible + Minimal = Low

Detail	Assessed impact significance	Residual impact significance (post-mitigation)
Reduced access to open space and recreational facilities through increase in local population and lack of nearby facilities, disproportionately affecting less mobile residents.	Likely + Minimal = Low	Possible + Minimal = Low
Reduced access to community facilities through increase in local population and lack nearby of facilities, disproportionately affecting less mobile residents.	Likely + Minimal = Low	Possible + Minimal = Low

This assessment concludes that the negative impacts of the development application can be successfully managed with the implementation of the above mitigation measures. The Development Application would have an overall benefit to the socio-economic environment.

INTRODUCTION

1.0 INTRODUCTION

This Social Impact Assessment (SIA) has been prepared to accompany a Development Application (DA) for a seniors' housing development in at 170 Reservoir Road, Arndell Park. The SIA has generally been structured to align with the Department of Planning and Environment (DPE) *Social Impact Assessment Guideline* (the SIA Guideline), as well as to meet specific requirements set forth by the Sydney Central City Planning Panel (SCCPP).

This Social Impact Assessment (SIA) has been prepared to accompany a Development Application (DA) for a seniors' housing development in at 170 Reservoir Road, Arndell Park. The SIA has generally been structured to align with the Department of Planning and Environment (DPE) *Social Impact Assessment Guideline* (the SIA Guideline), as well as to meeting specific requirements set forth by the Sydney Central City Planning Panel (SCCPP).

This SIA has been prepared to comply with industry best practice. It identifies both positive and negative impacts that may arise from the proposed development and applies a social risk rating to evaluate the significance of impact that is likely to occur. Mitigation measures are proposed to enhance positive impacts and minimise negative impacts.

1.1 The proposed development

DA SPP-20-02086 was lodged with Blacktown Council on 24 December 2020 and seeks consent for a concept approval of a staged masterplan development for construction of 9 x 3 to 7 storey seniors housing buildings including a residential aged care facility comprising 480 self-contained dwellings, 160 residential aged care facility beds, 628 basement car parking spaces and 2 community centres.

The development application also seeks approval for stage 1 and stage 2 of the concept plan, which involves earthworks and tree removal to facilitate the development of 4 x 3 to 5 storey senior housing buildings over one shared basement level, new internal roads, pedestrian pathways and landscape embellishment works.

The proposed development is located adjacent to the Blacktown Workers Sports Club.

Figure 3: Site plan



Source: Think Planners, 2022

In addition to accommodation, the proposed development would provide:

- A community centre with associated pool facility within the ground floor associated with Building C
- A community centre in Building D
- 39,011 square metres of communal open space distributed across the site including rooftop terraces and communal courtyards
- A network of streets and pedestrian walkways and through-site links
- Landscaping and deep soil zones.

1.1.1 BBQ areas

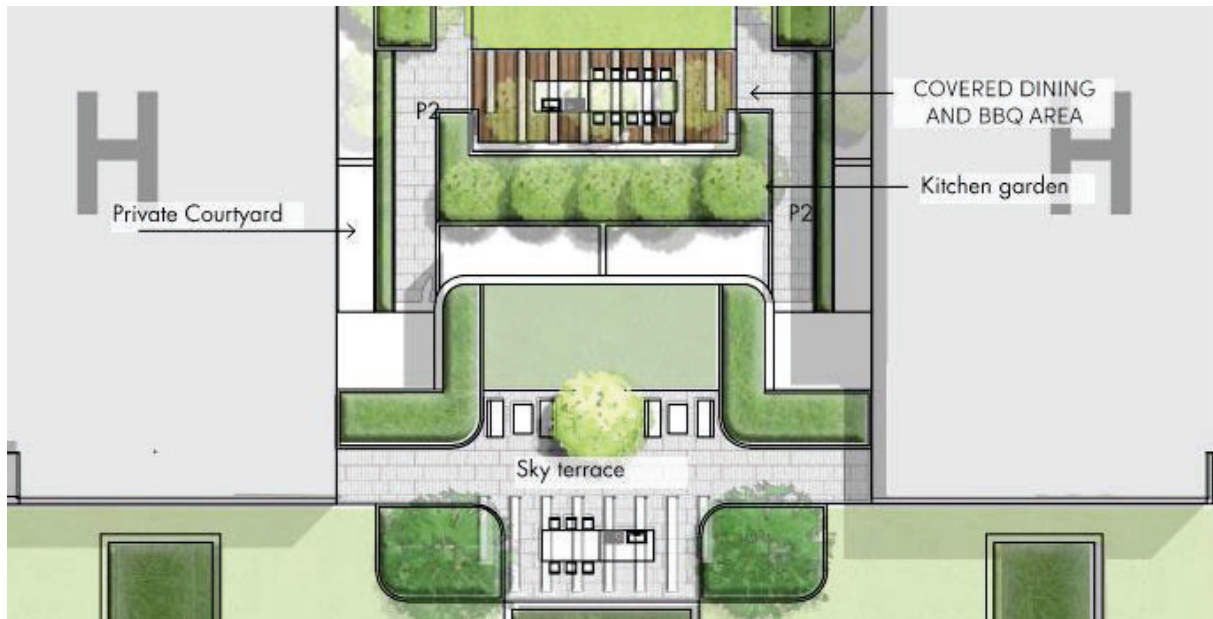
Permanent BBQ facilities would be provided to:

- The communal courtyard of Building A and B
- Communal courtyard of Building H
- Rooftop of Building H
- Village Green in front of Building C

These are shown on the landscape drawings provided with the development application package and as excerpted below. Landscape plan – Stage 1 issue G page 9 by Turf Design shows the location of the communal courtyard BBQ as follows:



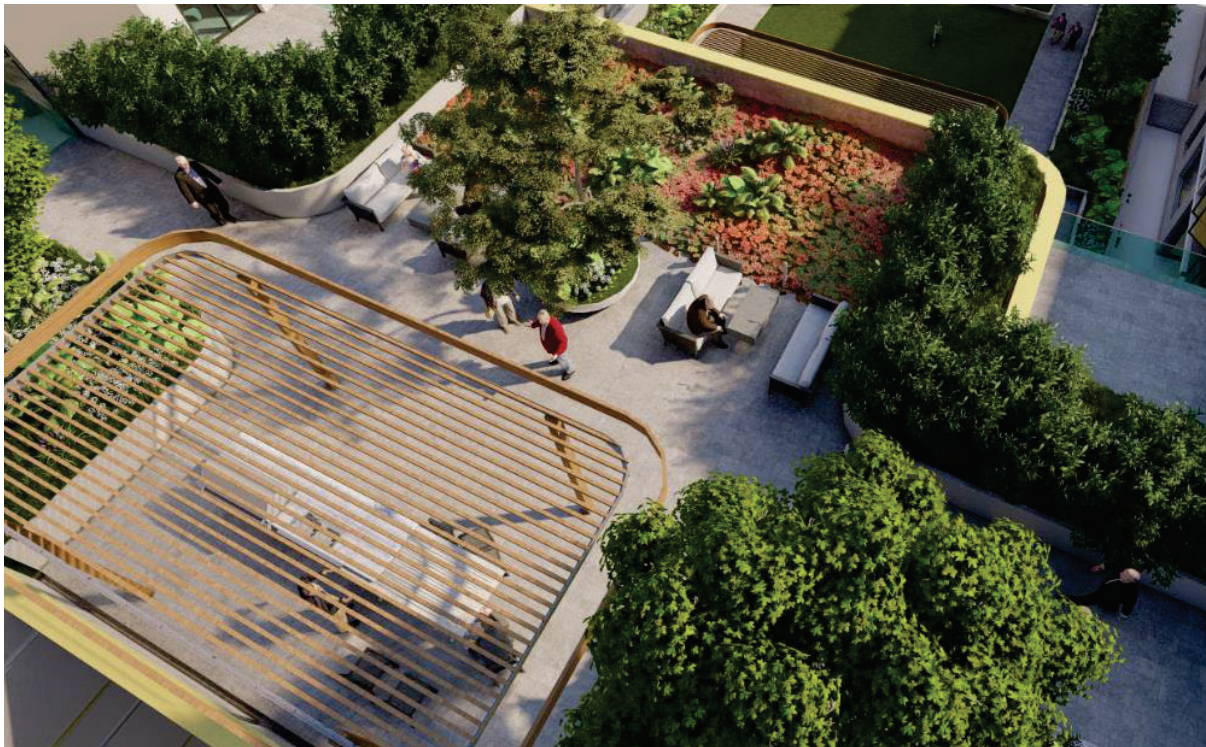
Further, landscape plan – Stage 2 issue E page 8 by Turf Design shows the BBQ location at both the ground floor and rooftop locations.



Landscape plan – Stage 2 issue E page 16 by Turf Design shows the following imagery of the BBQ area on the ground floor communal courtyard:



Imagery of the rooftop BBQ areas



1.1.2 Rooftop terraces

The submitted drawings DA0020-A and DA0022-A show the intended use of rooftop for communal spaces. The final design for each communal rooftop space though will respond to future study, future demand and the obligation set by the Development Consent.

As the application is a Concept Development Application with full detail provided for stages 1 and 2, construction activities cannot occur on any other stages than stages 1 and 2 without a further Development Application(s). This means that evaluation must occur for each subsequent building over the benefit to the project of introduction of a roof garden to that particular building. Factors that will influence decision over implementation of future roof garden spaces include:

- The loss of space for energy generating solar panels
- Influence of increased wind levels to these spaces at higher elevations
- Communal vegetable growing spaces
- Increased insulation to the respective building through the soil and vegetation
- Ease of access to the respective roof garden
- Proportion of social space to site area
- Proportion of planted area to hard surface area

The proponent has referred to peer reviewed articles (such as Bass, B. and Baskaran, B., 2003. Evaluating rooftop and vertical gardens as an adaptation strategy for urban areas, Liu, K.K.Y., 2002. Energy efficiency and environmental benefits of rooftop gardens. Construction Canada, 44(2), p.17 and Ghosh, S., Vanni, I. and Giovanangeli, A., 2016. Social aspects of institutional rooftop gardens. Green Roof Retrofit: Building Urban Resilience, pp.189-215) which will inform the decision-making process in this evaluation.

Building E (DA0023-A) does not currently show the rooftop used as a communal space. Building E is expected to be the last stage of the Seniors Housing to be developed (refer to DA0002-A) and will respond in its design to all

of the preceding buildings on the site. The final demand studies and research may indicate a strong preference for a roof social space, in which case it will be included in the relevant Development Application for that building.

Lastly, given the intended use of Building D on the ground floor as social space, the relative height of the building and the need to balance solar power generation, it is not expected that a roof social space will be included on future Development Application for this building.

1.1.3 Staged delivery of social infrastructure

The submitted drawing DA0002-A indicates the respective stages of the project from stage 1 through to stage 7. Stages 1 and 2 form a detailed part of the Concept Development Application and will hence be constructed and occupied first.

The timing for construction and occupation of subsequent stages will be subject to market demand. Until Development Consent is provided for this project, the developer cannot legally advertise for sales any part of the development and hence demand cannot be estimated.

The proponent has advised that the stages have been nominated to realistically reflect the anticipated order of staging of development. The only exception to this would be Stage 7, which as a Residential Aged Care Facility being subject to Commonwealth funding. The subsequent stages after the current DA are as follows:

- Stage 3 consists of Building G which will be similar in form to building H and which will similarly provide for a BBQ area on ground floor and at roof level.
- Stage 4 consists of Building D which introduces an expansion of social and community uses on the site. Drawing DA0006-C has been amended in accordance with the comments of the Planning Panel to specifically nominate provision of allied health / medical consulting rooms (approximately 300 square metres GFA) and a coffee shop / small convenience store (approximately 90 square metres GFA). The remainder of the ground floor of Building D will be utilised for communal functions of the Parkside Lifestyle Community including function spaces, craft rooms, yoga/pilates studio, men's shed and billiard room. Being a demand driven development, significant research will be undertaken prior to the Development Application for each stage, with the data accompanying the Development Application, to ensure that the ground floor space of Building D is used with the best interests of the residents in mind.
- Stage 5 consists of Building F which will be similar in form to building H and which will similarly provide for a BBQ area on ground floor and at roof level.
- Lastly, Stage 6 consists of Building E, the largest of the proposed developments, and will only be developed after completion of the communal centre in Building D.

It should be noted that a schedule of social infrastructure delivery with each stage of the proposed development is provided in the executive summary of this report. It demonstrates that each stage will be serviced with a range of open space, recreation and convenience retail services.

1.2 Background to this SIA

Blacktown Council, in their report to the Sydney Central Planning Panel recommended that the DA be approved, subject to conditions, for the reasons listed below:

- *There is a high demand for seniors living within the Blacktown Local Government, area surrounding local government areas, so it is in the public*
- *It is considered that there will be no adverse impacts on the natural or built environment in this area from this development.*
- *The site is considered suitable for the proposed development.*

The DA was considered by the Sydney Central City Planning Panel on 29 March 2022. The Panel deferred its decision on the application and requested an amended social impact assessment be provided. The particular matters the Panel requested to be addressed are set out in the table below along with the location of the required information in this report.

Table 1: SCCPP requirements for SIA

Matter detail	Relevant section
Be prepared by an independent suitably qualified person	Page 3
Project the required facilities on site, with particular consideration provided to meet the potential needs of residents on site	Section 5.4
Give consideration to future occupants' demographic and cultural characteristics when projecting their needs and considering required facilities on site	Section 4.0
Address the staged nature of the proposed development and indicate, through amendments to the plans, where any additional facilities will be located. The provision of any additional services is to be provided as well as the frequency of any such services.	Executive summary and revised DA drawings

APPROACH

2.0 APPROACH

2.1 Method

This SIA has been prepared having regard to industry best practice and Department of Planning and Environment *Social Impact Assessment Guidelines*. Figure A presents the key steps and tasks undertaken to prepare this SIA.

Figure 4: Assessment approach



Source: Adapted from Vanclay, F., et al. (2015): p. 7

2.1.1 Impact assessment framework

The impact assessment presented in this report identifies and evaluates changes to existing social conditions due to the project. This includes the assessment of direct and indirect benefits and effects/impacts, as well as consideration of any cumulative impacts. Individual impacts are evaluated in terms of the likelihood of the impact occurring, the characteristics of the impact and the magnitude of the impact.

2.1.2 Likelihood of impact

The likelihood of a potential impact is a primary element of considering each social impact and its risk rating. The criteria used to determine the likelihood of any potential impact are described in Table 2.

Table 2: Likelihood of impact

Likelihood	Description	Indicative Probability
Almost certain	Definite or almost definitely expected	Greater than 90 per cent
Likely	High probability	70 per cent
Possible	Medium probability	50 per cent
Unlikely	Low probability	30 per cent
Very unlikely	Improbable or remote possibility	Less than 10 per cent

Source: DPIE (2021), *Social Impact Assessment Guideline*. Adapted from Esteves A.M.et. al. (2017)

2.1.3 Characteristics of impact magnitude

The magnitude of a potential impact is a key consideration to determine a risk rating, in determining the magnitude of a potential impact there are five key characteristics that must be considered, these are shown below in Table 3.

Table 3: Characteristics of social impact magnitude

Characteristic	Details needed to enable assessment
Extent	Who is expected to be affected? Will any vulnerable groups be impacted? Which locations and people are affected?
Duration	When is the impact expected to occur? Will it be temporary or permanent?
Severity or scale	What is the likely scale or degree of change?
Sensitivity or importance	How sensitive/vulnerable or adaptable/resilient are affected people to the impact, or (for positive impacts) how important is it to them?
Level of concern/interest	How concerned or interested are people?

Source: DPIE (2021), *Social Impact Assessment Guideline*. Adapted from Esteves A.M.et. al. (2017)

2.1.4 Levels of impact magnitude

Below in Table 4, categories of scale to assess the overall level of magnitude of social impacts.

Table 4: Magnitude levels for social impact

Magnitude	Description
Minimal	No noticeable change experienced by people in locality.
Minor	Mild deterioration/improvement, for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
Moderate	Noticeable deterioration/improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Major	Substantial deterioration/improvement to something that people value highly, wither lasting for an indefinite time or affecting many people in a widespread area.
Transformational	Substantial change experienced in community wellbeing, livelihood, amenity, infrastructure, services, health and/or heritage values; permanent displacement or addition of at least 20% to a community.

Source: DPIE (2021), *Social Impact Assessment Guideline*. Adapted from Esteves A.M.et. al. (2017)

2.1.5 Significance of impact

Potential impacts are identified as part of the scoping process (see section 6). They are then analysed based on the nature of the impact and its predicted severity. A mitigation strategy is proposed if necessary and finally both impacts are assigned a Social Risk Rating (SRR). The matrix used to calculate SRR is below in Table 5. The Social Risks for the proposed development are assessed using this matrix.

Table 5: Social risk matrix

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

Source: DPIE (2021), *Social Impact Assessment Guideline*. Adapted from Esteves A.M.et. al. (2017)

SOCIAL BASELINE

3.0 SOCIAL LOCALITY

3.1 The site

The site is located at 170 Reservoir Road, Arndell Park and is legally described as Lot 20 of DP 880404. The site is bounded by the Blacktown Workers Sports Club complex to the north and west, Reservoir Road to the east, and Penny Place and industrial development to the south.

Figure 5: The site



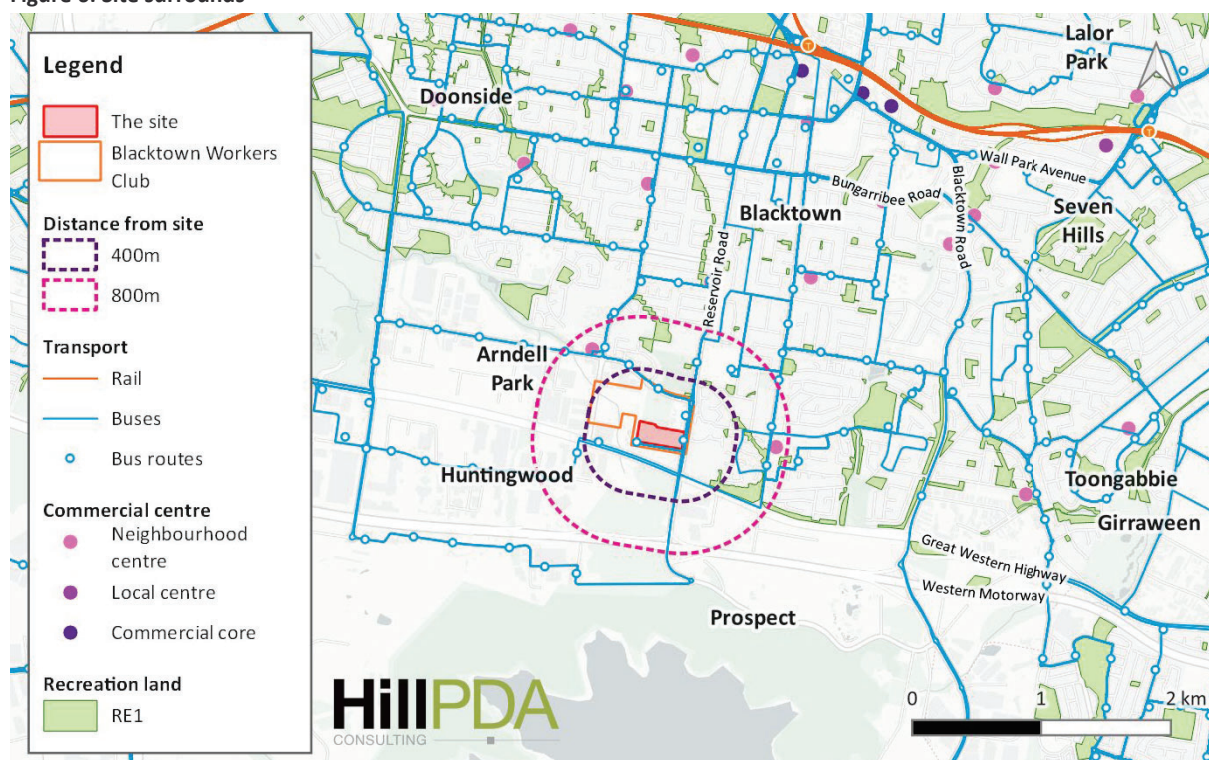
3.2 The surrounds

The site is located in a mixed use area within the suburb of Arndell Park, in the Blacktown LGA. It lies approximately 800 metres southeast of the Arndell Park town centre and 3 kilometres southwest of the Blacktown town centre. The development to the west of the site is industrial, whereas development to the north and east of the site contains a mix of uses including sporting fields, parks, aged care facilities, low density residential, and educational and religious facilities.

The site is approximately 10 kilometres from the Parramatta CBD, 15 kilometres from Liverpool, and 20 kilometres from Penrith. The Great Western Highway runs east-west approximately 100 metres to the south of the site boundary, and the M4 Western Motorway is approximately 750 metres to the south of the site boundary. Prospect Reservoir lies approximately 1.5 kilometres south of the site boundary.

An overview map of the site context is provided in Figure 6 below.

Figure 6: Site surrounds



3.3 Access

The site is located in central Sydney, close to a wide range of major transport and transit routes. Figure 6 above provides an overview of this context.

Road access to the site and surrounds is provided via Reservoir Road, which intersects with the aforementioned Great Western Highway and M4 Western Motorway approximately 200 and 800 metres from the site boundary, respectively. Access eastward to Parramatta and Sydney's CBD is provided via the M4 Western Motorway, which also provides access to Penrith and the Blue Mountains to the west. The M7 Motorway is located approximately 3 kilometres to the west, providing access to the north and south of Greater Sydney.

The site is well serviced by public transport in the form of buses, with multiple bus stops located within 400 metres of the site, on Penny Place and Reservoir and Holbeche Roads. These stops provide access to the bus routes outlined in the table below. The routes operating from these stops are highly frequent during peak periods, providing access to the surrounding areas including Mt Druitt, Eastern Creek, and Huntingwood, as well as Blacktown's town centre.

Table 6: Bus routes operating within the vicinity of the site

Route number	Route name
723	Mt Druitt to Blacktown via Eastern Creek
724	Blacktown to Arndell Park via Huntingwood (Loop Service)

Source: (Transport for NSW, 2022)

The site is located approximately 3 kilometres from the Blacktown railway station, which provides access to NSW's rail network, including to Sydney's T1 North Shore and Western and T5 Cumberland lines, as well as the intercity Blue Mountains and Central Coast & Newcastle lines. Service to Blacktown railway station is highly frequent for the T1 line, and frequent during the peak periods for the T5 line.

The table below summarises public transport access from the site to key locations that are likely to be sought by future residents

Table 7: Access to key destinations by active or public transport

Destination	Facility name/public transport route	Frequency (approx. on weekdays)	Duration of trip
Blacktown Station	Bus routes 722, 723 and 724	20 mins	20-30 mins
Blacktown Hospital	Bus route 722. Routes 723 and 724 with transfer.	15-30 mins	20-30 mins
Westmead Hospital	Bus 724, T5 train	20 mins	40-55 mins
Medical centre	Golden Cross Medical Centre – no public transport access	N/A	20-25 mins walk (1.8km)
	Blacktown Family Medical Centre – bus routes 722, 723 and 724	15-30 mins	25-35 mins
Pharmacy	Nearest accessible by public transport is in Blacktown town centre – bus routes 722, 723 and 724	20 mins	20-35 mins
Westpoint shopping centre (with Aldi, Woolworth, speciality shops etc)	Bus routes 722, 723 and 724	20-30 mins	15-35 mins
ALDI supermarket at Arndell Park shops	Bus route 724 (outbound on school days only – one service at 2:52pm)	20-30 mins (inbound only)	10-15 mins
	No public transport access (outbound non-school days)	N/A	15-20 mins walk (1.2km)
Woolworths supermarket at Prospect Shopping Village	No public transport access	N/A	20-25 mins walk (1.7km)
7-Eleven Arndell Park (convenience store)	No public transport access	N/A	2-5 mins walk (200-400m approx.)
Hairdresser/barber	Sports Haircare – located within the Blacktown Workers Sports Club complex (Wed-Fri and alternate Saturdays)	N/A	2-5 mins walk (200-400m approx.)
	Blacktown town centre – bus routes 722, 723 and 724	20-30 mins	15-35 mins

Source: NSW Trip Planner (2022), Google Maps (2022)

Residents will have access to a dedicated shuttle bus service, which will operate between the site, key shopping and convenience destinations, and Blacktown Hospital. The proponent will purchase and provide a branded dedicated Hyundai Staria people mover (seats 8) for exclusive use of the village. The service frequency is addressed from outset at two services per day, Monday to Saturday. The indicative timetable for the service at completion of the proposal is shown below.

Mon-Sat	Morning	Afternoon
Parkside Village Centre	09:00	13:00
Blacktown Megacentre	09:15	13:15
Blacktown Hospital	09:20	13:20
Westpoint Blacktown	09:25	13:25
Parkside Village Centre	09:45	13:45

The service will be scaled to meet increasing demand as the development grows. Any initial growth will be met through a follow-on circuit, as required (i.e. bus will follow a second circuit after arriving back at Parkside Lifestyle Community for the first circuit). Longer term service planning, will be undertaken through an evaluation of usage and loading following completion of Stages 1 and 2. This usage data would be included with future DAs.

3.4 Existing social infrastructure

The following section provides an overview of the social infrastructure and open space located within the study area. This audit has been informed by a desktop analysis of geographical data and resources, including:

- Blacktown City Council's website
- NSW DPE Points of Interest Layer
- Core List Australia (2016)
- ArcGIS Online.

The audit is indicative and based on the data available at the time of preparing this report. Consultation was undertaken to ensure accuracy of data and to highlight key issues and aspects relating to service provision, including specified future needs. The purpose of the social infrastructure audit is to understand strengths and weaknesses of existing social infrastructure and to determine what has potential to accommodate future population growth.

3.4.1 Scope of the audit

Social infrastructure is an asset that accommodates social services or facilities. Social infrastructure is an important aspect of society as it provides the community with tangible or perceived benefits linked to the safety, health and wellbeing of that community. It also links to the economic growth and the sustainability of the community, therefore playing a critical role in society. For older people, access to essential services and goods is vital.

Social infrastructure facilities generally operate at three levels of provision. These are local, regional and district. The different scales of infrastructure service different sized catchments. Catchments refer to both geographical areas and the size of the population serviced. For example, a primary school is intended to serve the local population, usually within walking distance. However, a university will cater for a much wider population.

In conducting the audit of social infrastructure, local and district facilities have been identified. Table 8 identifies the facilities included in the audit and the catchments that they serve.

Table 8: Social infrastructure parameters of provision

	Local (generally up to 20,000 people)	District (generally up to 50,000 people)
Community and cultural facilities	Branch library Meeting space Community centre Places of worship	District library Multipurpose community centre/community hub
Health, civic and emergency facilities	Medical centre Ambulance standby point	Integrated health clinic Fire service Police services
Retail	Corner/convenience stores Food outlets/Cafes Pharmacy and newsagency	Large shopping complex Boutique and outlet stores
Active and passive open space	Outdoor sport court i.e. tennis and basketball (active open space) Oval/sport field (active open space) Neighbourhood open space and parks (passive open space)	Multi-purpose community/ neighbourhood sports centre Indoor sport facilities

3.4.2 Aged care facilities

When considering the demand for social infrastructure it is important to consider the cumulative impact of the development, noting that there are other aged care facilities in the surrounds.

Figure 7 shows the location of aged care facilities near the site, with details shown in Table 9 below. There are two aged care facilities within 800 metres of the site, though there are none present within 400 metres of the site.

Table 9: Mapped aged care facilities near the site

Map ID	Facility name	Facility detail	Beds available (as at 21 April 2022)
1	St Dominics Hostel	- Operated by the Congregation of the Dominican Sisters of Malta in New South Wales - Focus on disadvantaged and minority groups	Yes
2	St Hedwig Village	Operated by Catholic Healthcare Limited	Unknown

Figure 7: Surrounding infrastructure: aged care facilities



Source: DPIE (2021), *Points of interest*

3.4.3 Open space and recreation

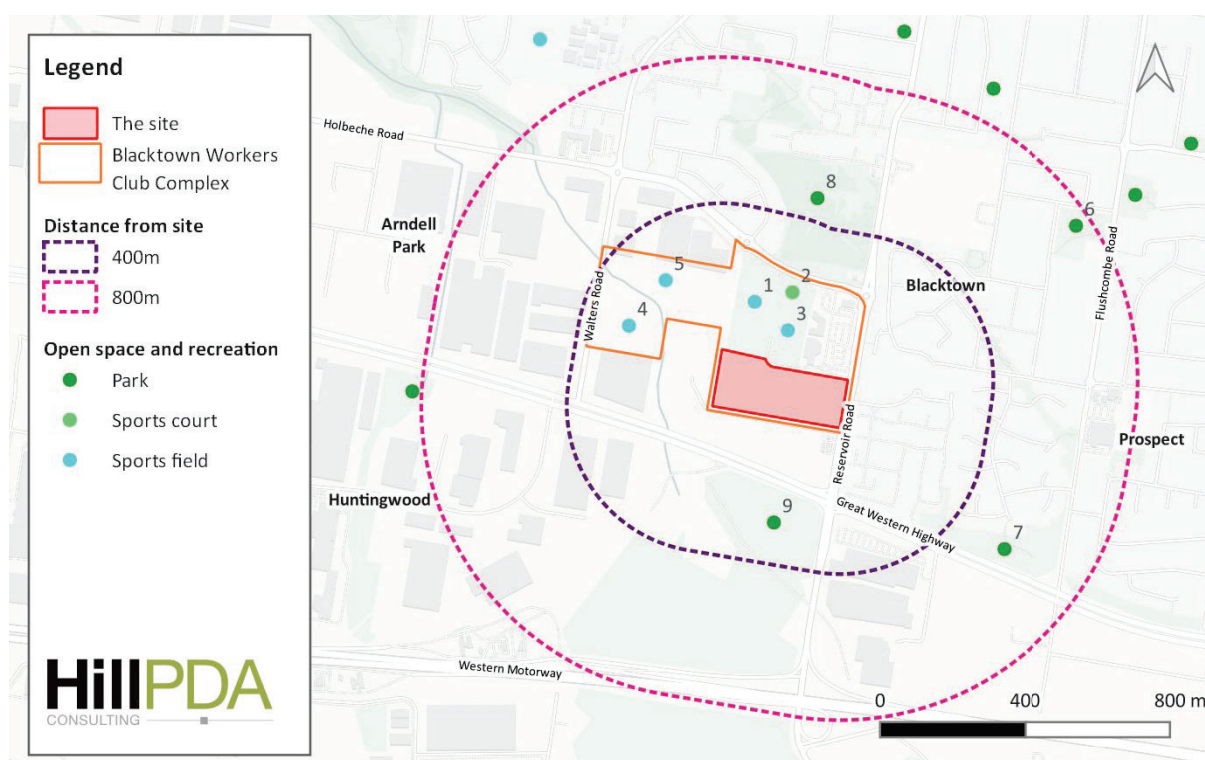
Figure 8 displays the open space and recreation facilities in the vicinity of the site. As can be seen in the figure, there are a large number of facilities located within the immediate vicinity of the site. The majority of these are associated with the Blacktown Workers Sports Club, including tennis courts, bowling greens, and a baseball field. Two fields previously associated with the Blacktown Workers Sports Club currently exist at the site, however, these fields have been decommissioned and relocated to the HE Laybutt Sporting Complex. Additionally, though not identified in the mapping, a search for active recreation on Council's website revealed a walking path with outdoor fitness stations, with instructions on how to utilise them. This feature is named Reserve 751 and is located approximately 350 metres from the site.

Despite a large range of active recreation facilities including sports fields and courts being present within 400 metres of the site, there are no passive recreation facilities within this radius. Map ID 10, The Boiler Paddock, a parcel of trees and scrub, does not appear to be in use as public open space. The site is fenced and appears to be associated with the neighbouring Blacktown Animal Holding Facility. The parks identified further afield within 800 metres of the site provide a mix of open space and bushland, though (excepting Gleasons Trees Reserve) these sites appear to be of marginal utility, with few public amenities or located in close proximity to highway traffic.

Table 10: Mapped open space and recreation facilities near the site

Map ID	Site name	Category	Site catchment	Note
1	Baseball field	Sports field	400m	Associated with Blacktown Workers Sports Club. Approximately 1.2 ha.
2	Tennis courts	Sports court	400m	3 x tennis courts, 2 x multipurpose courts. Associated with Blacktown Workers Sports Club. Approximately 0.3 ha.
3	Bowling greens	Sports field	400m	Associated with Blacktown Workers Sports Club. Approximately 0.45 ha.
4	H.E. Laybutt Sporting Complex	Sports fields	400m	Rugby league and football stadium with training facilities, grandstand, two pitches, media and corporate areas, and gym. Approximately 3.7 ha.
5	Sports centre			
6	Gleasons Trees Reserve	Park	800m	Bushland reserve with walking track. Approximately 1.8 ha.
7	Robert Brown Reserve	Park	800m	Open space park with trees and footpath, adjacent to Great Western Highway. Approximately 3.25 ha.
8	Harpers Bush	Park	800m	Large bushland reserve. Approximately 8 ha.
9	The Boiler Paddock	Park	400m	Bushland associated with Blacktown Animal Holding Facility.

Figure 8: Surrounding infrastructure: open space and recreation



The current open space provision has been assessed against benchmarks for provision to determine the adequacy of the currently available open space. The NSW Government Architect's *Draft Greener Places Guideline* establishes a framework for the location of open space across the Greater Sydney area based on two main criteria: size and accessibility, which are summarised below in Table 11. HillPDA have applied the high density

benchmark to the proposal. No public open space facilities were identified within the 400 metre catchment of the site, however, the provision of communal open space within the development and the colocation of the site with the Blacktown Workers Sports Club ensures that the site would be well-serviced under the Greener Places framework.

Table 11: Open space provisioning parameters and assessment under the Greener Places framework

Type	Size	Distribution	Catchment	Assessment
Local access (high density >60 dwellings per hectare)	0.15 - 0.5 ha	2–3 minutes' walk/ 200m walking distance to a local park (barrier free)	Local neighbourhood	Exceeds: Proposal provides for 3.9ha of communal open space within the development (2.0ha in stages 1 and 2).
Local access (low density <60 dwellings per hectare)	0.3 – 2 ha	5 minutes' walk/ 400m walking distance to a local park (barrier free)	Local neighbourhood	N/a
District access	2 – 5 ha 10+ ha (sports)	25 minutes' walk/ 2km proximity to a district park - District parks also provide local access	Less than one LGA or several neighbourhoods	District sporting fields: meets - Small courts and fields within the neighbouring sporting facilities provide insufficient quantity - However, the site is located within 2km proximity of a range of larger sports field agglomerations including William Lawson Park (7.5ha) and numerous individual fields. District parks: meets - Large bushland reserves and parks are accessible within 800 metres of the site, totalling approximately 13 hectares. These facilities may be of low utility and/or lacking amenity, however.
Regional access	5+ ha	- Up to 30 minutes travel time on public transport or by vehicle to regional open space - Regional parks also provide local access and district access	- Cities - Metropolitan districts - One or more LGAs	Regional sports facilities: meets - Site is within 30 minutes of a range of sporting facilities including Sydney Olympic Park and Blacktown International Sports Park. Regional parks: meets - Site is within 30 minutes travel of a large range of 5+ha parks including the Western Sydney Parklands (5,280ha) and Sydney Olympic Parklands (430ha).

Source: NSW Government (2020), *Draft Greener Places Design Guide*

3.4.4 Community facilities

Figure 9 displays the community facilities in the vicinity of the site. As can be seen in the figure, there are no community facilities within 800 metres of the site, with the nearest hireable facilities being approximately 1.5 kilometres away, the Girl Guides Hall and St John Ambulance Hall. The nearest library is the Blacktown Library, located just under 3 kilometres from the site. Additionally, the Blacktown Workers Sports Club offers hireable meeting rooms.

Table 12: Mapped community facilities near the site

Map ID	Facility name	Note
1	Max Webber Library	- Library services including computer, internet, printing, study spaces and rooms, Justice of the Peace service - Function centre for hire (two spaces, maximum capacities 100 and 50 people) - Hosts regular events and activities
2	St Johns Ambulance Hall	Public access/utility unknown
3	Blacktown Senior Citizens' Centre	- Learning and activity spaces - Maximum capacity of 120 people

In addition to the facilities identified in the figure and table, Blacktown Council also operates a range of hireable spaces near the site, including Alpha Park Community Hall (maximum 100 people) and Bowman Hall (maximum 285 people), located in Blacktown town centre. Council also operates a community facility in Bungarribee, slightly less than 3 kilometres from the site. Bungarribee Community Resource Hub can host a maximum of over 100 people and has multiple spaces for hire including activity and meeting rooms.

Figure 9: Surrounding infrastructure: community facilities



Source: DPIE (2021), *Points of interest*

3.4.5 Medical facilities

Figure 10 displays the available medical facilities near the site. As can be seen in the figure, there is only one medical facility within 800 metres of the site, the Golden Cross Medical Centre in Prospect which offers general practice services. Despite this, there is a large agglomeration of general practice facilities in the Blacktown town centre, approximately 3 kilometres from the site. Blacktown is also home to Blacktown Hospital, a campus of Blacktown & Mt Druitt Hospital, offering 24 hour emergency medicine as well as a range of acute and sub-acute medical services.

Table 13: Mapped medical facilities near the site

ID	Name	Category
1	Blacktown General Practice	General Practice
2	Patrick Street Medical Centre	General Practice
3	Golden Cross Medical Centre	
4	Dr Ashraf Nashed's Surgery	General Practice
5	Walters Road Medical Centre	General Practice
7	Myhealth Blacktown West Point	General Practice
8	Main Street Family Medical Centre	General Practice
9	Dr Asoka Seneviratnes Surgery	General Practice
10	Blacktown Family Surgery	General Practice
11	Campbell Street Family Medical Practice	General Practice
12	Grafton Street Medical Centre	General Practice

ID	Name	Category
13	Eastbrook Blacktown GP SuperClinic	General Practice
14	Dr Bishays Surgery	General Practice
15	Blacktown Healthcare	General Practice
16	Kildare Road Medical Centre	General Practice
17	Hope Medical Practice	General Practice
18	Best Care Medical Clinic Blacktown	General Practice
19	Blacktown Hospital	Hospital
20	MetWest Eye Centre	Ophthalmology clinic

Note: map ID 6 removed due to duplication in the dataset.

Figure 10: Surrounding infrastructure: medical facilities

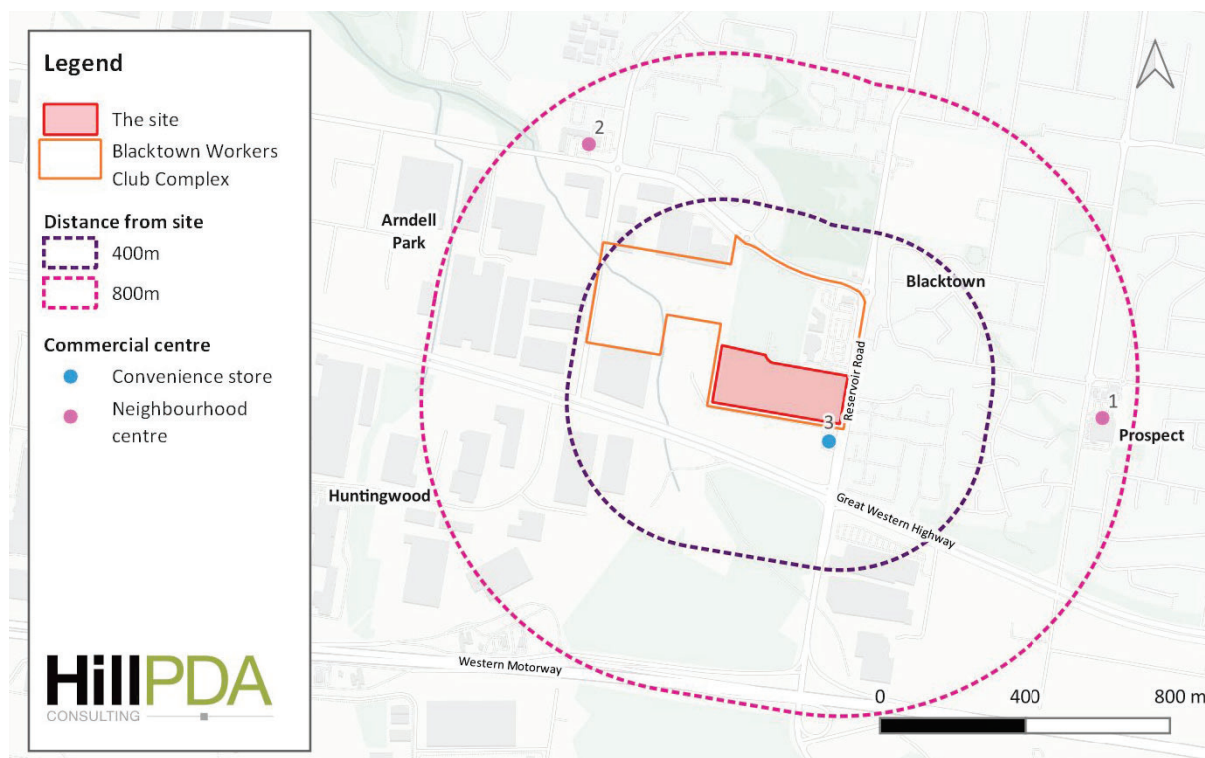


Source: DPIE (2021), *Points of interest*

3.4.6 Commercial Facilities

Figure 11 shows that there are two commercial centres within 800 metres of the site. The Arndell Park Shopping Centre (map ID 2) to the west hosts a supermarket, a café and a small number of restaurants, as well as a newsagent and a small range of other retailers. Prospect's commercial centre (map ID 1) to the east has a supermarket and liquor retailer, a pharmacy and a general practice, as well as petrol station and a small number of restaurants and retailers. Map ID 3 is a 7-Eleven service station providing a convenience retailing offering and fuel services, located across adjacent to the site, across Penny Place. In addition, there are hardware supply stores and some other large format stores within 800 metres of the site.

Figure 11: Surrounding infrastructure: commercial centres



Source: DPIE (2021), *Points of interest*

In addition to the above, the neighbouring Blacktown Workers Sports Club is a registered club providing a wide range of activities. The Club brings high level of activation and includes a range of fields and bowling greens that support a healthy outdoor lifestyle. The club provides opportunities for social engagement, noting that it offers a variety of Sporting and Recreational Sub Clubs:

- | | | |
|--------------------------|------------------------|---------------------------|
| ■ Baseball/Softball Club | ■ Soccer Club | ■ Men's and Women's Golf |
| ■ Darts Club | ■ Billiards & Snooker | ■ Table Tennis and Tennis |
| ■ Small Boats Club | ■ Fishing Club | ■ Intra Club Sports |
| ■ Card Games | ■ Outdoor/Indoor Bowls | ■ Travel Club. |

In addition to this, the Blacktown Workers Sports Club also has the administrative structure to support the creation of other sub-clubs if supported by the residents.

3.5 What does it mean?

- In general, there are a wide range of facilities and services available in the broader community.
- The Blacktown Workers Sports Club offers entertainment, exercise opportunities, hairdressing and meals, and is within walking distance of the site.
- Future residents who are able to drive or catch public transport would have access to a comprehensive range of essential services within around 30 minutes of travel, including health care, essential shopping and pharmacies.
- Future residents who cannot drive or find catching public transport challenging, would require a taxi or other form of personalised travel assistance to access medical centre, pharmacy or supermarket.

- The projected on site population at full development is substantial at around 1,769. However, the staged development approach would allow for this population to occur over an extended period with around 400 residents likely to result from the current development application.
- In addition to the existing services provided by the Blacktown Workers Sports Club and neighbouring 7-Eleven convenience store, access to services and facilities could be improved by:
 - Providing small on-site convenience retail service that provides essential supplies and assist with online grocery shopping and deliveries
 - Provision of resident bus service to Blacktown.

The proponent has amended the DA drawings to incorporate a small convenience store and resident services area offering the above services.

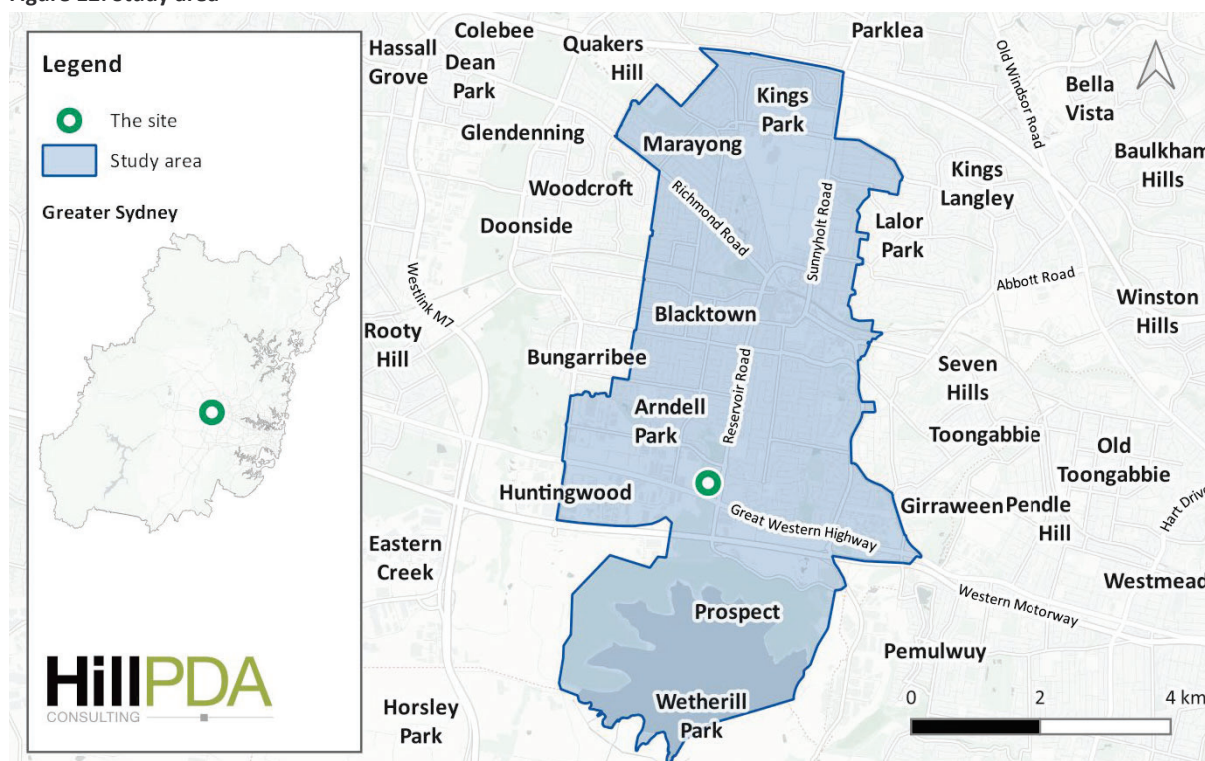
SOCIAL BASELINE

4.0 SOCIAL BASELINE

4.1 Study area

The study area utilised for this section is the Blacktown postal area (POA 2148), unless stated otherwise. The study area is shown in Figure 12 below.

Figure 12: Study area



Source: HillPDA, ABS (2016), CartoDB, (2021) (base map)

4.2 Demographic overview

The table below presents a summary of the salient characteristics of Blacktown (POA 2148), with Greater Sydney (GCCSA) used as a comparator where relevant.

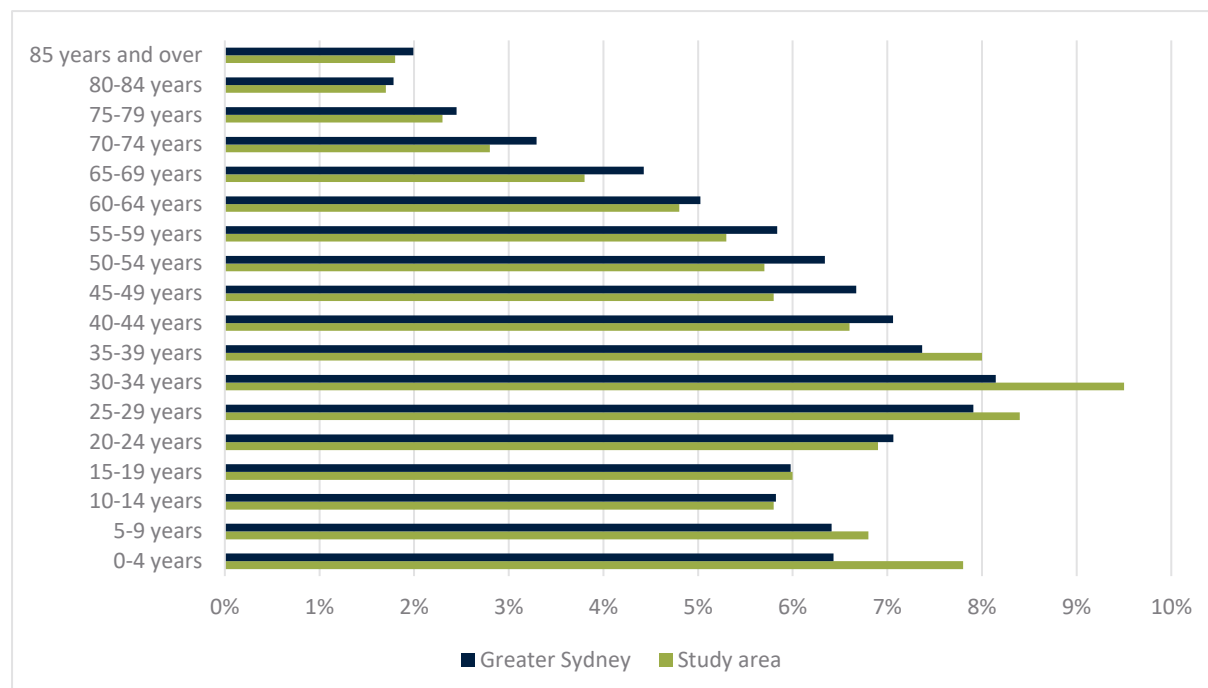
 Population	- At the 2016 Census, Blacktown was home to 63,071 people. There was a total of 22,018 private dwellings with an average household size of 3. - In 2016, the proportion of Blacktown residents who identified as Aboriginal or Torres Strait Islander was 1.7%, compared to 1.5% for the wider Greater Sydney area.																
 Median age	At the 2016 Census, the median age of Blacktown was 34 years, slightly younger than Greater Sydney’s 36 years.																
 Age profile	At the 2016 Census, 67% of people in Blacktown were of working age (15-64 years). This was roughly equivalent to the proportion in Greater Sydney which was 67.4%.																
 Population growth	Forecast.id has projected the future population for Blacktown. By 2041, the projected population is estimated to be 81,249 people – an increase of over 18,000 people or 28.8%.																
 Labour force	- At the 2016 Census, 30,786 or 48.8% of residents in Blacktown were participating in the labour force, slightly lower than the 50.1% of Greater Sydney residents. - Of those residents in the labour force in Blacktown, 7.6% were unemployed, compared with 6.0% unemployed across the wider Greater Sydney area. - Of employed residents, the following occupations were most common:<table><thead><tr><th colspan="2">Blacktown</th><th colspan="2">Greater Sydney</th></tr></thead><tbody><tr><td>1. Professionals</td><td>16.7%</td><td>1. Professionals</td><td>26.3%</td></tr><tr><td>2. Clerical or administrative workers</td><td>15.8%</td><td>2. Clerical or administrative workers</td><td>14.6%</td></tr><tr><td>3. Technicians and trades workers</td><td>13.9%</td><td>3. Managers</td><td>13.7%</td></tr></tbody></table>	Blacktown		Greater Sydney		1. Professionals	16.7%	1. Professionals	26.3%	2. Clerical or administrative workers	15.8%	2. Clerical or administrative workers	14.6%	3. Technicians and trades workers	13.9%	3. Managers	13.7%
Blacktown		Greater Sydney															
1. Professionals	16.7%	1. Professionals	26.3%														
2. Clerical or administrative workers	15.8%	2. Clerical or administrative workers	14.6%														
3. Technicians and trades workers	13.9%	3. Managers	13.7%														
 Education	- At the 2016 Census, approximately 57.1% of residents in Blacktown over the age of 15 have completed year 12 or equivalent, lower than the 62.1% of Greater Sydney residents over 15. - Approximately 58.9% of Blacktown residents possessed a non-school qualification, compared to 65% across Greater Sydney. - Of those Blacktown residents with non-school qualification, 14.4% had a certificate level qualification, 9.7% had a diploma or advanced diploma and 15.4% had a bachelor’s degree. These proportions were 15.7%, 9.7% and 20% across Greater Sydney, respectively.																
 Income	- As at the 2016 Census, the median weekly personal income in Blacktown was \$633, lower than the \$719 across Greater Sydney. - At the 2016 Census, the median weekly household income in Blacktown was \$1,498, lower than the \$1,750 across Greater Sydney.																

Source: ABS QuickStats (2016), ABS Community Profiles (2016), profile.id (2022)

4.3 Older population

The study area has a significant aged population. In 2016 there were 10,961 people aged over 65 years and 3,710 people aged over 75 years. In 2016 12.4 per cent of the population were aged over 65 years compared to 13.9 percent in the Sydney Region. Similarly 5.8 per cent of the population in the study area were aged over 75 years compared to 6.2 percent in the Sydney Region.

Figure 13: Age structure in the study area



Source: ABS

4.4 Place of birth

In the study area, 49.2% of people were born in Australia in 2016. The most common countries of birth were India 11.5%, Philippines 5.3%, China (excludes SARs and Taiwan) 2.1%, New Zealand 2.1% and Fiji 1.9%. In the study area, the most common ancestries were Australian 15.8%, English 14.8%, Indian 11.2%, Filipino 5.6% and Irish 4.4%. This diversity suggests that the proposed aged care facility may need to cater to a wider range of cultural needs through providing a diverse program of activities and religious affiliations.

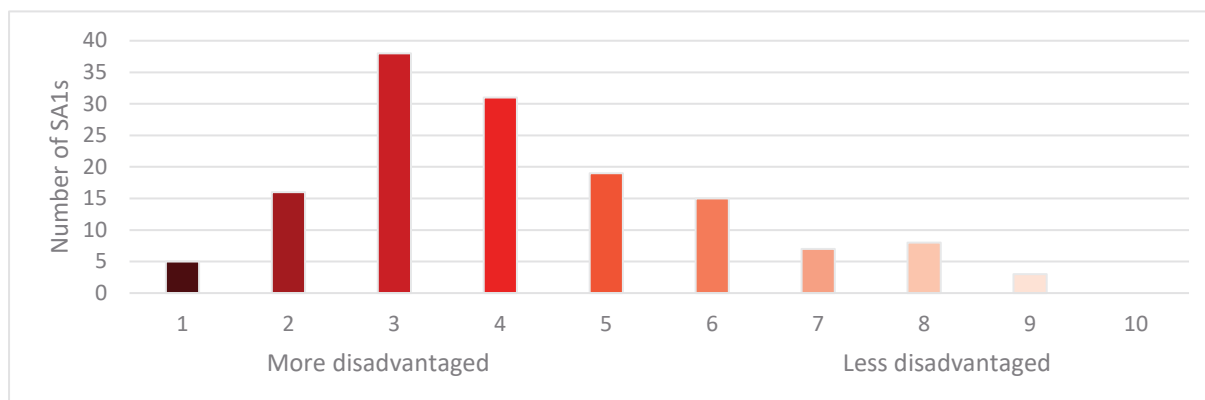
4.5 Social advantage and disadvantage

The Socio-Economic Indexes for Areas (SEIFA) are rankings of relative socio-economic status (advantage and disadvantage) for different geographic areas, within each state and nationally. The indexes rank areas against others of the same geographic type (e.g. Local Government Area or Statistical Area Level 1) based on specific socio-economic metrics, selected based on the particular SEIFA index.

4.5.1 Relative socio-economic disadvantage

Index of Relative Socio-economic Disadvantage (IRSD) examines factors such as unemployment, proportion of lower income households, lower education levels or lack of internet access to compare overall levels of disadvantage in areas. Figure 14 shows the distribution of IRSD rankings for SA1s within Blacktown. The SA1s within the study area are generally somewhat to highly disadvantaged, with most SA1s concentrated in the third and fourth most disadvantaged deciles.

Figure 14: Distribution of SA1s within Blacktown on the IRSD (national)

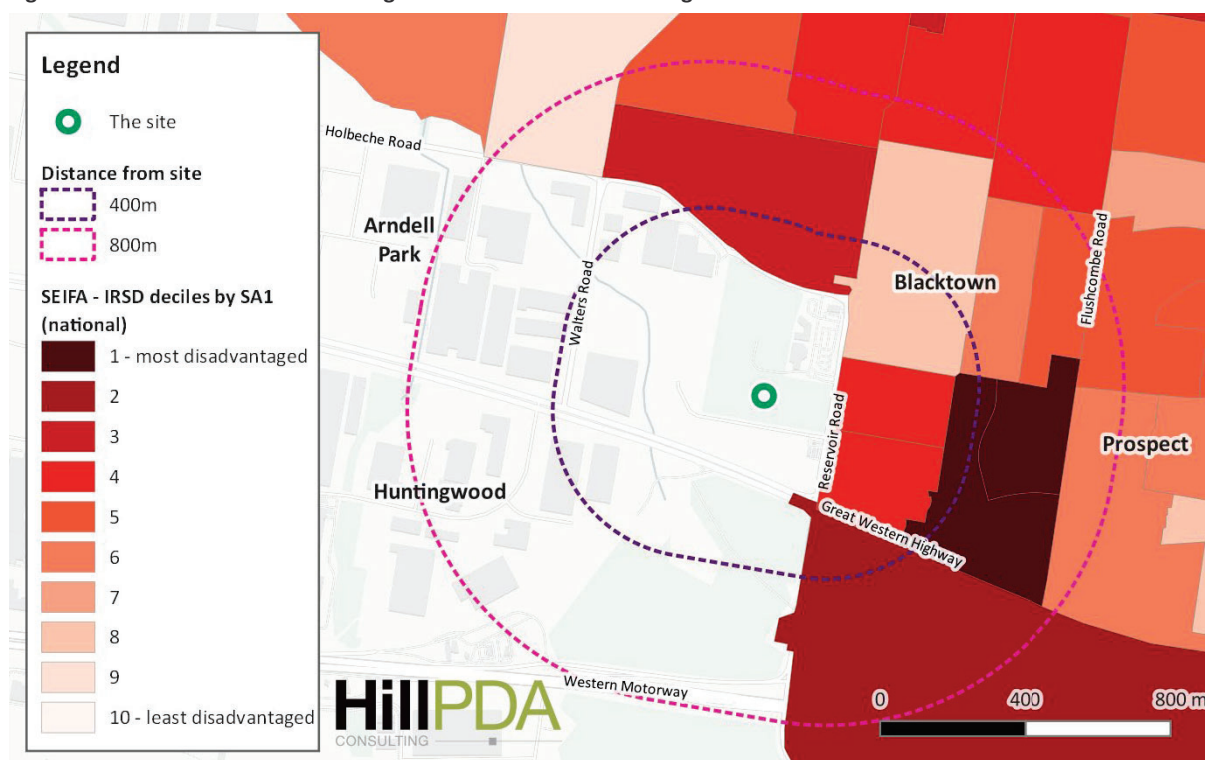


Source: ABS (2016). SA1s for which no score is recorded (low population) have been excluded.

IRSD deciles for SA1s surrounding the site have been mapped in Figure 15. The SA1s immediately surrounding the subject site have mixed levels of disadvantage, though include highly disadvantaged areas, potentially indicating:

- More households with lower incomes
- More residents with no qualifications
- More residents in low skilled occupations.

Figure 15: SA1s near the site ranked against others on the IRSD using deciles



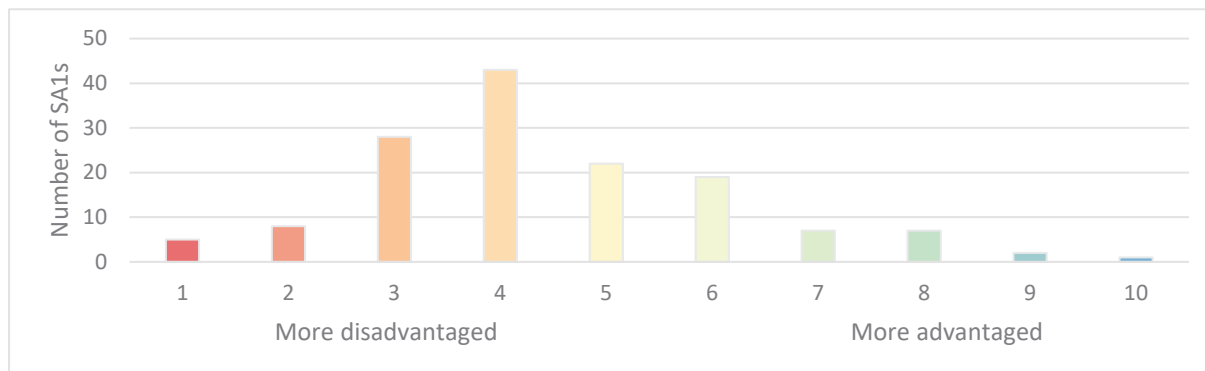
Source: ABS (2016). SA1s for which no score is recorded (low population) have been excluded.

4.5.2 Relative socio-economic advantage and disadvantage

Index of Relative Socio-economic Advantage and Disadvantage (IRSAD), in addition to the indicators of disadvantage above, examines factors like professional occupations, high income, higher education levels, larger houses to compare overall levels of advantage and disadvantage in areas. Figure 16 shows the distribution of IRSAD rankings for SA1s within Blacktown. The SA1s within the study area are generally spread throughout the

deciles, though there is a concentration of SA1s within the third and fourth most disadvantaged declines, potentially indicating moderate levels of disadvantage throughout the study area.

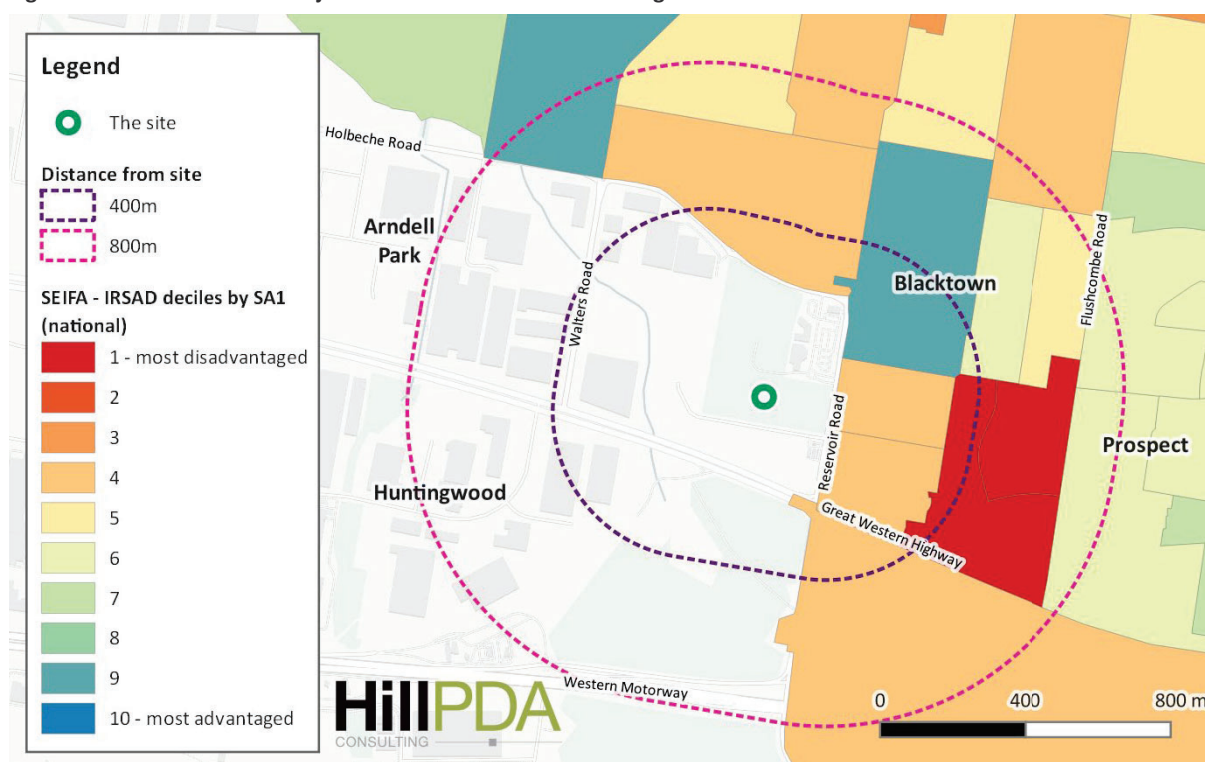
Figure 16: Distribution of SA1s within Blacktown on the IRSAD (national)



Source: ABS (2016). SA1s for which no score is recorded (low population) have been excluded.

IRSAD deciles for SA1s surrounding the site have been mapped in Figure 17. The SA1s immediately surrounding the site again have mixed levels of advantage and disadvantage, with some very advantaged SA1s and some more disadvantaged SA1s. This indicates a mix of households with lower incomes and few people in skilled occupations as well as households with higher incomes and more people in skilled occupations.

Figure 17: SA1s near to the subject site ranked on the IRSAD using deciles



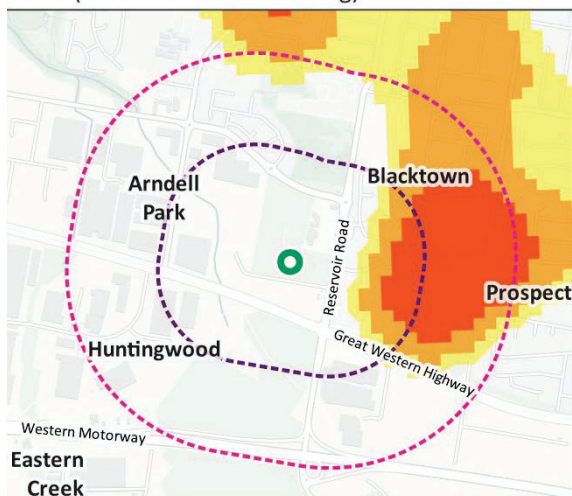
Source: ABS (2016). SA1s for which no score is recorded (low population) have been excluded.

4.6 Crime

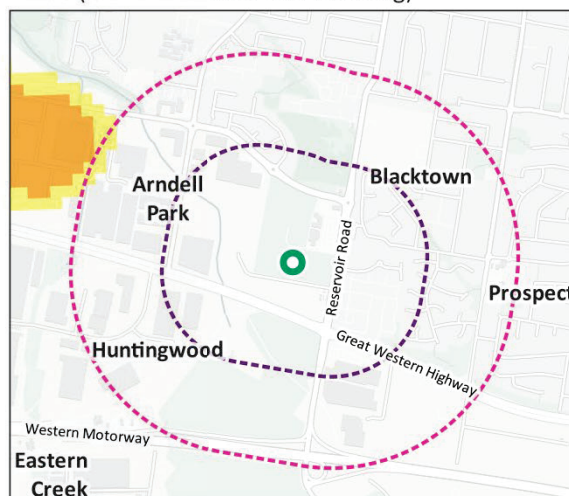
Data from the NSW Bureau of Crime Statistics and Research (BOCSAR) has been mapped below in Figure 18 to show crime hotspots near to the site during the year to December 2021. There are no high level crime hotspots in close proximity to the site.

Figure 18: BOCSAR crime hotspot maps for incidents between January 2021 and December 2021

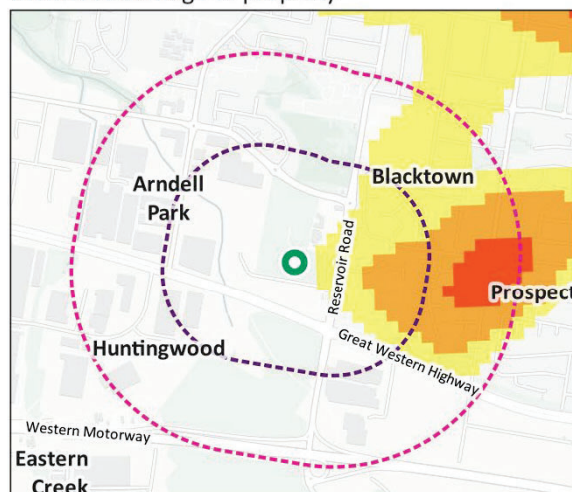
Theft (break and enter dwelling)



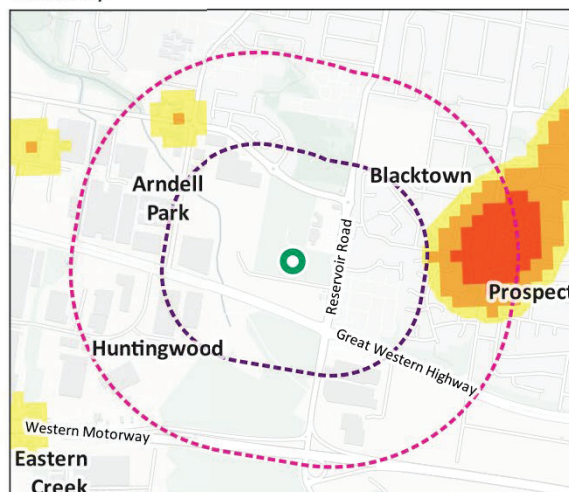
Theft (break and enter non-dwelling)



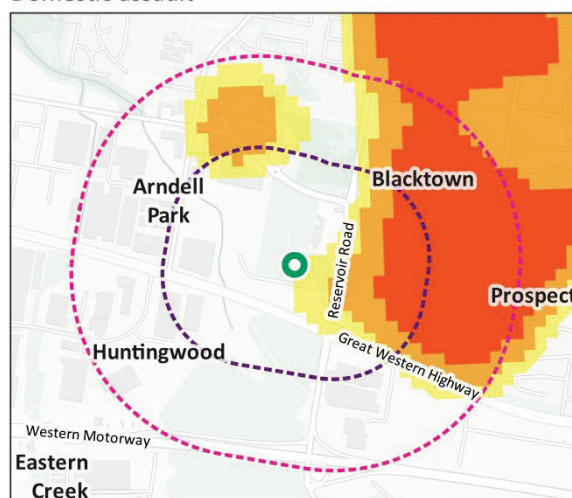
Malicious damage to property



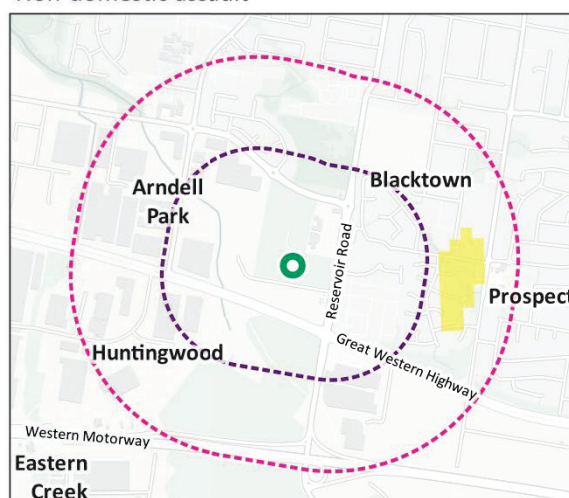
Robbery



Domestic assault



Non-domestic assault



Legend

Distance from site
 The site
 400m
 800m

Crime density (January 2021 to December 2021)

High Medium Low

Source: BOCSAR (2022)

4.7 What does it mean?

HillPDA have identified several key insights to direct the social impact assessment process. These are outlined below:

- Overall, the area is growing and has a high proportion of residents in older age groups suggesting an increased need for seniors accommodation of all types.
- The study area includes a significant older population, and it is noted that there are only two other aged care facilities located in the surrounds. This suggests that the proposed development reflects a need for additional aged care facilities in the study area.
- The population of the area is rapidly growing. The projected population of Blacktown LGA to expected to increase by 54.96 percent between 2022 and 2041. This population growth is likely to generate additional demand for aged care facilities
- The population in the study area is culturally diverse. It is likely that the facility would need to cater to a wide range of cultural needs through providing a program of suitable activities and religious affiliations.
- The site is not located in an area that have been identified as having crime hot spots. While the crime rates in western Sydney are generally over the state average, the location itself present no particular risk of crime.

IMPACT ASSESSMENT AND PREDICTION

5.0 IMPACT ASSESSMENT AND PREDICTION

This section details the potential social impacts to arise from the proposed development. The assessment is informed by the analysis from the previous chapters and scoping of potential impacts using the Department of Planning Industry and Environment's *Social Impact Assessment Guideline*.

The method for the social impact assessment is described in section 2.0. Each potential impact is assessed having regard for the level of impact, the likelihood of impact, and the significance of impact, and a social risk rating matrix (see Table 14).

5.1 Scoping

The social impacts to arise from the proposed development will be influenced by the existing situation, the eventual consequences of the proposed development, and measures put in place to mitigate against any negative impacts and enhance positive impacts.

Social issues already in existence are relevant only as context, within which the impacts of the proposed subdivision must be examined.

Issues have been assessed based on their impact during the construction and operational period of the development.

The assessment applies a social risk rating approach as outlined in section 2

5.2 Area of influence

Social impacts of the proposed development may extend beyond the immediate surrounds.

Table 14: Area of influence of potential impacts

Impact type	Local Community	Broader Community
Amenity	- Construction disturbance - Noise - Lighting - Odours	Increased truck movements on road network
Access	- Traffic volumes - On street parking - Manoeuvring of large vehicles	- Increased access to goods - Improved efficiencies in supply chains and distribution of goods
Built environment	- Visual impact and local character - Public domain - Development of underutilised site/efficient use of infrastructure	- Ongoing design improvements in logistics and warehousing - Maximise use of available serviced land supply
Heritage	- Potential impacts to European heritage items - Potential impact to Aboriginal heritage items	Cultural heritage
Community	- Health - Safety - Increased demand for local services and facilities	Increase demand for district and regional facilities and services
Economic	- Job creation - Livelihood - Increased local spending/flow on effects	- Economic performance - Efficient distribution of goods regionally, nationally and internationally
Natural Environment	Protection and enhancement of local natural features	Carbon emissions (through increased truck movements)

Each of the above impacts has been considered in the context of the area of influence, with findings outlined below.

5.3 Projected onsite population

The proponent has projected the on-site population at the site at full development. At full development around 1,769 residents could be expected on the site. The staged development approach is outlined in the Statement of Environment Effects. Based on the unit mix planned for delivery in stage 1 and stage 2 of the proposed development, HillPDA estimate that in the order of 400 additional residents could result from the proposal (see Table 15).

Table 15: Projected population (stages 1 and 2)

Unit size	Yield	Average household size (Blacktown POA)	Projected residential population
1 bedroom	15	1.35	20
2 bedroom	148	2.54	376
3 bedroom	3	3.15	9
Total	166	n/a	405

Source: ABS (2016), *Australian Census of Population and Housing*. Compiled using TableBuilder Pro.

The above projection is based on average number of persons per household in the study area. To provide a more realistic approach the 'households' dataset included only apartments, units and semi-detached dwellings, excluding separate house dwellings. This approach results in a smaller average household size, which would likely be reflective of the future population of the proposal.

The proposal is therefore likely to have a population as follows:

- Stages 1-2: 405 residents
- Stages 3-6: 1,204 residents
- Stage 7: 160 residents (residential aged care facility)
- Overall: 1769 residents.

5.4 Projected likely social infrastructure demand

To project social infrastructure demand, HillPDA have combined the population projections discussed in the previous section in combination with social infrastructure provision benchmarks. This work is outlined in Table 16 below.

Table 16: Projected social infrastructure demand arising from the proposal

Type	Benchmark	Existing (within 800m of the site)	The proposal		Comment	Supplied in proposal	Additional facilities required
			Stage 1+2	Stages 1-7			
Community space (exc. scout and guide halls)	80 sqm:1,000 people	0 sqm	324 sqm	1,415 sqm	Community space is provided in the proposal. It is proposed to include: - Kitchen - Lounges and social areas - Craft room - Function rooms	1,420 sqm (395 sqm in stage 1+2) (excluding gym, pool and outdoor communal areas)	Negligible
District library	1:20,000-35,000 people or 39 sqm per 1,000 people + 20% circulation space (or 46.8 sqm)	0 sqm	18.95 sqm	82.79 sqm	It is noted that library functions for the purposes of the resident population would be subsumed into lounge space. Formalised central library space could be accessed at Blacktown City library via the shuttlebus.	Noted that communal lounge space would take on many of the flexible uses of modern libraries.	Negligible
Fitness equipment	1:15,000 people	1	0.02	0.11	n/a	1 x 65 sqm gym in stage 1+2	Negligible
Hard courts	1:10,000 people	8	0.04	0.18	n/a	Nil	Negligible
Indoor courts	1:20,000 people	Nil	0.04	0.18	Multiple private indoor sports facilities located within 3km of the site.	Nil	Negligible
Regional aquatic facility	1:100,000-150,000 people	Nil	0.02	0.09	Pool provided in proposal and Blacktown Aquatic Centre is 3km to the north of the site.	1 x 220 sqm pool in stage 1+2	Negligible
Off-leash dog areas	1:50,000 people	Nil	0.003	0.01	n/a	Nil	Negligible
Parks	1 ha:1,000 people	3.25 ha	0.41 ha	1.77 ha	Existing park (Robert Brown Reserve) is marginal in utility and aesthetic value and is poorly connected to the site by active transport. It is therefore not considered as	0.62 ha of communal open space (0.23 ha in stage 1+2)	Negligible <i>(ovals + exiting parks + additional in proposal)</i>

Type	Benchmark	Existing (within 800m of the site)	The proposal		Comment	Supplied in proposal	Additional facilities required
			Stage 1+2	Stages 1-7			
Natural areas	1 ha:1,000 people	9.8 ha	0.41 ha	1.77 ha	adequate to mitigate the additional demand caused by the proposal. Though natural areas are provided in sufficient quantity, their amenity and/or accessibility to the site is poor. High quality landscaping, planting and pathing within the proposal could contribute to addressing the demand caused by the proposal.	3.9 ha of communal open space (2.0 ha in stages 1+2), including wellness garden	Negligible
Sporting open space	1 ha:1,000 people	10.25 ha	0.41 ha	1.77 ha	Sufficient quantity and quality of sporting open space is provided near the site and residents will be provided with access to these facilities through Blacktown Workers Sports Club membership (to be included in all residency agreements).	Nil	Negligible

Source: City of Parramatta Community Infrastructure Strategy.¹

In summary, the proposal would generate significant demand for a range of social infrastructure services in an area with mixed levels of access to such infrastructure. This increased demand would be partly mitigated by the provision of various facilities within the proposal, as outlined above, and the colocation of the proposal with the Blacktown Workers Sports Club complex, which brings a high level of activation to the area and includes a range of sporting and social facilities (including clubs) that support healthy outdoor lifestyles. The club also hosts a wide range of sporting and recreational clubs. Despite this, the Club's facilities are not public, and the majority of the social infrastructure benchmarked above is not present within 800 metres of the site. Whilst the added demand for many of the categories listed above is negligible, combined with the lack of nearby facilities identified in section 3.4 (such as healthcare and commercial centres), the proposal would likely cause significant social infrastructure demand overall.

¹ (City of Parramatta, 2020)

5.5 Access and connectivity

Changes to the road, public transport and active transport network may arise from alterations or disruptions to the local road network and additional vehicle movements.

Operational

Travelling for facilities

The proposed development may create demand for journeys to nearby health and retail services, as well as daily commutes for employees. As discussed in section 3.4 there are two clusters of shops within 800 metres of the site, but most other services including health and community facilities lay outside this walkable catchment. Additionally, though the proposal would house residents with a range of mobility levels, it is likely that a large portion of these would be unable to travel such distances for key services by walking or using active transport.

Pedestrian links between the site and bus stops, public parks and local shops should be strengthened to adjust for and encourage increased active transport usage to and from the development. It is noted that the proposal is located adjacent to bus stops, as outlined in section 3.3. This would enable residents to access many of their desired locations using public transport. Bus stops should be covered as per council guidelines.

The site may require the provision of a community bus or information on local taxi service for visitors to access to facilities outside a walkable catchment.

Vehicular congestion and parking

Changes in road network efficiency and connectivity have the potential to occur in the vicinity of the proposal from the operation of the proposed development. Increasing density in the area often results in concerns among the local residents and business community with regard to parking requirements and additional traffic congestion due to population growth and increased visitor numbers. The proposed development provides a total of 686 car parking spaces, with nearby residents unlikely to see significant decreased accessibility. Additionally, the Traffic Report produced for the proponent notes that the nearby road network has capacity to manage the increased traffic produced by the proposal.

5.6 Amenity

Amenity has its meaning of pleasantness, but also has a physical (or tangible) component. This includes the character and appearance of buildings, proximity to commercial or recreational facilities, quality of infrastructure and absence of noise, unsightliness or offensive odours. It also has a psychological or social component.

Amenity is what makes one location feel different from another, but it also contributes to a place's identity and can be what makes our physical surroundings worth caring about. Amenity can affect the ability of a resident, a visitor or the community to enjoy or undertake activities within the local area.

During Construction

Amenity impacts from construction

The construction process has the potential to affect the amenity of sensitive receivers within the surrounding area. Sensitive receivers generally relate to residents but may also include child care centres, community and recreational facilities or businesses (such as cafes and restaurants) that rely on the amenity of a locality to attract customers.

During construction, the following may affect local amenity:

- The removal of established vegetation
- The introduction of construction facilities to the environment
- Noise and dust arising from construction activities
- Unpleasant odours
- Increased traffic volumes and/or congestion.

Short term reduction in amenity may impact the existing residential properties within the immediate vicinity of the site, specifically on Reservoir Road and Clare Street, as well as the businesses on Penny Place and the Blacktown Workers Sports Club complex. Construction impacts on local amenity are generally contained within close proximity of construction sites. Best practice for construction in established residential areas is to include consultation with neighbouring residents to outline expectations and standards.

A range of mechanisms can be applied to minimise any potential construction impacts on amenity. Such mechanisms are employed by most building contractors and implemented through a Construction Management Plan. Such plans tend to focus on issues such as demolition and construction staging, noise, air and water quality, construction traffic management, pedestrian safety and site management. They include simple but effective measures such as screening, noise mitigation at source and varying work hours. Ensuring that established vegetation is retained (where possible) can also help to mitigate the negative impacts of construction works.

These mechanisms can be as simple as avoiding noisy or disruptive construction activities during the hours when residents are likely to want to enjoy surrounding open space or rest, for example on evenings and weekends.

Operational

Amenity impacts from increased road traffic

Higher density residential land use with a tendency for visitor traffic could result in more cars in the area, which could impact on neighbourhood amenity. The Traffic Report indicates that the design of parking and vehicular access in the proposed development conforms with the relevant standards. Further, the impact of the proposal on the overall performance of the road network and on-street parking is unlikely to reduce amenity significantly.

The Traffic Report notes that the proposed construction of stage 1 and stage 2 would not result in adverse traffic impacts, construction of the subsequent stages of the proposal may require additional traffic management infrastructure at the intersection of Reservoir Road and the Blacktown Workers Sports Club (subject to TfNSW requirements). The installation of traffic signals and increased intersection works would likely reduce amenity for nearby residents and any sensitive receivers.

Responsive design

The proposed development seeks to provide increased housing choice for seniors and people with a disability while making a positive contribution to the character of the neighbourhood.

The proposed development includes significant landscaping works including setbacks and plantings, internal communal spaces and gardens, 'living streets', and active frontages. The design of the proposed development is considered to offer a high level of amenity of future residents. Further aspects of the design of the proposed development are outlined in the Statement of Environmental Effects.

The scale of the development represents a significant increase over the surrounding land uses and existing development, which may cause negative amenity impacts to nearby receivers. This may be partially mitigated by the streetscape improvements in landscaping and frontages.

Accessible design

An Accessibility Report has been prepared to accompany the proposal. The proposal has been designed in accordance with the Building Code of Australia, access to premises standard, and the Seniors Living SEPP. This includes applying universal access design principles to the design of paths, building entryways, and communal areas. Paths within the proposal would be gently graded, and it is proposed that a road adjacent to the site would have a pedestrian bridge enabling safe and accessible travel to the Blacktown Workers Sports Club complex.

5.7 Social infrastructure

Social infrastructure is an asset that accommodates social services or facilities. Social infrastructure is an important aspect of society as it provides the community with tangible or perceived benefits linked to the wellbeing of that community.

Operational

Demand for health services

The proposed aged care development would create demand for health services including outpatient visits and clinics. Blacktown Hospital provides a 24-hour emergency service, intensive and high dependency care, sub-specialty acute medical and surgical care. Blacktown Hospital operates together with Mount Druitt Hospital and has recently undergone expansion in response to the growing and ageing population. The stage two expansion to Blacktown Hospital will create a new hospital building adjacent to the existing buildings and new facilities for:

- New emergency department with more emergency and short stay beds and a new psychiatric emergency care service and dedicated unit in Emergency
- New intensive care unit with more beds
- Eight new operating theatres and space for future expansion
- New purpose-built wards for expanded birthing (with a well-ness model of care), maternity, women's health, and newborn care
- New paediatric service with dedicated emergency department facilities, day stay and inpatient facilities
- Medical imaging, sterilising and non-clinical support services expansion
- Contemporary new activity-based workspaces for support staff
- Expanded haemodialysis unit for hospital in-patients.

There will also be a new 420-space multi-storey car park, a new covered link into the hospital, a new hospital entry from Panorama Parade and other road improvements to create a more welcoming and easier-to-navigate hospital campus. On completion, there will be a total of 1,700 car spaces on site.

Many services currently located in the original hospital building (facing Blacktown Road) will move to the new acute services building. When they relocate, the original building will be refurbished for endoscopy, gastroenterology, and more outpatient clinics. The expanded Blacktown Hospital will have capacity to accommodate any increase in demand for health services arising from the proposed development.

Despite this, the analysis in section 3.4.5 revealed that aside from Blacktown Hospital's facilities, there are few general practices located near the site, with only one within 800 metres from the site. The large number of future residents combined with the lack of local availability may significantly increase demand on nearby chemists, general practitioners, nurse practitioners, allied health practitioners and similar.

Other services and facilities

The proposed development includes multipurpose, meeting, and function rooms, lounges, a craft room, a swimming pool and wellness garden, village greens, and communal courtyards, which would provide most of the every-day services that residents need. Additionally, the majority of the units in the proposal are self-contained rooms with kitchen and laundry facilities.

The proximity of the site to the Blacktown Workers Sports Club complex would provide future residents access to a range of sporting and recreational facilities, including sports and activities more suited to older people. In addition, this would provide an opportunity for residents to interact with the wider community.

Therefore, it is anticipated that most resident needs would be accommodated on the site and surrounds

Despite this, residents, workers and visitors to the proposed development would contribute to an increase in demand for services and facilities near the subject site. The social infrastructure audit in section 3.4 and projected social infrastructure demand in section 5.4 indicate that there are few community facilities or amenities near the site, with no facilities within 800 metres of the site (aside from the services offered by the Blacktown Workers Sports Club and the 7-Eleven convenience store). There were some community facilities located outside this catchment, as well as the facilities located in the Blacktown town centre, however these further afield sites would be more difficult for residents to access.

5.8 Community cohesion

The proposed development would contribute to an increased concentration of older people and people with a disability in Blacktown.

Operational

Bringing diverse communities together

As identified in the Blacktown City Ageing Profile, there has historically been a lack of integration between Aboriginal and Torres Strait Islander, and Culturally and Linguistically Diverse seniors. This is coupled with a lack of information on local housing services for older people. Including activities that bring together diverse groups of seniors is important for fostering a good environment in which people can age. The Council has been exploring partnerships, community service programs, and directories for such services. HillPDA advocates for open communication between the future operators of the site and Blacktown City Council on how these potential benefits can be realised.

In addition, increasing the supply of seniors housing in Blacktown would enable more local residents to 'age in place', remaining a part of their community and embedded within their social support networks. Enabling seniors to remain close to their families and friends and connected to their social clubs and organisations would have a strong positive impact to community cohesion.

Neighbouring residents

Social change may result in disharmony between newly arrived groups and established communities. The exchange and interaction between the new and existing communities is critical to the authenticity of a place and the ultimate success of the proposed development. During the initial development application process, the application was notified to 123 surrounding properties. Three responses were received, concerning flooding, loss of street parking, and noise and dust impacts from construction. The proponent verified that drainage engineers had confirmed flooding would not be an issue, and that workers' vehicles would be contained within the subject site during construction. The remaining concerns raised were incorporated into the draft conditions of consent.

Communication with the neighbouring residents during the planning stage and operation is crucial to maintaining a healthy community.

5.9 Community health, safety and wellbeing

Developments can increase or decrease perceived and actual safety. It is important that a development is designed specifically to optimise safety and security for residents, visitors and businesses.

During Construction

Construction impact on neighbouring residents' wellbeing

The construction process could have negative social impacts on current residents of the community. In addition to their impacts in reducing amenity, construction impacts such as dust, noise, vibrations and odours can impact physical and mental health. In addition, significant changes the surrounding environment for existing residents could also have negative impacts on wellbeing.

To mitigate the potential negative impacts to wellbeing from construction of the proposal, measures can be taken to reduce the spread of potentially harmful emissions from the site. Such measures may include temporary screening, restricted work hours, substitution of disruptive equipment, or providing neighbouring properties with advanced warning of any potentially disruptive works. Neighbouring properties should also be provided with contact details and mechanisms to raise complaints about construction impacts.

Operational

Crime

There is a risk that the development could directly or indirectly contribute towards or experience crime in the area. As outlined in section 4.5.1, selected crime rates near the site are high, and Blacktown was shown to have occurrence rates for some crimes that were significantly higher than the respective rates across NSW. Employing basic Crime Prevention through Environmental Design can deter criminal activity. This can be as simple as installing high-grade locks or strong mesh on doors and windows. As the facility would have visitors and employees arriving and leaving at different times of the day, safety in transit is important.

It is noted that the site would have active security patrols in association with the Sports Club. Additionally, the proposal would provide a significant improvement in activation at the site, with articulated and active frontages providing 'eyes on the street', which can help to prevent crime.

5.10 Local and regional economy

The proposal would affect the local and regional economy both during construction and operation. The extents of economic effects are discussed in the following sections.

During Construction

Construction related expenditure

The construction of the development is expected to have short and long-term benefits with respect to employment in the construction industry and the purchase of materials. During the construction of stages 1 and 2 of the proposed development, between 20 and 120 jobs would be created, with an average of roughly 70 people employed on site across the 2.5-3 year construction period. Local centres are also likely to benefit from increased construction related trade.

The construction industry is a significant component of the economy, accounting for 6.7% of Gross Domestic Product (GDP) and employing almost one million workers across Australia.² The industry has strong linkages with other sectors, so the impacts of construction expenditure have significant flow-on benefits to other industries that surpass the amount contributed to construction alone.

Operational

Increasing housing supply

The Australian Bureau of Statistics forecasts that the Sydney Metropolitan Area will gain an additional 1.5 to 1.9 million residents by 2036. In light of this change, the NSW State Government forecasts that Sydney will require an additional 664,000 dwellings over the next twenty years. Increased housing supply was also identified as a key priority in the draft Central City District Plan.

The Greater Sydney Commission's District Plans seek to "make a wider variety of housing available to suit the changing make-up of the population" and to "accelerate housing supply". With a rapidly growing residential population, the supply of housing (and particularly of low cost housing) is under pressure. The impact of low housing supply in comparison to high demand will continue to drive the cost of housing upwards, exacerbating concerns regarding housing affordability. This issue can disproportionately affect older people, who may be seeking smaller, lower-maintenance dwellings to downsize to, but may find they are unavailable in their local area.

The proposed development provides 640 such dwellings, making a large contribution to local and regional housing supply. The proposal also includes a range of dwelling sizes, from one bedroom to three bedroom self-contained, as well as specialised aged care rooms. As such, the proposal contributes significantly to housing diversity in the Blacktown LGA.

Strengthening the health care industry

Hospitals and aged care providers were among the biggest employers in Blacktown. The proposed development would leverage local skills as well as providing more job opportunities that respond to the strengths of the local workforce. The proposal would generate around five to six jobs on site during the operational phase of stage 1 and 2, with the potential for healthcare industry employment in any consulting rooms constructed as part of the development. Additionally, should the Residential Aged Care Facility be developed, approximately 40 full time positions would be generated in the healthcare industry across management, administrative, care, and emergency workers.

² Source: IBIS World Construction Industry Report 2015

5.11 Summary

The following section provides the assessment of the level and significance of the social benefits and impacts which are likely to result from the proposed development. This includes an assessment of the duration, extent, severity, consequence rating, likelihood and overall significance. Management measures and benefit enhancements have been provided. This section proposes mitigation methods to lessen the effects of negative impacts, and enhancement methods to increase certain aspects of the development application. The impacts have been separately considered at the construction and operational phases. Impacts are assessed using the framework outlined in Chapter 2.0.

During the project development phase, steps have been taken to mitigate some impacts through the project design. Further mitigations measures have been

identified and are described below against each impact area with residual impacts noted, post mitigation.

5.11.1 Construction

The construction process has the potential to affect the amenity of sensitive receivers within the surrounding area through noise, dust, odours and the movement of construction vehicles to and from the site. Sensitive receivers for these types of impacts generally relate to nearby residents and neighbouring premises but may also include childcare centres, places of worship, community and recreational facilities or businesses (such as cafes and restaurants) that rely on the amenity of a locality to attract customers.

Table 17: Social impact evaluation and mitigation response – construction

Detail	Evaluated	Standard measures	Project-specific mitigation measures	Residual impact significance
Dust from construction activity cause a decline in air quality, potentially impacting the amenity of surroundings and health and wellbeing of neighbouring workers and residents	Very unlikely + Minimal = Low	Construction phase air quality impacts shall be minimised or avoided by incorporation of appropriate dust suppression and air quality control measures at various stages of the project.	- Implementation of recommendations in Air Quality Impact Assessment, including: - Record all dust and air quality complaints - Undertake monitoring on and off site as required - Prepare the site so dust-generating activities occur away from the site boundaries or neighbouring premises - Minimise vehicle idling - Cover any stockpiles	Very unlikely + Minimal = Low
Noise and vibration from construction activity may negatively affect amenity for businesses surrounding the site, impacting upon quiet	Possible + Minimal = Low	When planning construction work that will generate significant noise or vibration, consider:	Implementation of a Construction Management Plan, including:	Unlikely + Minimal = Low

Detail	Evaluated	Standard measures	Project-specific mitigation measures	Residual impact significance
enjoyment of surroundings, way of life and health and wellbeing		- Restricting times when work is carried out - Informing potentially affected neighbouring properties about when works will occur - Limit works to standard construction hours.	- Limiting noise-generating construction activity to approved site operating hours - Utilising noise and vibration monitoring equipment to ensure that activities remain within specified tolerances - Implement recommendations of a Noise Impact Assessment.	
Additional construction vehicle movements may increase congestion on surrounding roads, impacting way of life, accessibility and livelihoods for surrounding residents, workers and businesses	Possible + Minimal = Low	- Construction activity to be provided for on-site or within on-street work zones. - Construction activity to be coordinated with the construction of other developments in the vicinity of the site where required. - Movement of trucks on and off the site to be managed and controlled in accordance with appropriate protocols.	Maintain vehicle access via existing access points and implement other access recommendations arising in Traffic Report.	Unlikely + Minimal = Low
Potential changes to access for nearby businesses from parking for workers on site during construction, impacting way of life and access	Unlikely + Minor = Low	Encourage workers to travel via alternative means (e.g. active or public transport).	- All workers' parking to be accommodated within the site boundary - Prepare a Traffic Management Plan as necessary.	Very unlikely + Minor = Low
Additional employment opportunities on site arising from construction activity (direct and indirect) positively impacting livelihoods, community, and way of life in the Blacktown LGA	Almost certain + Moderate (positive) = High (positive)	Construction activity will draw resources from and thereby generate economic activity in Blacktown LGA as well as from outside the LGA.	- Employment of between 20 and 120 workers on site during the construction process over 2.5-3 years. An average of roughly 70 workers would be employed on site throughout the construction process. - Consideration could be given to hiring from within the Blacktown LGA.	Almost certain + Moderate (positive) = High (positive)
Potential feeling of powerlessness or lack of means to have input or say on the proposal during construction for surrounding properties and the wider community, negatively impacting decision-making systems	Unlikely + Minor = Low	Standard engagement mechanisms as part of DA process	- Engagement undertaken as part of proposal has identified minimal community interest or concerns with the proposal - The proponent should continue engagement activities throughout the development process, including any potential construction stage by:	Unlikely + Minor = Low

Detail	Evaluated	Standard measures	Project-specific mitigation measures	Residual impact significance
Potential impact on community and culture through impacts to Aboriginal and European cultural heritage sites during construction.	Unlikely + Moderate = Medium	- Engagement with Local Aboriginal Land Council - Procure an assessment of Aboriginal and historic heritage from a suitably qualified heritage consultant.	- Continuing to engage with the community about the project, its impacts, and the approval process - Enabling the community to seek clarification about the project through the two-way communication channels - Providing information about communications and complaints protocols to neighbouring premises prior to any works commencing.	Unlikely + Minor = Low

5.11.2 Operation

Operational impacts arise from the day to day activities of the proposal once complete and are experienced long term. These are summarised below with mitigation measures identified where appropriate.

Table 18: Social impact evaluation and mitigation response – operation

Detail	Evaluated	Standard measures	Project-specific mitigation measures	Residual impact significance
Increase in provision of environmental amenity on site through landscaping works, positively impacting surroundings and health and wellbeing for residents, workers, and visitors.	Likely + Minor (positive) = Medium (positive)	Maximise opportunities to contribute to landscape setting, urban heat island effect, and urban tree canopy through plantings and landscaping.	- Maximise provision of new plantings and tree canopy - Ensure that visually significant trees identified in the Landscape Plan are retained (where possible) - Provision of walking circuits and completion of riparian rehabilitation works in and around the Blacktown Workers Sports Club and HE Laybutt Sporting Complex	Likely + Minor = Medium (positive)

Detail	Evaluated	Standard measures	Project-specific mitigation measures	Residual impact significance
Additional employment opportunities on site arising from operational activity (direct and indirect) positively impacting livelihoods, community, and way of life in the Blacktown LGA.	Almost certain + Moderate (positive) = High (positive)	Operational activity will draw resources from and thereby generate economic activity in Blacktown LGA as well as from outside the LGA.	Encourage the planting of native plants in the 'wellness garden' and other landscaped areas to enhance residents' access to natural areas.	Almost certain + Moderate (positive) = High (positive)
			- Employment of additional workers including: 3-4 management and concierge staff 2 maintenance / waste management / groundskeeping staff (employed by the Blacktown Workers Sports Club) - Workers associated with included consulting rooms 40 workers associated with the Residential Aged Care Facility component of the proposal, across management, administration, care, and maintenance. - Consideration could be given to hiring from within the Blacktown LGA.	
			- Encourage residents to use the shuttle bus to be provided to the site - Provide for 'daily needs' such as groceries and pharmaceutical products within the proposed development to reduce unnecessary trips (noting some of these needs may be met by the neighbouring 7-Eleven convenience store, accessible (for most potential residents) by walking). - Consider providing mobility scooter / e-bike / e-scooter charging bays and bicycle parking to reduce demand for driving for short trips. - Implement recommendations from Traffic Report including completing the proposed initial works to Reservoir Road to improve pedestrian safety and accessibility. - Assess and implement traffic mitigation requirements in collaboration with the relevant authorities at each stage of the project.	
			- Encourage workers, visitors and residents to use public transport where possible - Encourage workers, visitors and residents to use active transport where possible - Provide end-of-trip facilities to enable workers to use active transport - Ensure construction of road access points aligns with all relevant laws and standards - Provide parking in line with relevant requirements	
Reduced access from additional vehicle congestion due to increased number of local residents. Limited access for frail aged to services and facilities off site.	Possible + Minimal = Low			Unlikely + Minimal = Low
Reduced access from additional vehicle movements due to increased number of workers on the site.	Possible + Minimal = Low	Encourage workers, visitors and residents to use public transport where possible	- Bicycle parking is provided in the basement levels of the proposal - Ensure bicycle parking is visually and physically accessible to maximise utilisation	Unlikely + Minimal = Low

Detail	Evaluated	Standard measures	Project-specific mitigation measures	Residual impact significance
		- Encourage workers, visitors and residents to use active transport where possible - Provide end-of-trip facilities to enable workers to use active transport - Ensure construction of road access points aligns with all relevant laws and standards - Provide parking in line with relevant requirements	- Encourage staff to utilise the swimming pool and gym change and wash rooms as end-of-trip facilities. Encourage Residential Aged Care Facility staff to utilise staff facilities to meet these needs. 628 car parking spaces provided within basement (221 in stage 1 and 2) - Implement recommendations from Traffic Report including completing the proposed initial works to Reservoir Road to improve pedestrian safety and accessibility. - Assess and implement traffic mitigation requirements in collaboration with the relevant authorities at each stage of the project.	
Increased options for seniors and elderly accommodation in Blacktown, allowing older residents to 'age in place', near familiar amenities, friends and family increasing social cohesion and community health.	Likely + Moderate (positive) = High (positive)	None	In future stages (stages 3-7), consider provision of affordable seniors housing within the proposal to enable locals who may be 'priced out of the market' to remain in the area.	Likely + Moderate (positive) = High (positive)
Increased community cohesion and social infrastructure through provision of on-site shared spaces, function rooms, common room and communal courtyards.	Likely + Moderate (positive) = High (positive)	None	- Operator to develop a program of activities to operate from the community centre on site which reflects resident's needs and interests - Inclusion of Blacktown Workers Sports Club membership included in all future residents' contracts - Consider possibilities to encourage the development of social bonds among residents, for example by hosting events or establishing clubs.	Almost certain + Moderate (positive) = High (positive)
Increased safety and wellbeing through increased site activation reducing opportunity for crime in the area.	Possible + Minor (positive) = Medium	Implement recommendations from CPTED Report	None	Possible + Minor (positive) = Medium
Increased use of social infrastructure and generation of community cohesion through colocation of residents next to existing community hub (the Blacktown Workers Sports Club complex).	Likely + Minor (positive) = Medium	None	- Provision of pedestrian links to the complex from the proposal - Inclusion of Blacktown Workers Sports Club membership included in all future residents' contracts.	Likely + Minor (positive) = Medium

Detail	Evaluated	Standard measures	Project-specific mitigation measures	Residual impact significance
Impacts to health, safety and wellbeing for residents of the proposal who may be sensitive to noise and/or antisocial behaviour through location next to the Blacktown Workers Sports Club complex.	Possible + Minor = Medium	Noise attenuation of buildings to relevant standards	Consider utilising landscaping, CPTED, and wayfinding to minimise possibility of unwanted noise or behaviour from neighbouring sites impacting on residents.	Unlikely + Minor = Low
Impacts to health, safety and wellbeing for existing and future residents through increased noise from operations of the proposed development (e.g. mechanical plant, receiving deliveries etc).	Possible + Minor = Medium	- Noise attenuation of buildings to relevant standards - Restrict any potentially noisy activities from occurring at night	Implement recommendations of Noise Impact Assessment.	Unlikely + Minor = Low
Reduced access to healthcare through additional demand and lack of nearby facilities, disproportionately affecting less mobile residents.	Likely + Minimal = Low	None	- Consulting rooms incorporated into the latter stages of the proposal (stage 4) to allow visiting medical, allied health, and personal services professionals to operate on the side as needed. - Consider options to organise delivery of residents' medications through local chemist. - Blacktown's town centre is a focus of NSW Government investment in health, and home to a new 'health precinct'. This may result in additional medical facilities developing in Blacktown in the future, and also recognises the substantial existing medical facilities in the area.	Possible + Minimal = Low
Reduced access to open space and recreational facilities through increase in local population and lack of nearby facilities, disproportionately affecting less mobile residents	Likely + Minimal = Low	None	- Blacktown Workers Sports Club membership included in all future residents' contracts - Maximise provision of open space and recreational facilities within the proposed development. - Consider opportunities for rooftop gardens and recreation as part of future development applications	Possible + Minimal = Low
Reduced access to community facilities through increase in local population and lack nearby of facilities, disproportionately affecting less mobile residents	Likely + Minimal = Low	None	- Provision of - Shuttle buses to key community facilities such as libraries and shops - Car share facilities for residents who may not want to or are not able to afford a car - Flexible bicycle / e-bike / e-scooter facilities to encourage active transport (i.e. larger, more	Possible + Minimal = Low

Detail	Evaluated	Standard measures	Project-specific mitigation measures	Residual impact significance
			accessible bike racks that can fit e-bikes or cargo bikes, bike racks with access to power points for charging, ensure racks do not require unnecessary lifting to place bikes on them). Maximise provision of community facilities within the proposed development.	

ENHANCEMENT, MITIGATION AND RESIDUAL IMPACTS

6.0 ENHANCEMENT, MITIGATION AND RESIDUAL IMPACTS

The following measures have been proposed to mitigate or enhance social impacts identified as part of this assessment, during construction:

- Dust, noise and vibration can negatively impact nearby residents, workers and businesses during construction. The proponent can mitigate these effects by undertaking a Construction Management Plan to identify and control potential negative impacts and ensure environmental consistency for local stakeholders.
- Increased traffic from construction may impact locals' access. Traffic should be managed in accordance with best practice, as laid out in a Construction Traffic Management Plan. Access for existing users at and around the site should be prioritised.
- The construction of stages 1 and 2 of the proposed development would result in between 20 and 120 jobs being created, with an average of roughly 70 people employed on site across the 2.5-3 year construction period. Local centres would also benefit from increased construction related trade.
- Engagement undertaken for the proposal during notification revealed few issues. Issues that were raised have been address. The proponent can mitigate potential impacts by ensuring notice is given about any potential works, and by ensuring that nearby residents, workers, and businesses are aware of mechanisms to engage or complain during the construction process, should the proposal be constructed.
- Any extant items of Aboriginal or historical heritage significance (including intangible cultural significance) could be damaged during the construction process. Potential negative impacts to community and culture could be mitigated by ensuring that any required heritage documentation is procured by the proponent and prepared by a suitably qualified heritage consultant and complied with.

The following measures have been proposed to mitigate or enhance social impacts identified as part of this assessment, during operation:

- The landscape plan, retention of significant trees, and increased plantings would improve environmental amenity compared to the current site, and can also reduce the urban heat island effect by providing increased tree canopy. This would be a benefit to community health and wellbeing.
- The operation of stages 1 and 2 of the proposal would result in at least five additional jobs, boosting the local economy (including through flow-on effects into other industries). The proposed consulting rooms may also generate local employment. Additionally, should the proposed Residential Aged Care Facility be constructed, approximately 40 jobs would be generated in the local healthcare industry, a significant employer in the local area, providing additional jobs close to locals' homes.
- Traffic to and from the proposal from workers, visitors, and residents would likely have a small negative impact on access through increased congestion. This can be mitigated by:
 - Completing road alteration works to improve pedestrian safety and accessibility
 - Assess and implement any required traffic mitigation requirements as determined in future stages of the project
 - Consider mechanisms to encourage active and public transport such as:
 - › Provide dedicated parking spaces for vehicle share services

- › Promote utilisation of the included facilities for active transport such as end of trip facilities
 - › Provide or support shuttle bus services to key 'every day' destinations near the site.
- Assisting residents to engage in online shopping including for grocery supplies.
- The provision of alternate housing typologies and seniors housing would provide social cohesion benefits by enabling locals to 'age in place' and remain close to social connections in new, comfortable accommodation, specifically designed for the needs of their demographic.
- The addition of community and social facilities within the proposed development would represent a significant increase in social infrastructure (for residents) over the existing environment.
- The proposal leverages the excellent amenity and facilities of the Blacktown Workers Sports Club complex. This benefit is enhanced by the provision of Club membership to all residents.
- Operational noise and antisocial behaviour may negatively impact health and wellbeing. This can be mitigated by the increased activation the proposal would bring to the area, as well as noise attenuation, planting, and building location.
- Notwithstanding the benefits of colocation with the Blacktown Workers Sports Club, residents of the proposal may have less access to social infrastructure if they moved from a denser area, as there is a lack of facilities within 800 metres of the site. This impact could be reduced by supporting active transport or providing shuttle buses to key social amenity sites (e.g. library, town centre).

CONCLUSION

7.0 CONCLUSION

This report has assessed the potential social and economic impacts arising from the Development Application for a seniors housing development at 170 Reservoir Road in Arndell Park.

Potential benefits arising from the development include:

- The provision of quality seniors housing in an area with a growing aged population
- The provision of seniors housing and aged care in an area with few such facilities would enable more local residents to age in place, maintain social and familial connections, and continue their roles in the community
- Co-location of community centres, pool, and communal open space
- A built form that conforms to building guidelines for accessible design, as well zoning requirements
- During construction and once operational, the proposed development would contribute to the local economy through construction-related expenditure, increasing supply of seniors' housing, and strengthening the health care industry employment in the region.

Potential negative impacts from this development include:

- Adverse amenity impacts during the construction of the project
- Vehicle congestion
- Social isolation and disconnection to services for the frail aged.

The proponent has agreed to amend the proposal to minimise negative impacts by amending plans to:

- Include a coffee shop / convenience store with resident's services area that will stock a supply of essential day-to-day items for sale to residents, as well as assisting residents with online grocery orders
- Operate a dedicated residents' shuttle bus service to Blacktown town centre
- Incorporate consulting rooms in the concept plans to enable visiting allied health, medical professionals and personal services on site.

The proponent has also committed to develop a program of activities and entertainment, to operate from the community centres on site, which will reflect the interests and need of residents.

The negative impacts of the development application can be successfully managed with the implementation of the above mitigation measures. The Development Application would have an overall benefit to the socio-economic environment.

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