

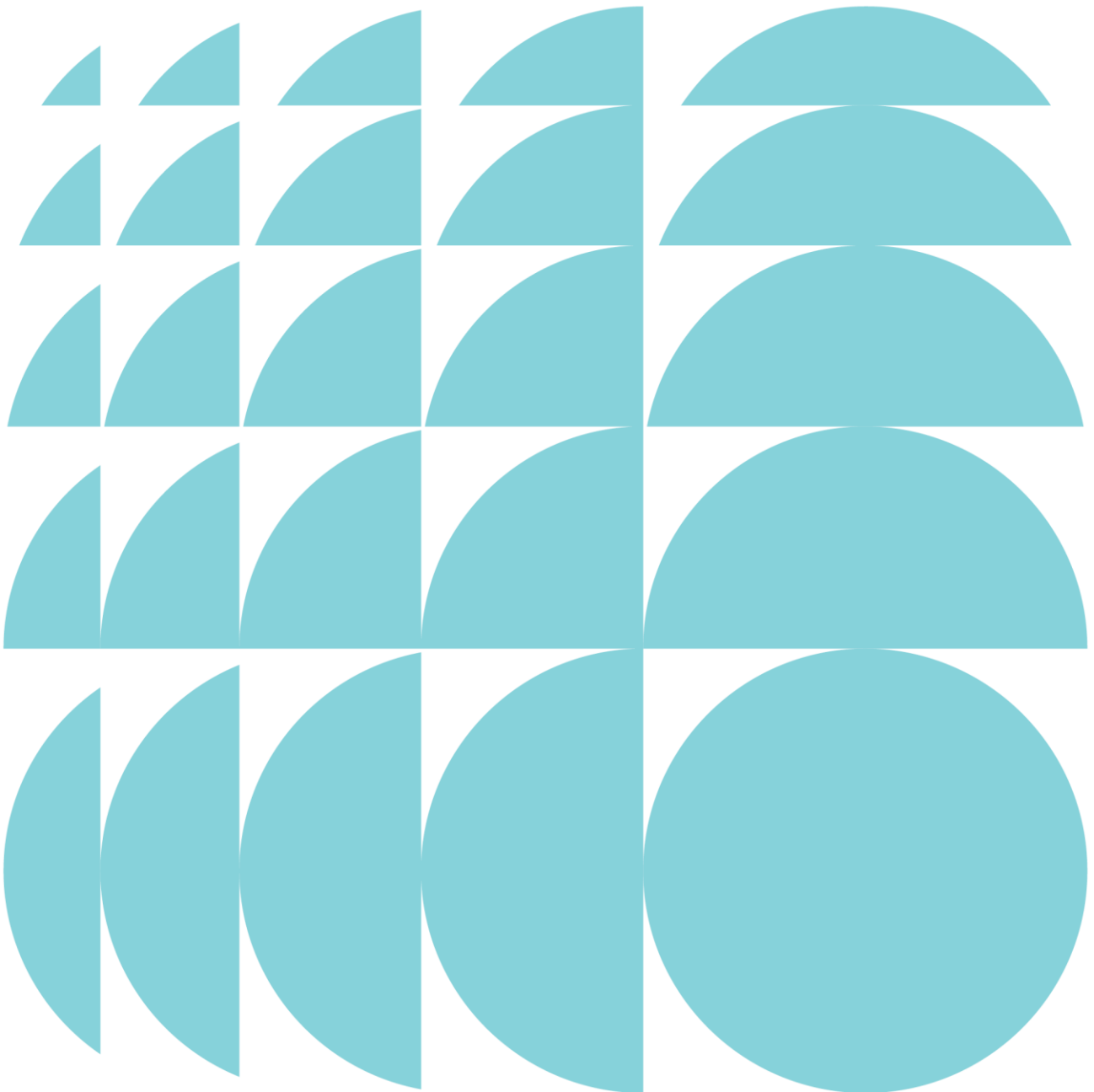
Social Impact Assessment

Salvation Army - Mixed Use Facility

22-24 Bond Street (23 Dalcassia Street),
Hurstville

Prepared for The Salvation Army

29 September 2020 | 2200528



CONTACT

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VERSION NO.	DATE OF ISSUE	REVISION BY
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Rev. 2

29 September 2020

Ethos Urban Pty Ltd
ABN 13 615 087 931.
www.ethosurban.com

Contents

Executive Summary		3
<hr/>		
1.0	Introduction	5
1.1	Purpose and structure of this report	5
<hr/>		
2.0	Proposed development	6
2.1	Description of proposed development	6
<hr/>		
3.0	Purpose and scope of this assessment	7
3.1	Social Impact Assessment	7
3.2	Methodology and assessment framework	7
3.3	Information sources and assumptions	8
<hr/>		
4.0	Development context	9
4.1	Site and location	9
4.2	Site description	10
4.3	Existing development on the site	11
4.4	Surrounding development	12
<hr/>		
5.0	Strategic context	13
5.1	Strategic drivers for the development	13
5.2	Key government policy themes and drivers	15
<hr/>		
6.0	Local social context	18
6.1	Key findings	18
6.2	Study area definition	18
6.3	Current community profile	19
6.4	Socio-economic advantage and disadvantage	21
6.5	Forecast community profile	21
6.6	Local social infrastructure context	22
6.7	Local social trends and issues	22
<hr/>		
7.0	Social Impact Assessment	24
7.1	Introduction	24
7.2	Assessment factors – impacts and responses	24
<hr/>		
8.0	Concluding comments	32
8.1	Summary of key social benefits and challenges	32
8.2	Key directions for delivering social outcomes through the scheme	33

Contents

Figures

Figure 1	Location plan	9
Figure 2	Aerial photo of site and surrounds	10
Figure 3	The Main Hall at 24 Bond Street	11
Figure 4	Vacant House at 22 Bond Street	11
Figure 5	Demountable building at the rear of 22 Bond Street	11
Figure 6	The Admin and Money Care Building from Dora Street	11
Figure 7	Development to the south on Dora Street	12
Figure 8	Age profile 2016	20
Figure 9	SEIFA index of relative advantage and disadvantage – Georges River LGA	21
Figure 10	Local social infrastructure context	23

Tables

Table 1	The Salvation Army's key social services and drivers	13
Table 2	Strategic policy review themes	16
Table 3	Top five countries of birth and languages spoken at home	20
Table 4	Population estimates, Hurstville (suburb) and Georges River LGA 2016 – 2036	22
Table 5	Demographic profile – Hurstville (suburb) and Greater Sydney	35

Appendices

Appendix A.	Local Demographic Profile	34
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Executive Summary

Purpose of this report

This report provides a Social Impact Assessment in relation to a Development Application for the mixed-use development of the Salvation Army-owned site at 22-24 Bond Street (23 Dalcassia Street), Hurstville.

The assessment has been prepared by Ethos Urban on behalf of The Salvation Army to accompany the Statement of Environmental Effects. It provides an objective assessment of the social impacts of the proposed development, both during construction and operational stages, with regard to the range of affected communities. The assessment has been prepared in accordance with the suite of factors set out in the NSW Government's *Social Impact Assessment Guideline (DPIE, 2017)*.

Proposed development – facilities and services

The Development Application proposes the following for 22-24 Bond Street (23 Dalcassia Street), Hurstville:

- Demolition of the existing building
- Construction of a Salvation Army mixed-use facility for community purposes comprising:
 - Ground and level one community facility, including place of public worship, offices and ancillary café
 - Five (5) storey residential flat building, comprising 27 apartments, including provision of housing for people who are experiencing disadvantage
- Torrens title subdivision of the site to create:
 - A new lot to support the new development fronting Bond Street
 - A new lot fronting Dalcassia Street.

Expanded operations

As set out in the draft Plan of Management for the scheme (September 2020), “the Salvation Army is committed to reinvigorating the existing buildings and facilities at 23 Dalcassia Street, Hurstville, to allow The Salvation Army to continue its long association and contribution to the Hurstville community and George’s River Council area.

“The proposal at Hurstville reimagines The Salvation Army’s integration with the community in Hurstville and enables a range of complementary functions, such as accommodation for those in need, community facilities, café, meeting rooms, a worship hall and training facilities.”

Social impacts and recommended responses

Overall, the development will bring significant benefits to the local community of Hurstville and the Georges River LGA more broadly, as well as community members from across Sydney who are experiencing disadvantage. All will have the benefit of the range of facilities and services, along with housing, to be provided on the site through this redevelopment.

Key challenges identified with the proposal relate to:

- Impacts during construction on surrounding sensitive receivers, including the nearby private hospital and library, as well as local residents.
- Impacts of loss of services and facilities currently delivered on and through the site, during the construction period, including the current worship hall.
- Impacts of the redevelopment of the site in relation to community members’ social and cultural connections to the current development, including their sense of place, and personal connections the current buildings on the site.

- Impacts associated with the new residents moving into the locality, including potential fears of existing residents as to the characteristics of the new community members, and their connections with the existing, established community.

The most significant social benefits of the proposal relate to:

- The expanded provision of important community facilities and services on the site, which will enable increased provision of services to people experiencing disadvantage, along with members of the wider community; this includes financial assistance, mental and social support services and training and learning opportunities
- The provision of safe and secure, high quality housing on the site, including housing for people experiencing disadvantage and homelessness, for whom this housing will make a tangible impact on their quality of life, wellbeing and access to opportunity, both in the short term and over the longer term
- Enabling the ongoing growth and viability of The Salvation Army as a critical provider of a range of services, support mechanisms and care for the community – the need for which is growing significantly at a time of economic hardship and recession impacting many people's lives.

Social Strategy directions to optimise social benefits of the development

The following social strategy directions are suggested to guide the future development:

- Deliver an inclusive, welcoming and accessible community on site.
- Deliver contemporary, high quality housing that meets the needs of the community.
- Increase social connections with the surrounding neighbourhood and sustain a connected, cohesive community.

1.0 Introduction

This report provides a Social Impact Assessment in relation to a Development Application for the mixed-use development of the Salvation Army-owned site at 22-24 Bond Street (23 Dalcassia Street), Hurstville. The assessment has been prepared by Ethos Urban on behalf of The Salvation Army to accompany the Statement of Environmental Effects.

The subject site is within the suburb of Hurstville, within the Georges River Council Local Government Area. It sits at the northern part of the Hurstville town centre approximately 400m from Hurstville train station. It is located to the north of the Hurstville Library and Hurstville Private Hospital (both 7-8 storeys) at the transition between the urban core to the residential precinct to the north, which is characterised by three to four-storey residential flat buildings.

The proposed development will provide two floors of community infrastructure, and five floors of residential apartments above. Social services and community facilities available through the development will meet the needs of communities within the local area and further afield, with some housing to be provided for people experiencing disadvantage and homelessness, who have accessed the Salvation Army's services.

The development represents an expanded provision of The Salvation Army's facilities and services on what is a currently underutilised site in the Georges River LGA.

1.1 Purpose and structure of this report

This report provides an objective assessment of the social impacts of the proposed development, both during construction and operational stages, with regard to the range of affected communities.

To undertake the assessment, a range of baseline evidence has been gathered and synthesised, which provides a context for the analysis of development impacts. This report sets out the following information:

- **Baseline analysis of the social context – both local and macro:**
 - Definition of study area (including immediate locality and catchment for services delivery)
 - Demographic profile, including age, income, employment relative advantage and disadvantage
 - Social infrastructure analysis to contextualise the proposed development within the broader network of social infrastructure in the locality (GIS mapping and written output)
- **Community needs analysis**
 - A contextual analysis of the need for the proposed development, from a macro and localised perspective, taking into account strategic drivers from the perspective of The Salvation Army's service provision model, social trends and issues – including rising rates of poverty and homelessness, and broader policy drivers for social sustainability – community wellbeing and resilience
- **Community and stakeholder perspectives**
 - Documentation of the outcomes of engagement with communities that has raised issues of relevance to the development – in this case, community perspectives captured in the Georges River Council Community Strategic Plan have been drawn upon
- **Social Impact Assessment**
 - Identification of key social impacts – both positive and negative – associated with the development, during construction and during operation, in accordance with the factors set out in the NSW Government's (DPIE) Social Impact Guideline
 - Provision of a series of assessment tables, setting out impacts and proposed responses – mitigation and enhancement measures.
- **Concluding comments**
 - Summary of key outcomes of the assessment and an overall summation of social benefits and opportunities, as well as identified risks to be mitigated. Additionally, recommended strategic directions for optimising social benefits through the development.

2.0 Proposed development

2.1 Description of proposed development

Physical redevelopment

The Development Application proposes the following for 22-24 Bond Street (23 Dalcassia Street), Hurstville:

- Demolition of the existing building
- Construction of a Salvation Army mixed-use facility for community purposes comprising:
 - Ground and level one community facility, including place of public worship, offices and ancillary café
 - Five (5) storey residential flat building, comprising 27 apartments, including provision of housing for people who are experiencing disadvantage
- Torrens title subdivision of the site to create:
 - A new lot to support the new development fronting Bond Street
 - A new lot fronting Dalcassia Street.

Expanded operations

As set out in the draft Plan of Management for the scheme (September 2020), “the Salvation Army is committed to reinvigorating the existing buildings and facilities at 23 Dalcassia Street, Hurstville, to allow The Salvation Army to continue its long association and contribution to the Hurstville community and George’s River Council area.

“The proposal at Hurstville reimagines The Salvation Army’s integration with the community in Hurstville and enables a range of complementary functions, such as accommodation for those in need, community facilities, café, meeting rooms, a worship hall and training facilities.”

Facilities and services

The proposal seeks to establish ground and first floor community and worshipping facilities fronting Bond Street, with five floors of residential apartments above (27 units in total).

The Salvation Army plans to provide for the following community activities on the premises:

- Worship hall: this will provide for religious activities
- Multipurpose rooms: these will be available for various activities including training, bible studies, mini musos, after school activities, meetings regarding financial assistance, counselling services and other community services
- Meeting rooms: these will provide for small group meetings, community assistance and small teaching and assistance classes
- Café: the café is an ancillary use on the site, which will provide training courses for unskilled workers; it will provide light snacks and refreshments for participants and the community (Monday to Sunday)

A draft Plan of Management has been prepared for the site, which sets out operational goals, along with performance criteria and procedures. The objectives of the POM are to:

- Identify all appropriate environmental safeguards and demonstrate how they will be implemented on site
- Manage site activities effectively
- Enable adverse impacts on the environment to be minimised
- Provide details of complaints management procedures
- Monitor and manage environmental and social impacts.

The POM is proposed to be reviewed on an ongoing basis to reflect the changing use of the property and integration with its surrounding community.

3.0 Purpose and scope of this assessment

3.1 Social Impact Assessment

The purpose of this Social Impact Assessment (SIA) is to assess the impacts of the development, both positive and negative. This report supports the Development Application for the mixed-use development of the Salvation Army-owned site at 22-24 Bond Street (23 Dalcassia Street), Hurstville. The assessment has been prepared by Ethos Urban on behalf of The Salvation Army to accompany the Statement of Environmental Effects.

Social Impact Assessment involves the analysis of social changes and impacts on communities that are likely to occur as a result of a particular development, planning scheme, or government policy decision.

3.2 Methodology and assessment framework

The SIA involves a number of steps, including the scoping of issues; identifying and assessing potential social impacts; determining the significance of these impacts, and identifying measures to manage or mitigate potential negative impacts and enhance potential benefits.

The methodology employed in preparing this SIA is designed to ensure that the social environment of communities potentially impacted by a project are properly accounted for and recorded, and anticipated impacts are adequately considered and assessed.

Social Impact Assessment methodology

The assessment of social impacts has been based on the NSW DPIE *Social Impact Assessment Guideline for state significant mining, petroleum production and extractive industry development*, September 2017. It also draws on guidelines published by the International Association for Impact Assessment (IAIA), *International principles for social impact assessment* (Vanclay 2003), which defines Social Impact Assessment as:

'The process of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment.' (2003, p.5)

The DPIE Guideline classifies social impacts in the following way, which forms the basis for this assessment:

- **Way of life**, including:
 - how people live, for example, how they get around, access to adequate housing
 - how people work, for example, access to adequate employment, working conditions and/or practices
 - how people play, for example, access to recreation activities
 - how people interact with one another on a daily basis
- **Community**, including its composition, cohesion, character, how it functions and sense of place
- **Access to and use of infrastructure, services and facilities**, whether provided by local, state, or federal governments, or by for-profit or not-for-profit organisations or volunteer groups
- **Culture**, including shared beliefs, customs, values and stories, and connections to land, places, and buildings (including Aboriginal culture and connection to country)
- **Health and wellbeing**, including physical and mental health
- **Surroundings**, including access to and use of ecosystem services, public safety and security, access to and use of the natural and built environment, and its aesthetic value and/or amenity
- **Personal and property rights**, including whether their economic livelihoods are affected, and whether they experience personal disadvantage or have their civil liberties affected
- **Decision-making systems**, particularly the extent to which they can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms
- **Fears and aspirations** related to one or a combination of the above, or about the future of their community

As outlined in the IAIA Social Impact Assessment Guideline (2015), the assessment recognises that social impacts vary in their nature and can be: positive or negative; tangible or intangible (perception based); direct (caused by planned development itself), indirect (occurring as a result of a direct impact) interdependent (affecting each other) and/or cumulative (as a result of the incremental and combined impacts of one or more projects, including the current and foreseeable future projects); experienced differently by different individuals or groups within a community, and experienced differently at the local, regional, state or national level.

Stages in the preparation of the social assessment are as follows:

- Baseline analysis of the existing socio-economic environment, involving:
 - Study area definition, including primary and secondary geographic areas likely to be impacted
 - Review of relevant background studies and technical reports, including applicable local and state government policies and Salvation Army strategy documents which highlight drivers for the development
 - Demographic analysis, including current and forecast communities in the locality
 - Social infrastructure analysis – review of existing and planned infrastructure accessible to the site.
- Stakeholder and community engagement: Findings of stakeholder and community engagement undertaken by Georges River Council through the development of the Community Strategic Plan have been reviewed to identify community aspirations and values. Further community engagement will be undertaken through the public exhibition of the Development Application.
- Scoping of issues: Analysis of potential impacts of the development, with each of the directly affected communities and other stakeholders identified in relation to the way they may be affected. Both positive and negative potential issues are identified.
- Identification of impacts as per DPIE Guideline assessment factors, and preparation of recommended responses to mitigate negative impacts and enhance potential benefits of the development.

3.3 Information sources and assumptions

Information sources used to prepare this SIA include:

- ABS Census of Population and Housing 2016
- Other ABS publications as referenced
- Australian Institute of Health and Welfare, 2019, *Specialist Homelessness Services Annual Report 2018-19*
- Georges River Council, 2020, Georges River Local Strategic Planning Statement
- Georges River Council, 2018, Georges River Community Strategic Plan 2018-2028
- Greater Sydney Commission, 2018, *A Plan for Growing Sydney*
- Greater Sydney Commission, 2018, *South District Plan*
- NSW Government, 2020, *Reducing Street Homelessness in NSW – fact paper*
- NSW Government, 2020, *A Housing Strategy for NSW, Discussion Paper*
- NSW Government, 2020, *Together Home*
- The Salvation Army, *Mission and Vision*, accessed at <https://www.salvationarmy.org.au/about-us/mission-and-vision/>

Assumptions applied to complete this SIA include:

- Socio-economic data for each study area accurately reflects the community demographic profile
- The key findings of the background studies and technical reports are accurate
- Outcomes of the community consultation and engagement undertaken by Council to inform the Community Strategic Plan are representative of broad community views
- All potential social impacts to the local community and special interest groups are identified.

4.0 Development context

4.1 Site and location

The site is located at 22-24 Bond Street (23 Dalcassia Street), Hurstville, within the Georges River Council Local Government Area.

The site sits at the northern part of the Hurstville town centre approximately 400m from Hurstville train station. The site is located to the north of the Hurstville Library and Hurstville Private Hospital (both 7-8 storeys) at the transition between the urban core to the residential precinct to the north, which is characterised by 3-4 storey residential flat buildings.

The site's locational context is shown at **Figure 1**.



Figure 1 Location plan

Source: IDG

4.2 Site description

The site is legally described as Lot 1 in DP 586989 and has an area of 1,679m². The land is owned by The Salvation Army. It is irregular in shape, with a primary frontage to Bond Street of approximately 27m and secondary frontages to Dora Street of 80m and Dalcassia Street of 15m.

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

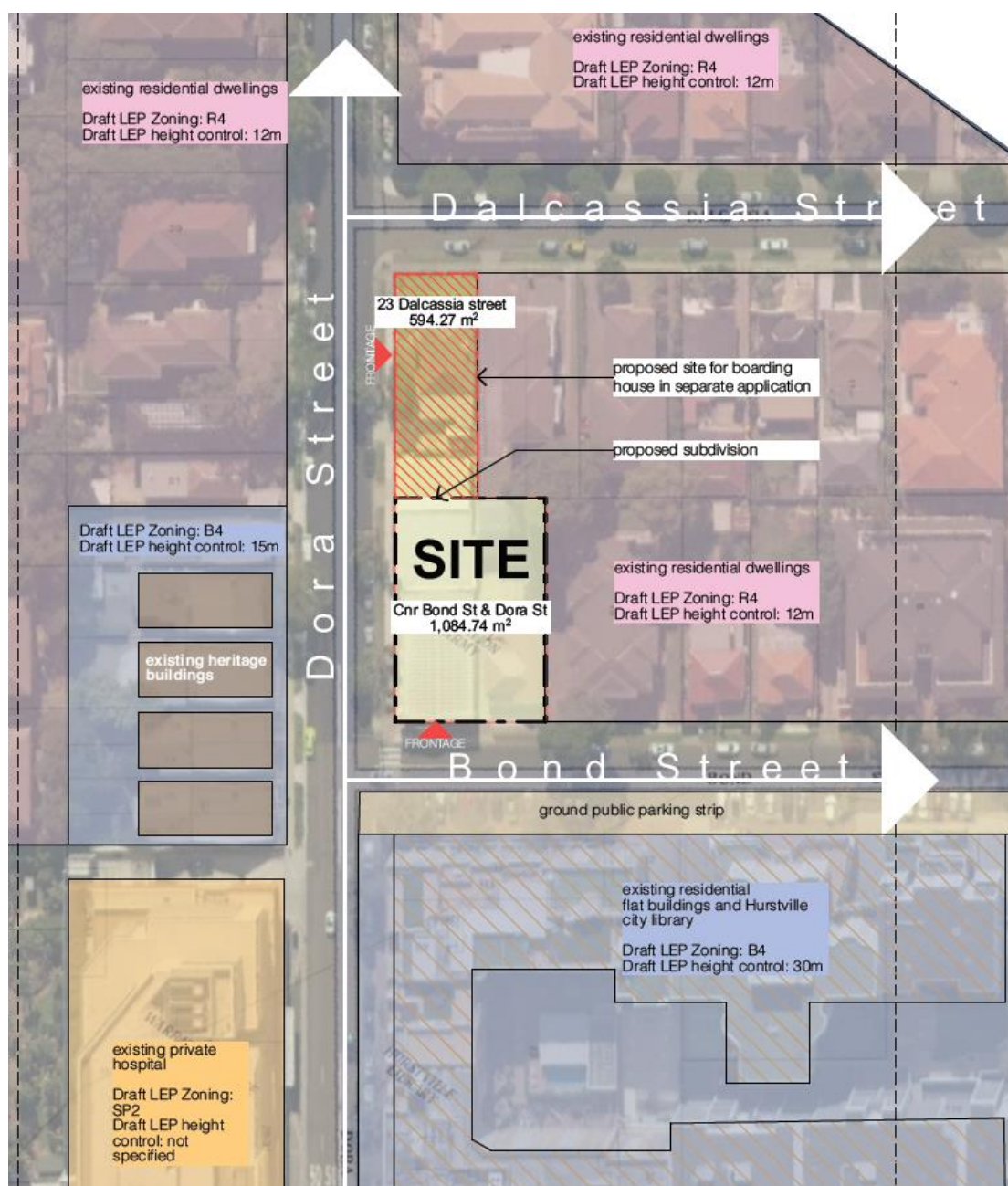


Figure 2 Aerial photo of site and surrounds

Source: Ethos Urban

4.3 Existing development on the site

The existing development on the site comprises:

- 24 Bond Street: The Corps building which supports the Salvos community operations including a place of public worship with 250 capacity hall and associated meeting spaces (see **Figure 3**).
- 22 Bond Street: A vacant house with a demountable building at the rear which is used as part of the place of public worship (see **Figures 4 and 5**).
- 23 Dalcassia Street: A house which is used as administration offices for the Corps and a Money Care, a financial advisory community service (see **Figure 6**).

All the buildings on the site are in relatively poor condition. The site is not heritage listed or within a heritage conservation area.

There is no existing vegetation, with the exception of the landscape setback of the former house fronting Dalcassia Street, which comprises lawn and two small shrubs.

There are various vehicle entries to the site with two on Dora Street, and another on Bond street with informal parking for approximately six (6) cars.



Figure 3 The Main Hall at 24 Bond Street



Figure 4 Vacant House at 22 Bond Street



Figure 5 Demountable building at the rear of 22 Bond Street



Figure 6 The Admin and Money Care Building from Dora Street

4.4 Surrounding development

The following development surrounds the site:

- To the north of the site is Dalcassia Street and the residential flat building at 20-24 Dalcassia Street. Further to the north is Hurstville Oval.
- To the east is a three-storey residential flat building with associated landscaping and parking known as 18 Bond Street (see **Figure 8**). The building comprises 8 apartment and has its vehicle access hard against the length of the adjoining boundary with the pedestrian access on the opposite boundary of the adjoining site.
- To the south is the 7 to 8 storey mixed use development known as 12-22 Dora Street which includes Hurstville Library and 124 residential apartments (see **Figure 7**). To the south west is the Hurstville Private Hospital.
- To the west is a row of 4 heritage listed (Ref: I110) semi - detached Victorian Terraces at 33-47 Dora Street which are used for commercial purposes (see **Figures 10-11**). These items are of Local heritage significance and are addressed further as part of the Heritage Impact Statement, prepared by Weir Phillips at **Appendix X**. Further north and to the west is a mixture of houses and 3-4 storey residential flat buildings.

Development to the south is shown at **Figure 7** below.



Figure 7 Development to the south on Dora Street

Source: *Ethos Urban*

5.0 Strategic context

5.1 Strategic drivers for the development

This section sets out strategic drivers for the development, including The Salvation Army's operational mission and vision as a key provider of community services in Australia; the growing need for social services, facilities and safe and secure housing for people experiencing disadvantage and who are homeless or at risk, and broader strategic policy drivers set out in a range of local and state government policies and plans.

5.1.1 The Salvation Army's vision, mission and services

The Salvation Army (TSA) plays a critical role in our society, providing a range of services, facilities and places of worship for communities, including people who are experiencing disadvantage.

TSA's transformative vision for society states:

Wherever there is hardship or injustice, Salvos will live, love and fight, alongside others, to transform Australia one life at a time with the love of Jesus.

TSA's mission, driven by Christian values, is as follows:

- Caring for people
- Creating faith pathways
- Building healthy communities
- Working for justice.

This work is driven by the values of integrity; compassion; respect; diversity, and collaboration.

The work of TSA within communities is wide ranging, and includes the services set out in **Table 1** below.

Table 1 The Salvation Army's key social services and drivers

Service	Drivers – as described by TSA
Aboriginal and Torres Strait Islander programs	<i>TSA's work with Aboriginal and Torres Strait Islander communities is across four focus areas – cultural competency and capacity building, youth and children, community engagement, and leadership.</i>
Homelessness Services	<p><i>We believe that having safe, secure and affordable housing is a human right. Our services are here to listen and assist people so that no one is left in need.</i></p> <p><i>The Salvation Army is the largest provider of homelessness services across the country. We support adults and families, and children with accommodation, case management, outreach support, financial assistance, connection and referral to other specialist services. Our philosophy is that every person deserves dignity, respect and quality of service and that no one should be without a safe, affordable and secure home.</i></p> <p><i>Homelessness can affect anyone - it doesn't discriminate. People find themselves in unstable home situations that can range from uncomfortable to distressing and dangerous. Services, such as ours, try to help people experiencing homelessness find a permanent and safe place to live, a positive community connection, and services to help the underlying reasons for the person's homelessness.</i></p>
Alcohol and other drug services	<p><i>Our alcohol and drug services are committed to bringing hope, freedom and wholeness to all people adversely affected by alcohol, other drugs and gambling.</i></p> <p><i>We provide safe, high quality and evidence-based support that enables people to pursue holistic transformation, to improve outcomes for themselves, their families and communities, including detox/withdrawal management; residential rehabilitation programs; non-residential programs, and primary health and harm reduction services.</i></p>

Service	Drivers – as described by TSA
Aged Care Services	<p><i>The Salvation Army has been providing aged care in Australia since 1899. We care for the well-being of each person and their family, and work to ensure we meet their specific needs.</i></p> <p><i>The aged care we provide ensures people are healthy, comfortable and, above all, loved. We respect each individual and the rich lives that they lead, so our care is centred around their needs and preferences, not ours.</i></p> <p><i>Our purpose is to promote a unique experience of choice, lifestyle and belonging for all people as they age.</i></p>
Chaplaincy	<p><i>The Salvation Army's network of Christian chaplains work to support people around Australia who need a helping hand.</i></p> <p><i>Our chaplains meet people at their point of need to provide support. It can be anything from a chat about how things are going, to helping people through the death of a loved one.</i></p> <p><i>They are committed to helping in any way they can, offering the highest level of professional confidentiality, no matter what your beliefs are. But if you are interested, they are happy to answer questions about God, faith, and spirituality.</i></p>
Disaster recovery and emergency services	<p><i>We believe that no one should have to 'go it' alone. When a disaster strikes, we're ready to meet people at their point of need.</i></p> <p><i>Our emergency support workers will provide immediate assistance with cash and goods - no long forms to fill out or waiting periods</i></p>
Doorways and emergency relief	<p><i>Each year, across Australia, thousands of individuals and families come to The Salvation Army for help meeting day to day expenses or paying unexpected bills. We help people in crisis meet their immediate needs, because we believe no one should have to go without the essentials.</i></p> <p><i>But we want to offer more than just a handout. We believe that people possess a range of strengths and skills to overcome life's challenges. Our aim is to journey with individuals to find long-term solutions to their struggles. The goal is to end the cycle of poverty.</i></p> <p><i>In Australia, The Salvation Army financial relief services are run according to the Doorways philosophy. Doorways provides emergency relief and holistic case management with referral to internal and external support services.</i></p> <p><i>Doorways aims to support people as they seek to make changes in their lives. We believe everyone has the capacity to change and Doorways caseworkers walk alongside people as they develop plans to achieve their goals.</i></p>
Employment Plus	<p><i>The Salvation Army's Employment Plus was established in 1998 to help people find work to support their wellbeing.</i></p> <p><i>We're one of the largest employment services providers in Australia. It's never just a job for us – we go the extra mile. With over 90 locations across Australia and over 38,000 job seekers, we're the recruitment experts!</i></p>
Moneycare	<p><i>Our qualified team understands that everyone's finances are different. They can offer you step-by-step advice on how to put your money problems behind you.</i></p> <p><i>You can get help with: financial coaching; financial counselling, and no-interest loans.</i></p>
Youth support networks and programs	<p><i>Our youth networks and programs provide disconnected and disadvantaged young people, who may be experiencing homelessness, pathways towards independence through: education and training; accommodation and material aid; counselling and wellbeing programs, and safe places and support to build a future</i></p> <p><i>Our qualified and experienced staff work in a collaborative partnership with young people to create tailored programs* that meet their needs.</i></p>
Salvos Legal Salvos Legal Humanitarian	<p><i>Salvos Legal Humanitarian provides free legal services to hundreds of clients every week across New South Wales and Queensland.</i></p>

Service	Drivers – as described by TSA
	<p><i>We have helped in more than 23,000 cases since we began, but our aim is not only to exist as a law firm. We recognise that our clients often have other pressing non-legal needs and are managing other complicated issues in their lives. Our holistic approach connects clients with The Salvation Army's full range of social welfare services to help address the underlying causes of injustice.</i></p> <p><i>We can provide free legal advice or full representation on the following: police matters; family and children's law; migration and refugee law; human rights and public interest law; credit and debt; housing law, and social security law.</i></p>

5.1.2 The growing need for social services, facilities and housing for people who are disadvantaged

There is a strong and growing need for social services for communities experiencing disadvantage in Australia today. This is exacerbated by the COVID-19 driven recession the country is now in, which is disproportionately affecting those already in insecure work and housing. Mental health impacts are also evidenced to be severe, with climbing demand for mental health and other support services, including access to financial counselling and to foodbanks, for people who cannot afford the cost of living. In addition, rates of domestic and family violence have risen significantly, leading to greater demand for services.

Even before COVID-19, poverty and disadvantage is increasing in Australia, with impacts particularly acute in cities such as Sydney where the cost of housing is highest comparative to incomes, and the supply of social housing is inadequate to meet the needs of those who cannot afford market housing to buy or rent. This is driving rates of homelessness, including rough sleeping, and non-government service providers like TSA are increasingly needing to meet the growing gap between the need for social housing and current supply by government.

On Census night in 2016, more than 116,400 homeless men, women and children were counted across Australia – and this is widely recognised to be a likely undercount. Of these, 21,235 people were living in supported accommodation and 8,200 were living in improvised dwellings. Many more were living with friends or in severely overcrowded dwellings in the private rental market.¹

These numbers are expected to have grown significantly in the intervening four years, leading to severe and long-lasting impacts on individuals and communities, including loss of self-esteem, breakdowns in social ties within families and communities, and reduced participation in education or employment. Access to safe and secure housing, for the long term, is foundational to a strong, cohesive society characterised by high levels of wellbeing.

5.2 Key government policy themes and drivers

The following section identifies the key social drivers for the proposed development, based on a review of the key state and local policies and strategies applicable to the site. A summary of the key themes of this review is provided in **Table 1** over page. The following documents have been reviewed:

- *A Plan for Growing Sydney* (Greater Sydney Commission, 2018)
- *South District Plan* (Greater Sydney Commission, 2018)
- *A Housing Strategy for NSW, Discussion Paper* (NSW Government, 2020)
- *Together Home* (NSW Government, 2020)
- *Specialist Homelessness Services Annual Report 2018-19* (Australian Institute of Health and Welfare, 2019)
- *Georges River Local Strategic Planning Statement* (Georges River Council, 2020)
- *Georges River Community Strategic Plan 2018-2028* (Georges River Council, 2020)

¹ ABS Census 2016, as quoted in NSW Government, *Reducing Street Homelessness in NSW*, June 2020

This section includes reference to community perspectives (expressed needs and aspirations) that have informed policy development, particularly the perspectives of the communities of the Georges River LGA, which have informed the Community Strategic Plan for the LGA.

Table 2 Strategic policy review themes

Policy theme	Key implications for social impact assessment	Relevant documents
Housing for people who are experiencing disadvantage	<ul style="list-style-type: none"> The supply of social and affordable housing meets an important human need for safe and secure housing, and caters to households experiencing the highest housing stress and social disadvantage who cannot afford to access market housing. Housing stress is greater in the Georges River LGA, than the Greater Sydney average, with 13.3% of households experiencing mortgage stress and 29.6% rental stress. Housing is a key factor in the health and life expectancy gap between Aboriginal and non-Aboriginal Australians, and a key mechanism for continued intergenerational disadvantage and homelessness. People with a disability can experience higher levels of disadvantage. For instance, home ownership rates are lower for people with a disability under the age of 64, people with a disability are more likely to live in social housing and homes are often not designed to be accessible and not easily adaptable to suit specific needs. The delivery of new housing provided by the Salvation Army will contribute to housing supply that addresses the needs of people experiencing disadvantage, addressing spatial variations in socio-economic disadvantage across the Georges River LGA, the Sydney South District, and metropolitan Sydney more broadly. 	<ul style="list-style-type: none"> <i>A Plan for Growing Sydney (Greater Sydney Commission, 2018)</i> <i>South District Plan (Greater Sydney Commission, 2018)</i> <i>A Housing Strategy for NSW, Discussion Paper (NSW Government, 2020)</i> <i>Specialist Homelessness Services Annual Report 2018-19 (Australian Institute of Health and Welfare, 2019)</i>
Affordable and diverse housing options and choice	<ul style="list-style-type: none"> Research reported by the Greater Sydney Commission indicates that housing affordability is such a significant issue in Greater Sydney, residents are considering leaving the city in the next five years. It is important that housing diversity and affordability is well planned for. There is a need to understand how much the Georges River community can afford to pay, where and how they want/need to live. Diverse housing for diverse needs is recognised as meeting a fundamental human need; this includes responding to different housing needs in terms of size or configuration and accessibility. Social connections help foster healthy, culturally rich and networked communities and place-based planning enhances social connections. An important element of fostering social connections and networks is the provision of safe and secure long term housing solutions for people of all levels of income, and the delivery of housing diversity in terms of density, tenure and affordability, in any given locality. Planning for new housing provided by the Salvation Army in the Georges River LGA will contribute towards ensuring people are able to rent or own their own home for the long term in a local area with good access to facilities, jobs and transport. 	<ul style="list-style-type: none"> <i>A Plan for Growing Sydney (Greater Sydney Commission, 2018)</i> <i>South District Plan (Greater Sydney Commission, 2018)</i> <i>A Housing Strategy for NSW, Discussion Paper (NSW Government, 2020)</i> <i>A Housing Strategy for NSW, Discussion Paper (NSW Government, 2020)</i> <i>Together Home (NSW Government, 2020)</i> <i>Georges River Community Strategic Plan 2018-2028 (Georges River Council, 2020)</i> <i>Georges River Local Strategic Planning Statement (Georges River Council, 2020)</i>

Policy theme	Key implications for social impact assessment	Relevant documents
Providing social services for people experiencing disadvantage	<ul style="list-style-type: none"> A key direction of the Greater Sydney Commission is “providing services and social infrastructure to meet people’s changing needs” (Planning Priority S3). This required integrated planning and collaboration including consideration of the provision of services and the overall health and wellbeing outcomes for the community and intergenerational equity. George’s River Council has established a focus on working towards a harmonious and proud community with strong social services and infrastructure. Findings from consultation undertaken by Council indicates that people have a vision for the right mix of aged care services with 92% noting this is an important issue for Council. The community has identified they want Council to focus on youth facilities, health and education facilities, sporting facilities, gathering places, libraries, family or children’s services, as well as support for those at risk. Social services and facilities have the potential to provide a community focus for neighbourhoods, and investment in social services for people in the community experiencing disadvantage contributes to building strong, safe and inclusive communities over the long term, including through directly contributing to improving community health and wellbeing. 	<ul style="list-style-type: none"> <i>A Plan for Growing Sydney (Greater Sydney Commission, 2018)</i> <i>Specialist Homelessness Services Annual Report 2018-19 (Australian Institute of Health and Welfare, 2019)</i> <i>Georges River Community Strategic Plan 2018-2028 (Georges River Council, 2020)</i> <i>Georges River Local Strategic Planning Statement (Georges River Council, 2020)</i>
Community facilities and services	<ul style="list-style-type: none"> In recent planning, George’s River Council has identified a focus on diverse, vibrant community facilities and spaces that are connected, well maintained and accessible. Consultation undertaken by Council found the following challenges with community facilities: <ul style="list-style-type: none"> Providing library and community facilities in the right locations Approved or commenced development impacts existing infrastructure Older Council assets are near the end of their lifecycle Sporting facilities at capacity and limited land for new facilities Existing infrastructure will need to be upgraded to match demand Having the right cultural facilities in the right locations to meet diversity of needs. Providing hireable space to support cultural practices and events is important in the LGA in light of the culturally diverse local population and associated practices and gatherings. Most community space in the LGA is currently provided in Hurstville and Kogarah, which are locations highly accessible by public transport and the focus of existing clusters of infrastructure and services. There is an identified need to provide more opportunities for social meeting spaces through improved infrastructure across the LGA. 	<ul style="list-style-type: none"> <i>Georges River Community Strategic Plan 2018-2028 (Georges River Council, 2020)</i> <i>Georges River Local Strategic Planning Statement (Georges River Council, 2020)</i>

6.0 Local social context

The following section provides an overview of the localised social context of the development, including the current and forecast size and composition of the community, current networks of social infrastructure, and local social issues and trends of relevance to the proposed development.

6.1 Key findings

Key current community characteristics

- Hurstville is forecast to maintain steady and continual population growth, increasing from the 2019 ERP 32,251 to 40,701 in 2036, at an average annual rate of 1.4%.
- Population estimates show that Hurstville is expected to accommodate 30.4% of Georges River LGA forecast population growth.
- Current age profile data shows that Hurstville is characterised by a younger age profile, with a high share of residents aged 18-34.
- Household and personal income levels are lower in Hurstville when compared to the Greater Sydney medians.
- There is a small proportion of PSA residents that identify as being of Aboriginal and/or Torres Strait Islander descent.
- Flats, units and apartments are the primary housing typology in Hurstville, with a smaller share of separate houses and townhouses compared to Greater Sydney.
- Family households including couple families with or without children are the primary household type, with a smaller representation of lone person households.
- A large share of occupied private dwellings in Hurstville are rented.
- Hurstville residents are well educated, with a large share of residents holding post school qualifications and a significant proportion of existing residents currently attending education.
- The majority of Hurstville residents were born overseas. In particular there is a large Chinese population, and as such over 50% of residents speak a Chinese language at home.

6.2 Study area definition

For the purposes of this analysis, a study area has been defined using Statistical Area One (SA1) boundaries which best align with the Hurstville suburb boundary. The suburb of Hurstville is considered of the most relevance in assessing the local social context of the proposed development. In much of the analysis undertaken, the relevant characteristics of the study area are compared to the Greater Sydney benchmark.

This study area has been selected as most appropriate when considering:

- Localised impacts of construction, and
- Longer term operational impacts in relation to facilities and services on the site that will be accessed by local community members (i.e., the worship hall, community meeting rooms, café).

It is noted that the residential apartments provided on the site will cater to more geographically dispersed communities, including people experiencing disadvantage who have accessed the Salvation Army's inner city crisis accommodation and services, and other community members from across Sydney looking to live in Hurstville.

The demographic data referenced throughout this analysis has been sourced from the Australian Bureau of Statistics 2016 Census of Population and Housing. Population counts and forecasts in **Section 6.5** have been sourced from Forecast.Id.

6.3 Current community profile

This section provides an overview of the site and the existing social context surrounding the site. It analysis the existing social characteristics of the community within the identified study area, in order to better understand the potential characteristics and context of the existing community that may be impacted by the proposed development. A table comparing the existing demographic profile of the suburb of Hurstville to Greater Sydney is presented at **Appendix A**. A summary of the current community profile is set out below.

- **Population profile:** In 2016, there were an estimated 30,990 persons residing in Hurstville, accounting for 20.2% of the total Georges River population of 153,450 for the same year. Hurstville typically has a younger population profile with a median age of 32.0, as reflected by a quarter of the population (25.1%) being aged 25-34 years. By comparison, persons aged 25-34 years in Greater Sydney only represent 16.2% of the total population. Other aged groups in Hurstville with significant representation include 35-49 years (18.0%), and 18-24 years (14.0%). Persons aged 70 and over account for 7.5% of the total Hurstville population respectively.
- **Aboriginal and Torres Strait Islander residents:** Less than one percent of residents in Hurstville identified as being of Aboriginal and/or Torres Strait Islander descent. By comparison, 1.4% of the Greater Sydney population identify as being of Aboriginal and/or Torres Strait Islander descent.
- **Household income:** Hurstville residents earn a median annual household income of \$73,150, some 20.7% lower than the Greater Sydney median of \$92,200.
- **Employment:** In 2016, there were an estimated 13,601 employed Hurstville residents. Of these employed persons, 13.1% were employed in accommodation and food services, which represented the largest industry of employment within the suburb. Other significant industry groups that residents are employed in include retail trade (11.6%), and health care and social assistance (11.2%). In 2016, some 9.8% of Hurstville residents identified as being unemployed and/or looking for work, slightly higher than the Greater Sydney benchmark for unemployed persons in 2016 of 6.0%. It is likely that the provision of unemployed persons has increased, given that accommodation and food services and retail trade (which each employ a large share of residents) are the hardest hit industries in terms of job losses resulting from COVID-19.
- **Household composition:** Family households are the prominent household type in Hurstville (60.0%), and relative to the Greater Sydney benchmark. Of family households, there is a significant share of couples with children (35.0%), while 25.0% have no children. Lone person households account for 15.7% of all households within Hurstville respectively. There is also a small share of group households (9.7%), which is comparatively higher than Greater Sydney (4.6%).
- **Tenure:** A large share of Hurstville residents rent their home (46.0%). By comparison, 35.1% of all dwellings in Sydney are rented. Only 25.8% of dwellings in Hurstville are owned outright, while 27.6% are owned with a mortgage. The high share of rented dwellings in Hurstville demonstrates that housing affordability is an issue for local residents within the suburb, which could be attributed to a range of factors including low individual and household incomes, a young age profile, and housing costs.
- **Household types:** Flats, unit and apartments are the primary housing typology in Hurstville, accounting for 58.7% of all dwelling types. This is likely attributed to the ongoing urban consolidation around Hurstville station as an activity and transit-oriented centre. Notwithstanding, 32.7% of houses within Hurstville are separate houses, while semi-detached, terrace and townhouses are a less common at 8.5%.
- **Educational attainment:** At present, 28.9% of Hurstville residents are currently attending education. Of those attending formal education, 43.5% are studying at a university or other tertiary institution while 36.9% are attending primary or secondary school. Of Hurstville residents who have completed their studies, 79.0% have completed year 12 or equivalent, 42.8% have completed a Bachelor degree, while 22.8% have post graduate certifications. By comparison, 67.5% of Greater Sydney residents have completed year 12, and 13.9% have a post graduate certification, demonstrating that Hurstville residents are well educated.
- **Cultural and linguistic diversity:** Hurstville residents are culturally and linguistically diverse, most notably illustrated by the large share of Chinese residents (39.2%) residing within the suburb. There is also a strong number of residents that were born in Nepal (7.4%), and Hong Kong (4.2%). Hurstville residents born within Australia account for 29.4% of the population respectively.

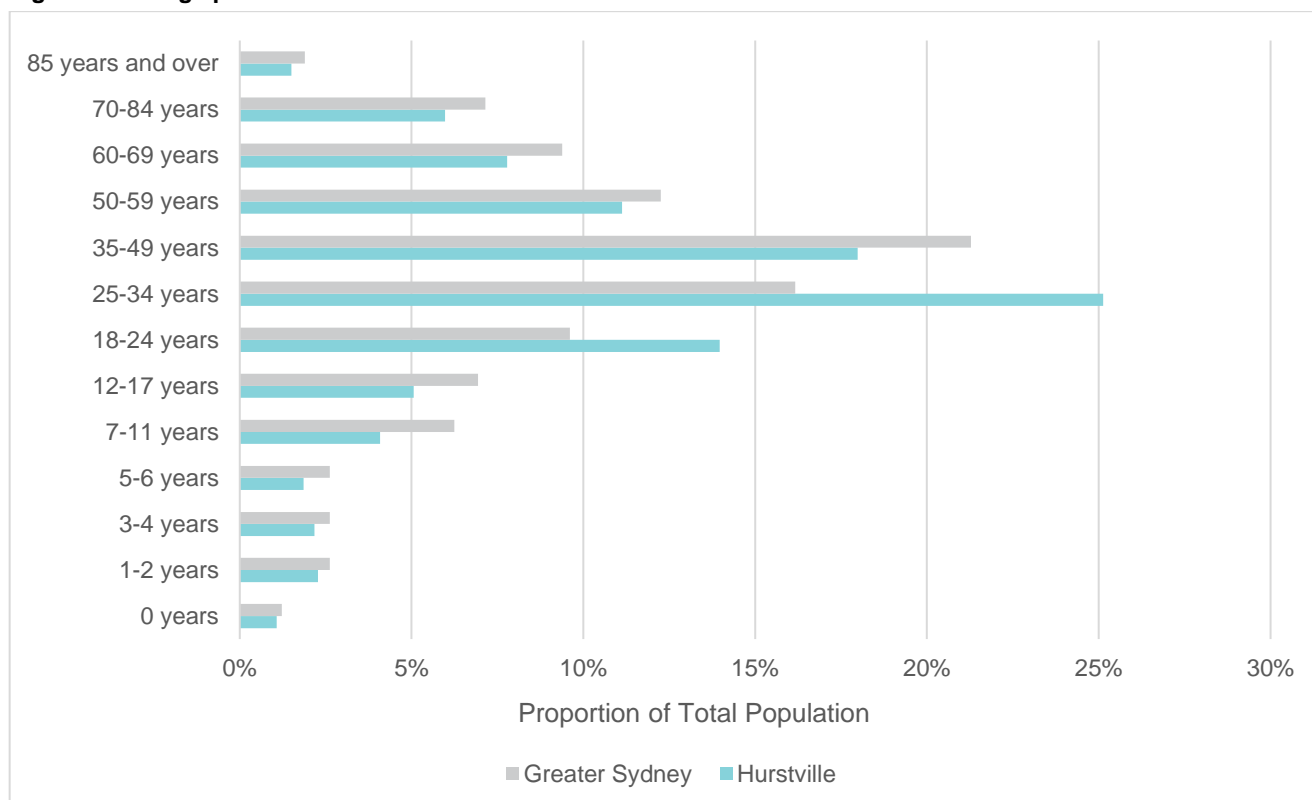
Given the high share of residents born overseas, there is strong linguistic diversity within Hurstville, with over half (52.5%) of residents speaking Chinese languages at home including Mandarin (33.8%) and Cantonese (18.7%). Indo-Aryan and Arabic languages were also commonly spoken across 7.8% and 3.0% of the population respectively. **Table 1** shows the top five countries of birth and languages spoken at home within Hurstville and Greater Sydney.

Table 3 Top five countries of birth and languages spoken at home

Top 5 Countries of Birth	Hurstville	Greater Sydney
1	China (39.2%)	Australia (61.9%)
2	Australia (29.4%)	China (5.0%)
3	Nepal (7.4%)	England (3.4%)
4	Hong Kong (4.2%)	India (2.9%)
5	Indonesia (1.9%)	New Zealand (1.9%)
Top 5 Languages Spoken at Home	Hurstville	Greater Sydney
1	Mandarin (33.8%)	English (62.5%)
2	English (18.8%)	Mandarin (5.1%)
3	Cantonese (18.7%)	Arabic (4.3%)
4	Indo Aryan - other (7.8%)	Cantonese (3.1%)
5	Arabic (3.0%)	Vietnamese (2.2%)

Source: ABS Census of Population and Housing 2016

Figure 8 Age profile 2016



Source: ABS Census of Population and Housing

6.4 Socio-economic advantage and disadvantage

The Australian Bureau of Statistics Socio-Economic Indexes for Areas (SEIFA) provide an indication of the socio-economic conditions of people living in an area, relative to other areas. The Index of Socio Economic Advantage and Disadvantage is a general socio-economic index created through a summary of information about the economic and social conditions of people and households within an area. Generally, a higher score indicates a relative lack of disadvantage and a greater advantage in general. A higher score can be a result of many households with high incomes or many people in skilled occupations as well as few households living in the area with low incomes, or few people working in unskilled occupations.

The socio and economic levels of advantage and disadvantage within Georges River and surrounding areas is shown in **Figure 9**. This indicates that Georges River residents typically experience greater socio-economic advantage, particularly within the context of southern Sydney. In particular, Georges River compares favourably to other regions in Greater Sydney that have significant disadvantage including Fairfield and Liverpool.

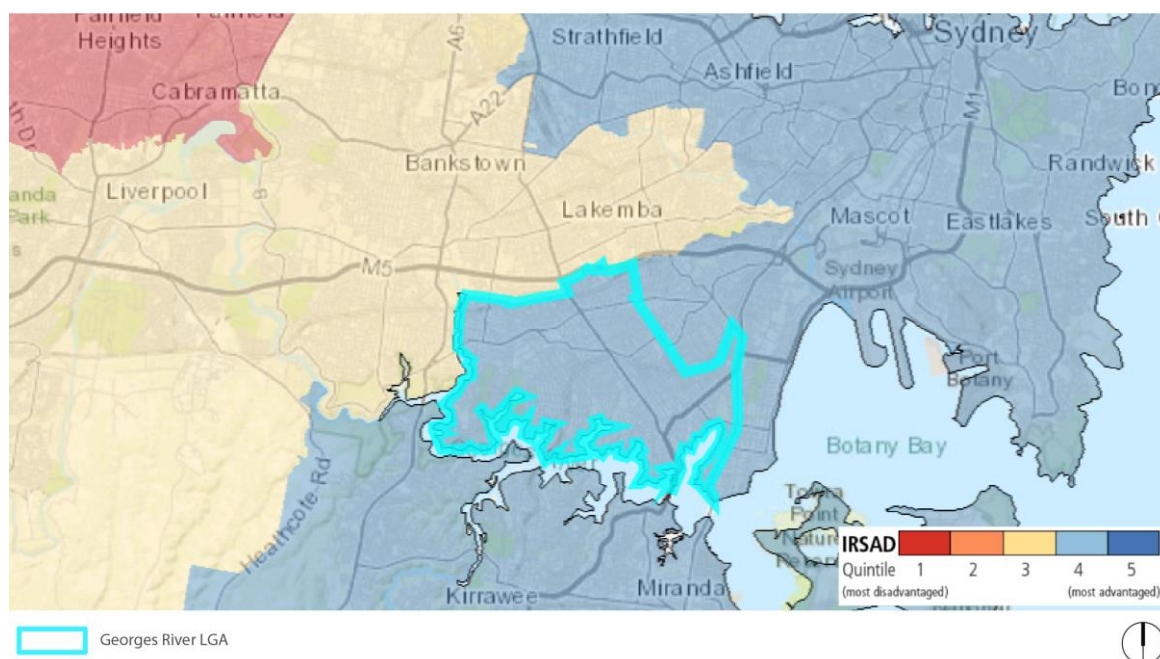


Figure 9 SEIFA index of relative advantage and disadvantage – Georges River LGA

Source: ABS Census of Population and Housing 2016

6.5 Forecast community profile

Population estimates source from Forecast.id show that the Hurstville population is forecast to grow by +9,700 residents between 2016 and 2036. The 2019-21 period represents the fastest years of growth, growing at an average annual rate of +2.9% or +962 residents each year. The remaining projected period between 2021-2036 is forecast to grow at a steady but consistent rate each year.

More broadly, Georges River LGA is forecast to accommodate an additional +31,900 residents by 2036. As such, Hurstville is expected to support 30.4% of the total LGA population growth.

Table 4 over page shows the forecast population growth for Hurstville and the total Georges River LGA. This is a strong indicator of demand for new housing.

Table 4 Population estimates, Hurstville (suburb) and Georges River LGA 2016 – 2036

	2016	2019	2021	2026	2031	2036
Hurstville	30,990	32,250	34,180	36,720	38,750	40,700
Georges River LGA	153,450	158,800	162,790	170,520	177,930	185,350

	Average annual change (#)				
	2016-19	2019-21	2021-26	2026-31	2031-36
Hurstville	419	962	510	404	391
Georges River LGA	1785	1995	1546	1482	1482

	Average annual growth (%)				
	2016-19	2019-21	2021-26	2026-31	2031-36
Hurstville	1.3%	2.9%	1.4%	1.1%	1.0%
Georges River LGA	1.1%	1.2%	0.9%	0.9%	0.8%

Source: Forecast.Id

6.6 Local social infrastructure context

A review of local social infrastructure accessible to this site has been undertaken to inform this SIA. This helps to contextualise the proposed provision of infrastructure and services on the site within this broader local network. The map over page shows local social infrastructure within a local catchment of 800m from the site, a distance equivalent to a 10 to 15 minute walk (refer to **Figure 10** over page). This includes schools, hospitals, health facilities, community facilities, childcare centres, places of worship and open space.

This shows that the site is located within a dense local network of facilities and services that will be accessible to future residents on the site, including a library directly across the road, and large oval within a short walking distance. These are positive advantages for future residents on the site, particularly residents who are or have been experiencing disadvantage for whom ready access to public facilities and services within walking distance will contribute significantly to quality of life. This includes access to Hurstville Train Station, which provides regular services to and from the City and Sutherland Shire – opening up affordable (car-free) access to a broader range of facilities, services and employment and recreation opportunities.

6.7 Local social trends and issues

The suburb of Hurstville and the Georges River LGA more broadly are currently undergoing significant population and housing growth. In 2016, the area's population was more than 150,000 people living in just over 50,000 dwellings – and this population is expected to grow to just over 185,000 by 2036.

Higher density housing is being accommodated in strategic centres such as Hurstville, to accommodate growth in well-connected locations that provide good access to a range of facilities and services, as well as reliable public transport connections to the broader Sydney metropolitan area. In this context, Hurstville is recognised as a major transport interchange and retail destination, and Kogarah is an education precinct and home to St George public and private Hospitals. These are prime locations to accommodate growth, and along with that comes increasing demand for community facilities and services.

Council's Community Strategic Plan 2018-2028 clearly describes the challenges as well as opportunities of growth, along with the social diversity that characterises the area (42% of residents are born overseas, according to the ABS Census 2016). The Plan ultimately sets out the community's vision and aspirations for the future:

*In 2028, the Georges River area is known as a clean, green and welcoming place with beautiful and accessible bushland and waterways. It offers a diversity of active, connected places and heritage areas that we plan for in collaboration with our community. People attend many events and activities and can access a choice of housing and a mix of jobs and economic opportunities near where they live. **In short, our vision is: A progressive, environmentally and culturally rich community enjoying a unique lifestyle.***

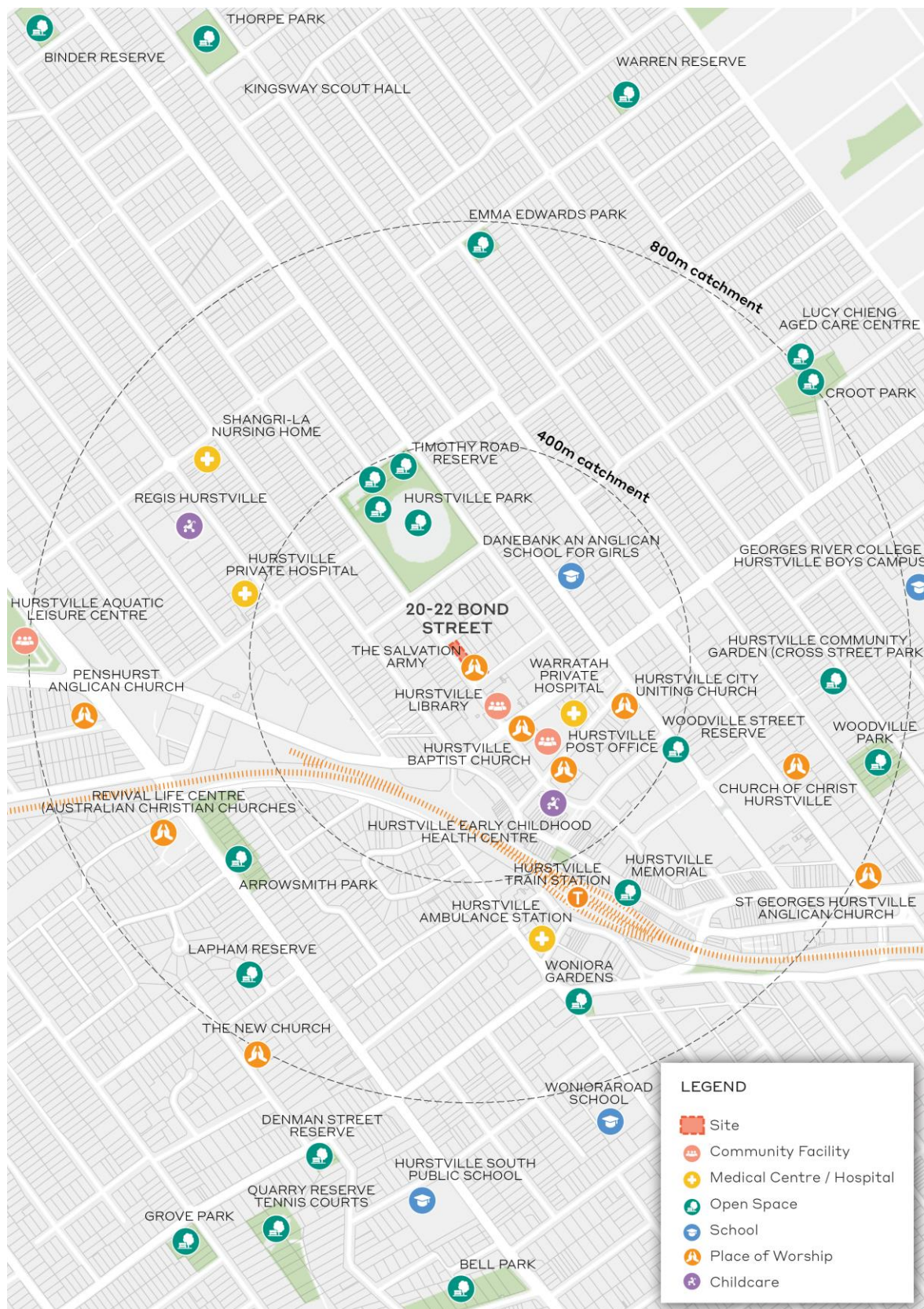


Figure 10 Local social infrastructure context

Source: Ethos Urban

7.0 Social Impact Assessment

7.1 Introduction

The following section describes the potential social impacts of the development – positive and negative – both during construction and once operational.

It is noted that the social impacts of the development will be experienced differently by different parts of the community. Key affected communities include:

- Future residents, workers and visitors to the proposed development
- Local residents and workers in close proximity to the site, who may be affected by construction
- Local residents of the suburb of Hurstville and the Georges River LGA more broadly, who may access facilities and services on the site
- People who are experiencing disadvantage currently living in Sydney, who may be provided with permanent housing on the site, through The Salvation Army.

It is also noted that this Social Impact Assessment has been developed primarily via a desktop review, also drawing on the outcomes of prior community consultation undertaken to date.

7.2 Assessment factors – impacts and responses

The following provides an assessment of the key potential social impacts and positive benefits of the proposal, with reference to factors set out in NSW DPIE Guideline (refer to **Section 3.2**). Recommended responses have been provided – including enhancement or mitigation measures that may be taken.

7.2.1 Way of life

Potential impacts

During construction

- Noise and amenity impacts for surrounding residents, hospital and library
- Way of life impacts of temporary loss of the current place of worship and other services provided on the property

During operation

- Positive way of life impacts in terms of increased access to safe, secure and high quality contemporary housing for people experiencing disadvantage and their families
- A proportion of housing that is accessible for people experiencing disability (two accessible units: 1 x three-bed and 1 x studio)
- Improved working environment for Salvation Army service providers/ employees located on site in a contemporary, high quality development
- Increased and improved facilities to provide social services, including financial assistance, mental and social support services
- The creation of an enhanced environment for a local place of worship and associated flexible facilities, providing improved opportunities for community connectivity through programming and service spaces
- Social inclusion – ground floors will be open to all – TSA has an operating philosophy of being welcoming to all people (through its strategies and approach), which will be enacted through this facility
- New residents on the site will have access to a range of social infrastructure in the locality, including library across the road, schools, hospitals and nearby oval
- New residents on the site will have access to local employment opportunities, including retail employment
- Residents will have easy access to the local Hurstville Train Station, which is within walking distance of the site, providing access to a wider range of employment opportunities, facilities and services, and an easy and

Potential impacts

affordable way to get around without the need for a car, along with increased opportunities to access TSA services and facilities

During construction cont'd

- The creation of additional local employment (eg ancillary services, maintenance, etc)
- Potential increased pressures on parking and other infrastructure in the locality, associated with the increased population density on site

Responses / mitigation measures

During construction

- Construction management in accordance with Regulation and Construction Management Plan
- Construction hours to take into account sensitive nearby uses – hospital and library – as well as residential development
- Effective and accessible communication channels for community to voice complaints, ask questions and keep abreast of the process
- Relocation/ service provision plans for current workforce and activities provided on-site
- Consider the potential to promote local contracts for construction, to deliver local employment opportunities.

During operation

- Appropriate traffic and parking management (covered off in traffic and parking management plans)
- Support and services available for people experiencing disadvantage during resettlement to new residences, including assisting them to get to know the neighbourhood
- Implementation of an operational plan of management that will address:
 - Management of vulnerable residents settling in
 - Regular review and quality audit of services to maintain quality of care
 - Programming of communal spaces within the development
 - Safety and security of residents
 - Maximising opportunities for residents to be independent
 - Complaints and comments handling procedures
- Consider opportunities to make the local community aware of changes to and benefits of new services available to them, on the site
- Design elements of the redevelopment should also have regard to:
 - Accessibility – including visual access and wayfinding, and child friendly spaces for families accessing services
 - Feeling welcoming and open to the local community, culturally safe and inclusive
- Consider opportunities for local businesses to provide services to the site, e.g., cleaning, furnishings, repairs and maintenance, therefore supporting local social and economic development

7.2.2 Community, including its composition, cohesion, how it functions and sense of place

Potential impacts

During construction

- Temporary impacts to local sense of place due to the presence of the construction site over a number of months
- Potential disruption to local community cohesion and social networks resulting from the temporary loss of their place of worship and associated activities and programs during the redevelopment phase, impacting their sense of place and connections
- Potential disruption to the existing workforce and their role in helping to build and support community cohesion and connection

During operation

- The continuing operation of The Salvation Army from the site is a significant benefit in terms of community character and continuity of use, as many people may have attended the site for worship or community gatherings for many years. The development will support the ongoing viability of enhanced service delivery on the site
- Community inclusion and diversity will likely be increased through the new population of residents moving in
- Increased opportunities to improve community cohesion within the multi-purpose facility, for example through programming opportunities and spaces that connect community members

Responses / mitigation measures

During construction

- Effective and accessible communication channels to keep the community informed of the process
- Relocation/ service provision plans for current workforce and opportunities for them to maintain local networks
- Provisions made to ensure community members and those accessing activities are made aware of alternative venue/s for worship and community connection

During operation

- Initiatives to assist new residents to settle in and understand the community they're moving into would be beneficial, with a view to supporting community cohesion in the locality
- Initiatives to welcome back those who previously accessed programs and services, including the local faith-based congregation
- Design concept to ensure:
 - the new development appears welcoming and open to the local community and is seen as an integral part of the streetscape
 - communal spaces, such as the church hall, support multiple uses, to allow a range of diverse and inclusive community activities

7.2.3 Access to and use of infrastructure, services and facilities

Potential impacts

During construction

- Negative social impacts associated with the temporary loss of a place of worship, activities and programs, and the provision of community support services during the redevelopment phase
- Potential short-term impacts on occasion to accessing the local library and hospital sites due to construction work, and potential noise quality impacts to the use of the library

During operation

- There are significant positive social impacts associated with the increased provision of permanent safe, secure, affordable and appropriate housing to support those individuals and families who have experienced disadvantage, prior homelessness and or/crisis in their lives. The new development has the potential to house a range of household types within the proposed mix of 18 x studios, 5 x three-bed units, and 4 x two-bed units, including young people, individuals, families with children, and people living with disability
- Broader service provision will be available on site both to residents and other members of the Hurstville community through the Salvation Army's long-established programs
- Future residents and community members would also be able to access improved facilities on site (e.g. café, community kitchen, communal areas and multipurpose rooms), allowing participation in programs and activities by a broader range of community members on site
- The site is also within walking distance to essential services and social infrastructure, including bus and train transport; primary, acute and allied healthcare facilities or services; a library; schools; outdoor recreation facilities (e.g. the Oval) and other facilities and services. The location of the site will enable residents to connect with major transport networks to access employment, training and education opportunities, other services in the broader Sydney region
- In terms of the accessibility of the proposed development itself for people with a disability, the development will provide accessible paths of travel from the on-site accessible car parking spaces as well as from the allotment boundary to all pedestrian entrances (ref separate Disability Access report)

Responses / mitigation measures

During construction

- Implement transition plan to ensure that movement of any existing staff between facilities or to temporary roles is well supported
- Provide information and support to connect existing clients to appropriate and convenient alternative services or programs within or beyond those delivered by The Salvation Army, ensuring disruption is minimised
- Undertake engagement with future residents and service users, where possible, to identify preferences and needs for communal facilities and residential facilities within the development, and inform the interior design and layout of the facility

During operation

- Implement an operational plan of management to address:
 - Management of residents' transition into new accommodation
 - Regular review and quality audit of facilities and services to maintain quality of care
 - Implement complaints and comments handling procedures
 - Programming of communal spaces within the development
 - Safety and security of residents, including those with higher needs
 - Maximising opportunities for residents to connect with their new neighbourhood and community, and fully access services and infrastructure

7.2.4 Culture, including shared beliefs, customs, values and stories and connections to land, places, and buildings (including Aboriginal culture and connection to country)

Potential impacts

During construction

- Potential negative impacts on some members of the existing community who will lose their familiar and/or valued place of worship and/or services provided on the site, and the associations and histories these hold

During operation

- The opportunity to build, enhance and expand diverse and inclusive community networks, comprising new and existing residents and neighbours, former and new members of the faith-based congregation, and those accessing programs and services on site
- Potential negative impacts for some new residents who have lost contact with critical aspects of their former lives, histories, belongings, places and communities, through necessity or crisis, and may experience estrangement, dislocation, dispossession and/or alienation
- Potential impacts on local residents' connections to the current development, which is to be demolished, including associated with past experiences and community connections to the site. It is noted, however, that the Heritage Impact Statement prepared for the project assesses that: "the existing buildings on the site are mundane examples of a twentieth century place of worship and community facilities, with one modest example of an interwar bungalow, and a second bungalow of low value. Due to their simple form and detailing they do not adequately demonstrate the principal characteristics of these styles of building further, they have been modified and are in poor condition"

As such, while personal connections of community members may still be affected, the improved development on the site, and its retention for facilities and services provided by The Salvation Army, will likely mitigate these impacts, by way of the benefits of expanded and improved facilities to be provided for the community

Responses / mitigation measures

During construction

- Undertake engagement with existing service users, where possible, to involve them in decision-making about new venues and programs, and ensure a strong sense of continuity between the old and new developments, reinforced by the institutional culture and values of The Salvation Army

During operation

- Help prepare new residents for transition to their new neighbourhood and its cultural associations and history, and provide ongoing support to address those experiencing estrangement, dispossession, and alienation
- Georges River Council coordinates a large network of social and cultural facilities, services and events, and there may be opportunities to connect new residents with local programs at the library across the road, as well as community events and activities in the nearby civic centre, Hurstville Oval and other nearby community facilities
- To support potential future cultural and linguistic diversity and a sense of cultural safety amongst new residents and service users, it is recommended that culturally appropriate spaces are incorporated in and around buildings within the redeveloped site
- As noted above, heritage issues associated with the loss of current buildings on the site have been assessed as "minimal and acceptable." The Heritage Impact Statement prepared to accompany the DA suggests that the social value of the current buildings on the site will be "enhanced through replacement" (Weir Phillips Heritage and Planning, September 2020)

7.2.5 Health and wellbeing

Potential impacts

During construction

- Negative impacts on the health and wellbeing of local residents and those accessing adjacent facilities from noise and vibration impacts associated with construction
- Potential for mental health and wellbeing impacts for existing community members due to loss of a familiar place of worship, disruption to regular community connections and trusted support services

During operation

- Improved health outcomes associated with access to high quality, stable and secure housing for individuals and families experiencing disadvantage and/or crisis. The proposed development will provide residents, many of whom are relocating from temporary accommodation, with access to high quality, permanent accommodation
- Positive health impacts for residents resulting from ready access to local social and health infrastructure and services either on site through access to The Salvation Army's program of support services or in their neighbourhood, with the site being within walking distance of:
 - Primary, acute and allied healthcare facilities or services, including a hospital
 - Supermarkets and fresh food markets, enhancing food security through access to affordable quality food
 - Free outdoor recreational spaces for physical exercise, such as the Hurstville Oval
 - Major public transport networks (e.g. adjacent train station) to help new residents maintain connection with extended family and friends to support their wellbeing
- Increased and improved facilities from which to provide social services, including financial assistance, mental and social support services, and training and learning opportunities
- Potential for improved mental health and wellbeing for residents of the development and members of the Hurstville community due to access to opportunities for social connection within the proposed development (e.g. cafés, communal areas and multipurpose rooms, place of worship) and for the broader Hurstville community due to the proximity of the proposed development to the centre. Social isolation and loneliness have a significant detrimental impact on health and wellbeing, and opportunities for increased social connection are likely to enhance wellbeing
- However, there is the potential for some new residents to experience adverse mental health due to loss and trauma, including those who have broken ties critical aspects of their former lives, homes, families and communities, through necessity or crisis, and may be experiencing grief, dislocation, dispossession and/or alienation

Responses / mitigation measures

During construction

- Construction management in accordance with Regulation and Construction Management Plan
- Construction hours to take into account sensitive nearby uses – the nearby private hospital and library – as well as residential development
- Effective and accessible communication channels for community to voice and address complaints
- Provisions made to ensure those accessing activities currently on site are made aware and connected with alternative venue/s and services to continue to support their health and wellbeing

During operation

- Ensure design concept for residential units supports residents' health and wellbeing, including a range of unit sizes to avoid future over-crowding, sufficient sound separation and design features that support safety, accessibility, food preparation and hygiene maintenance
- It is important that opportunities to enhance physical activity, mental health and wellbeing and the promotion of healthy lifestyles for residents are sought. These could be addressed through the Salvation Army's support

Potential impacts

programs and referral services (e.g. counselling services); through appropriate design and use of communal spaces, taking into account the diverse needs of the residents, including accessible design features; and initiatives to support new residents' integration and inclusion in the local neighbourhood.

7.2.6 Surroundings – amenity

Potential impacts

During construction

- Construction and associated works will likely lead to increased noise, dust and vibration impacts to the local area, including residents of surrounding low-density residential development, during the construction period and library users. These impacts will be managed as per the Construction Management Plan (CMP)
- Likely negative social impacts of increased traffic in the local area during the construction phase, including increased noise and vibration, pressure on parking and potential increased risks to pedestrian safety. It is noted that the site is located in a central location which has a comparatively high degree of traffic due to the presence of shopping centre, the hospital and Hurstville train station

During operation

- Improved amenity due to the revitalisation of the streetscape along Dora Street and Bond Street, which is likely to enhance activation and vibrancy in the area
- Local amenity and aesthetic value will be improved by the enhanced quality of integrated development on the site, with a new contemporary building replacing the current outdated mix of buildings on the site, which appears ad hoc, not fit for purpose and under-utilised or vacant
- Potential for negative impacts associated with increased traffic and congestion in association with the development, due to residents, workers and visitors to the site. However, given the site's close vicinity to major public transport networks and social infrastructure, increased congestion may prove to be limited

Responses / mitigation measures

During construction

- A CMP is to include strategies to minimise the negative impacts associated with construction activity, including traffic, noise, dust, visual and vibration impacts
- Develop a mechanism for neighbouring residents to provide feedback during construction, such as providing the contact details of site managers
- Ensure that construction updates are provided to surrounding residents and the local community regarding construction activity

During operation

- Design elements of the redeveloped mixed-use facility should have regard to Safety by Design Principles, including the provision of clearly defined access points, appropriate lighting to improve night time surveillance and minimise potential hiding spots throughout the site. It is also considered beneficial to introduce events and activities that will increase social connections and strong, positive relationships between neighbours
- Ensure that operational plan of management considers measures to enhance the safety of residents, members of the congregation and service users
- Design elements of the redevelopment should also have regard to accessible design principles

7.2.7 Fears and aspirations

Potential impacts

During construction

- Fear of change and loss associated with the demolition of a long-term social institution, for current user communities (e.g., community members who access current facilities and services on the site)
- Fear of construction impacts adversely affecting nearby homes and facilities, including the library and private hospital – these fears may arise from residents, workers and visitors, including hospital patients
- Aspirations in relation to the improved and expanded facilities and services that will be delivered on the site, which will have a positive impact on future workers, residents and community members accessing services

During operation

- The potential for negative attitudes and fears from existing community members associated with the influx of a new cohort of residents into the area, including people experiencing disadvantage, who may be perceived by some as being associated with anti-social behaviours, and untrustworthiness that can be associated with poverty and disadvantage, or stigmatised members of society
- Aspirations associated with the benefits that will arise within the local community of the operational activities on the site, including community outreach and support services, and a range of other amenities that will be accessible and welcoming to the broader community – not just people experiencing disadvantage in the locality

Responses / mitigation measures

During construction

- Appropriate mitigation and management of construction impacts, including hours of site operation, through the implementation of a construction management plan
- Clear and timely proactive communication with community members and key local stakeholders before and during the construction process
- Establishment of communication channels with the local community, including through a nominated phone number for community members to call regarding construction-related issues and amenity impacts
- Keeping the community informed about what is proposed for the site, and the range of benefits it will bring, will assist in mitigating fears and concerns among community members.

During operation

- A campaign of community and stakeholder education and awareness raising of the community benefits of the range of facilities and services to be delivered on the site, to engender positive connections with the development, including through greater awareness of The Salvation Army's role and range of services to communities, aligned with the charity's mission and values
- Information availability for local community members on how to access the range of facilities and services on the site
- Clear communication channels with local community members in relation to raising any concerns or issues they may have regarding the operation of the facilities and services on the site

8.0 Concluding comments

8.1 Summary of key social benefits and challenges

This report has provided an assessment of social impacts of the proposed development, in accordance with the suite of factors set out in the NSW Government's *Social Impact Assessment Guideline (DPIE, 2017)*.

Overall, the development will bring significant benefits to the local community of Hurstville and the Georges River LGA more broadly, as well as community members from across Sydney who are experiencing disadvantage. All will have the benefit of the range of facilities and services, along with housing, to be provided on the site through this redevelopment.

Key challenges identified with the proposal relate to:

- Impacts during construction on surrounding sensitive receivers, including the nearby private hospital and library, as well as local residents.
- Impacts of loss of services and facilities currently delivered on and through the site, during the construction period, including the current worship hall.
- Impacts of the redevelopment of the site in relation to community members' social and cultural connections to the current development, including their sense of place, and personal connections the current historic buildings on the site.
- Impacts associated with the new residents moving into the locality, including potential fears of existing residents as to the characteristics of the new community members, and their connections with the existing, established community.

The most significant social benefits of the proposal relate to:

- The expanded provision of important community facilities and services on the site, which will enable increased provision of services to people experiencing disadvantage, along with members of the wider community; this includes financial assistance, mental and social support services and training and learning opportunities
- The provision of safe and secure, high quality housing on the site, including housing for people experiencing disadvantage and homelessness, for whom this housing will make a tangible impact on their quality of life, wellbeing and access to opportunity, both in the short term and over the longer term
- Enabling the ongoing growth and viability of The Salvation Army as a critical provider of a range of services, support mechanisms and care for the community – the need for which is growing significantly at a time of economic hardship and recession impacting many people's lives.

Mitigation and enhancement measures

Measures developed to mitigate potential negative social impacts and enhance benefits are presented in this report.

Potentially negative construction impacts are to be managed through compliance with a comprehensive Construction Management Plan, with a communication plan to be developed to ensure all neighbours and relevant parties are informed about the development. Safety for staff, visitors and residents is to be effectively managed, through crime prevention through design strategies during both the construction and operational phases. Operational and community impacts can be mitigated through strong communication and awareness raising in the local community of the benefits of the proposed development, including to local community members themselves.

Other measures to support the new community of residents and workers to settle in, once the development is complete, and to connect with the surrounding community will also help mitigate any actual or perceived impacts to local social cohesion. The operational plan of management that will govern the site will also bring a range of measures to ensure the safety and wellbeing of future residents, workers and visitors.

Overall, it is considered that with a range of mitigation measures to manage identified risks in place, the project is anticipated to bring significant public benefits to the local and broader communities.

8.2 Key directions for delivering social outcomes through the scheme

The following social strategy directions are suggested to guide the future development:

- Deliver an inclusive, welcoming and accessible community on site
- Deliver contemporary, high quality housing that meets the needs of the community
- Increase social connections with the surrounding neighbourhood and sustain a connected, cohesive community.

Deliver an inclusive, welcoming and accessible community on site

This proposal presents an exciting opportunity to deliver significant community benefits – through the provision of a range of community facilities, services, amenities and housing choices. These benefits will be experienced by the broader community, as well as by people who are experiencing disadvantage who have a need to access The Salvation Army's services, including crisis support, financial support and mental health services.

Given the diversity of communities who are likely to access the development, and in the context of the culturally diverse community in which the development is located, creating an environment that is both physically and socially welcoming, inclusive and accessible will ensure the vision and goals for the development are optimised. In so doing, the mission of The Salvation Army can be tangibly realised through the future development.

Deliver contemporary, high quality housing that meets the needs of the community

Homelessness has a profound effect on people's lives. It can cause poor health, disengagement with school and community, and result in loss of confidence and self-esteem.

The impact of homelessness is far reaching and long lasting. It can contribute to a lack of connection to family, friends and community, mental and physical health, decrease personal safety, and privacy. Homelessness can negatively impact access and participation in education and work, and hinder freedom of movement and expression.

It also affects not just the individual, but their family members, friends and the wider community.

The above information, from The Salvation Army's website, highlights the profound, long term and intergenerational benefits that come from access to safe and secure, stable housing. This is a very significant social outcome this development will realise.

Through the delivery of housing that is, furthermore, well designed, future residents will further experience the health and wellbeing benefits arising.

This development has the potential to deliver deep social benefits associated with delivering housing that meets community needs, and through its design, tangibly improves people's quality of life.

Increase social connections with the surrounding neighbourhood and sustain a connected, cohesive community

Delivering this development in a way that is conscious of the impact of a new community on the site interacting with the existing, surrounding community will be important to provide for the best possible opportunities for both communities to connect and flourish.

Providing information to existing communities and new communities about each other, as the latter settles in, as well as information on local community amenities, services, events and activities can help foster the casual social interaction that leads to social cohesion and social capital development over the longer term.

Through these approaches, as well as through the openness and welcoming qualities of the new facilities to the local community, social cohesion can be encouraged and local communities can significantly benefit from this new community hub to be delivered for their benefit.

Appendix A. Local Demographic Profile

Table 5 Demographic profile – Hurstville (suburb) and Greater Sydney

Source: ABS Census of Population and Housing 2016

Category	Hurstville	Greater Sydney
<u>Income</u>		
Median individual income (annual)	\$25,090	\$37,460
Variation from Greater Melbourne median	-33.0%	na
% of persons (15 years or older) earning \$1,000pw or more	23.7%	37.3%
Median household income (annual)	\$73,150	\$92,200
Variation from Greater Melbourne median	-20.7%	na
% of Households earning \$2,500pw or more	20.9%	31.8%
<u>Age Structure</u>		
Median Age (years)	32.0	36.0
<u>Country of Birth</u>		
Australia	29.4%	61.9%
Aboriginal and Torres Strait Islanders	0.2%	1.4%
Other Major English Speaking Countries	1.8%	7.6%
Other Overseas Born	68.8%	30.5%
% speak English only at home	18.8%	62.5%
<u>Household Composition</u>		
Couple family with no children	25.0%	23.8%
Couple family with children	35.0%	37.5%
Couple family - Total	60.0%	61.3%
One parent family	12.0%	11.1%
Other families	2.5%	1.3%
Family Households - Total	74.5%	73.7%
Lone person household	15.7%	21.7%
Group Household	9.7%	4.6%
<u>Dwelling Structure (Occupied Private Dwellings)</u>		
Separate house	32.7%	57.2%
Semi-detached, row or terrace house, townhouse etc.	8.5%	14.0%
Flat, unit or apartment	58.7%	28.2%
Other dwelling	0.1%	0.5%
Occupancy rate	93.6%	92.3%
Average household size	3.1	2.8
<u>Tenure Type (Occupied Private Dwellings)</u>		
Owned outright	25.8%	30.0%
Owned with a mortgage	27.6%	34.2%
Rented	46.0%	35.1%
State or territory housing authority	1.9%	4.2%
Other tenure type	0.5%	0.7%
<u>Attending Education (% of those attending)</u>		
Pre-school	4.2%	6.9%
Infants/Primary Total	19.2%	32.2%
Secondary Total	17.7%	25.0%
Technical or Further Educational Institution	8.8%	7.6%
University or other Tertiary Institution	43.5%	24.2%
Other type of educational institution	6.7%	4.0%
% of total population attending education	28.9%	25.2%
<u>Highest Level of Education Completed (% of population aged 15 years and over)</u>		
	-	-
Year 12 or equivalent	79.0%	67.5%
Year 9-11 or equivalent	13.9%	26.7%
Year 8 or below	4.7%	4.4%
Did not go to school	2.5%	1.5%
<u>Highest Level of Non-School Qualification</u>		
Postgraduate degree	22.8%	13.9%
Graduate diploma or certificate	2.2%	3.4%
Bachelor degree	42.8%	36.4%
Advanced diploma or diploma	16.9%	17.7%
Certificate	15.2%	28.6%
% of persons with non-school qualifications (persons 15 years and above) - excludes not-stated and inadequately described	51.9%	52.7%
<u>Employment Status</u>		
Unemployed/ looking for work	9.8%	6.0%
Labour force participation rate	61.1%	65.6%
<u>Need for Assistance</u>		
With Need for Assistance	4.0%	4.9%
No Need for Assistance	90.9%	88.7%
Need not stated	5.1%	6.4%

