

Transport  
for NSW

# Central Precinct Renewal Program

Social Infrastructure and Health  
Impact Assessment

July 2022

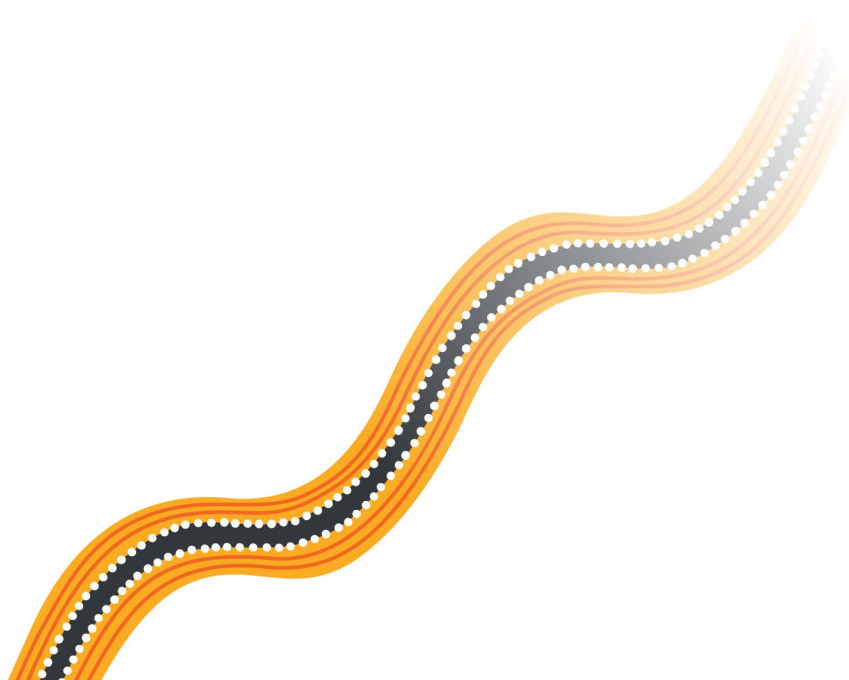


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# Acknowledgement of Country

We respectfully acknowledge the Traditional Custodians of the Central Precinct, the Gadigal and recognise the importance of the place to Aboriginal people and their continuing connection to Country and culture. We pay our respect to Elders past, present and emerging.



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## Document control

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## Versions

Version	Amendment notes
0.1	Final for CPRP Public Exhibition 2022

# 1. Abbreviations

Abbreviation	Definition
ABS	Australian Bureau of Statistics
BAU	Business as usual
BCA	Building Code of Australia
CALD	Culturally and Linguistically Diverse
CHP	Community Housing Provider
CIV	Capital investment value
CoS	City of Sydney Council
CPTED	Crime Prevention through Environmental Design
CSPS	Central Sydney Planning Strategy
DA	Development application
DCP	Development control plan
DDA	<i>Disability Discrimination Action 1992</i>
DPE	NSW Department of Planning and Environment
EP&A Act	<i>Environmental Planning and Assessment Act 1979</i>
EP&A Regulation	<i>Environmental Planning and Assessment Regulation 2000</i>
EPI	Environmental planning instrument
ESD	Ecologically sustainable development
FSR	Floor space ratio
GANSW	Government Architect NSW
GFA	Gross floor area
GCC	Greater Cities Commission
HIA	Health Impact Assessment
LEP	Local environmental plan
LGA	The City of Sydney local government area
LSPS	Local strategic planning statement
NABERS	National Australian Built Environment Rating System
NFP	Not for profit
SDCP2012	Sydney Development Control Plan 2012
SDRP	State Design Review Panel
SEPP	State Environmental Planning Policy
SLEP2012	Sydney Local Environmental Plan 2012
SSDA	State significant development application
SSP	State Significant Precinct

## 2. Definitions

Term	Definition
Accessibility	The ability for everyone, regardless of age, disability or special needs or where they live, to use and benefit from the transport system
Affordable housing (including affordable rental housing)	<p>Housing for very low-income households, low-income households or moderate-income households (Environmental Planning and Assessment Act 1979)</p> <p>Housing for very low income households, low income households or moderate income households, being such households as are prescribed by the regulations or as are provided for in an environmental planning instrument (State Environmental Planning Policy (Affordable Rental Housing) 2009; S.6(1)(a)-(c)) – below:</p> <p>In this Policy, a household is taken to be a very low income household, low income household or moderate income household if the household –</p> <p>(a) has a gross income that is less than 120% of the median household income for the time being for the Greater Sydney (Greater Capital City Statistical Area) (according to the Australian Bureau of Statistics) and pays no more than 30% of that gross income in rent, or</p> <p>(b) is eligible to occupy rental accommodation under the National Rental Affordability Scheme and pays no more rent than that which would be charged if the household were to occupy rental accommodation under that scheme.</p> <p><i>*Note 'key workers' are typically classified as low to moderate income earners, in relation to affordable housing.</i></p>
Active transport	Transport that is human powered, such as walking or cycling
Amenity	The extent to which a place, experience or service is pleasant, attractive or comfortable
Biophilia (biophilic design)	<p>The biophilia hypothesis is the concept that humans possess an innate tendency to seek connections with nature and other forms of life. The term was used by German-born American psychoanalyst Erich Fromm in 1973, in describing biophilia as “the passionate love of life and of all that is alive.” The term was later used by Harvard naturalist Dr. Edward O. Wilson in his work <i>Biophilia</i> (1984), which what he saw as humanity’s “innate tendency to focus on life and lifelike processes,” and to be drawn toward nature, to feel an affinity for it, a love, a craving.”</p> <p>Biophilic design aims to create more opportunities for connection and access to nature in our daily lives, through the spaces and places where we spend most of our time. Biophilic design has been found to support cognitive function, physical health, and psychological wellbeing.</p>
Boarding house	A building or place that provides residents with a principal place of residence for at least three months, and that contains shared facilities, such as communal living room, bathroom, kitchen or laundry, and that contains rooms, some or all which may have private kitchen and bathroom facilities, and used to provide affordable housing, and if not carried out by or on behalf of the Land and Housing Corporation – managed by a registered community housing provider. But does not include backpackers' accommodation, co-living housing, a group home, hotel or motel accommodation, seniors housing or a serviced apartment.
Build-to-rent	A residential development type generally reflecting a typical residential flat building but designed and built specifically to be rented over the long-term by institutional or private owners.
Character (place)	The combination of the attributes, characteristics and qualities of a place (GANSW, 2021, Draft Urban Design Guide)
CPTED	Crime Prevention Through Environmental Design (CPTED) is a multi-disciplinary approach of crime prevention that uses urban and architectural design and the management of built and natural environments.
Customer interface	The point at which transport services interact with their customer
Customers	Those who use transport networks and services. They include car drivers, heavy vehicle operators, public transport and point to point passengers, pedestrians, cyclists and freight and goods providers
DPE	The Department of Planning and Environment
Determination	The approval made in accordance with the <i>Environmental Planning and Assessment (EP&amp;A) Act 1979</i> . In relation to Central Precinct SSP, a determination will be made by the Minister for Planning and Public Spaces
Digital inclusion	An approach to digital technology based on social inclusion and sharing the benefits of technology equitably, starting with recognition that not all people have access to technology and that digital disadvantage is typically linked to other forms of social and economic disadvantage.

Term	Definition
Equity (see also: Inclusive growth)	According to the World Health Organisation, equity is an “absence of avoidable or remediable differences among groups of people, whether those groups are defined socially, economically, demographically, or geographically”. As such, health equity involves having equal access to resources needed to “improve and maintain health or health outcomes.”
Future Transport Strategy	Transport for NSW's approach to planning transport and engaging customers, to address future technological, economic and social changes. Future Transport Strategy comprises two focus areas – planning ('Future Transport Planning') and technology ('Future Transport Technology' and 'Technology Roadmap')
Greater Sydney's Green Grid	The link between parks, open spaces, bushland and walking and cycling paths
Health equity (see also: Social determinants of health)	The concept of health equity recognises that a person's health is closely linked to the conditions in which they live, work, grow and play – known as the 'social determinants of health.' Socio-economic position, educational attainment, lifestyle behaviours can affect the health of individuals and communities. Health issues such as multiple morbidities and long-term conditions have found to be more prevalent in disadvantaged areas.
Health infrastructure	The physical infrastructure, non-medical equipment, transport and technology infrastructure (including information and communication technologies) required for effective delivery of health services.
Health Impact Assessment	NSW Health defines a Health Impact Assessment as “a combination of procedures, methods and tools by which a policy, program or project may be judged as to its potential effects on the health of a population, and the distribution of those effects within the population.”
Inclusive growth (see also: Equity; Transformative placemaking)	Inclusive growth is economic growth that is distributed fairly across society and creates opportunities for all.
Interchange	A facility to transfer from one mode of transport or one transport service to another. For example, a station with an adjoining light rail stop
Local streets	Places that are part of the fabric of suburban neighbourhoods where we live our lives and facilitate local community access
Merit based assessment	An assessment of a matter that allows for reasonable flexibility to consider a range of possible solutions
Minister	The Minister for Planning
Mixed-use	A building or area containing more than one type of land use
Mobility	The ability to move or be moved easily and without constraints
Objective	A statement of a desired future outcome, generally expressed in a qualitative manner that enables merit based assessment
Over rail corridor development or Over Station Development	Development of air space over railway corridors
Planning instrument	Means any of the following: strategic plan (comprising regional strategic plans and district strategic plans) and local strategic planning statements environmental planning instrument (comprising State environmental planning policies and local environmental plans) development control plan
Planning Secretary	The Secretary of the Department of Planning
Play space	An area designed for children's recreation and play including playgrounds, splash pads, and other dedicated amenities for children.
Precinct	Geographical area with boundaries determined by land use and other unique characteristics. For example, an area where there is an agglomeration of warehouses may be termed a freight precinct
Principal development standards	Matters addressed in Part 4 of the Standard Instrument
Proponent	Transport for NSW



Term	Definition
Proposal	Proposed amendments to the planning framework
Provisions	means a broad term covering objectives and controls
Public spaces	means areas that are publicly accessible where people can interact with each other and make social connections
Rail network	means the rail infrastructure in NSW
Railway corridor	The land within Central Precinct on which a railway is built; comprising all property between property fences, or if no fences, everywhere within 15m from the outermost rails. Under planning legislation rail corridor is defined as land: a) that is owned, leased, managed or controlled by a public authority for the purpose of a railway or rail infrastructure facilities; or b) that is zoned under an environmental planning instrument predominately or solely for development of the purpose of a railway or rail infrastructure facilities
Reference Master Plan	A non-statutory document that shows one way in which the precinct may develop in the future in accordance with the proposed amendments to the planning framework Note: Refer to the GANSW Advisory Note v2, dated 12/09/2018 for further guidance
Region Plan	The Greater Sydney Region Plan - <i>A Metropolis of Three Cities</i>
Resilience (community resilience)	The capacity of individuals, communities, institutions, businesses and systems within a city to survive, adapt, grow and thrive no matter what kinds of chronic stresses and acute shocks they experience. A resilient community is defined as one that is able to survive, adapt and thrive in the face of increasing global uncertainty and local shocks and stresses. This involves harnessing growth to address vulnerabilities to the economy and environment and to create a place of opportunity and wellbeing for everyone. A community's resilience is evidenced to relate strongly to social capital, or the strength of social connections and networks, as well as levels of generalised health and health equity.
Rezoning	Amendments to environmental planning instruments, in particular for land use zones and principal development standards such as height of buildings and floor space ratio
Shocks and stresses (in relation to 'Resilience')	The acute short term damaging events or long term trends causing inequity impacting a city's resilience
Siding	A short stretch of rail track used to store rolling stock or enable trains on the same line to pass
Smart city	A city which utilises information and communication technology (ICT) to improve operational efficiency, share information with the public and provide a better quality of government service and citizen welfare. A smart city can be identified by the following characteristics: infrastructure based around technology; environmental initiatives; effective and highly functional public transportation; confident and progressive city plans; people are able to live and work within the city, using its resources
Social capital	The networks, connections and relationships in a society that enable its members to trust each other and work together. High levels of social capital are characteristic of a well-functioning, socially sustainable society. The OECD defines social capital as "the links, shared values and understandings in society that enable individuals and groups to trust each other and so work together." As such, social capital can serve to advance or hinder a person's social competency and opportunities.
Social cohesion	A core feature of an inclusive, socially sustainable society indicated by positive relationships and strong bonds among its members, measured through levels of generalised trust, reciprocity and sense of belonging.
Social determinants of health (see also: Health equity; Inclusive growth)	According to the World Health Organisation, social determinants of health are "non-medical factors that influence health outcomes. They are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life."
Social infrastructure (See also: Health infrastructure)	Infrastructure assets that deliver social services and other community uses, including schools, hospitals, child care centres, libraries, cultural facilities, open spaces, playgrounds, and sport and recreation facilities. The term can be used to broadly encompass the networks of facilities, places, spaces, services, programs, and projects that sustain individuals and communities' quality of life, health and wellbeing.
Social procurement	Purchasing decisions based on social outcomes
Social sustainability	A core aspect of sustainability (along with environmental, economic and governance aspects) that encompasses the social conditions of life and societies' potential to meet the needs of current generations without compromising those of future generations.

Term	Definition
	<p>A socially sustainable city or society is one that sustains individual and community wellbeing and resilience, providing people with equitable opportunities to thrive. The term describes a range of factors that impact wellbeing, quality of life and people’s ability to realise their potential, including universal and equitable access to quality housing, education and employment opportunities, health services and other social infrastructure, human rights and good governance, opportunities for civic participation, levels of social inclusion and connectedness, trust and sense of belonging.</p> <p>The term may also be used to describe intentional, people-centred processes or approaches to sustaining a flourishing society through physical or social (community) development</p>
Standard Instrument	The Standard Instrument – Principal Local Environmental Plan
State	The state of New South Wales
State-led rezonings	A focus on precincts where there is a strategic imperative for the Department of Planning to lead the process, including places that benefit from current or future city-shaping infrastructure or investment, and where we can create great public spaces in collaboration with councils and communities. These rezonings generally occur under a SEPP
State Significant Precinct	The areas with state or regional planning significance because of their social, economic or environmental characteristics
Strategic Framework	The document prepared by Transport for NSW for Central Precinct in 2021 that addresses key matters including vision, priorities, public space, strategic connections, design excellence, identify sub-precincts for future detailed planning and also outlines the next steps in the State Significant Precinct process for Central Precinct
Strategic plan	The regional strategic plan, district strategic plan or a local strategic planning statement
Sub-precinct	The definable areas within Central Precinct SSP due to its unique local character, opportunities and constraints, either current or future. The Western Gateway is a sub-precinct
Sydney Metro	A fully automated, high frequency rail network connecting Sydney
Third places (spaces)	A term coined by sociologist Ray Oldenburg, which refers to places where people spend time between home (‘first’ place) and work (‘second’ place). They are locations where people exchange ideas, have a good time, and build relationships. Physical places where people can easily and routinely connect with each other are considered most effective in community building. Social infrastructure (including public open space) typically plays the role of third places in this regard. Oldenburg cites churches, parks, recreation centres, hairdressers, gyms and fast-food restaurants as examples. Third places have a number of important community-building attributes. Depending on their location, social classes and backgrounds can be “levelled-out” and people are able to feel being treated as social equals. Informal conversation is the main activity and most important linking function
Transformative placemaking (see also: Inclusive growth)	The term coined by the Brookings Institution (US) defines a planning process that builds on the existing strengths of a certain location in order to reverse geographical, social, and economic disparities. Ultimately, transformative placemaking aims to “nurture an economic ecosystem that is regionally connected, innovative, and rooted in the assets of its local residents and businesses”, “support a built environment that is accessible, flexible, and advances community health and resiliency”, “foster a vibrant, cohesive social environment that is reflective of community history and identity”, “encourage civic structures that are locally organized, inclusive, and support network building.”
Transport for NSW	The statutory authority of the New South Wales Government responsible for managing transport services in New South Wales.
Transport interchange	A facility designed for transitioning between different modes, such as a major bus stop or train station
Transport modes	The five public transport modes are metro, trains, buses, ferries and light rail. The two active transport modes are walking and cycling
Urban renewal	A planned approach to the improvement and rehabilitation of city areas with new infrastructure, new commercial/mixed uses, improved services and renovation or reconstruction of housing and public works
Wellbeing	A positive state of being for individuals or communities, taking account of a range of social, environmental, economic and psychological or perception-based factors that impact quality of life, social progress and resilience. Wellbeing may be measured through ‘community wellbeing indicators’ (see definition above) – a broad suite of factors typically including financial security, employment and education, health, social connectedness, perceptions of safety and belonging, and perceptions of access to opportunities to prosper and flourish. The City of Sydney’s Community Wellbeing Indicators framework recognises the following factors as representative of community wellbeing: healthy, safe and inclusive communities; culturally rich and vibrant communities; democratic and engaged communities; dynamic, resilient local economies; and sustainable environments

### 3. References

A full list of documents referenced in the preparation of this study is provided at **Appendix A**. This includes a range of published and unpublished sources, including state and local government policies and strategies, academic papers, and best practice case studies.

### 4. Assumptions applied through this study

The following assumptions are applicable to this study:

- The key findings of the background studies and technical reports are accurate.
- Socio-economic data available for each study area accurately reflects the community demographic profile.
- Outcomes of the community consultation and engagement undertaken accurately reflect community views.
- All potential social impacts to the local community and special interest groups that can reasonable be identified have been included in this report.
- Data applied in this study has been prepared prior to Covid-19. It is noted that Covid-19 is an unprecedented global health crisis and economic event that is rapidly evolving.
- At the current time, the research and analysis of social and economic data – such as forecasts of population or employment growth and so on – generally reflects a return to ‘business as usual’ scenario, while also noting the potential impacts that may be associated with the Covid-19 virus, travel and border restrictions impacting on migration numbers, and the anticipated return to growth in economic or population indicators.
- It is important to note that there is a body of research and evidence emerging in relation to impacts of the Covid-19 pandemic on a range of population health, health equity and social factors relevant to this report. This includes patterns of use of open space and other public spaces; impacts on social connectedness and cohesion; health equity outcomes for some communities, and physical and mental health impacts on the populations. The growing evidence-base for these impacts has been drawn upon in preparing this report.

### 5. Authors’ qualifications

The senior authors of the report are as follows:

Author	Role	Qualifications and relevant experience
<b>Allison Heller</b>	Director, Social Strategy Ethos Urban	BTP (Hons. 1) PG Dip. Hist Arch and Art Over 20 years’ experience in urban and social planning and policy across the private and public sectors
<b>Mari Jaervis</b>	Principal, Social Strategy Ethos Urban	BA Arts (MA equivalent) Soc. Sc. (Sociology) MA Arts Soc. Sc. (Urban Studies, Diploma Cum Laude) Over 20 years’ experience in the social and market research sector
<b>Amy-Grace Douglas</b>	Principal, Social Strategy Ethos Urban	BA Sc. (Urb and Reg Plan) (Hons.) Over 10 years’ experience in urban and social planning and policy in the public and private sector
<b>Mark McManus</b>	Senior Urbanist, Economics Ethos Urban	BTP BA Econ. (Hons.1) More than 6 years’ experience in property economics, including economic market research and modelling

Key additional contributors to the report are Lucy Fokkema, Sean Perry and Chloe Brownson at Ethos Urban.

## 6. Executive Summary

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*‘Social sustainability can be defined as a process for creating sustainable, successful places that promote wellbeing, by understanding what people need from the places they live and work. Social sustainability combines design of the physical realm with design of the social world – infrastructure to support social and cultural life, social amenities, systems for citizen engagement and space for people and places to evolve.’*

*- Social Life, UK<sup>1</sup>*

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### **Purpose of this study**

The purpose of this report is to provide a detailed assessment of proposed social infrastructure, health and health equity impacts on current and future communities arising from the Central Precinct Renewal Program.

The outcome of this assessment is a comprehensive suite of analysis and recommendations intended to support the Central Precinct Renewal Program to optimise social outcomes for current and future communities of the precinct and surrounding neighbourhoods.

This includes through the implementation of best practice approaches to socially sustainable urban renewal, and the delivery of the social and health infrastructure that is required to sustain community wellbeing through population growth and change.

The study specifically advises on social and health equity impacts of the project, and ways in which these may be responded to and addressed in the delivery of this state significant precinct –including through the Reference Master Plan and planning framework.

### **SSP Study Requirements**

This report addresses study requirement **6.1 Social Infrastructure Study** and **6.2 Equity-focused Health Impact Assessment**. The relevant study requirements, considerations and consultation requirements, and the location of where these have been responded to in the report, are set out at **Table 1** in **Section 8.2**.

### **Project Vision**

This study has reference to how the Central Precinct Renewal Project vision may be delivered on, from a social sustainability perspective:

*Central Precinct will be a vibrant and exciting place that unites a world-class transport interchange with innovative and diverse businesses and high-quality public spaces. It will embrace design, sustainability and connectivity, celebrate its unique built form and social and cultural heritage and become a centre for the jobs of the future and economic growth.*

### **Structure and components of this study**

This report comprises four main components, which together address the Study Requirements.

**Part A –Policy and practice: guiding frameworks:** an analysis of strategic drivers impacting the project from a social and health equity perspective –including contemporary strategic and academic frameworks. This section showcases best practice urban renewal approaches designed to improve social wellbeing and resilience.

<sup>1</sup> <http://www.social-life.co/publication/Social-Sustainability/>



The UN Sustainable Development Goals have guided this work at the highest level, along with Transport for NSW Sustainability Policy Framework, Reconciliation Action Plan, and the Central Precinct Renewal Project Sustainability Framework that has been developed specifically for this project.

Leading models of socially sustainable urban renewal have thoroughly guided this work – in particular, the model of Transformative Placemaking developed by the US-based Brookings Institution, which highlights the potential for social and economic renewal to be achieved through major urban renewal projects through an intentional focus on health equity outcomes.

**Part B – Baseline context:** a comprehensive review of the context of the project, from a geographic, economic and social perspective across defined study areas, including:

- the site’s location and surrounding development and connectivity issues
- an overview of local businesses and the broader economic context
- a description of the population from a demographic and population health perspective
- analysis of issues impacting the precinct, such as crime and safety, and drivers for population change.

The baseline assessment establishes the ‘social baseline’ for the renewal project, against which community needs for social infrastructure along with health and health equity impacts arising will be assessed.

This assessment has been undertaken for three defined study areas: a Primary Study (400m catchment around the precinct, where most immediate impacts will occur); a Secondary Study Area – the City of Sydney LGA, where broader affected communities live and work, and a Social Infrastructure Study Area, which has been designated as 1200m catchment for the purposes of this analysis, for reasons explained in **Section 14.3**. Tailored demographic analysis and population forecasts have been prepared for these study areas.

The baseline analysis provides community perspectives on the potential impacts of the renewal project – attained through consultations undertaken for this study and broader recent community consultations in the study areas (**Section 15**).

It ultimately identifies key issues, challenges and opportunities arising for the project from this multifaceted analysis. These include issues such as population health and wellbeing; crime and safety; housing affordability and homelessness; social connectedness, and Aboriginal and non-Aboriginal histories and cultural connections to Country/ place.

**Part C – Social and health infrastructure needs analysis:** a detailed, benchmark-based analysis of supply and demand for social and health infrastructure within the defined study areas, both current and forecast, taking into account the population growth generated by the renewal of the precinct, and broader growth within the City of Sydney LGA.

This section provides a comprehensive audit of current supply of community infrastructure (including services); responsibilities for provision across key agencies, including their strategic drivers and targets.

The needs analysis (analysis of infrastructure provision ‘gaps’ ascertained through analysis of supply against demand, with regard to guiding benchmarks) concludes with a suite of delivery priorities and recommendations on addressing them, including through available planning mechanisms.

**Part D – Health Impact Assessment (preliminary):** this final section of analysis applies best practice approaches to assessing health and health equity impacts of the project, based on the parameters of the current proposed Structure Plan.

This assessment applies the NSW Government’s Healthy Built Environment framework to the parameters of the current Structure Plan. The section also draws on policy and practice frameworks set out in **Part A**, culminating in recommendations for optimising social and health equity outcomes, and mitigating identified potentially negative impacts of the project, both during construction and operational phases.

## Recommendations

The study sets out recommendations for optimising social sustainability outcomes through the delivery of the Central Precinct Renewal Project, drawing on the evidence base, and social infrastructure and health impact assessments presented in this report.

### Social (including health) infrastructure:

It is recommended to deliver on community needs for social infrastructure within the study area, in a location that is accessible to workers, residents and visitors of the Sydney CBD and surrounding neighbourhood, through the provision of the following:

- Integrated multipurpose facility of 4000sqm+, including cultural and creative spaces as the ‘anchor’
- Aboriginal community and cultural space, including performance space, of 1000sqm – to be co-designed with community members
- Local community facility of at least 400sqm (tech lounge/community lounge)
- Childcare-100+ places
- Social and health services hub (400sqm+) – for co-location of service networks on the site
- Open space of at least 15% of developable site area
- Recreation facility – indoor or outdoor sports courts
- Play spaces, integrated through the public domain

Other infrastructure considerations are recommended in the form of part of the integrated community facility or throughout the precinct accommodated in other buildings/spaces. This includes additional cultural and creative spaces (including makers’ spaces, performance spaces), subsidised co-working spaces for start-ups and enterprises, and quiet spaces.

The full social infrastructure needs analysis and recommendations are set out in **Part C**.

Further opportunities for delivering social and health equity outcomes through the Central Precinct renewal can be realised through delivery of affordable housing supply on site, along with social and supported housing in the locality that represents a direct response to homeless and local socio-economic disadvantage (**Section 17**).

### Health and health equity outcomes through precinct design and delivery:

Finally, from a social sustainability perspective, following is a summary of key recommendations arising from the Health Impact Assessment undertaken as part of this study, which is aligned with the factors set out in the NSW Government’s Healthy Built Environment Checklist.

- Physical activity:
  - Active transport and open space provision, improved east-west connectivity (including connectivity to Prince Alfred Park), gyms
  - Urban design for incidental exercise (e.g. steps, siting of public transport)
- Healthy eating:
  - Healthy, affordable food and beverage outlets in the precinct
  - Retail and supermarkets, providing access to fresh healthy food and other daily necessities
  - Food services for people experiencing homelessness/ disadvantage
- Community safety and security:
  - Lighting, building frontages at ground level, design of public domain – to address public safety
  - Design of pedestrian routes (Considering CPTED principles)
  - Licensed venues, diversity of nighttime uses, service coordination and physical space (e.g. health hub)

- Open space and natural features:
  - Open space, pedestrian bridges over the railway corridor
  - At least 15% of developable site area as open space
  - Greening of the precinct, connections to existing district/regional green spaces
- Social (including health) infrastructure:
  - New community and cultural spaces, including open space; innovation and enterprise spaces; cultural and creative participation spaces for Aboriginal and non-Aboriginal community members; a community tech lounge; play spaces integrated in the public domain, and a health and social services hub. The primary community facility will provide 4000sqm+ of flexible floorspace, co-located with Aboriginal community spaces, which will be co-designed with community
- Transport and connectivity
  - New community spaces and connections to surrounding neighbourhoods
  - Walking and cycling networks and infrastructure
  - Improved connectivity with surrounding neighbourhoods through over-station development
- Housing and accommodation
  - Housing diversity, affordability, design quality, management
  - Affordable housing delivery on site
  - Social and supported housing options in the local area
- Quality employment
  - New employment opportunities (retail, food and drink, commercial – emphasis on knowledge sector jobs)
  - Education, employment and training programs for community members experiencing disadvantage as part of the renewal program
- Culture, both Aboriginal and non-Aboriginal, including connections to Country:
  - Public art and domain elements that respond to and reflect cultural histories, living cultures and connections to place
  - Specialist social infrastructure
  - Social and cultural infrastructure provision, including makes' spaces for creative enterprises and for community creative participation, and Aboriginal cultural spaces, including exhibition and performance spaces
- Environmental health outcomes; sustainability and climate change:
  - Environmental considerations including green roofs and walls, natural lighting/ventilation to address sustainability and climate protection, shading and tree planting, landscape design referencing local ecology and enabling community connection to nature (biophilic design)
  - Social infrastructure as a place of respite for community members in the case of extreme weather events.

The comprehensive suite of recommendations for delivering on key social and health equity challenges and opportunities – both arising from and potentially impacted by – the renewal project (identified in **Part D**) is provided at **Section 19**. The comprehensive preliminary, equity focused Health Impact Assessment is provided **Appendix H**).

The recommendations arising from this assessment, and the study as a whole, support delivery of the Central Precinct Renewal Program in accordance with the UN Sustainable Development Goals (**Section 10.1**), in particular:

- Goals 3 – Good Health and Wellbeing
- Goal 8 – Decent Work and Economic Growth
- Goal 9 – Industry, Innovation and Infrastructure
- Goal 10 – Reduced Inequalities
- Goal 11 – Sustainable Cities and Communities.

They also deliver on the social sustainability outcomes set out in the Sustainability Framework developed to guide the Renewal Program (**Section 10.1**) and derived from the UN SDGs, namely:

- Inclusive growth
- Health and wellbeing
- Connecting with Country
- Community resilience
- Amenity and accessibility
- Social infrastructure
- Engagement and participation
- Vibrancy and diversity
- Health and wellbeing.

The comprehensive suite of recommendations is provided at **Section 19**, and the full preliminary, equity focused Health Impact Assessment at **Appendix H**. Recommendations address both physical and programmatic aspects of the renewal program, including delivery through the Reference Master Plan and planning framework.

### Reference Master Plan responses

The Reference Master Plan has been prepared through deep collaboration between the architectural and landscape design teams at Architectus and Tyrell Studio, and the team preparing this study. Findings and recommendations have been integrated throughout the Master Plan development process.

As set out in detail in **Section 9.2**, the Reference Master Plan comprises a range of responses that will support community wellbeing and resilience, including health and health equity. Key inclusions as follows:

- Approximately 22,000 sqm of publicly accessible open space comprising:
  - Central Green – a 6,000 sqm publicly accessible park located in immediately south of the Sydney Terminal building
  - Central Square – 7,000 sqm publicly accessible square located at the George Street and Pitt Street junction
  - Mortuary Station Gardens – a 4,470 sqm publicly accessible park (excluding Mortuary Station building) located at Mortuary Station
  - Henry Deane Plaza – a publicly accessible plaza located in the Western Gateway sub-precinct
  - Eddy Avenue Plaza – a 1,680 sqm publicly accessible plaza located in the north-eastern portion of the Sydney Terminal building
  - Western Terminal Extension Building Rooftop – a 970 sqm publicly accessible space above the Western Terminal Extension Building Rooftop.



- Approximately 269,500 sqm of office gross floor area (GFA)
- Approximately 22,850 sqm of retail GFA
- Approximately 53,600 sqm of hotel GFA
- Approximately 84,900 sqm of residential accommodation GFA, providing for approximately 850 dwellings (assuming 1 dwelling per 100 sqm GFA). The Central Precinct SSP Study will include the commitment to deliver 15 per cent of any new residential floor space as affordable housing.
- Approximately 47,250 sqm of education/tech space GFA
- Approximately 22,500 sqm of student accommodation GFA
- Approximately 14,300 sqm of community/cultural space GFA.

The key features of the Indicative Reference Master Plan, include:

- A network of new and enhanced open spaces linked by green connections. This will include:
  - A Central Green (Dune Gardens) at the north of Central Precinct that will create a new civic public realm extension of the Sydney Terminal building and a new vantage point for Central Sydney
  - A new Central Square which will deliver on the vision for a new public square at Central Station, as one of three major public spaces within Central Sydney connected by a people-friendly spine along George Street
  - Mortuary Station Park at Mortuary Station that will be a key public domain interface between Chippendale and the over-station development. that will draw on the story of Rookwood Cemetery and the Victorian Garden context with the established rail heritage of the Goods Line and the rail lines
  - Henry Deane Plaza which will prioritise the pedestrian experience, improving connectivity and pedestrian legibility within the Western Gateway sub-precinct and provide clear direct links to and from the State heritage listed Central Station and its surrounds
  - Eddy Avenue Plaza –will transform into a high-amenity environment with significant greening and an enhanced interface with the Sydney Terminal building.
- A new network of circulation that will establish a clear layer of legibility and public use of the place. This will include:
  - A 15–24m wide Central Avenue that is laid out in the spirit of other street layouts within Central Sydney, and which responds to the position of the Central clocktower, providing new key landmark views to the clocktower. Central Avenue will be a place for people to dwell and to move through quickly. It brings together the threads of character from the wider city and wraps them
  - Three over-rail connections to enhance access and circulation through Central Precinct, as well as provide pedestrian and bicycle cross connections through the precinct
  - The extension of public access along the Goods Line from Mortuary Station Gardens, offering a new connection to Darling Harbour
  - New vertical transportation locations throughout the precinct allowing for seamless vertical connections
  - An active recreation system supports health and well-being through its running and cycling loops, fitness stations, distributed play elements, informal sports provision, and additional formal recreation court, and
  - a network of fine grain laneways that are open to the sky.

### Planning framework responses – Design Guide responses

The following key components of the Design Guide directly respond to this study findings and recommendations:

- Aims to ensure all future publicly accessible spaces (i.e. open space, streets and lanes) are welcoming, inclusive, diverse, safe and accessible by all
- Outlines requirements for the delivery of recommended community facilities i.e. multi-purpose community facility, Aboriginal community and cultural space, social/health services hub
- Community facilities intended to be flexible, with a multi-use design to cater for a range of users
- Future Development Applications for new development are required to be compliant with Disability Discrimination Act 1992
- Crime prevention through environmental design (CPTED), safety and security measures including after hours activation, lighting, security cameras etc
- Wayfinding signage strategy to be prepared at the DA stage to enable pedestrians to find their way about in publicly accessible spaces with ease and confidence and accessible to people with a vision impairment or persons who speak a language other than English
- Use of vertical transportation (i.e. lifts, escalators, ramps) throughout the precinct
- Provision of affordable housing or contributions for such
- Land use guidance aims to have the precinct activated day and night along with publicly accessible private spaces such as live music, entertainment etc.

Planning framework inclusions are further detailed at **Appendix I**.

### Measuring success over the long term

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*The Central Precinct Renewal Project represents a critical generational opportunity to leverage investment and renewal in this inner city hub, to deliver improved community health and wellbeing and equity outcomes that will have long term and far reaching impacts. That is, to deliver a leading global best practice exemplar of truly transformative placemaking.*

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**Section 19.4** sets out a range of approaches for monitoring and measuring social and health equity outcomes through the delivery of the renewal project, over time. These include Social Impact Assessment; Health Impact Assessment; community wellbeing indicators, and social value measurement, or Social Return on Investment.

It is recommended that social and health impact of the project are measured over time in a meaningful way. Applying a social return on investment or Health Impact Assessment lens, for example, will help to demonstrate that investment in social infrastructure in the Central Precinct will ultimately determine not only the health of individuals and communities living, working in and passing through the precinct, but the overall vibrancy and success of the precinct's future society and economy, and that of the city in which it stands.

The Central Precinct Renewal Project represents a critical generational opportunity to leverage investment and renewal in this inner city hub, to deliver improved community health and wellbeing and equity outcomes that will have long term and far reaching impacts. That is, to deliver a leading global best practice exemplar of truly transformative placemaking.

## 7. Introduction

Located within the heart of Eastern Harbour City, Central Precinct is Australia's busiest transport interchange. The precinct currently holds latent potential with all its inherent advantages of location and transport connections to revitalise Central Sydney. Capitalising on Central Precinct's prime location within Tech Central, a NSW Government commitment to create the biggest technology hub of its kind in Australia, Central Precinct presents the ultimate transformative opportunity to deliver a connected destination for living, creativity and jobs. The renewal of Central Precinct will provide a world-class transport interchange experience, important space for jobs of the future, improved connections with surrounding areas, new and improved public spaces and social infrastructure to support the community.

In July 2019, Central Precinct was declared a nominated State Significant Precinct (SSP) in recognition of its potential to boost investment and deliver new jobs. The SSP planning process for Central Precinct will identify a new statutory planning framework for Central Precinct. This involves two key stages:

- **Stage 1:** Development of a draft Strategic Vision which has since evolved into the Central Precinct Strategic Framework
- **Stage 2:** Preparation of an SSP study with associated technical analysis and community and stakeholder consultation.

In March 2021, the Central Precinct Strategic Framework was adopted representing the completion of Stage 1 of the planning process to develop a new planning framework for Central Precinct. The Strategic Framework outlines the vision, planning priorities, design principles, and the proposed future character of sub-precincts within Central Precinct. This is intended to inform and guide further detailed planning and design investigations as part of this SSP Study (Stage 2 of the SSP planning process).

This SSP Study intends to amend the planning controls applicable to Central Precinct under the SSP SEPP 2005 to reflect the vision and planning priorities set for the Precinct under the Strategic Framework. Study Requirements were issued in December 2020 to guide the investigations and the proposed new planning controls.

### 7.1 Central Precinct vision

Central Precinct will be a vibrant and exciting place that unites a world-class transport interchange with innovative and diverse businesses and high-quality public spaces. It will embrace design, sustainability and connectivity, celebrate its unique built form and social and cultural heritage and become a centre for the jobs of the future and economic growth.



## 7.2 Case for change

Over the coming years, Central Station will come under increasing pressure as technological innovations progress, investment in transport infrastructure increases and daily passenger movements increase.

Sydney Metro, Australia's biggest public transport project, will result in the delivery of a new generation of world-class, fast, safe, and reliable trains enabling faster services across Sydney's rail network. In 2024, Sydney Metro's Central Station will open with daily passenger movements forecast to increase from 270,000 persons to 450,000 persons over the next 30 years.

In its current state, Central Station is underperforming as Australia's major transport interchange –lacking connectivity, activation and quality public spaces.

The renewal of Central Precinct will expand and revitalise Central Station, and transform this underutilised part of Sydney from a place that people simply move through to one where they want to visit, work, relax, connect and socialise.

Its renewal also presents the potential to deliver on the strategic intent and key policies of regional, district and local strategic plans, providing for a city-shaping opportunity that can deliver economic, social and environmental benefit. Specifically, it will:

- make a substantial direct and indirect contribution to achieving the Premier's Priorities by facilitating upgrades to Sydney's largest and most significant public transport interchange, improving the level of service for users and visitors, and supporting the creation of new jobs and housing
- implement the recommendations of the NSW State Infrastructure Strategy 2018-2038, in particular the upgrading of the major transport interchange at Central to meet future customer growth
- contribute to key 'Directions' of the Greater Sydney Region Plan, to deliver 'a city supported by infrastructure', help create 'a city of great places', support 'a well-connected city', deliver new 'jobs and skills for the city' and create 'an efficient city'
- implement the outcomes envisaged within the Eastern City District Plan including reinforcing the Harbour CBD's role as the national economic powerhouse of Australia and supporting its continued growth as a Global International City
- deliver on the shared objectives and priorities for Tech Central, the future focal point of Sydney's innovation and technology community, which aims to boost innovation, economic development and knowledge intensive jobs while creating an environment that foster collaboration and the exchanging of ideas
- deliver an outcome that responds to the overarching vision and objectives of the Central Sydney Planning Strategy. In particular it will assist with implementing a number of 'key moves' outlined in the strategy, including to 'ensure development responds to its context', 'ensure infrastructure keeps pace with growth', 'move people more easily', 'protect, enhance and expand Central Sydney's heritage, public places and spaces', and to 'reaffirm commitment to design excellence.'

### 7.3 Key directions for the renewal program

The renewal program is guided by a series of strategic directions, which underpin this and other studies, and the overall development of this State Significant Precinct.



**Place and destinations**

A new vibrant, activated destination at the heart of southern Central Sydney that is loved and treasured locally and globally



**People and community**

An inclusive and engaging place for all workers, residents, neighbours and visitors



**Mobility and access**

A high-capacity, world class, multi-model transport interchange that supports local and regional connections bringing people together



**Economy and innovation**

A well-connected, high amenity, character-rich precinct that will attract the jobs and industries of the future essential for delivery of Tech Central



**Sustainability**

A world-leading exemplar of an integrated sustainable and resilient precinct providing far reaching economic and social benefits



## 7.4 Tech Central

### 7.4.1 Overview

The NSW Government is committed to working with the local community to develop the biggest innovation district of its kind in Australia. Bringing together six neighbourhoods near the Sydney CBD (Haymarket, Ultimo, Surry Hills, Camperdown, Darlington North Eveleigh and South Eveleigh), Tech Central is a thriving innovation ecosystem that includes world-class universities, a world-leading research hospital, 100 + research institutions, investors and a wide range of tech and innovation companies. The vision for Tech Central is for it to be a place where universities, startups, scaleups, high-tech giants and the community collaborate to solve problems, socialise and spark ideas that change our world. It is also for it to be place where centring First Nations voices, low carbon living, green spaces, places for all people and easy transport and digital connections support resilience, amenity, inclusivity, vitality and growth.

Tech Central is an essential component of the Greater Sydney Region Plan's Eastern Harbour City Innovation Corridor. It aims to leverage the existing rich heritage, culture, activity, innovation and technology, education and health institutions within the precinct as well as the excellent transport links provided by the Central and Redfern Station transport interchanges.

The Central Precinct is located within the Haymarket neighbourhood of Tech Central. Planned to become the CBD for Sydney's 21st century, this neighbourhood is already home to The Quantum Terminal (affordable coworking space in the iconic Central Station Sydney Terminal Building) the Scaleup Hub (affordable and flexible workspace for high-growth technology scaleups) and is soon to be the home of Atlassian's headquarters. It is also in close proximity to a number of important education and research institutions.

The planned urban renewal of the Central Precinct has been identified as a key project to achieving the vision for Tech Central.

### 7.4.2 Background and context

In August 2018, the NSW Government established the Sydney Innovation and Technology Precinct Panel (the Panel) comprising representatives from various industry, health, education, government agencies and key community members. In December 2018 'The Sydney Innovation and Technology Precinct Panel Report' was produced, setting out the Panel's recommendations for a pathway to delivering a successful innovation and technology district at Tech Central. In February 2019, the NSW Government adopted the Panel's report and committed to delivering the following:

- 25,000 additional innovation jobs
- 25,000 new STEM and life sciences students
- 200,000 sqm for technology companies, and
- 50,000 sqm of affordable space for startups and scaleups.

In February 2019, the Greater Sydney Commission released a Place Strategy for the area that is now known as Tech Central (Camperdown-Ultimo Collaboration Area Place Strategy, GSC). The Place Strategy, developed collaboratively by a range of stakeholders involved in planning for Tech Central's future, was prepared to inform public and private policy and investment decisions by identifying and recognising the complex, place-specific issues inhibiting growth and change. The strategy identifies shared objectives for the place and sets out priorities and actions to realise the vision for the area under the key themes of Connectivity, Liveability, Productivity, Sustainability and Governance.

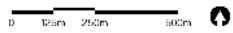
Both the Panel Report and Place Strategy recognise the importance of the Central Precinct to Tech Central's future.



# TECH CENTRAL

-  Institutions and innovation anchors
-  Major government projects
-  Opportunity Site
-  Immediate development pipeline
-  Public Open Space
-  Precinct boundary
-  Light rail – existing
-  Metro station
-  Train station
-  Light rail station

\* CHERP: Camperdown Health Education and Research Precinct



www.tc.sydney



**Figure 1 Tech Central illustrative**

Source: TfNSW

## 8. About this report

### 8.1 Purpose of this report

The purpose of this report is to provide a detailed Social Sustainability assessment of impacts on social infrastructure needs, along with health and health equity impacts on communities arising from the Central precinct Renewal Project. This report addresses study requirement **6.1 Social Infrastructure Study** and **6.2 Equity-focused Health Impact Assessment**. The relevant study requirements, considerations and consultation requirements, and the location of where these have been responded to in this report, is set out in **Table 1** below.

### 8.2 SSP Study requirements

**Table 1 Study requirements, considerations, and consultation requirements**

Ref	Study Requirement or consideration	Summary response	Where addressed
<b>Social Infrastructure Study</b>			
6.1_A	Defines an appropriate study area for the purposes of the assessment	Primary, Secondary and Social Infrastructure Study Areas are defined and analysed	Section 14.2
6.1_B	Identifies the existing situation (the baseline), including constraints, opportunities and key issues	The geographic, social and economic context for the project is thoroughly analysed, including a comprehensive social baseline analysis	Part B: Sections 12-15
6.1_C	Outlines the likely impacts and social infrastructure requirements resulting from the proposal	Social impacts and community needs for social infrastructure arising from the project are addressed	Sections 16-18
6.1_D	Assesses needs and/or demands of the existing and future population and capacity and/or supply of the services in the precinct	The needs and aspirations of community members for social infrastructure and services is addressed, both qualitatively and quantitatively, including residents, workers and visitors	Section 16
6.1_E	Defines the objectives, strategies, timeframes, implementation, performance indicators, and responsibilities for social and health services	The governance and service delivery framework for social and health services is set out in the report	Section 16.3
6.1_F	Identifies and assesses mechanisms available to maximise provision of Affordable Rental Housing, noting GCC targets	Mechanisms for affordable housing delivery are addressed in the report	Section 17.3
6.1_G	Informs and supports the preparation of the proposed planning framework including any recommended planning controls or DCP/Design Guideline provisions that would deliver an appropriate sustainability outcome	Detailed recommendations arising from the social infrastructure assessment and the Health Impact Assessment pertaining to physical aspects of the project, are set out in the report with reference to the Reference Masterplan and the planning framework	Section 19.3 Appendix I
<b>Health Impact Assessment (preliminary, equity focused)</b>			
6.2_A	Outlines the likely impacts on health and health infrastructure, including the likely impacts of the proposal on the health of existing community, future population and neighbouring community, including an assessment of the severity and likelihood of identified positive and negative impacts	Detailed assessments of impacts on health infrastructure, along with health and health equity outcomes in the affected communities is provided	Section 16.6, 16.7 Section 17 Section 18 Appendix H
6.2_B	Assesses the distribution of impacts	Distribution of impacts across the population are thoroughly explored and assessed, including in relation to geographic communities and identified priority groups - and assessed	Section 18 Appendix H

Ref	Study Requirement or consideration	Summary response	Where addressed
6.2_C	Recommends mitigation measures	Responses and mitigation measures for impacts identified are set out in the report, including both physical and programmatic mitigation measures and broad longer term responses	Section 19  Appendix H
<b>Study considerations</b>			
6_A	Local workforce and business needs, and opportunities to deliver a public benefit and support economic inclusion, particularly for Aboriginal and Torres Strait Islander communities and other specific sectors of the community, including through apprenticeships, training and education during the construction phase.	These issues are addressed throughout the report, in a range of sections of analysis and through recommendations arising, including recommendations for the delivery of subsidised start-up and innovation spaces for local creative enterprises, and employment programs for identified community members experiencing disadvantage, including Aboriginal people, and local people experiencing socio-economic disadvantage and unemployment	Section 14.7 Section 15.2 Section 18.4 Section 19  Appendix H, L
6_B	Priority service, business and employment groups within the community, delivering public benefit	These issues are addressed throughout the report, in a range of sections of analysis and through recommendations arising, including recommendations for the delivery of subsidised start-up and innovation spaces for local creative enterprises, and employment programs for identified community members experiencing disadvantage	Section 14.7 Section 15.2 Section 18.4 Section 19
6_C	Existing and future populations in need of health (including medical) infrastructure and services, including but not limited to, vulnerable communities, young people, older people etc	The study provides a comprehensive assessment of community needs for social infrastructure in the precinct and surrounding study areas, and recommendations for future delivery of infrastructure within the precinct. this assessment addressed whole of population needs as well as the needs of identified priority groups, which have been further assessed through consultation with community representatives and service providers	Section 14.4-14.7 Section 15 Section 16.5, 16.6, 16.7  Appendices H, K, L
6_D	Supply and demand for social infrastructure and services (including but not limited to within the defined study area catchment/s), including but not limited to open space (active and passive, indoor and outdoor), community facilities, libraries, health facilities, primary health care services, childcare, other health and wellbeing services;	The study provides a comprehensive assessment of community needs for social infrastructure in the precinct and surrounding study areas, and recommendations for future delivery of infrastructure within the precinct	Section 16.6-16.9  Appendix F
6_E	Measures to achieve diverse, inclusive, healthy, socially connected and sustainable precinct	The study provides a comprehensive assessment of health and health equity impacts of the project, including measures to achieve positive social outcomes	Section 18, 19  Appendix H
6_F	Mitigation measures to maximise positive health impacts and minimise negative health impacts	The study provides a comprehensive assessment of health and health equity impacts of the project	Section 18, 19  Appendix H
6_G	How the proposal will deliver a healthy built environment and support healthy active lifestyles for residents, including consideration of the relevant guidelines	The study provides a comprehensive assessment of how the project will support health and health equity outcomes through physical elements, in accordance with the NSW Healthy Built Environment Framework and other guiding policy and practice	Section 18, 19  Appendix H
6_H	Location of a public building for the provision of community services within the precinct	A multipurpose community facility of 4000sqm is recommended to be delivered, along with a range of other community infrastructure, including a social and health services hub	Section 16.6, 16.7

Ref	Study Requirement or consideration	Summary response	Where addressed
6_I	Program and size requirements for public space, noting demand for spaces under 200sqm in size, and spaces facilitating cultural production by Aboriginal and Torres Strait Islander communities	Addressed through the social and health infrastructure needs analysis and recommendations arising	Section 16.4-16.7
6_J	Inclusion of apprenticeships, training, and education during the construction phase	Addressed through health equity recommendations arising from the study	Section 19.3
6_K	The UN Sustainable Development Goals	Addressed as a guiding framework for the study	Section 10
6_L	Shared spaces and infrastructure which facilitate inclusivity, continual learning, innovation and collaboration	The social and health infrastructure analysis and recommendations for the project address this range of considerations	Section 16
<b>Consultation</b>			
7_M	The Study is to be informed by consultation with the DPE's demographics team, the City of Sydney's demographics (and other social infrastructure related teams) and the Greater Cities Commission, Sydney Local Health District and NSW Health and NSW Treasury's TTIP Division.	Consultation has addressed these requirements*  *Note Treasury's TTIP Division is obsolete	Section 20
<b>Author</b>			
6_N	The studies are to be prepared by a suitably qualified professional(s) with the necessary experience and expertise to undertake the required works	This Social Report has been prepared by appropriately qualified and experienced professionals	Section 5
<b>Guidance documents</b>			
6_0	The following documents provide guidance for this Study: City of Sydney Open Space, Sports and Recreational Needs Study (CoS, 2016) Healthy Urban Development Checklist and Building Better Health Guidelines A City for All: Social Sustainability Policy and Action Plan (2019-2023) Resilient Sydney Strategy Tech Central Strategic Framework (in Development)	These documents have been considered in the preparation of this study	Section 10, 13, 14, 16, 17, 19  Appendices B, G, H, J, K, L



## 9. Study Area

Central Precinct is located at the south-east edge of Central Sydney (refer to **Figure 2**). Central Precinct is surrounded by a number of suburbs including, Haymarket to the north, Chippendale to the south and Surry Hills to the south-east. It is located within the City of Sydney local government area (LGA) with an approximate gross site area of 24 hectares of Government owned land. The precinct comprises land bounded by Pitt Street and Regent Street to the west, Cleveland Street to the south, Eddy Avenue, Hay Street and Goulburn Street to the north and Elizabeth Street and Chalmer Street to the east.

Central Precinct has been an important site for transport operations for over 150 years. Today, Central Station is Australia’s busiest transport interchanges and is the anchor of New South Wales’s (NSW) rail network. It provides 24 platforms for suburban and Intercity and Regional train connections as well as a direct link to Sydney Airport.

The broader transport interchange also caters for light rail, bus, coach and point to point connections such as taxis. The transport interchange will also form part of the Sydney Metro network, with new underground platforms to be provided for Sydney Metro services under Platform 13, 15 and 16 at Central Station. Sydney Metro services will begin in 2024. The precinct also comprises several significant heritage items including the state-heritage listed Sydney Terminal Building and the Clock Tower.

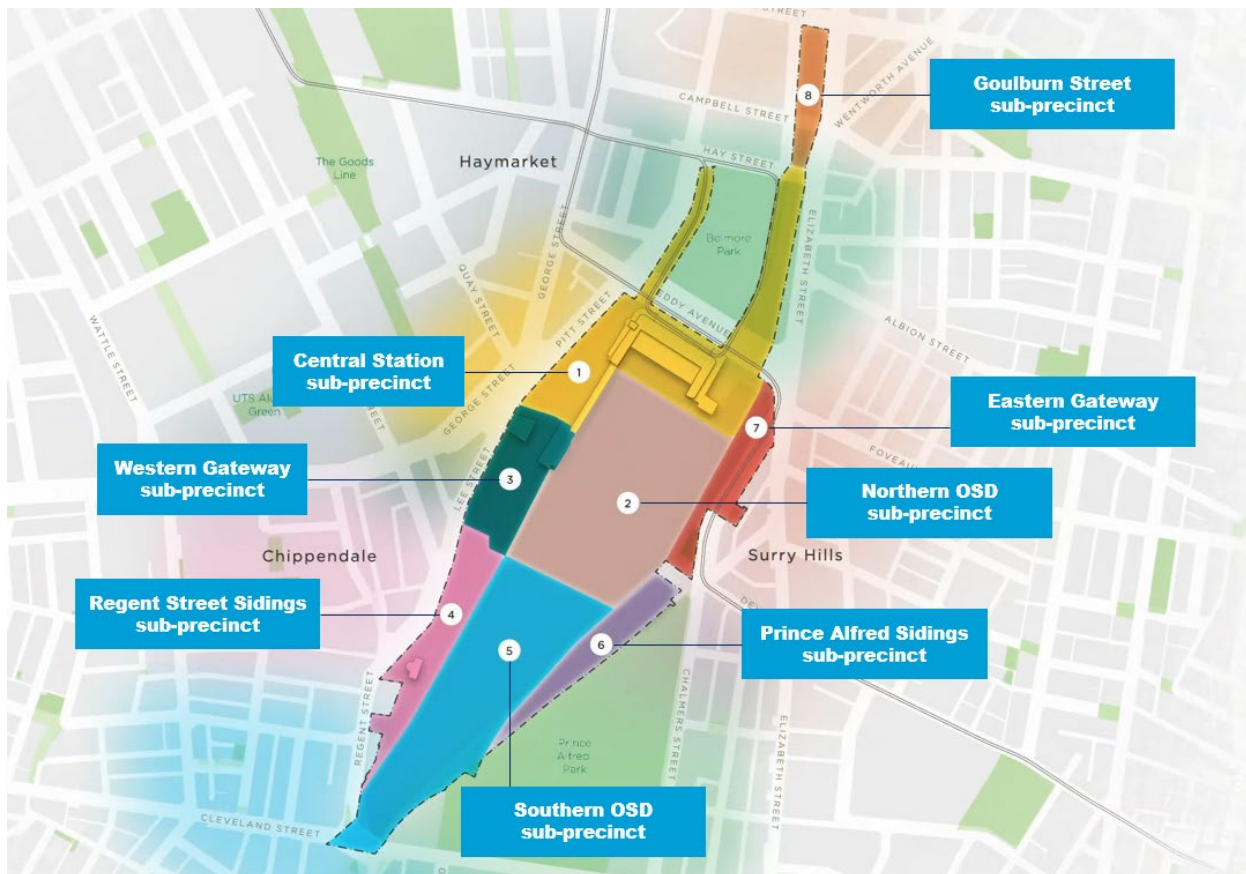


**Figure 2** Location plan of Central Precinct

As part of the Strategic Framework, eight sub-precincts have been defined that reflect and positively respond to the varying character of the surrounding areas. These sub-precincts are:

- Central Station
- Northern Over Station Development
- Western Gateway
- Regent Street Sidings
- Southern Over Station Development
- Prince Alfred Sidings
- Eastern Gateway
- Goulburn Street.

The location of these sub-precincts and relevant boundaries is illustrated in **Figure 3**.



**Figure 3** Central Precinct and sub-precincts



## 9.1 Planning priorities

To help realise the vision of Central Precinct and the desired local character of the sub-precincts, the following planning priorities have been developed and are grouped into five key themes as outlined in **Table 2** below.

**Table 2 Central Precinct planning priorities**

Theme	Planning priorities
<b>Place and destination</b>	<ul style="list-style-type: none"> <li>• Unite the city by reconnecting with the surrounding suburbs</li> <li>• Shape a great place that is vibrant, diverse, active, inclusive and has a high level of amenity</li> <li>• Deliver a precinct which responds to its urban context and embeds design excellence Improve existing and providing additional connected public space in the precinct of high environmental amenity and comfort</li> <li>• Protect and celebrate the Precinct's heritage values</li> <li>• Create a people focussed precinct through a focus on public transport, cycling and walkability</li> <li>• Facilitate the precinct's focus on transport and economic diversity in tourism and across commercial sectors including office, business and retail.</li> </ul>
<b>People and community</b>	<ul style="list-style-type: none"> <li>• Design public spaces that promote health, equality and well-being</li> <li>• Promote social cohesion by providing spaces for gathering, connection, exchange, opportunity and cultural expression</li> <li>• Honour and celebrate the cultural heritage and identity of the Precinct's past and present Aboriginal community<sup>2</sup></li> <li>• Create a safe and intuitive precinct that promotes social access and inclusion</li> <li>• Support programs and initiatives that benefit communities and people</li> <li>• Create a precinct that responds to the current and future needs of transport customers, workers, residents and visitors, including those of the broader local community.</li> </ul>
<b>Mobility and access</b>	<ul style="list-style-type: none"> <li>• Provide a world class, integrated and seamless transport interchange</li> <li>• Maintain the precinct's role as NSW's main transport interchange</li> <li>• Improve the transport customer experience, including wayfinding, pedestrian flows and interchange between different transport modes</li> <li>• Facilitate and enhancing connections within and towards key locations in southern Central Sydney</li> <li>• Deliver a people focussed precinct that is walkable, well connected, safe and puts people first</li> <li>• Design infrastructure that will adapt to future changes in transport and mobility.</li> </ul>
<b>Economy and innovation</b>	<ul style="list-style-type: none"> <li>• Advance Sydney's status as a global city</li> <li>• Support the creation of jobs and economic growth including new and emerging industries such as innovation and technology and explore the provision of space for cultural and creative uses and start-ups</li> <li>• Provide an active and diverse commercial hub with a rich network of complementary uses that nurture and support business</li> <li>• Support both the day and night economies of the precinct through diverse complementary uses, promoting liveability and productivity</li> <li>• Foster collaboration between major institutions in the precinct including transport, education, health and business</li> <li>• Create a smart precinct that incorporates digital infrastructure to support research and innovation.</li> </ul>

<sup>2</sup> References to Aboriginal peoples also includes Torres Strait Islander people throughout this document.

## 9.2 Reference Master Plan

Architectus and Tyrrell Studio have prepared a Place Strategy, Urban Design Framework and a Public Domain Strategy which establishes the Reference Master Plan for Central Precinct. The Urban Design Framework and Public Domain Strategy provides a comprehensive urban design vision and strategy to guide future development of Central Precinct and has informed the proposed planning framework of the SSP Study.

The Reference Master Plan includes:

- Approximately 22,000 sqm of publicly accessible open space comprising:
  - Central Green – a 6,000 square metre publicly accessible park located in immediately south of the Sydney Terminal building
  - Central Square – 7,000 square metre publicly accessible square located at the George Street and Pitt Street junction
  - Mortuary Station Gardens – a 4,470 square metre publicly accessible park (excluding Mortuary Station building) located at Mortuary Station
  - Henry Deane Plaza – a publicly accessible plaza located in the Western Gateway sub-precinct
  - Eddy Plaza – a 1,680 square metre publicly accessible plaza located in the north-eastern portion of the Sydney Terminal building
  - Western Terminal Extension Building Rooftop – a 970sqm publicly accessible space above the Western Terminal Extension Building Rooftop.
- approximately 269,500 square metres of commercial GFA
- approximately 22,850 square metres of retail GFA
- approximately 47,250 square metres of education/ tech GFA
- approximately 14,300 square metres of community/ cultural GFA
- approximately 84,900 square metres of residential accommodation GFA, providing for approximately 850 dwellings (assuming 1 dwelling per 100sqm GFA)
- approximately 53,600 square metres of hotel GFA
- approximately 22,500 square metres of student accommodation GFA
- minimum of 15% of new residential floorspace to be provided as affordable housing. The Central Precinct SSP Study will include the commitment to deliver 15 per cent of any new residential floor space as affordable housing. Following the public exhibition period by DPE of the SSP Study, TfNSW will target for the Precinct, a further 15 percent of new residential floor space to be delivered as diverse housing, including Build to Rent (BTR), subject to further economic modelling and governance considerations. This approach would align both Redfern North Eveleigh and Central Precinct with the same requirements for affordable and diverse housing.

**The key features of the Indicative Reference Masterplan, include:**

- A network of new and enhanced open spaces linked by green connections. This will include:
  - A Central Green (Dune Gardens) at the north of Central Precinct that will create a new civic public realm extension of the Sydney Terminal building and a new vantage point for Central Sydney
  - A new Central Square which will deliver on the vision for a new public square at Central Station, as one of three major public spaces within Central Sydney connected by a people-friendly spine along George Street
  - Mortuary Station Park at Mortuary Station that will be a key public domain interface between Chippendale and the over-station development. that will draw on the story of Rookwood Cemetery

and the Victorian Garden context with the established rail heritage of the Goods Line and the rail lines

- Henry Deane Plaza which will prioritise the pedestrian experience, improving connectivity and pedestrian legibility within the Western Gateway sub-precinct and provide clear direct links to and from the State heritage listed Central Station and its surrounds
- Eddy Avenue Plaza –will transform into a high-amenity environment with significant greening and an enhanced interface with the Sydney Terminal building.
- A new network of circulation that will establish a clear layer of legibility and public use of the place. This will include:
  - A 15-24 metre wide Central Avenue that is laid out in the spirit of other street layouts within Central Sydney and which responds to the position of the Central clocktower, providing new key landmark views to the clocktower. Central Avenue will be a place for people to dwell and to move through quickly. It brings together the threads of character from the wider city and wraps them
  - Three over-rail connections to enhance access and circulation through Central Precinct, as well as provide pedestrian and bicycle cross connections through the precinct
  - The extension of public access along the Goods Line from Mortuary Station Gardens, offering a new connection to Darling Harbour
  - New vertical transportation locations throughout the precinct allowing for seamless vertical connections.
  - An active recreation system supports health and well-being through its running and cycling loops, fitness stations, distributed play elements, informal sports provision, and additional formal recreation courts.
  - a network of fine grain laneways that are open to the sky

The proposed land allocation for Central Precinct is described in **Table 3** below.

**Table 3 Breakdown of allocation of land within Central Precinct**

Land allocation	Proposed
<b>Open-air rail corridor</b>	101,755 sqm
<b>Developable area</b>	119,619 sqm
<b>Public open space</b>	19,185 sqm / 16% of Developable area
<b>Other publicly accessible open space (Including movement zones, streets and links)</b>	41,773 sqm / 35% of Developable area
<b>Building area</b>	58,661 sqm /49% of Developable area
<b>Central SSP total area (incl. WGCP)</b>	<b>23.8 ha</b>

The Indicative Reference Masterplan for Central Precinct is illustrated in **Figure 4** and **Figure 5** over page.

## Built form illustrative GFA and land use mix

Central Precinct has the potential to deliver considerable floorspace to support a range of uses. An illustrative built form concept including land use mix and potential Gross Floor Area (GFA) is described adjacent.

Land use*	%
Commercial	52 %
Retail	4.5 %
Education/tech	9 %
Community/Cultural	3 %
Residential	16.5 %
Student housing	4.5 %
Hotel	10.5 %

\*Excluding WGP

Sub-precinct	Total GFA per sub-precinct (sqm)
Station (terminal building)	15,800
OSD Block A	165,400
A1	66,900
A2	48,900
A3	39,400
A4	4,100
A5	3,000
A6	3,100
OSD Block B	88,900
B1	42,700
B2	37,200
B3	4,000
B4	5,000
OSD Block C	109,700
C1	52,700
C2	28,500
C3	42,800
C4	3,400
C5	2,300
Regent Street Sidings Block D	65,000
D1	33,300
D2	31,700
Prince Alfred Sidings Block E	20,900
Goulburn St Car Park	49,200
<b>Total GFA (excluding Western Gateway)</b>	<b>514,900</b>
Western Gateway	275,000



176 Building numbers key plan

Central Precinct | Urban Design Framework | OFFICIAL

Figure 4 Reference Masterplan

Source: TfNSW



Figure 5 Reference Masterplan

Source: TfNSW

## PART A POLICY AND PRACTICE: GUIDING FRAMEWORKS



# 10. Strategic social sustainability drivers for the project

## 10.1 Guiding policy frameworks

This section identifies key social sustainability drivers for the project set out in applicable strategy and policy frameworks – globally, nationally, and locally. Key applicable strategies are highlighted below.

A comprehensive list of documents reviewed is provided at **Appendix A**.

An associated summary of key drivers identified and their influence on the project is provided at **Appendix B**.

### UN Sustainable Development Goals

This study is guided at the highest level by the primary framework for sustainable development globally: the UN Sustainable Development Goals (2015). This framework sets out guiding principles and approaches for all countries globally to work together for a better world for current and future generations. The goals set out a clear agenda for tackling climate change, inequality, sustainable business and innovation as well, with economic growth, social inclusion and environmental protection prioritised as three primary elements.



**Figure 6 The UN Sustainable Development Goals sets out a framework for sustainable, equitable growth**

Source: United Nations

The Australian Government has committed to working toward the UN Sustainable Development Goals through the establishment of a reporting platform and Voluntary National Review.

*“Australia is committed to the Sustainable Development Goals (SDGs) as a universal, global approach to reduce poverty, promote sustainable development and ensure the peace and prosperity of people across the world. The SDGs reflect things that Australians value highly and seek to protect, like a clean and safe environment, access to opportunity and services, human rights, strong and accessible institutions, inclusive economies, diverse and supportive communities and our Aboriginal and Torres Strait Islander cultures and heritage.”<sup>3</sup>*

<sup>3</sup> Report of the Implementation of the Sustainable Development Goals (sdgdata.gov.au)



Key goals of key relevance to this Study are:

- Goals 3 – Good Health and Wellbeing
- Goal 8 – Decent Work and Economic Growth
- Goal 9 – Industry, Innovation and Infrastructure
- Goal 10 – Reduced Inequalities
- Goal 11 – Sustainable Cities and Communities.

### TfNSW sustainability policy framework

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*Social benefits: To contribute to the delivery of social benefits for customers, including greater inclusiveness, accessibility and quality of life.*

*- Social sustainability in the Transport Administration Act 1988 (NSW)*

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This framework – coupled with the *Transport Administration Act 1988*, TfNSW's *Future Transport Strategy 2056* and Environment and Sustainability Policy, along with other key policies and frameworks – have informed the development of an integrated sustainability framework for the Central Precinct Renewal Program – as shown at **Figure 7** over page.

This is an extract from the overarching **Sustainability Framework** and **Social Sustainability Strategy** that have been prepared separately to guide the delivery of this state significant precinct, and which can be read in concert with this Study.

### TfNSW Transport Reconciliation Action Plan 2019-2021

The Transport RAP sets out the commitments to working towards reconciliation both within Transport and in communities across NSW. The plan is a response to the importance of the history of First Peoples connection to the transport routes we use today – from rail lines, to roads, to water crossings – which follow the traditional Songlines, trade routes and ceremonial paths in Country.

Key actions relevant to this project outlined in the RAP include increasing Aboriginal supplier diversity to support improved economic and social outcomes and establish and maintain mutually beneficial relationships with Aboriginal stakeholders and organisations. A stretch RAP is underway.

### City of Sydney Social Sustainability Policy and Action Plan 2018-28 – *A City for All: Towards a socially just and resilient Sydney*

The City of Sydney Social sustainability Policy and Action Plan – along with its Housing Strategy; Homelessness, and Inclusion (Disability) Action Plans, provide a strong guiding framework for the local area to 2028. Aligned with the UN SDGs, *A City for All* sets out a social justice and equity-focused vision and agenda for action to sustain a socially just and resilient Sydney over the next decade.<sup>4</sup>

Developed through extensive engagement with diverse community members and representatives, the overarching vision and framework for the City's future has strongly informed this work, including the Sustainability Framework delivered to guide the Central Precinct Renewal Program – through alignment of defined social sustainability outcomes.

<sup>4</sup> file:///C:/Users/aheller/Downloads/Social%20sustainability%20policy%20and%20action%20plan%20part%201%20(10).pdf

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*Our vision for Sydney is a city for all It is a socially just and resilient city where people from all walks of life can live, work, learn, play and grow. It is an inclusive and equitable city that offers all people opportunities to realise their potential and enjoy a great quality of life.*

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The vision for the future of the City of Sydney LGA and its communities clearly laid out:

*Our vision for Sydney is a city for all It is a socially just and resilient city where people from all walks of life can live, work, learn, play and grow. It is an inclusive and equitable city that offers all people opportunities to realise their potential and enjoy a great quality of life. It is a city that recognises First Peoples first – as the original custodians of the land we now call Sydney, acknowledging the unique contribution of 60,000 years of Aboriginal and Torres Strait Islander living cultures. It is a vibrant, dynamic and inspiring city, where creative and cultural expression is valued and celebrated, supporting a sense of identity and belonging for all people. It is a city where people are socially connected and have a shared commitment to the wellbeing of their community. It is a city where people recognise that we're all in it together and can work together for a stronger society.*

The plan sets out ten key principles for delivering on the vision, which are reflected in the social wellbeing and health equity goals and outcomes of this study. It states that:

*Putting people's wellbeing at the heart of our city is the essence of social sustainability. Sustaining a socially just and resilient society is vital to Sydney's progress. Improving wellbeing requires a holistic approach across social, cultural, political, economic and environmental issues that influence our living conditions and quality of life. This policy recognises that cities that are committed to social justice and inclusion as a shared vision and shared responsibility are cities that do better. Cities that work towards equity of access to opportunity and reducing the gap between rich and poor are cities where everyone can thrive.*

1. Sydney is on Gadigal Country: we recognise First Peoples first
2. Sydney is a just city that respects human rights and dignity
3. Sydney's communities' strengths are valued and supported
4. Sydney is a welcoming, socially connected city that embraces diversity
5. Sydney is a vibrant city where creative and cultural expression is valued and celebrated
6. Sydney is a safe and accessible city for people of all ages and abilities
7. Sydney's environment supports health and wellbeing
8. Sydney is a democratic city where people can participate and influence local decisions
9. Sydney's governance is effective, balanced and accountable
10. Sydney is a collaborative city where responsibility for community wellbeing is shared.

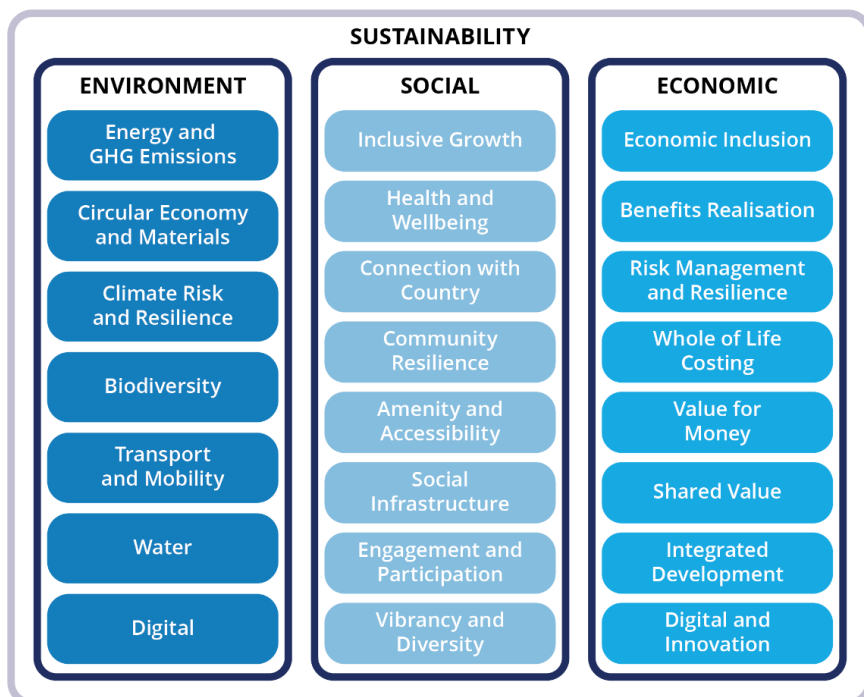
A *City for All* provides a clear and compelling goal for the delivery of the renewal precinct, aligned with this broader vision for the City of Sydney local area.

## 10.2 Key policy drivers for the renewal program

Key drivers for the project arising from the strategic review of NSW state and local government documents relate to how the project delivers on or contributes to the following outcomes:

- Contributing to the Sydney CBD as a nationally significant economic centre, driving demand for high quality commercial floorspace and innovation
- Supporting sustainable population growth and the '30-minute city'
- Recognising the shift to higher-density living driving demand for high-quality green, open, recreational space and 'third places'
- Strengthening social connectedness and cohesion
- Strengthening community resilience
- Increasing public amenity, accessibility, safety, and wayfinding
- Supporting community health, equity, and wellbeing
- Connecting with Country
- Stimulating the night-time economy, facilitating cultural vibrancy, and activating streets
- Harnessing technology and innovation to improve quality of life
  - Enabling equitable growth and inclusion.

These strategic drivers have flowed through this study, in particular informing the identification of key challenges, opportunities and issues arising for the project (**Section 13.0**), and the social infrastructure and health impact analyses (**Sections 15.0 to 17.0**). They have informed the Sustainability Framework developed to guide the project (**Figure 7**).



**Figure 7 The Sustainability Framework developed to guide delivery of sustainable outcomes across the precinct shows the interconnectedness between environmental, social, economic sustainability**

Source: TfNSW – Ethos Urban; Atelier Ten; Integral Group

# 11. Transformative urban renewal: best practice models

## 11.1 Introduction

This section describes selected best practice approaches to urban renewal that are intentionally designed to deliver sustainable social, economic and environmental sustainability outcomes.

They highlight the importance of recognising major urban renewal projects – including so-called innovation precincts – as a process of social and economic as well as physical regeneration: a critical opportunity to improve equity and resilience within the communities they impact.

The concept of transformative placemaking underpins this study and the associated Social Sustainability Strategy that has been developed to guide the Central Precinct Renewal Program. Leading contemporary models for socially and economically sustainable renewal are discussed below, including their applicability to the renewal program.

## 11.2 Transformative placemaking: a focus on equity

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*‘Transformative placemaking suggests a set of investments in both physical design and programs that not only create safe, attractive, socially interactive places where people want to ‘live, work, play, and learn,’ but which also empower broad and diverse networks of local entrepreneurs, community organisations, institutions, and workers to spur creativity, business development, and job growth. In short, it’s about expanding the scope of placemaking to include efforts aimed not only at improving our social, emotional, and physical well-being, but at remaking the relationship of place and economy in ways that generate widespread, and locally-led, prosperity.’*

– Brookings Institution, US<sup>5</sup>

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Placemaking may be defined as the overarching approach of enhancing communities through urban design, creating robust connections between people and public space.<sup>6</sup> The process of placemaking shapes places to create ‘meaningful experiences’ and is guided by ‘people’s needs and aspirations.’<sup>7</sup>

More recently, the concept of ‘transformative placemaking’ has been explored, particularly by the US-based Brookings Institution, which suggests placemaking – through urban renewal projects such as Central Precinct Renewal Program – as an opportunity to ‘reverse geographical, social, and economic disparities’ in order to facilitate ‘connected, vibrant, and inclusive communities.’<sup>8</sup> This theoretical framework, which further refines the concept of inclusive growth from an urban development perspective – goes to the heart of this study and the accompanying Social Sustainability Strategy.

Transformative placemaking is unique from other approaches to equitable and inclusive economic growth in that it encompasses three distinct aspects: scope, scale, and integration.

- **Scope** – Transformative placemaking aims to create places which benefit the broader city and region (including commercial, residential, and recreational benefits), especially in areas that may have been overlooked and/or undervalued. It should reinvigorate the public realm and build a relationship between people, place, and the economy.

<sup>5</sup> Vey, J. S. & Love, H., 2019. Transformative placemaking: A framework to create connected, vibrant, and inclusive communities, <https://www.brookings.edu/research/transformative-placemaking-a-framework-to-create-connected-vibrant-and-inclusive-communities/>

<sup>6</sup> Hes, D. & Hernandez-Santin, C., 2019. Placemaking Fundamentals for the Built Environment. Singapore: Springer.

<sup>7</sup> Ibid.

<sup>8</sup> Vey, J. S. & Love, H., 2019, et. al.

- **Scale** – Rather than focusing on a specific block or public space, transformative placemaking demands a larger area in which economic and infrastructure assets are clustered. The area cannot be defined by a geographic perimeter, but instead by the identification of place-based challenges, attributes, and opportunities.
- **Integration** – Transformative placemaking works to establish connections between economic development, community development, transportation, healthcare, and other disciplines in order to advance growth. By integrating disciplines which may not be inherently place-based, transformative placemaking can foster a collective, goal-oriented vision for public space and accelerate positive outcomes.

Ultimately, transformative placemaking aims to:

- ‘Nurture an economic ecosystem that is regionally connected, innovative, and rooted in the assets of its local residents and businesses’
- ‘Support a built environment that is accessible, flexible, and advances community health and resiliency’
- ‘Foster a vibrant, cohesive social environment that is reflective of community history and identity’
- ‘Encourage civic structures that are locally organised, inclusive, and support network building.’<sup>9</sup>

The Brookings Institution recommends applying the lens of transformative placemaking when planning for cities to create places that are valuable to people and that foster equitable outcomes for all. It has developed a framework to guide urban design and policy development on this basis.<sup>10</sup>

The Central Precinct Renewal program can be guided through the transformative placemaking framework, through consideration of how this generational investment in renewal can be perceived and harnessed as an opportunity to address localised socio-economic disadvantage, and to promote health equity outcomes – as is explored through this Study.

The framework also offers a lens through which the renewal program can be understood as leading to the creation of a place that benefits the communities across Sydney city and more broadly; seeks to address specific place-based socio-economic challenges, attributes and opportunities, and integrates various placemaking disciplines to foster a collective vision for public space and accelerate positive socio-economic outcomes.

Specifically, the key characteristics of this place (acknowledgement of its significant heritage and cultural values, for example) should be considered as an opportunity for the renewal of the area to enhance local character and community connections to place.

The application of this approach to a comparable renewal project is shown at **Figure 8** – the Kings Cross Regeneration Project.

<sup>9</sup> Ibid.

<sup>10</sup> The Brookings Institute Framework for Transformative Placemaking: [https://www.brookings.edu/wp-content/uploads/2019/11/201911\\_Framework-Transformative-Placemaking\\_one-pager.pdf](https://www.brookings.edu/wp-content/uploads/2019/11/201911_Framework-Transformative-Placemaking_one-pager.pdf)





**Figure 8 London's Kings Cross Regeneration – transformative placemaking in action**

Source: [building.co.uk](http://building.co.uk)

**The Kings Cross Regeneration Project in London, UK**, is an example of placemaking which supports the equality of communities, the environment, as well as London's position within the global economy. The brownfield area, largely known as one of London's primary transport hubs, was transformed into a mixed-use site which capitalised on pre-existing environmental assets. Social and environmental sustainability were at the forefront of the development, and lead to the delivery of affordable housing, student accommodation, community facilities, over 8,000 new jobs, and 26 acres of public open space.<sup>11</sup> Extensive community engagement guided the project throughout, and a focus to harnessing investment to improve socio-economic outcomes for local – particularly low-income and social housing – communities.

### 11.3 Placemaking approaches for successful innovation districts

*A successful innovation district will strengthen the local innovation ecosystem, revitalise inner-city areas, contribute to knowledge economy stimulation and advance the global competitiveness of their city and region.*

Innovation districts, which refer to areas of “blooming spatial assemblages of innovation and knowledge-intensive activities and functions,”<sup>12</sup> present their own unique requirements for placemaking, according to the Brookings Institution.

<sup>11</sup> Regeneris Consulting, 2017. The Economic and Social Story of King's Cross, London: Regeneris Consulting.

<sup>12</sup> Pancholi, S., Yigitcanlar, T. & Guaralda, M., 2019. Place making for innovation and knowledge-intensive activities: The Australian experience. *Technological Forecasting & Social Change*, pp. 616-625.



Innovation districts must act to attract and retain a knowledge-intensive workforce, while also facilitating holistic and sustainable economic growth. A successful innovation district will strengthen the local innovation ecosystem, revitalise inner-city areas, contribute to knowledge economy stimulation and advance the global competitiveness of their city and region.

The Brookings Institution sees innovation districts as the “manifestation of mega-trends altering the location preferences of people and firms, and in the process, reconceiving the very link between economy shaping, placemaking and social networking.”<sup>13</sup>

They require both cultivators of innovation – companies, incubators, and accelerators – and neighbourhood building amenities in order to knit the district together and tie it to its broader metropolis.<sup>14</sup> Places such as the Central Precinct will require this type of specific placemaking so as to ensure that the precinct reaches its innovative potential and that the rest of the city receives social, economic, and environmental benefits from its growth.

Studies have shown<sup>15</sup> that while relational proximity is important for knowledge flows and the cross-fertilisation of ideas and innovation, the diversity and vibrancy of areas is equally important to a successful innovation precinct. Although the clustering of knowledge-intensive activities and organisations may be enough to foster strong international connections, this alone will not establish strong connections at a local level.<sup>16</sup>

Research undertaken in Sydney, Melbourne and Brisbane highlights that while local innovation districts may offer recreational, cultural and community-based activities, there is typically a lack of social coherence between knowledge workers and the general public, and integration with local communities is often limited to occupational and educational activities. The study suggests that advanced amenities, authentic scenes and unique experiences from innovation districts would enhance community engagement and social connectedness.<sup>17</sup>

Placemaking must then extend beyond knowledge and innovation functions and focus additionally on fostering a strong connection to place and a symbiotic relationship with the local community to develop an innovation district that is truly successful.

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*Research undertaken in Sydney, Melbourne and Brisbane highlights that while local innovation districts may offer recreational, cultural and community-based activities, there is typically a lack of social coherence between knowledge workers and the general public, and integration with local communities is often limited to occupational and educational activities.*<sup>18</sup>

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Research into the successes and challenges for Tech Central (previously referred to as the Camperdown-Ultimo Collaboration Area) has identified the following areas for development, amongst others:

- Activation of parks, public spaces, and adjacent laneways for day and night use, and
- Promotion of impromptu social gathering and knowledge sharing through the creation of pedestrian priority safe zones.<sup>19</sup>

To this effect, the success of Central Precinct – as a key precinct within the broader Tech Central innovation district – would benefit from the delivery of high quality public open spaces, and through building on its character as a truly unique and inclusive precinct, with high quality places for people to meet and innovate. Creating a vibrant and connected place, to spark innovation, which has great public spaces and upgraded transport, are key focus areas for the project. Public spaces are recognised as a key enabler of interaction between the new tech-based workforce, and vibrant local communities and visitors.

<sup>13</sup> Katz, B. & Wagner, J., 2014. *The Rise of Innovation Districts: A New Geography of Innovation in America*, Washington D.C.: Brookings

<sup>14</sup> Ibid.

<sup>15</sup> Ibid.

<sup>16</sup> Garnsey, E. & Heffernan, P., 2010. High-technology clustering through spin-out and attraction: The Cambridge case. *Regional Studies*, 39(8), pp. 1127-1144

<sup>17</sup> Esmailpoor Arabia, Yigitcanlara, Kamruzzamanb, Guaraldae (Cities 96, 2020) “How can an enhanced community engagement with innovation districts be established? Evidence from Sydney, Melbourne and Brisbane”

<sup>18</sup> Esmailpoor Arabia, Yigitcanlara, Kamruzzamanb, Guaraldae (Cities 96, 2020) “How can an enhanced community engagement with innovation districts be established? Evidence from Sydney, Melbourne and Brisbane”

<sup>19</sup> HillPDA Consulting 2019, ‘Camperdown-Ultimo Collaboration Precinct: Innovation & Collaboration Study’

A leading contemporary example of this approach is the **Glasgow Riverside Innovation District in the UK (Figure 9 below)**, which encompasses an area of rich history and culture and builds on existing assets such as Glasgow University and the Queen Elizabeth University Hospital. The district is positioned to bring together diverse industries and skillsets in an environment which stimulates further innovation and international collaboration. The design takes advantage of local heritage and community to connections to place, to further enhance place qualities and deliver a highly activated vital new destination. It is the express intention of the district partners to foster inclusive social and economic growth and ensure the benefits of the district are felt across the entire city.<sup>20</sup>

### Inner city innovation districts and ‘inclusive innovation’

The proximity of innovation districts to public transport interchanges is considered to be an important attribute which encourages the public to live and work in and around the districts’ boundaries.<sup>21</sup> If residents and workers have access to effective public transport supported by high-quality walking connections, there will be fewer barriers which inhibit the growth of innovation districts and an innovation ecosystem can be nurtured.<sup>22</sup>

Related to this is the issue of housing affordability for innovation sector employees. Inner-city innovation districts, while having greater access to amenity, networking opportunities, and a concentration of adjacent businesses, often suffer from a high cost of living. This severely limits the proximity which workers are able to attain to the district within their choice of housing.

This issue represents a need for ‘inclusive innovation’ in which intervention into the supply of affordable housing in and around innovation districts is considered in their development. As such, positioning innovation districts close to public transport and facilitating permeability between the two assets becomes vital to attracting and retaining the innovation workforce.<sup>23</sup>



**Figure 9 Artist's impression of the Glasgow Riverside Innovation District – a reimagining of a heritage precinct**

Source: [gla.ac.uk](http://gla.ac.uk)

<sup>20</sup> University of Glasgow, n.d., Glasgow Riverside Innovation District, <https://www.gla.ac.uk/explore/ourcity/glasgowriversideinnovationdistrict/>

<sup>21</sup> Esmailpoorabi, N. Yigitcanlar, T. Kamruzzaman, M. & Guaralda, M. 2020, 'How can an enhanced community engagement with innovation districts be established? Evidence from Sydney, Melbourne and Brisbane', *Cities*, pp. 8

<sup>22</sup> HillPDA Consulting 2019, 'Camperdown-Ulmo Collaboration Precinct: Innovation & Collaboration Study'

<sup>23</sup> AHURI 2020, 'Affordable housing in innovation-led employment strategies', Final report no. 333

## 11.4 Placemaking for community health and wellbeing

*Placemaking which creates positive outcomes for community health must consider both the physical causes of poor health and the social, economic, and environmental elements of total health.<sup>24</sup>*

Placemaking is paramount to the health and wellbeing of communities, in that it can heavily determine the degree of access people may have to built and natural environmental features and amenities that reinforce a healthy lifestyle.

Undertaking placemaking with a view to creating positive outcomes for community health must consider both the physical causes of poor health and the social, economic, and environmental elements of total health<sup>25</sup> – “a state of complete physical, mental, and social wellbeing for all people.”<sup>26</sup>

Placemaking for health goes beyond the provision of healthcare facilities, generating outcomes such as the development of social capital, creating opportunities for civic engagement, stimulating local economic growth, and advocating for environmental protection.

The provision of green space in particular has been proven to improve population health and wellbeing including increased physical activity, greater social cohesion, improved relaxation, and restoration, improved immune functioning, reduction of the urban heat island effect, and enhanced pro-environmental behaviour.<sup>27</sup>

Healthy placemaking is multifaceted and requires the skill set of multiple disciplines in order to make the infrastructural changes required to facilitate a positive impact on community health and wellbeing.<sup>28</sup>

The Central Precinct can address the above through the provision of green space and community and creative facilities, to support existing businesses, workers, visitors and residents, as well as cater to future populations. Placemaking must be sensitive to community needs in the Precinct, whilst high quality health and social infrastructure will play a role in creating a lively, engaging precinct.

Taking this concept further, regenerative placemaking (**Section 10.5**) is the practice of identifying the characteristics which sustain and actively restore the environmental, economic, and social wellbeing of a place.<sup>29</sup> It provides an opportunity to capitalise on and enhance the pre-existing assets of a place in order to ensure a sustainable future for the local socio-economic ecosystem.

**Werksviertel in Munich (Figure 10** over page) is a prime example of an innovation district which is strategically positioned with public transport. The former brownfield site east of Ostbahnhof Station has been transformed into a mixed-use innovation district 3km from the CBD.

The retention of heritage was a key factor in the development, as well as creating long-term value rather than short-term profit. The district's profit share was also recycled into the provision of social infrastructure including parks, schools, and kindergartens. Werksviertel's success factors include improvements to safety and the public realm, a dynamic mix of uses, and leveraging anchor institutions.<sup>30</sup>

<sup>24</sup> Tusso, P., 2014. Physician Update: Total Health. *The Permanente Journal*, 18(2), pp. 58-63

<sup>25</sup> Project for Public Spaces, 2016. *The Case for Healthy Places*, s.l.: Project for Public Spaces

<sup>26</sup> Tusso, P., 2014. et. al.

<sup>27</sup> World Health Organisation, 2016. *Urban green spaces and health*, Copenhagen: World Health Organisation

<sup>28</sup> Social Change UK, 2018. *Healthy Placemaking*, London: Design Council

<sup>29</sup> Dickinson, T. C., 2020. *The Cross-Benefits of 'Regenerative Placemaking' Post-Pandemic*, <https://portmanarchitects.com/the-cross-benefits-of-regenerative-placemaking-post-pandemic/>

<sup>30</sup> Future Cities Catapult 2017, 'The logic of innovation locations'





**Figure 10 Werksviertel, Munich – a mixed-use innovation district that capitalises on distinctive place qualities**

Source: *Future Cities Catapult*

## 11.5 Regenerative placemaking: a strengths-based approach

Regenerative design focuses on balancing the needs of ecosystems and society within their global context: “It aims to enhance the regeneration of resources in society and improve quality of life through reconceptualising our role within ecosystems and resource cycles.”<sup>31</sup>

Regenerative placemaking is the practice of identifying the characteristics which sustain and actively restore the environmental, economic, and social wellbeing of a place.<sup>32</sup> It provides an opportunity to capitalise on and enhance the pre-existing assets of a place in order to ensure a sustainable future for the local socioeconomic ecosystem.

Creating cities which are liveable now and into the future requires design and planning processes to consider their role in global patterns of activity and consumption. Regenerative placemaking is crucial to achieving the desired outcomes of the Central Precinct, specifically those relating to the strengths of existing diverse communities and the unique qualities of the place.

Consideration of regenerative placemaking in the Central Precinct Renewal includes acknowledgement of the unique character of the area as a working rail corridor, an and a site with rich and layered Indigenous and non-Indigenous histories and heritage. Harnessing the advantage of the site being a large contiguous area in state government ownership, the project offers immense opportunities for restoration and reconnection with the precinct’s past and present qualities, to deliver a placemaking approach that is truly regenerative, and benefits current and future communities’ through the precinct’s renewal.

The restoration and reinstatement of Aboriginal and European features of the site – such as the reinterpretation of original landscape features, such as sand dunes, through landscaping plans, and the sensitive restoration of the historic Sydney Terminal Building, are key means through which this model can be delivered.

<sup>31</sup> Mistra Urban Futures, 2017. Regenerative Placemaking, <https://www.mistraurbanfutures.org/en/project/regenerative-placemaking>

<sup>32</sup> Dickinson, T. C., 2020. The Cross-Benefits of ‘Regenerative Placemaking’ Post-Pandemic, <https://portmanarchitects.com/the-cross-benefits-of-regenerative-placemaking-post-pandemic/>

### Greening the urban environment

Urban environments that include green elements, through public spaces and green building design, improve the quality of life and wellbeing for workers and residents interacting with these spaces. Both State and local governments have recognised the importance of sustainable design and green open spaces for social sustainability and wellbeing, especially as density and populations grow.

The benefits of greening are recognised by the World Health Organisation, which links green urban areas with better health and wellbeing outcomes, through helping combat air pollution, noise, chronic stress, and insufficient physical activity. The City of Sydney has identified the role 'green infrastructure' in managing heat and other climate and environmental issues in urban areas, while increasing happiness and reducing incidences of disease and illness.

The Government Architect's Greener Places framework, supported by the GCC Sydney Green Grid Strategy, aims to create a network of upgraded urban spaces and civic amenities that support social cohesion and gathering, while increasing Sydney's green canopy.

The NSW Premier's aim to plant five million trees by 2030, and the Council's target of 40 per cent greening in the CBD environment, can only be met through greener open spaces that are accessible, connected, and integrated with high density commercial development. The City of Sydney is also focused on significantly greening the urban environment through a range of policies and strategies, including encouraging green roofs and walls, as well as ground level open spaces, and an increased tree canopy.

The human benefits include improved health and comfort, through reducing the urban heat island effect; contributing to a range of wellbeing benefits arising through biophilia (human connection to nature), and providing spaces for quiet relaxation as well as socialising, with particular benefits for residents of high density housing and office workers. In urban renewal projects in particular, green spaces with good solar access are critical investments to enable social life and activity to flourish, as shown at **Figure 11** below.



**Figure 11 The Kings Cross renewal project, London, demonstrates the importance of investing in provision of high quality green space for the social life and activation of the precinct**

Source: *Financial Times, UK*



## 11.6 Doughnut economics: addressing socio-economic inequalities

*The ‘doughnut’ model of economics posits that a safe space for humanity is situated between the social foundations and the environmental ceiling. This framework makes it clear that environmental sustainability cannot be considered without social sustainability and addressing inequalities.*

The main strength of the ‘planetary boundary framework’ – a framework from 2009 which identified a set of ‘planetary boundaries’ that humanity should not cross<sup>33</sup> – is that it enables presentation, in a simple manner, how human activities, if kept uncontrolled, will progressively cross boundaries, leading to abrupt changes in the environment. However, it overlooks the social sustainability dimension.

This omission was rectified in 2017 by academic Kate Raworth – a Senior Associate at Oxford University’s Environmental Change Institute, and Professor of Practice at Amsterdam University of Applied Sciences<sup>34</sup> – in her contemporary model of economics (**Figure 12** over page).<sup>35</sup>

This model highlights that societal inequalities (income, gender, power) mean that millions of people live below the eleven foundations identified as essential by governments in the context of the Rio+20 United Nations Conference on Sustainable Development: water, income, education, resilience, voice, jobs, energy, social equity, gender equality, health, and food.

This recognition led to the development of the ‘doughnut’ model of economics, whereby a safe space for humanity is situated between the social foundations and the environmental ceiling. This framework makes it clear that environmental sustainability cannot be considered without social sustainability and addressing inequalities.

Since the inception of the doughnut model, Kate Raworth and the municipality of Amsterdam have sought to translate her economic model into a framework to guide public policy and urban planning in Amsterdam.<sup>36</sup> This has resulted in the Amsterdam Circular strategy which outlines the City’s future directions for “a thriving city within the planetary boundaries.”<sup>37</sup> Through the adaption of this strategy, the City of Amsterdam is working to ensure all people are able to lead sustainable and healthy lifestyles in their city.

In the context of the Central Precinct, the provision of services and social infrastructure to meet people’s changing needs must be considered, to ensure healthy, creative, culturally rich and socially connected communities are a key outcome in the development. Consideration of social and environmental sustainability in any economically-driven development is imperative for achieving a liveable, productive and great place to visit, work and live.

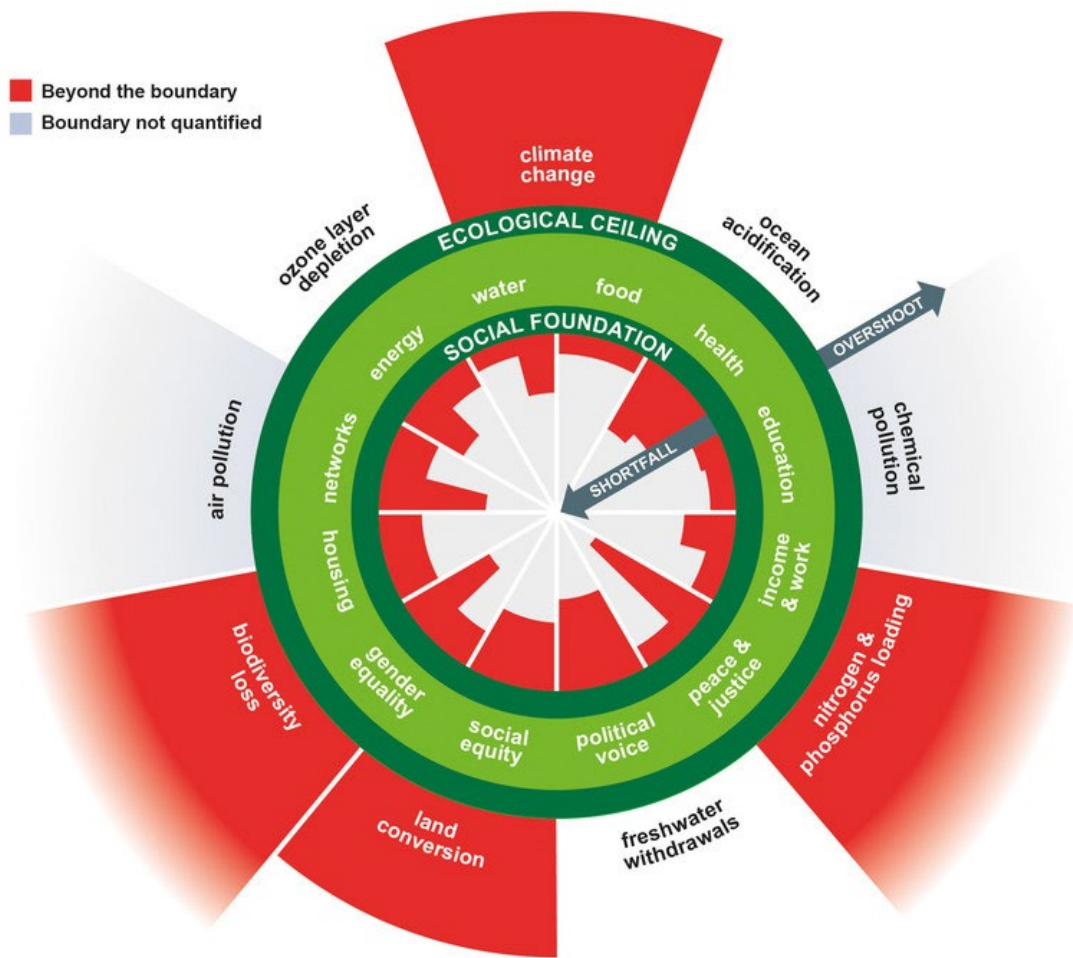
<sup>33</sup> Biermann, F. & Kim, R. E., 2020. The Boundaries of the Planetary Boundary Framework: A Critical Appraisal of Approaches to Define a “Safe Operating Space” for Humanity. *Annual Review of Environment and Resources*, Volume 45, pp. 497-521

<sup>34</sup> <https://www.kateraworth.com/about/>

<sup>35</sup> Raworth, K., 2017. *Doughnut economics: seven ways to think like a 21st-century economist*. Vermont: Chelsea Green Publishing

<sup>36</sup> Medium, 2019. The Doughnut Comes to Amsterdam: How to Create a Thriving City for a Thriving Planet, <https://medium.com/circleeconomy/the-amsterdam-city-doughnut-how-to-create-a-thriving-city-for-a-thriving-planet-423afd6b2892>

<sup>37</sup> City of Amsterdam, 2019. *Building Blocks for the New Strategy Amsterdam Circular 2020-2025*, Amsterdam: Circle Economy



**Figure 12 Doughnut economics model for sustainable development ‘within planetary boundaries’**

Source: <https://www.kateraworth.com/doughnut/>

## 11.7 Connecting with Country for transformational design

*Connecting with Country embraces a co-design intention that is based on deep engagement with Aboriginal stakeholders and community-endorsed creative practitioners local to place. It aims to activate an authentic voice to draw out knowledge, protocols, history, culture and the contemporary stories of Aboriginal communities.*

The Central Precinct is located on Gadigal Country. It has a unique story of Country that underpins a powerful narrative. The Connecting with Country Guidelines by the Government Architect of NSW (2020) provides narratives and principles drawn from Country, in collaboration with local Aboriginal people, for use in design.

Guidelines for the design of the Precinct, to embrace the site's Aboriginal historical and contemporary identity, engage visitors to explore the story of the place and integrate Aboriginal culture and narrative can create well-connected and welcoming places within the precinct.

The Connecting with Country framework is required to embed Country into the renewal of CPRP in line with the objectives of the Vision documents, and consideration of heritage interpretation. The Designing with Country narratives and themes that emerge from the Framework must be interwoven throughout the Central SSP planning package and associated SSP documentation.

Connecting with Country embraces a co-design intention that is based on deep engagement with Aboriginal stakeholders and community-endorsed creative practitioners local to place. It aims to activate an authentic voice to draw out knowledge, protocols, history, culture and the contemporary stories of Aboriginal communities, for co-designed interpretation from the beginning to the end of projects.

The objective is transformational design thinking informed by the Aboriginal worldview.<sup>38</sup>



**Figure 13 Connecting with Country – a design framework for responding to Aboriginal heritage and living cultures**

Source: GAO NSW, Destination NSW

<sup>38</sup> Connecting with Country Framework – Central Precinct Renewal Project – Balarinji, 12/11/21; <https://www.governmentarchitect.nsw.gov.au/projects/designing-with-country>

## 11.8 Gender Sensitive Placemaking – a new approach for public transport

Emerging discourse on making places safe and comfortable for women has seen the recent (2021) publication of guidance for place practitioners from teams at Australia’s La Trobe, RMIT and Monash Universities.

‘Gender-sensitive placemaking’ is focused on public transport and associated places; the model responds to the routines and preferences of local women users of a place. In particular, it involves placing the voices and experiences of women at the forefront of the process.”<sup>39</sup>

TramLab team –a collaboration between La Trobe University, RMIT University and Monas University, with the support of the Victorian Government –has developed a toolkit to improve the safety of women and girls on public transport that highlights the importance of co-design and respecting First Nations in planning and placemaking. Strategic actions to guide site-specific interventions that can be taken are to analyse, encourage, connect activate, enforce, engage, transform, and resist or manage.



**Figure 14** Tramlab's Toolkit for Gender Sensitive Placemaking

Source: [lens.monash.edu](https://lens.monash.edu)

<sup>39</sup> Toolkit for Gender-Sensitive Placemaking (TramLab, 2021)

## PART B BASELINE CONTEXT – CHALLENGES AND OPPORTUNITIES



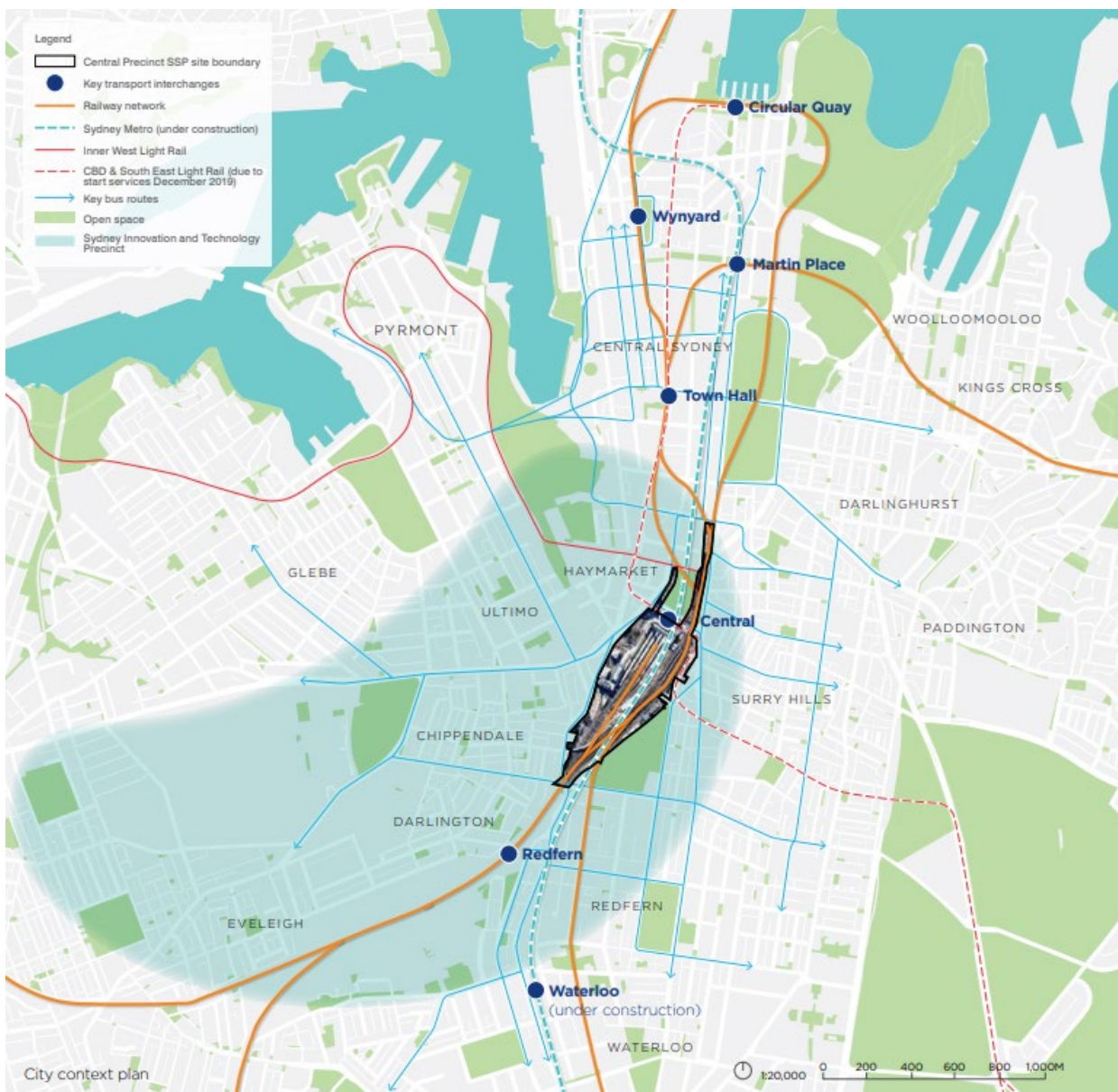
## 12. Site and geographic context

The following sections outlines the geographic context for Central Precinct. It sets out key spatial connectivity, accessibility and amenity issues of relevance to the social study, including connectivity to regional population and transport networks, and neighbouring communities.

### 12.1 Precinct location

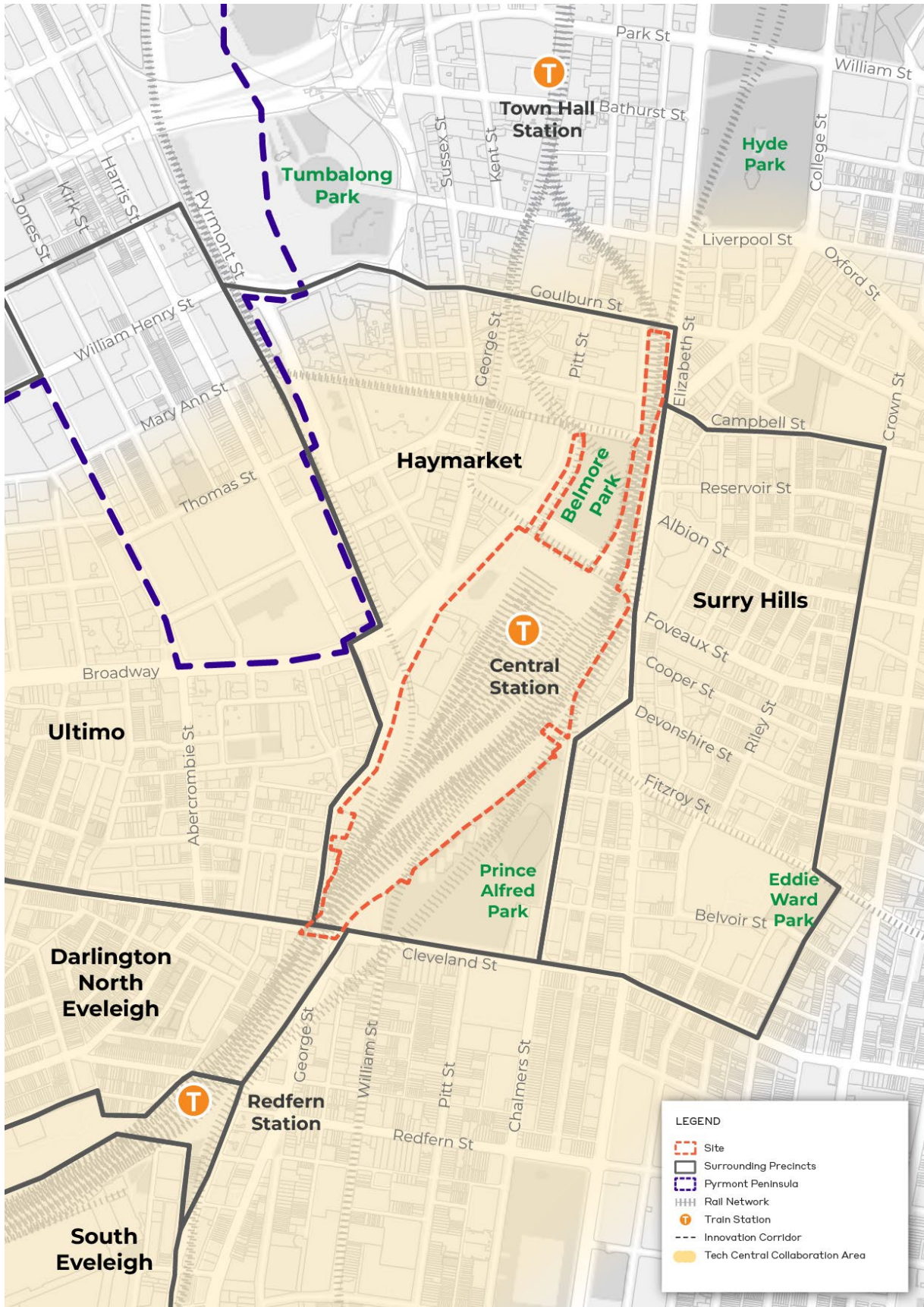
Central Precinct is comprised of up to 24 hectares of NSW Government-owned land within the City of Sydney Local Government Area, including Central Station transport interchange and a corridor of associated rail infrastructure between Goulburn and Cleveland Streets.

Central Precinct is located at the southern end of and is seen as an extension of the Sydney CBD. Its neighbouring suburbs are Surry Hills, Haymarket, Chippendale, Darlington, Ultimo and Redfern. It is also close to Sydney attractions such as Chinatown, University of Technology, Sydney (UTS) Darling Harbour and the Goods Line.



**Figure 15 Precinct location and context**

Source: *Central Precinct Strategic Vision*, TfNSW, 2019, p. 10



**Figure 16 Site and spatial context – local neighbourhoods**

Source: Ethos Urban



## 12.2 Surrounding development and amenity

The areas surrounding Central Precinct are diverse, with varying levels of urban amenity. Neighbourhoods to the east, south and west (with the exclusion of the land either side of Broadway) are characterised by a fine grain street pattern and diverse, mixed-use built form. Land to the north of Central Precinct is dominated by high rise office and apartment buildings, in line with the character of the broader Sydney CBD. George Street and Broadway have a more varied mix of uses and built form.

Central Precinct has limited permeability, as rail infrastructure restricts public access to much of the site and connections between the surrounding suburbs.

Other than Henry Deane Plaza, Central Precinct has limited public outdoor open spaces. It is however located adjacent to some of Sydney's most historic parks and squares, including Belmore Park to the north, Prince Alfred Park to the east and Railway Square to the west of the site.

### Connectivity to Sydney CBD and surrounding neighbourhoods

Central Station is also a gateway to the Sydney CBD and surrounding residential suburbs. There are multiple exit and entry points to the station that connect to surrounding businesses, infrastructure and other services, including:

- Grand Concourse
- Chalmers Street
- Eddy Avenue
- Devonshire Street Tunnel.

However, Central's rail infrastructure also limits the east-west connectivity through the area, with the Devonshire Street tunnel and Eddy Avenue the only two access points for travellers walking from east-west. Many people utilising public transport services view Central Station as a barrier, with the majority only traversing through the underground tunnel and out to the surrounding areas, rather than staying and lingering.

Pedestrian connections along Central Station's North-South spine is limited by surrounding urban fabric, including high capacity road-infrastructure and limited footpath width.

Central Station is also serviced by the Airport Link from Sydney's International and Domestic Airports, and its 'Country Platforms' serve as a terminal for regional and interstate trains arriving in Sydney. As a result, it is often the first station for many international and domestic visitors to Sydney and therefore acts as a gateway to the city.

Central's connectivity extends further beyond rail, acting as a major interchange between different public transport modes. It is a significant stop for the L1 and L2-3 light rail routes, and serves numerous major bus lines running both East-West and North-South through stands on Eddy Avenue, Railway Square, and Elizabeth Street.

It is noted that new Sydney Metro platforms at Central, with associated concourse and pedestrian movement improvements, will further increase connectivity for the station.

### Active transport: pedestrianisation and rideshare facilities

The area is highly pedestrianised, however there are opportunities to improve the connections and pedestrian flows between the station and the neighbourhood. Pedestrian priority providing intuitive circulation and wayfinding within and around the interchange and beyond will ensure success of the precinct.

The use of rideshare facilities is a key characteristic of the Central Precinct, given the site is Australia's busiest transport interchange. Ensuring the needs of local, regional and international travellers are met will be crucial therefore the retention of opportunities for rideshare facilities to continue will be necessary for reviving Central Station as a global transport interchange.

### Delivering public domain improvements in the Sydney CBD

Improving CBD amenity for workers, visitors and residents is a key policy driver at state and local levels, and the site offers significant potential to contribute to improved public domain character of the locality. The City of Sydney's policy framework encourages a greener and more accessible Sydney through the improvement of civic spaces and amenities as the city's population increases.

Some public space in Sydney is restricted by streets that prioritise motor vehicles and buses, causing noise and air pollution, crowded footpaths, and disconnected cycleways. Low cross-city connectivity between harbour foreshore and parklands fragments the cities open spaces, and low numbers of young children and older adults in the CBD area indicate low provision of welcoming and inclusive spaces.

The Central Precinct Renewal Program has the potential to contribute to the city's urban amenity improvements by increasing high quality public open space, greening, and improving the accessibility and connectivity in the area. As part of this, major new public open spaces, including a new 'Sydney Square' for the city are proposed through the Structure Plan.

### Proximity to local social infrastructure networks

Central Precinct is located close to a broad range of social infrastructure that serves regional, as well as local, communities. Many visitors to Central Precinct traverse from the interchange to access community spaces surrounding the site, and Central Station may be the last interchange these users access before proceeding on foot or changing modes of transport. Transport connections and multi-modality are therefore critical in enabling residents and visitors to access various services, including the night-time economy.

An overview of key infrastructure in the area is provided at **Table 4**. Detailed analysis and mapping of infrastructure networks in the local areas surrounding the site is provided in **Sections 16.2-16.3** and **Appendices F to H**.

**Table 4 Overview of key social infrastructure in proximity to the Central Precinct**

Social infrastructure type	Key infrastructure	Key users
<b>Creative and cultural</b>	<ul style="list-style-type: none"> <li>• ABC studios</li> <li>• Museum of Applied Arts and Sciences ('the Powerhouse Museum')</li> <li>• National Centre for Indigenous Excellence</li> <li>• Carriageworks.</li> <li>• Private galleries in Surry Hills, Redfern and Chippendale, e.g. White Rabbit Gallery</li> </ul>	<ul style="list-style-type: none"> <li>• International, regional and local tourists</li> <li>• Local residents accessing programs</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• University of Technology, Sydney</li> <li>• Sydney TAFE (Ultimo)</li> <li>• University of Sydney (Darlington)</li> <li>• University of Notre Dame (Chippendale)</li> <li>• Colleges (various private) (Chippendale)</li> <li>• Inner Sydney High School (Cleveland Street, Surry Hills)</li> </ul>	<ul style="list-style-type: none"> <li>• Attract students from across the Greater Sydney region</li> <li>• Workers at universities</li> </ul>
<b>Health</b>	<ul style="list-style-type: none"> <li>• Royal Prince Alfred Hospital</li> <li>• St Vincent's Hospital</li> <li>• Sydney Dental Hospital</li> </ul>	<ul style="list-style-type: none"> <li>• Attracts patients from across the region/NSW</li> <li>• Workers at health facilities</li> </ul>
<b>Accommodation (temporary; short term)</b>	<ul style="list-style-type: none"> <li>• Hotels (e.g. Adina)</li> <li>• Hostel (eg. Sydney Central YHA)</li> <li>• Boarding houses</li> <li>• Surrounding residential flat buildings</li> </ul>	<ul style="list-style-type: none"> <li>• Residents</li> <li>• Hotel users, accessing temporary and short stay accommodation</li> <li>• Residents of student housing</li> </ul>
<b>Tourism infrastructure</b>	<ul style="list-style-type: none"> <li>• International Convention Centre</li> <li>• Chinatown/Haymarket</li> </ul>	<ul style="list-style-type: none"> <li>• International, regional and local tourists</li> <li>• Attracts tourists and day trips</li> </ul>
<b>Retail/ F&amp;B</b>	<ul style="list-style-type: none"> <li>• Sydney CBD</li> <li>• Chippendale (Central Park, Broadway)</li> <li>• Haymarket (Paddy's Markets, Chinatown)</li> <li>• Surry Hills</li> </ul>	<ul style="list-style-type: none"> <li>• Local residents and workers</li> <li>• Residents from across Sydney</li> <li>• students</li> <li>• Tourists and international visitors</li> </ul>
<b>Business hub</b>	<ul style="list-style-type: none"> <li>• CBD</li> <li>• Ultimo</li> <li>• Pyrmont</li> <li>• Surry Hills</li> </ul>	<ul style="list-style-type: none"> <li>• Travellers and workers from the region and globally</li> </ul>
<b>Sport and recreation</b>	<ul style="list-style-type: none"> <li>• Sydney Cricket Ground, Sydney Football Stadium, Centennial Parklands (Moore Park)</li> <li>• Ian Thorpe Aquatic Centre (Ultimo)</li> <li>• Prince Alfred Park – swimming pool; tennis courts; basketball courts (Surry Hills)</li> </ul>	<ul style="list-style-type: none"> <li>• Attracts visitors regionally, state and globally – participants and spectators</li> </ul>

Source: Ethos Urban



## 12.3 Local histories, heritage and cultures – Aboriginal and non-Aboriginal

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*The site of today's Belmore Park and Central Station was the location of Aboriginal performance, ceremonies and trials as well as a place of shelter. Prince Alfred Park, then known as the Cleveland Paddocks, also became an Aboriginal camp site after Aboriginal people were driven from their traditional camping grounds around Sydney Cove, the Domain and Woolloomooloo.*

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### Aboriginal histories and contemporary cultural significance

Central Precinct is located on the land of the Gadigal people of the Eora Nation, and the immense cultural significance of the land for Aboriginal people continues today. The Gadigal are the traditional custodians of the land occupied by Central SSP and have cared for the country for tens of thousands of years. The land around Central Station was rich in natural resources, which were gathered by Aboriginal people for food, medicine and tools.

Some Aboriginal trackways became Sydney's roadways, though no maps exist specifically noting Aboriginal trackways, it is thought that today's George Street and Oxford Street (located north of the site) followed Aboriginal paths.<sup>40</sup>

The site of today's Belmore Park and Central Station was the location of Aboriginal performance, ceremonies and trials as well as a place of shelter. Prince Alfred Park, then known as the Cleveland Paddocks, also became an Aboriginal camp site after Aboriginal people were driven from their traditional camping grounds around Sydney Cove, the Domain and Woolloomooloo.

The *Central Precinct Draft Strategic Vision* (TfNSW, 2019) recognises the significant Aboriginal histories of the site:

*“For tens of thousands of years before European settlement, the Cadigal (also known as Gadigal) of the Eora Nation lived on the lands in and around Central Precinct. While there is limited information available of its use by Aboriginal people before 1788, the site of today's Belmore Park and Central Station was the location of Aboriginal performance, ceremonies and trials as well as a place of shelter. Prince Alfred Park, then known as the Cleveland Paddocks, also became an Aboriginal camp site after Aboriginal people were driven from their traditional camping grounds around Sydney Cove, the Domain and Woolloomooloo. There was an Aboriginal presence in the area until the mid-19th century with the arrival of the railways and the use of Prince Alfred Park as a showground. The nearby suburb of Redfern in particular, holds great significance in terms of its Aboriginal history and political symbolism.”*

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*Central Station also holds significance to today's Indigenous community, as many survivors of the Stolen Generations were transported away from their families and communities by train at Central Station.*

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**Central Station also holds significance to the Indigenous community, as many survivors of the Stolen Generations were transported away from their families and communities by train at Central Station.**

From the 1910s to the 1960s, Central Station played a key role in the trauma experienced by the Stolen Generations. Survivors specifically named Central as a source of dark memories, as the place where Aboriginal children, already kidnapped from their parents, were separated from siblings and cousins on Platform 1 and sent to State-run welfare homes across the country.<sup>41</sup>

The site is in proximity to culturally significant suburbs including Redfern, where 'The Block' holds particular significance for Aboriginal people, as a critically important area as the heart of urban Aboriginal Australia. The Redfern-North Eveleigh area is a place of continuing importance for Aboriginal

<sup>40</sup> Balarinji, Central Precinct Connecting with Country framework, 2022

<sup>41</sup> (Cox Inall Ridgeway 2021, cited in Draft Aboriginal Cultural Heritage Study Central State SSP Renewal January 2022 Rev B)

communities across Australia, described as the ‘Urban Homeland’ – a place of activism and community. However, the recognition and preservation of this historical and cultural significance has not always been considered and incorporated in the past, resulting in limited places that tell stories which are relevant and meaningful for the Indigenous community.

### Central Station Memorial to the Stolen Generations

In 2018, the NSW Government unveiled a memorial on Platform 1 to officially recognise the Stolen Generations survivors, their descendants, and the broader Indigenous community (Figure 17). The NSW Government is committed to continue taking “real and meaningful action when it comes to healing, according to the priorities identified by the Stolen Generations Advisory Committee.”<sup>42</sup>



**Figure 17 Central Station memorial to Aboriginal Stolen Generations survivors on Platform 1**

### Non-Aboriginal heritage and histories

Opened in 1855, Sydney’s Central Station (also known as Sydney Terminal) and associated rail infrastructure has provided Sydney with over 150 years of continuous service. Originating on land between Devonshire and Cleveland streets, the station has progressively expanded and adapted to accommodate the growing and changing needs of the Sydney community.

The site of the current Central Station building was built between 1901 and 1921, on the site of the Devonshire Street Cemetery. At the time, the progressive development of the Central Station building was:

*“An urban intervention of unprecedented scale and influenced the structure of the city around it. It was the first major terminus to be constructed in Australia and its design was inspired by the grand classical stations of Europe. The sandstone clock tower became a landmark in the local area and was known as the ‘working man’s watch.’”<sup>43</sup>*

The Terminal was designed with grand concourses and spacious platforms for people, and goods handling below platform level. The upper storeys of the Sydney Terminal and the clock tower were delayed, not being completed until 1921. In the 1920s the suburban platforms were constructed concurrent with electrification of the suburban network and the construction of the City Circle.

<sup>42</sup> NSW Department of Aboriginal Affairs, 2018, ‘Stolen Generations Commemorated in Central Station’, [www.aboriginalaffairs.nsw.gov.au/our-agency/news/stolen-generations-commemorated-in-central-station/](http://www.aboriginalaffairs.nsw.gov.au/our-agency/news/stolen-generations-commemorated-in-central-station/)

<sup>43</sup> TfNSW 2019, *Central Precinct Draft Strategic Vision*, p. 15 [https://shared-drupal-s3fs.s3-ap-southeast-2.amazonaws.com/master-test/fapub\\_pdf/A+A+western+gateway/Appendix+C+-+Central+Precinct\\_Draft+Strategic+Vision\\_Print+View.pdf](https://shared-drupal-s3fs.s3-ap-southeast-2.amazonaws.com/master-test/fapub_pdf/A+A+western+gateway/Appendix+C+-+Central+Precinct_Draft+Strategic+Vision_Print+View.pdf)

## Statement of non-Aboriginal heritage significance of the precinct

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*“The significance of Central Station is widely appreciated by the broad community for its sense of place and theatre; as an extraordinary place of work for employees past and present and their families; and by many specialist transport and heritage community groups.”<sup>44</sup>*

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The following statement of heritage significance is set out in the heritage study prepared by Artefact Heritage for the renewal project,<sup>45</sup> and provides a deeper appreciation of the significant heritage characteristics and qualities of the precinct.

### Overall Study Area

*The site contains the original Sydney Railway Company grant on which the first Sydney Station and yards were opened, making it the oldest and longest continuously operated yard in Australia. The Sydney Terminal Precinct has a high level of historic significance associated with its early government and institutional uses, as well as being the site of Sydney’s second major burial ground, the Devonshire Street Cemetery. Archaeological evidence of the government and institutional uses is rare and has high research potential.*

### Central Station

*Central Station site contains evidence of the first phase of railway construction in NSW and has been the major hub of rail transportation in NSW since the mid-19th century and has the ability to demonstrate the evolution of changes in the NSW railways and in railway technology over the past 150 years, from steam to electric, reflected in the changes in yard layout and in signalling work practices.*

*The Main Terminus Building, accentuated by its clock tower and approach ramps, exemplifies the predominant use of sandstone at the site and dominates its surroundings marking the importance of the railway to both the city and the State. The Main Terminus Building is enhanced by its Neoclassical architectural features together with the high-quality workmanship and materials it contains, from carved sandstone, marble and terrazzo to cedar joinery, acid etched glazing and metalwork balustrades. The same fine quality in design, materials and workmanship is seen in Mortuary Station, the Railway Institute and also in the Neo-classical Chalmers Street Entrance, the Central Electric Station main façade and the former Parcels Post Office, all of which tends to unify these buildings with the Main Terminus.*

*Various notable 19th and 20th century architects and engineers have worked on the development of the study area over 170 years including James Wallace and William Randle (first Sydney Railway Station); the last serving Colonial Architect, James Barnet (Mortuary Station); the first NSW Government Architect, Walter Liberty Vernon (the Main Terminus Building and the Parcels Post Office); and the Chief Engineer for the City Underground and Sydney Harbour Bridge, Dr John Job Crew Bradfield (Central Electric).*

*The significance of Central Station is widely appreciated by the broad community for its sense of place and theatre; as an extraordinary place of work for employees past and present and their families; and by many specialist transport and heritage community groups. The site has technical heritage value in such elements as the Darling Harbour Dive; Central Electric’s flyovers, the elliptical arch construction of the Elizabeth Street Viaduct, the western approach ramp underbridge, the three-pin truss roof of the portecochere; the Devonshire Street subway, and the early mail, parcels and luggage subway system.*

### Associated structures

*The Darling Harbour branch line and associated sandstone Ultimo Railway Overbridge is the only remaining example of railway infrastructure built for the Sydney Railway Company and is the oldest piece of railway infrastructure in NSW. Mortuary Station, the Main Terminus Building and the Parcels Post Office were the only designs undertaken for the NSW Railways by the Colonial Transport for NSW Architect and the Government Architect within the Department of Public Works. The Prince Alfred*

<sup>44</sup> Artefact Heritage Services, Central Precinct Renewal Project Non-Aboriginal Heritage Study, April 2022

<sup>45</sup> Ibid.

*Sidings contains some of the oldest remaining workshops in the NSW railway system. The Prince Alfred Substation is part of the Bradfield 1926 electrification works and was designed by Bradfield himself.*

*The Mortuary Station is a fine and rare example by James Barnet of the Gothic Revival architectural style and is the only remaining example of a mortuary station in NSW. The exemplary Federation Anglo-Dutch architectural style of the Railway Institute is significant, and it was the first institute of its type in Australia, demonstrating 19th century initiatives in railway workers educational and recreational facilities. The Parcels Post office contains fine brickwork and sandstone detailed facades and documents the association of the site with railway postal services.*

## Contemporary shared connections to place

Today Central precinct is a place of cultural significance and connection for Aboriginal and non-Aboriginal people alike.

Today Central Precinct is a place of multilayered shared histories and connections to place and culture for Aboriginal and non-Aboriginal communities alike.

In contemporary history, the area has always been multicultural and socially diverse. These diverse histories and cultures are a key aspect of planning for the precinct, to bring these histories to new life through a respectful and sensitive renewal program that draws on the unique strengths, stories, character and qualities of the precinct and surrounding local neighbourhoods, and diverse communities' connections to this place.

The social significance of Central Station has been clearly summarised in the non-Aboriginal heritage assessment prepared by Artefact Heritage for the Renewal Project:<sup>46</sup>

*Central Railway Station has a high level of social significance as the major train terminal for Sydney commuters, intra and interstate railway users for over 100 years, and as a site for the main railway terminal in Sydney since 1855. The station was designed with a capacity to double the passenger number to an expected maximum of 40,000 per day. With the increase in the use of the private car in the late twentieth century the reliance on public transport has lessened, however Central Railway Station is still used by a large number of commuters on a daily basis.*

*The Central Railway Station was designed with an elaborate and impressive booking hall which was not only experienced by passengers buying tickets but also glimpsed by passengers passing through onto the assembly platform [concourse]. The experience of buying a ticket in such an elaborate and formal space would have heightened the sense of romance associated with travel.*

*Associated with the assembly platform [concourse] was a series of amenities which reflect the attitudes and customs of the period, for example separate dining, tea and waiting facilities were provided for ladies and gentlemen. A barber and change facilities, including baths, were provided to allow passengers to clean up after their journeys. A reading room and dining room were provided for the railway commissioners and their staff to mitigate the distance of the Sydney Terminal Building from the centre of town.*

*Associated buildings such as the Mortuary Station and the Railway Institute are socially significant as places of special use by community groups and the public. The Mortuary Station was in use from the 1870s until the 1930s for funeral trains, with a chapel for mourners provided on site. The Railway Institute was in use until the 1970s as a social venue for railway workers and provided an important role in the educational and social development of the employees.*

<sup>46</sup> Artefact Heritage Services, Central Precinct Renewal Project Non-Aboriginal Heritage Study, April 2022



## 12.4 The state's most significant transport interchange

Central Station is one of Australia's busiest transport interchanges, supporting 63 million passenger movements annually. This is roughly 40,000 passengers per hour which is projected to increase to 50,000 by 2031 (TfNSW, 2016).

The station has been an important hub for transport operations for 150 years, initially focusing on transportation of goods across Sydney. Towards the end of the 1800s, as Sydney's population grew, Central Station increasingly became a site for movement of people. The broader transport interchange caters for:

- **Rail:** Central Station is the anchor of NSW's rail network. It provides 25 platforms for suburban, intercity and interstate connections. At the morning peak time, between 8:00 am and 8:59 am, approximately 120 trains utilise Central Station. There is also a direct link from Central Station to Kingsford Smith Airport. As a result, it is often the first station for many international and domestic visitors to Sydney.
- **Light rail:** L1 Dulwich Hill, L2 Randwick and L3 Kingsford light rail services stop at Central Station and connect to other centres in the eastern suburbs and inner west.
- **Bus:** Bus stops are located on the streets bordering the Central Station main building, including Railway Square, Eddy Avenue and Chalmers Street. Central Station acts as a major interchange for more than 50 bus services travelling from across Sydney.
- **Coach:** Central Station is used as a trip launch and destination point for six private coach services. These coaches offer services travelling across the state and Australia, with many having offices at Central Station.
- **Metro:** In 2024, high frequency, high capacity Sydney Metro services will commence, with new platforms at Central below ground under Platforms 13, 14 and 15. Sydney Metro services will provide faster and more frequent connections to centres including Chatswood and North Sydney.
- **Road-based and active transport:** In addition, the street network around Central Station not only performs an important traffic movement function for road-based public and private transport vehicles, but also providing active transport connectivity for customers walking and cycling in the Central Precinct.

The renewal of the Sydney Terminal Building at the heart of the Precinct aims to reinvigorate the historic building for the future, significantly enhancing the terminal's capacity, functionality, and user amenity (**Section 14.7**). The Renewal Program will prioritise the movement of customers through a multi-modal transport interchange, enabling the optimisation of journey times, passenger movements and associated performance standards at the site. Core to the delivery of multi-modal infrastructure will be the delivery of equitable access solutions to, from, and around the station. This will have specific focus on people with mobility impairment or specific needs, e.g., parents with prams. The prioritisation of walking, cycling and public transport over private vehicles is a key focus of the Central Precinct Integrated Transport Strategy – aligned with broader TfNSW directions around transport interchanges.



## 13. Economic context

### 13.1 Introduction

This section provides a contextual economic overview of the precinct and surrounding locality, along with an overview of key economic issues and trends affecting the project.

This information is designed to support the social and health impact analysis and recommendations – recognising the inseparable nature of social and economic issues and outcomes.

This should be read in conjunction with the **Economic Study** that has been prepared separately for the project by SGS Consulting, and which provides a more comprehensive economic appraisal.

### 13.2 Overview of surrounding businesses

The immediate surrounding context of Central Precinct is characterised by a diverse range of businesses profiles and industry types. These include but are not limited to traditional commercial office businesses, local retailers and food operators, higher education institutions, accommodation operators and entertainment businesses. These businesses typically provide goods and services for customer segments including local residents, and a large student population in the area.

Prominent business clusters within 400m of Central Precinct include:

- **University of Technology Sydney (UTS), and TAFE NSW Ultimo:** Located adjacent to Central Station, UTS and TAFE NSW are a major educational institutions that employ higher education teachers and researchers. UTS has several on campus food operators that support the thousands of domestic and international students attending the campus each day.
- **Chinatown/ Haymarket:** Primarily supports a range of dine-in and takeaway food operators, as well as speciality retailers within ‘Market City.’ Paddy’s Market is located below Market City, and supports a number of produce businesses, souvenir and apparel stores. A number of buildings as part of UTS are also located within Chinatown, and as such, many of the local businesses attract local students and visitors. The precinct extends from Central Station to Goulburn Street.
- **Central Park Mall:** Supports 40 retail businesses that primarily cater for local residents living within the broader Central Park development, and students studying at UTS. Businesses within Central Park Mall include Woolworths Metro, entertainment businesses such as Palace Cinemas and Timezone, several food operators, apparel stores and other retail services including pharmaceuticals and beauty.
- **Surry Hills:** Surry Hills is located immediately east of Central Station and has a number of higher end food and beverage operators throughout.

Central Precinct is located on the fringe of the Sydney CBD, and as such supports a smaller share of premium office tenants and higher order retailers, with traditional office tenants typically located to the north of the CBD in regions including Barangaroo and Circular Quay, and high-end retailers located along Pitt Street and within Westfield Sydney Shopping Centre.

Notwithstanding the above, planned development at the Central Renewal Precinct for new office towers developed by major companies including Atlassian and Frasers/Dexus will result in a shift in the local businesses profile around Central Station. This will include an increase in the number of modern and higher order service-based businesses relocating to the area.

Immediately beyond the 400m boundary is South Eveleigh, a newly developed and emerging commercial and technology precinct, known as Australian Technology Park (ATP). The precinct supports a number of head offices for tech companies including Uber, Quantum, and Commonwealth Bank. The precinct is well connected to Central Precinct and will accommodate a growing number of businesses and jobs in the coming years as the broader Central-South Eveleigh Business Corridor continues to be developed.

Broadway Shopping Centre is located west of the 400m boundary and is a major sub-regional shopping centre that supports 153 businesses, including national branded supermarkets and discount department stores, over 130 specialty retail stores, and a major cinema complex. The centre attracted approximately 15.3 million visitors in 2019 and achieved a Moving Annual Turnover of approximately \$15 million/per square metre, the second highest turnover for a ‘Big Guns’ centre in Australia (*Shopping Centre News – Big Guns 2020*).

## 13.3 Economic drivers for the renewal program

### Extending Sydney's Central Business District to accommodate growth

Located at the southern end of Sydney CBD, Central Precinct mainly contains of jobs in office, retail and food and beverage. The workforce of the surrounding areas is diverse, including by jobs finance, education, government, creative and business sectors, as well as people working in food and beverage and tourism, culture, and leisure.

In the Sydney CBD, there is a lack of commercial floorspace to support employment and economic growth:

*"The need for employment floor space is outpacing supply and Sydney prime office rents are rising. Without further Central Sydney development sites opening up, this trend is likely to continue and constrain jobs growth, particularly in new and emerging industries...Central Precinct provides an exceptional opportunity to expand southern Central Sydney and create new space for jobs and the community by renewing 24 hectares of government owned land."<sup>47</sup>*

Central Precinct has the potential to enable expansion of the Sydney CBD by delivering a critical mass of employment floorspace at the southern edge of Sydney CBD, to create a city centre environment.

### Supporting Sydney's innovation economy

Central Precinct is located within the Haymarket neighbourhood of the Tech Central Innovation District. Planned to become the CBD for Sydney's 21st century, this neighbourhood is already home to The Quantum Terminal (affordable coworking space in the iconic Central Station Sydney Terminal Building) the Scaleup Hub (affordable and flexible workspace for high-growth technology scaleups) and is soon to be the home of Atlassian's headquarters. It is also in close proximity to a number of important education and research institutions like the University of Technology Sydney, University of Sydney and University of Notre Dame.

Tech Central is a long-term project between the NSW Government and other stakeholders to "future-proof and diversify the NSW economy." In August 2018, the NSW Government established the Sydney Innovation and Technology Precinct Panel (the Panel) comprising representatives from various industry, health, education, government agencies and key community members. In December 2018 'The Sydney Innovation and Technology Precinct Panel Report' was produced, setting out the Panel's recommendations for a pathway to delivering a successful innovation and technology district at Tech Central. In February 2019, the NSW Government adopted the Panel's report and committed to delivering the following:

- 25,000 additional innovation jobs
- 25,000 new STEM and life sciences students
- 200,000 sqm for technology companies, and
- 50,000 sqm of affordable space for startups and scaleups.

<sup>47</sup> TfNSW 2019, Central Precinct Draft Strategic Vision, p. 20-21 [https://shared-drupal-s3fs.s3-ap-southeast-2.amazonaws.com/master-test/fapub\\_pdf/A+A+western+gateway/Appendix+C+-+Central+Precinct\\_Draft+Strategic+Vision\\_Print+View.pdf](https://shared-drupal-s3fs.s3-ap-southeast-2.amazonaws.com/master-test/fapub_pdf/A+A+western+gateway/Appendix+C+-+Central+Precinct_Draft+Strategic+Vision_Print+View.pdf)



**Figure 18** Indicative area of Tech Central, shaded in blue, encompassing Central Precinct and Redfern North Eveleigh Precincts south-west of the site in green

Source: NSW Government

The vision for Tech Central according to the NSW Government is as follows:

*The Sydney Innovation and Technology Precinct attracts world-leading talent to Sydney's shores. It is a place where world-class universities, ambitious start-ups, high-tech giants and the community collaborate to solve problems, socialise and spark ideas that change our world. The Precinct is underpinned by high quality physical and digital infrastructure.*<sup>48</sup>

In order to ensure the success of the precinct, location, density of surrounding development, and proximity to key services and facilities need to be equally considered. The development of key areas within Tech Central should be accessible and encourage the flow of ideas and knowledge. Additionally, the precinct should be “porous”; it should include open space and community facilities, such as health services, schools, and childcare centres, connected by high-quality walking and cycling links. Ensuring that Central Precinct has a high urban amenity will be crucial in attracting, developing, and retaining a knowledge-intensive and globally competitive workforce to achieve the vision for Tech Central.<sup>49</sup>

In February 2019, the Greater Sydney Commission released a Place Strategy for the area that is now known as Tech Central (Camperdown-Ultimo Collaboration Area Place Strategy, GSC). The Place Strategy, developed collaboratively by a range of stakeholders involved in planning for Tech Central's future, was prepared to inform public and private policy and investment decisions by identifying and recognising the complex, place-specific issues inhibiting growth and change. The strategy identifies shared objectives for the place and sets out priorities and actions to realise the vision for the area under the key themes of Connectivity, Liveability, Productivity, Sustainability and Governance.

The vision set out in the Place Strategy is as follows:

*In 2036, Camperdown-Ultimo Collaboration Area is Australia's innovation and technology capital. Industry, business, health, education and skills institutions work together, and talent, creativity, research and partnerships thrive. Low carbon living, green spaces, places for people and easy connections support resilience, amenity, vitality and growth.*

Research into the successes and challenges for the district has identified the following areas for development:

- Extension of the Goods Line connection in order to provide better pedestrian access to the Eveleigh and Camperdown nodes
- Activation of parks, public spaces, and adjacent laneways for day and night use
- Promotion of impromptu social gathering and knowledge sharing through the creation of pedestrian priority safe zones
- Creation of an active transport route which would provide connectivity for bikes, scooters, and skateboards, and
- Investigation into opportunities for a north-south heavy rail or light rail connection.

Engagement with Tech Central stakeholders as part of the strategy also identified that opportunities for collaboration in the district are “somewhat restricted”, “fractured and lacking in cohesion, which may be limiting innovation.”

Different industries within the Area tend to seek opportunities within their sector and not beyond, while collaboration between universities is limited by competitive tension.<sup>50</sup> It is thus a priority to remove obstacles of innovation and collaboration in the Area in order to continue building its strength and international competitiveness.

<sup>48</sup> NSW Government 2018, 'The Sydney Innovation and Technology Precinct: Panel Report', <https://www.global.nsw.gov.au/sites/default/files/2021-02/FINAL%20-%20Tech%20Precinct%20Panel%20Report%20%5bAccessible%5d.pdf>

<sup>49</sup> Ibid.

<sup>50</sup> HillPDA Consulting 2019, 'Camperdown-Ultimo Collaboration Precinct: Innovation & Collaboration Study'



## Delivering space for cultural and creative industries as essential to innovation precincts

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*Research undertaken across 168 cities in Europe demonstrates that creative and cultural cities are more prosperous and have more human capital, while studies in US have shown that density of creative workers is a key component of successful innovation economies.*

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Research undertaken across 168 cities in Europe demonstrates that creative and cultural cities are more prosperous and have more human capital,<sup>51</sup> while studies in US have shown that density of creative workers is a key component of successful innovation economies.<sup>52</sup>

It is then a concern that over a ten-year period, there has been an overall reduction in the supply of space used for creative industries within the City of Sydney area, with a decline of more than 100,000 sq m between 2007 and 2017.<sup>53</sup> The study finds that while opportunities to access internationally renowned art and events are widely available, opportunities to produce cultural work are decreasing, and Sydney now is at a risk of losing its own culture. One of the key reasons is lack of availability and affordability of floorspace in the City area and beyond.

Stakeholder interviews undertaken for Camperdown-Ultimo area Innovation & Collaboration Study (HillPDA, 2019) point to the fact that: “Lack of available floor space was cited as a key threat to future collaboration and innovation. Researchers and start-ups rely on subsidised rent to carry out their activities, particularly in the early stages of a project...Lack of affordable, available and appropriate space is also a key issue for the creative arts industry, who are increasingly finding themselves priced out of precinct.”

With culture underpinning innovation, being one of the pillars of liveable attractive places, increasing wellbeing and give life meaning in intangible ways, it is therefore important to consider opportunities to facilitate or support cultural production when planning for urban renewal areas, and in particular in the context of the planned innovation district as part of the Central Precinct.

## Stimulating CBD activity in the wake of the Covid-19 pandemic

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*City of Sydney estimates, that prior the pandemic, on any given day, more than 629,000 visitors and students came to the local government area to shop, be entertained or inspired, to learn, to visit friends and/or to conduct personal or corporate business.*

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Since the beginning of the Covid-19 pandemic, Sydney CBD has faced a number of disruptive and structural shifts, challenging local businesses and workers. Most notably, remote working throughout the service-based industries resulted in low occupancy rates within CBD centres, including Sydney. Pre COVID, Sydney CBD office occupancy was at 94%, and one year on in January 2021, office occupancy was recorded at 45% (*Property Council Australia*). The latest statistics by the PCA show that office occupancy reached 59% in April 2021.

The ‘shutdown’ of Sydney CBD in 2020, which was largely driven by remote working resulted in severe businesses impacts to CBD retailers and food operators, due to the loss of customer patrons which primarily include CBD workers. In addition to this, the closure of retail stores and restrictions including stay at home requirements boosted online commerce and shopping, where in November 2020, online shopping was 20.8% higher than the previous year (*Reimagining Our Economic Powerhouses 2021–EY, PCA*).

City of Sydney estimates, that prior the pandemic, on any given day, more than 629,000 visitors and students came to the local government area to shop, be entertained or inspired, to learn, to visit friends and/or to conduct personal or corporate business. National and State border closures have had far reaching impacts on the accommodation and tourism sectors, as well as retail traders and the cultural and

<sup>51</sup> Montalto V; Jorge Tacao Moura C; Langedijk S; Saisana M., 2017, The Cultural and Creative Cities Monitor

<sup>52</sup> Knudsen B; Florida R; Stolarick K & Gates G., 2008, Density and Creativity in U.S. Regions, *Annals of the Association of American Geographers*

<sup>53</sup> City of Sydney Cultural Infrastructure Study, 2020

arts sectors. The Sydney CBD is the main tourism destination in Sydney for both domestic and international visitors. During 2018/19 financial year, 6.7 million international and domestic overnight visitors stayed in commercial accommodation in the City of Sydney area.

Furthermore, international border closures have also meant that international students in which Australian universities heavily rely upon, cannot return to live and study in Sydney. Research by the Australian Government highlights that international student numbers have dropped by -17% since March 2021. This has had profound impacts on the higher education sectors, as well as inner city student accommodation providers. Specific to Sydney CBD, the absence of international students at UTS, USYD, and UNSW has significant flow on effects to other local businesses and services in the CBD that rely on the student customer segment, including retail traders and food operators.

In recent months, declining Covid-19 cases has resulted in greater confidence, with more workers and visitors travelling into Sydney CBD. Despite this, the latest PCA data shows that Sydney CBD office occupancy was 59% in April 2021, demonstrating that the return to CBD office workplaces is incomplete as most major companies continue to adopt flexible working arrangements, including work from home. A survey conducted by EY Sweeney in November 2020 highlighted the key drivers that will bring people back to CBDs, including tourism, hospitality, socializing, retail and culture.

Specifically, greater amenity will be critical in bringing people back into Sydney CBD. This includes creating more experience-based attractions and destinations, and through enhancing the 24-hour economy, reimaging workplaces to inspire people back into the office and developing higher quality office buildings, proving more greenery throughout Sydney CBD, and improving connectivity, walkability and movement throughout the CBD.

## Reigniting Sydney's night-time economy

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*The area surrounding Central Precinct is also a key part of Sydney's night-time economy. Sydney has the largest night-time economy and highest number of visitors in Australia – generating \$3.64 billion in revenue annually, with more than 4,600 businesses employing more than 32,000 people.*

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The area surrounding Central Precinct is also a key part of Sydney's night-time economy. Sydney has the largest night-time economy and highest number of visitors in Australia – generating \$3.64 billion in revenue annually, with more than 4,600 businesses employing more than 32,000 people.

City of Sydney and the NSW Government are currently focused on growing and diversifying Sydney's night life to improve vibrancy, activation, and safety. Rather than focusing on young people and alcohol-serving venues, it is a state and local priority to diversify night life to be more inclusive of older people and families with children.

City of Sydney has recently changed planning controls to enable retailers, cultural venues, and other attractions to stay open later and broaden people's choices for things to do at night. Recently, the Covid-19 pandemic has had an impact on the number of people in the Sydney CBD, but there are strong policies and programs in place to attract visitors and workers back to this area.

## Supporting Sydney's visitor economy

Tourism visitation to the City of Sydney is driven by a mix of international and domestic visitors. In 2018/19, there were approximately 50.5 million visitors to the City of Sydney, of which 53.2% were attributed to international visitor nights and 32.3% to domestic visitor nights. The remaining 14.5% were from domestic day trips.

Despite historical tourism visitation numbers remaining relatively stable over the past decade, there has been a notable increase in visitation since 2016/17, driven by an increase in the number of domestic overnight visitors to the City of Sydney. In total, visitation to the City of Sydney increased from approximately 42.2 million in 2016/17 to around 50.5 million in 2018/19, representing an increase of around 4 million additional visitors each year during this period.

Despite earlier growth, data shows a decline in visitors in 2019/2020. This decline is largely attributed to travel restrictions imposed in response to the Covid-19 pandemic, and as such the decline does not represent long-term tourism trends. Data remains incomplete for the most recent survey period, with the latest tourism data displayed above being released for the period ending March 2020. As such, the full extent of Covid-19 impacts is yet to be understood.

The tourism industry generates significant economic activity within the City of Sydney LGA. In particular, the tourism and hospitality industry contributed to over 10% of total employment in the City of Sydney, and 6% in economic value added activity in 2019/20, demonstrating the importance of the industry to the economy.

Reflecting on the importance of the visitor economy to the City of Sydney, it is vital that the sector remains supported in the long term, particularly as the sector recovers from the impacts of the Covid-19 pandemic. High quality public transport infrastructure, public domain, and other social infrastructure will be critical in attracting both domestic and international visitors, as well as ensuring a safe and high-amenity experience for visitors to Sydney.

## 14. Social context

### 14.1 Introduction and overview

This chapter provides an overview of the existing social context surrounding the site. This includes an overview of the demographic and socio-economic profile, health profile and safety profile of the locality and key issues and trends relevant to the study areas.

Throughout this chapter, key constraints, opportunities, issues and challenges for the delivery of the Central Precinct Renewal Program are identified. These include:

- 'Knitting' the renewal area into the surrounding diverse and complex, lively social fabric, through precinct design that focuses on the ground plane/ civic domain, and sustainable placemaking approaches that respond to local culture and character
- Accommodating the needs and aspirations of local communities within the character and contributions of the precinct
- Addressing disadvantage: contributing to improving equity and health equity outcomes for communities experiencing disadvantage in surrounding neighbourhoods, through a conscious equity-focused approach to investment in transformation
- Improving accessibility and connectivity – both within the precinct and with the surrounding urban context
- Improving safety and perceptions of safety in and around the precinct
- Connecting with Country – acknowledging and reflecting the precinct and surrounding locality's Aboriginal heritage, and connecting with growing communities in Redfern and the inner city more broadly
- Improving the delivery of social and health infrastructure and services to meet growing community needs.

These and other issues are further explored in the summary at **Appendix C**.

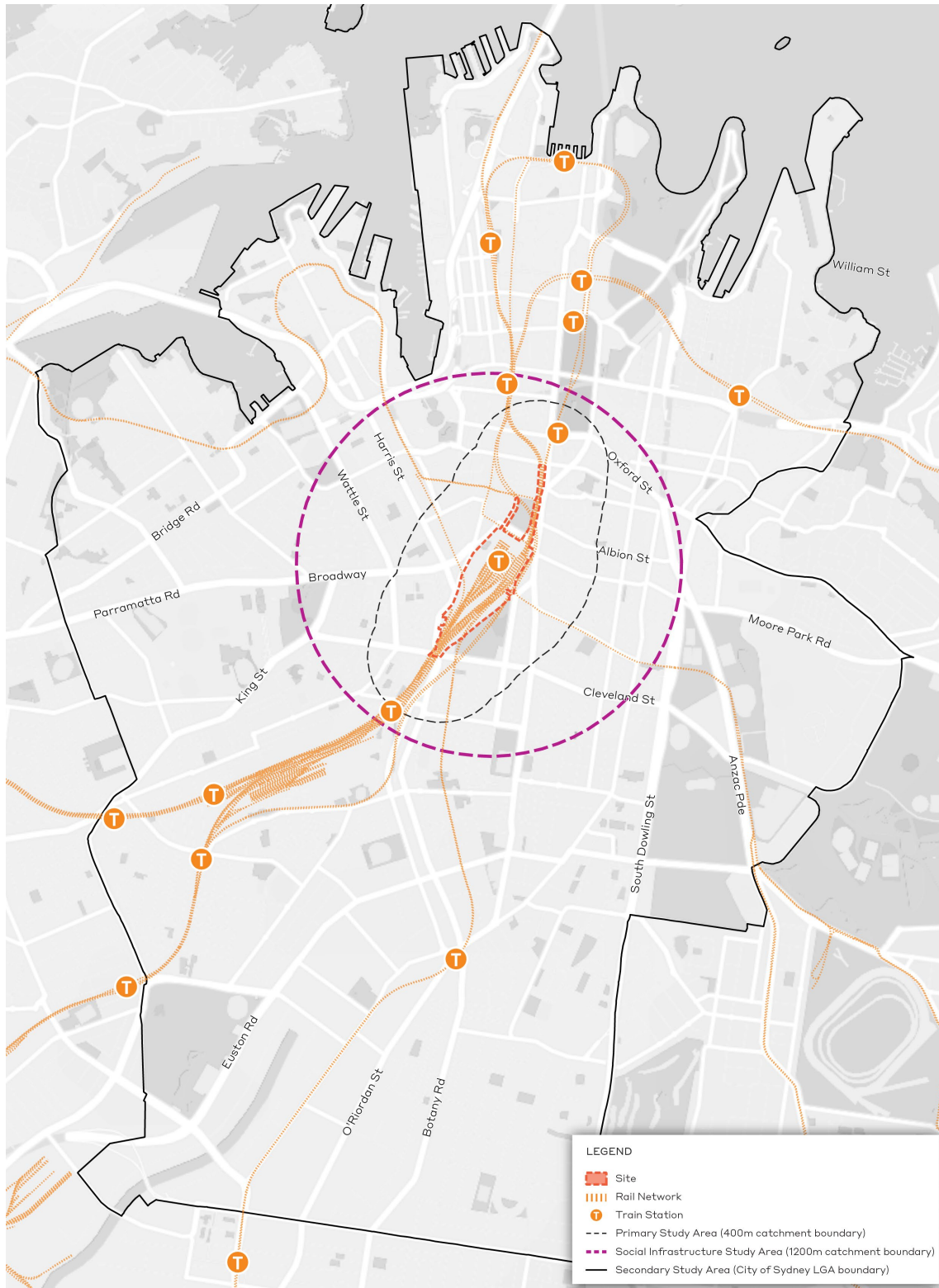
### 14.2 Study area definition

In order to analyse the precinct from the perspective of localised and broader populations that will be impacted by the project, and community needs for social and health infrastructure delivered through the project, the following study areas have been defined:

- **Primary Study Area (PSA)** – representing the local community within the immediate locality of the precinct. This broadly includes residents, workers, students and visitors within five minutes' walk (400m) of the subject site, including users of the transport interchange, Prince Alfred Park, Belmore Park, workers in surrounding office buildings and retail, students at UTS, TAFE Ultimo and Inner Sydney High School. These communities are likely to be most impacted by construction activities in the area, and experience benefits related to the improved layout, amenity and activation of the site. This area has been defined using boundaries for relevant statistical areas or zones that most closely align with a 400m radius drawn from the boundaries of the site.
- **Secondary Study Area (SSA)** – representing the City of Sydney LGA, considered important for the purposes of this study, due to the range of impacts and benefits the proposed development will likely have on the broader communities of the LGA overall.
- **Social Infrastructure Study Area (SISA)** – representing the community accessing Central Precinct, or traversing Central Precinct to access facilities and services nearby. The SISA includes the residents, workers, students and visitors within approximately 15 minutes' walk (1200m) of the subject site, including visitors to Chinatown/Haymarket, residents, students and workers in Surry Hills, Redfern, Chippendale, Ultimo and the southern end of Sydney CBD. This area has been selected in consideration of Central Station's location and ability to be accessed via multiple modes of transport – meaning that facilities offered at this location have the ability to service a broader catchment. This area has been defined using boundaries for relevant statistical areas and zones that most closely align with a 1200m radius drawn from the centre of the site.



The study area catchment boundaries are shown in **Figure 19**.



**Figure 19 Study area catchment boundaries**

Source: Ethos Urban

### A note on other broader geographic catchments that have been considered

It is noted that broader geographic areas are also considered in the analysis, including the:

- Central and Eastern Sydney Primary Health network areas, along with the respective Sydney and South Eastern Sydney Local Health Districts in which the precinct is located (Figure 35)
- Tech Central precinct and the Camperdown Ultimo Collaboration Area – which are designated innovation precincts within with the Central Precinct is strategically located (Figure 18)
- Eastern City District and broader Sydney Metropolitan Region, with regard to the precinct's role in Sydney as a 30-minute city and particular district and regional types of social and health infrastructure, and
- State of NSW, from where visitors or customers are drawn to Central as the state's major transport interchange. National and international geographies are considered in this context, to a lesser extent.

### Approach to preparing population profiles of the study areas

The population profiles provided in the following sections of this study includes figures for resident and worker populations for the three key study areas described above, and rough estimates for visitor figures. Where the study areas are based on custom geographies (the 400m PSA and the 1200m SISA boundaries), the study areas for the population profiles have been defined using ABS Statistical Areas (SA1)<sup>54</sup> or Place of Work Destination Zones (DZN),<sup>55</sup> and Transport for NSW Travel Zones that best align with the identified geographical catchment areas.

To describe the diversity of the resident communities within the SISA, we have also looked at ABS Census state suburb level information previously collated by GHD (Central Precinct Socio Cultural Framework, 2019). This includes Ultimo, Haymarket, Chippendale, Surry Hills and Redfern (see **Section 13.3**). Note that part of the 1200m study area also intersects with Sydney state suburb, however has been excluded from the analysis as majority of the suburb is outside of the SISA and the suburb profile may not accurately reflect the residents living within the catchment.

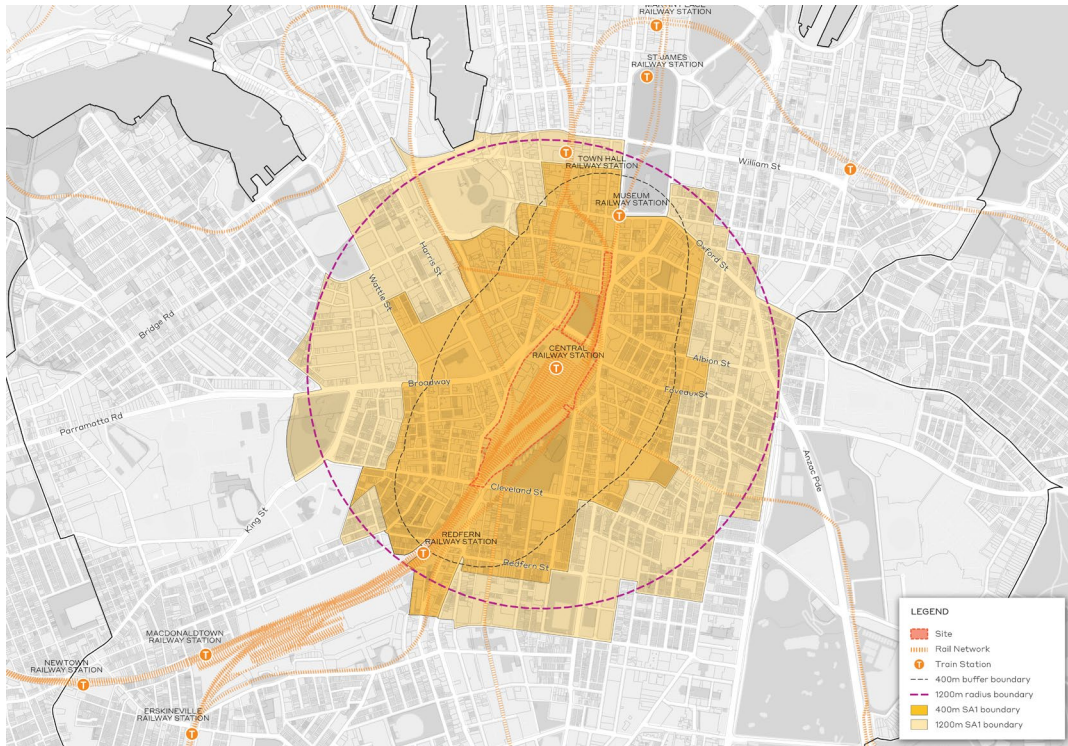
The statistical areas and zones, and their alignment with the study area catchment boundaries are shown in **Figures 20-23** over following pages.

Note that health statistics are not publicly available for above-described study areas and we have referred to Primary Health Network, Local Health District or LGA level data as available to inform the analysis. See **Section 13.5** for further information.

<sup>54</sup> The ABS Statistical Areas Level 1 (SA1s) are designed to maximise the spatial detail available for Census data. Most SA1s have a population of between 200 to 800 persons with an average population of approximately 400 persons. This is to optimise the balance between spatial detail and the ability to cross classify Census variables without the resulting counts becoming too small for use. SA1s aim to separate out areas with different geographic characteristics within Suburb and Locality boundaries.

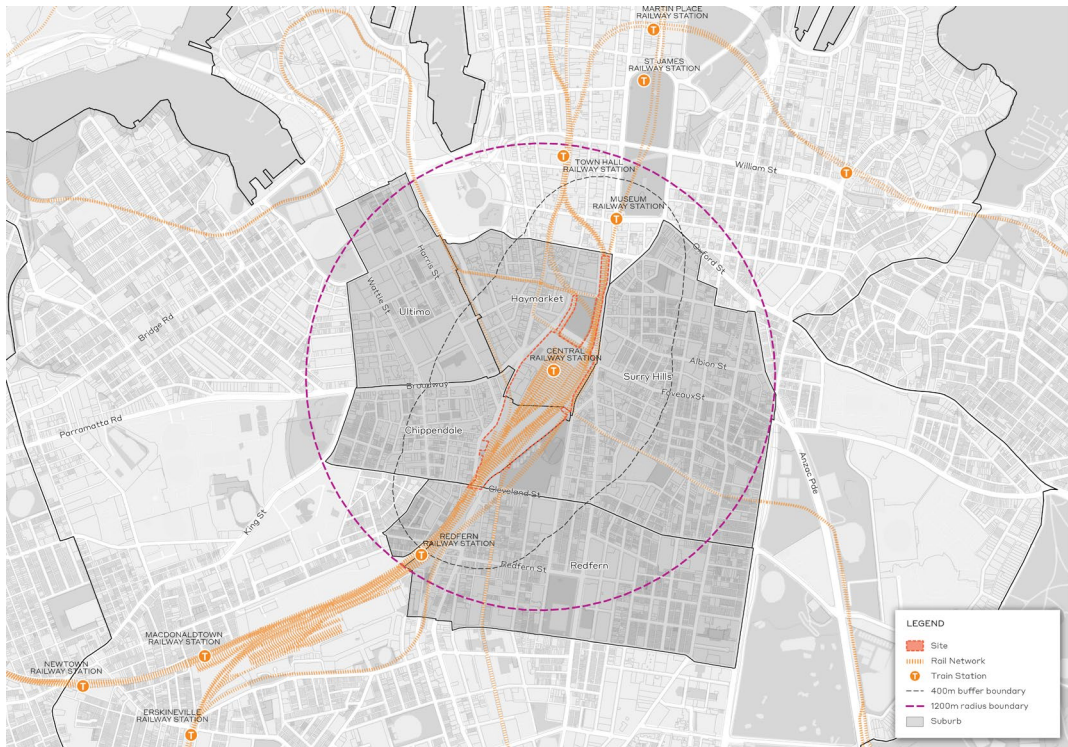
<sup>55</sup> Place of Work data provide information on where a person goes to work. The address of the person's workplace in the week prior to Census night is coded to a Destination Zone (DZN). DZN boundaries have been designed by the ABS following consultation with each State/Territory Transport Authority. Destination Zones do not concord with Statistical Areas Level 1 (SA1s) but they do aggregate to Statistical Areas Level 2 (SA2s).

## Resident population data collection district boundaries and alignment with the study areas



**Figure 20 ABS Census SA1 data collection districts alignment with the study areas**

Source: Ethos Urban; ABS 2016

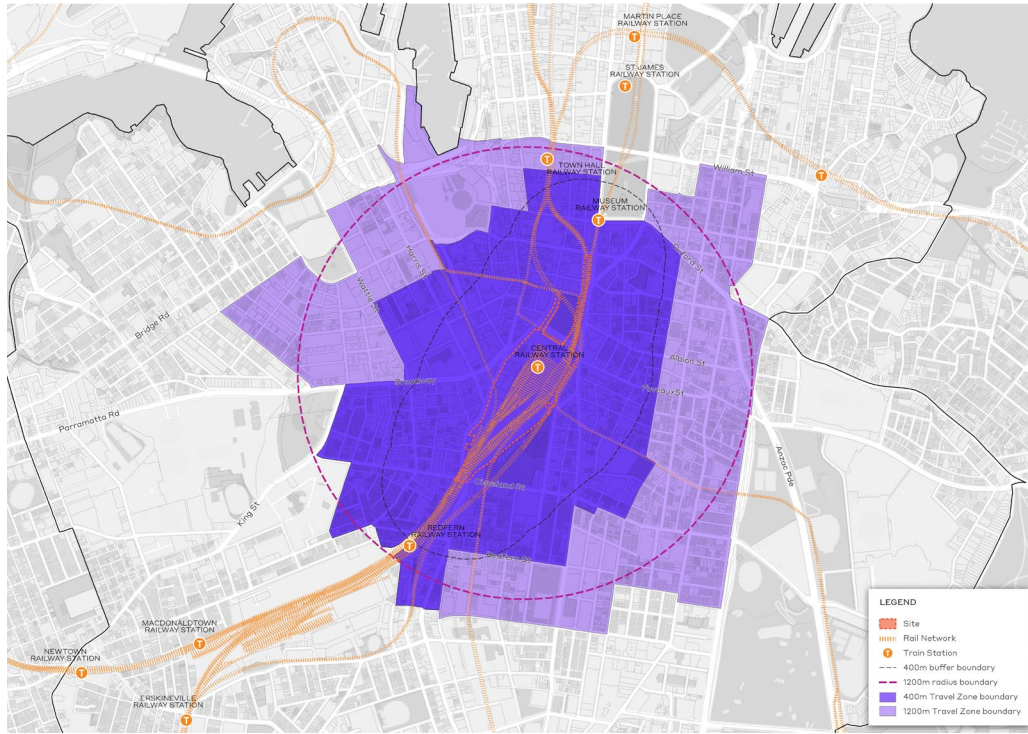


**Figure 21 ABS Census state suburb level data collection districts alignment with the study areas**

Source: Ethos Urban

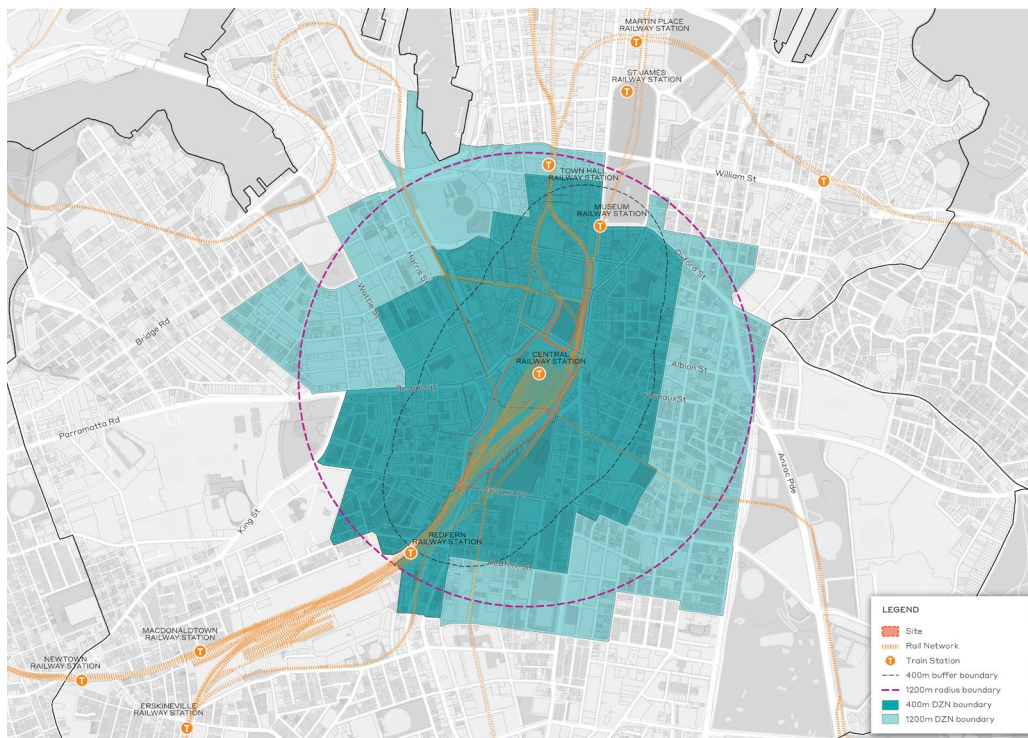


### Worker population data collection district boundaries and alignment with the study areas



**Figure 22** Transport for NSW Travel Zone district alignment with the study areas – for worker figures

Source: Ethos Urban; TfNSW



**Figure 23** ABS Census DZN data collection districts alignment with the study areas – for worker profile

Source: Ethos Urban; ABS 2016



## 14.3 Community profile – resident and worker demographics

This section provides an overview of the profile of the residents and workers in the key study areas.

### Community profile summary

This section provides an overall size and features of the community surrounding the site. The 2021 estimated population figures are based on Transport for NSW population projections, and the resident and worker profile snapshot is based on 2016 ABS Census of Population and Housing data.

**Table 5** and **Figure 24** over page show the key figures across the geographies analysed for this study, and highlight the large number of potential receivers of the project.

**Table 5 Population summary – 2021 estimated figures (TfNSW projections)**

2021 population estimates	PSA (400m catchment)	SISA (1200m catchment)	SSA (City of Sydney)	Greater Sydney
<b>Resident population</b>	45,600	78,700	238,010	5,610,640
<b>Worker population*</b>	112,070	167,440	654,480	2,902,180

Source: Ethos Urban; TfNSW

\*Note that the worker population estimates reflect the pre-Covid place of work, which does not accurately reflect the actual physical place of work in the context of the remote working revolution caused by the Covid-19 pandemic.

Compared to Greater Sydney overall, resident population forms only a small proportion of the users of the area. City of Sydney estimates that 1.3 million people overall accessed the City area on an average day prior the Covid-19 pandemic, including local residents, workers and visitors. For the purposes of the visitor count, the council estimates that “on any given day, more than 629,000 visitors and students come to the city to shop, be entertained or inspired, to learn, to visit friends and/or to conduct personal or corporate business.” Based on these City of Sydney estimates, the daily (pre-Covid) visitor figures in the LGA overall were similar to worker figures. The same ratio is likely to apply for the PSA and SISA.

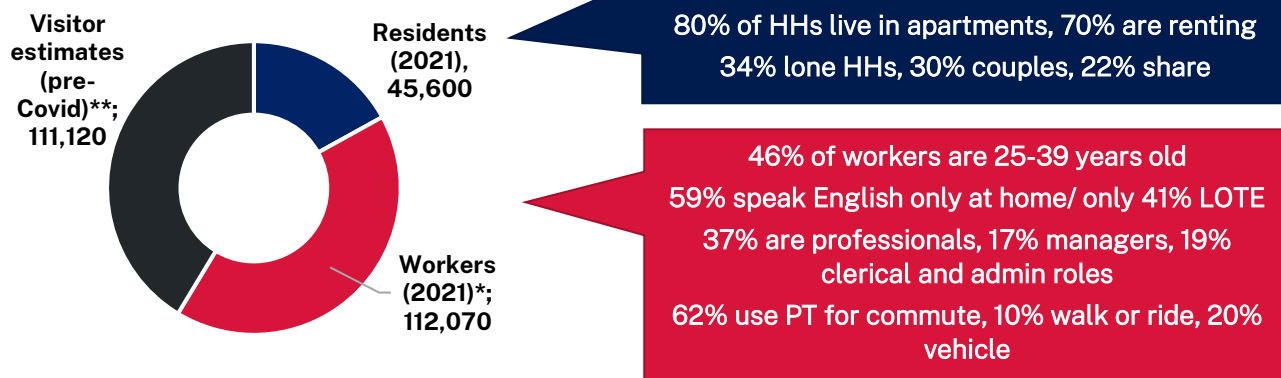
### Resident population snapshot

The detailed Census data collected in 2016 suggests that in general, the resident population of the PSA and SISA is characterised by younger residents (student and young workforce age groups form about 60% of the 1200m catchment population), on lower incomes than the City of Sydney LGA average, are highly educated or attending education institutions. The resident community of the study area is highly culturally and linguistically diverse – over half of SISA residents speak languages other than English at home (56%), and this is further pronounced in the smaller PSA (about 80% speak other languages at home). This includes a large and diverse Asian community. Most commonly spoken languages (other than English) are Mandarin, Cantonese, Thai, Indonesian and Korean. Large proportion of the residents have moved to the area only recently – 73% had a different address 5 years ago.

Households in the PSA and SISA tend to be small (lone person or couple families with no children) or group households. The majority of households live in high-density apartments, and are renting their dwelling, including a relatively high share of households (9%) in social housing within the SISA. This density is further demonstrated in the fact that, third of all City of Sydney residents live in the densely populated SISA.

The suburbs within the SISA boundaries have distinct place characteristics and community profiles that have also been explored for the purposes of this study (see **Section 12.3.5**).

Primary Study Area:  
~270k daily users\*\*



**Figure 24 Daily user population of the Primary Study area**

Source: Ethos Urban, based on TfNSW, and City of Sydney estimates

\*Note that the worker population estimates reflect the pre-Covid place of work, which -in the context of the remote working revolution caused by the Covid-19 pandemic -is likely to not reflect the current actual physical place of work -end hence workers accessing the city area -accurately.

\*\*Visitor population estimates (included in the total daily user figures) for the PSA are extrapolated based on the City of Sydney estimates for the whole LGA, and reflect the pre-Covid daily visitation figures. Note that the current visitor figures are severely impacted by border closures, lockdowns and remote working and business-meeting trends related to the Covid-19 pandemic. It is not known how future visitation trends will be impacted.

### Worker population snapshot

City of Sydney area is an important employment centre - local jobs form a significant share or over fifth (23%) of all jobs in the Greater Sydney area. The large worker population of the SISA catchment (167,440) within the LGA is characterised by a high proportion of individuals employed in the Professional, Scientific, Tech (16%), Public Admin and Safety (13%) and Financial; Education; Accommodation & Food; and Info & Media sectors (employing about 9-10% of the SISA workforce each). All other sectors had a lower share of workers. Nearly half (46%) of the SISA workers are between 25-39 years old. The local worker population is less diverse than the residents - 50% were born in Australia, and 60% speak English only at home.

### Public transport users/patrons

A snapshot of public transport users reveals that in 2016, 13,703 patrons used public transport to travel to work.<sup>56</sup>

Between 2011 and 2016 it was found that public transport was the most common mode of travel for workers within the Central Precinct and the study area. Within the Central Precinct, growth active transport uptake exceeded that for public transport (10% average annual growth rate). Within the wider study area, public transport for journeys to work grew at 9% per annum. While vehicular travel was the second most-common method of travel to work for both the study area and Central Precinct in 2011 and 2016, it had the lowest average annual growth rate in both reference areas.

### Visitor population snapshot

Note that in addition to the resident and worker populations, the Sydney CBD area is also accessed by a high volume of visitors each day. City of Sydney estimates, that 1.3 million people overall accessed the City area on an average day prior the Covid-19 pandemic, including local residents, workers and visitors. For the purposes of the visitor count, the council estimates that "on any given day, more than 629,000 visitors and students come to the city to shop, be entertained or inspired, to learn, to visit friends and/or to conduct personal or corporate

<sup>56</sup> Central Precinct: Population and Demographics, Transport for NSW, January 2022

business.”<sup>57</sup> Based on these City of Sydney estimates, the daily (pre-Covid) visitor figures in the LGA overall were similar to worker figures. The same ratio is likely to apply for the PSA and SISA.

### Primary Study Area – resident population profile

Below section describes the population profile of the residents living in the 400m Primary Study Area (PSA) and in the City of Sydney area. Greater Sydney results have been provided for benchmarking purposes. Estimated population figures for 2021 area based on as the Transport for NSW projections. The rest of the population profile is based on the 2016 ABS Census of Population and Housing data. As per the TfNSW estimates there were 45,600 residents living within the PSA in 2021, representing a moderate share of the 238,010 residents estimated to be living in the City of Sydney area in the same year.

#### Age profile:

- According to the 2016 Census figures, the PSA has a median age of 29.0, which is younger than the median age in the City of Sydney area at 32.0. Each of these areas have notably younger population than Greater Sydney as a whole, which has a median age of 36.0.
- This younger age profile is largely driven by the significant share of persons within the 18-24 and 25-34 year old service age groups within the PSA and the City area overall.

#### Cultural and linguistic diversity:

- 54% of City of Sydney residents are overseas born. This is notably more pronounced in the PSA with 72% born overseas, nearly double the Greater Sydney average of 38%. Similarly, Both PSA and City of Sydney residents have relatively low rates of residents who speak English only at home (20%, 37%), demonstrating the cultural and linguistic diversity of the area. There is strong representation of residents that speak Chinese (18%, 11%), Thai (10%, 4%), or Indonesian (6%, 2%) at home in the PSA and the City area.
- 0.6% of PSA residents identify as being of Aboriginal descent, which is lower than the City of Sydney’s share at 1.1%, or the Greater Sydney Benchmark for the share of the Aboriginal population of 1.4%.
- **Educational attainment:** The PSA has relatively high presence of students, where 33% of the total resident population is attending formal education. This is higher than the student population of the City of Sydney, as well as the Greater Sydney benchmark, both at 25%. PSA and City residents are also highly educated, best demonstrated by the number of residents (aged 15 years or above) that hold a bachelor’s degree or higher (74% in both), well above the Greater Sydney benchmark (54%).
- **Need for assistance:** 6.1% of residents within the City of Sydney area identify to have need for assistance with daily activities. This rate is higher than that of the PSA and the Greater Sydney benchmark, both at 4.9%.

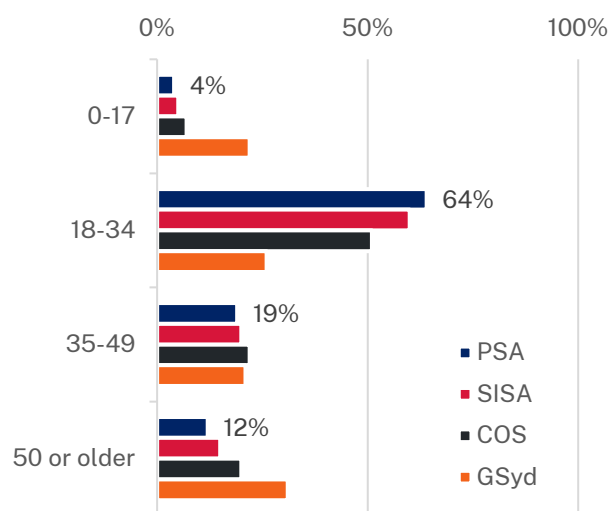


Figure 25 Resident age profile, PSA

Source: Ethos Urban, based on ABS Census 2016

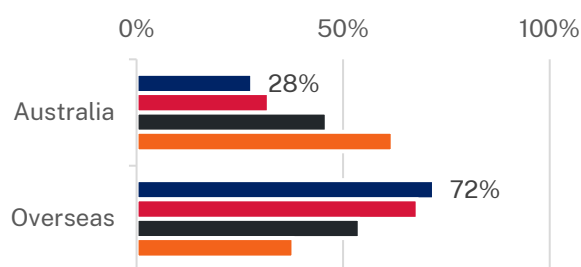


Figure 26 Resident country of birth, PSA

<sup>57</sup> City of Sydney website, 2020. [www.cityofsydney.nsw.gov.au/guides/city-at-a-glance](http://www.cityofsydney.nsw.gov.au/guides/city-at-a-glance)

- **Mobile population:** Reflecting the student and young workforce cohort in the City area and local migration trends, a large proportion of the PSA residents have moved to the area only recently – 37% moved to their current address within the year prior the Census, while 75% had a different address 5 years ago. This is nearly double the rate of Greater Sydney, where 43% of residents have changed their address within the past five years overall.

*The precinct locality is highly culturally diverse. More than 54% of City of Sydney residents are overseas born. This is notably more pronounced in the primary study area, with 72% born overseas, nearly double the Greater Sydney average of 38%.*



**Figure 27 Vibrant indoor environment of a restaurant in Central Precinct**

Source: Broadsheet (pictured: Zushi, Surry Hills)

Connecting with and attracting the young and culturally diverse communities of surrounding neighbourhoods like Surry Hills will be key to the success of the renewal of Central Precinct as a desirable destination – to provide economic and social benefits including opportunities for interaction and retail spending, including food and drink.



**Household composition:**

- Family households are the primary household type in the PSA and the City of Sydney area at 44% and 47%. This is significantly lower than the percentage of family households in Greater Sydney as a whole which is 74%.
- Notably, there is a very small proportion of families with children living in the area (11%, 16%), compared to 49% in Greater Sydney overall.
- As such, there is a high representation of lone person and group households in the PSA (34%, 22%) and the City area (37%, 15%).

**Dwelling structure:**

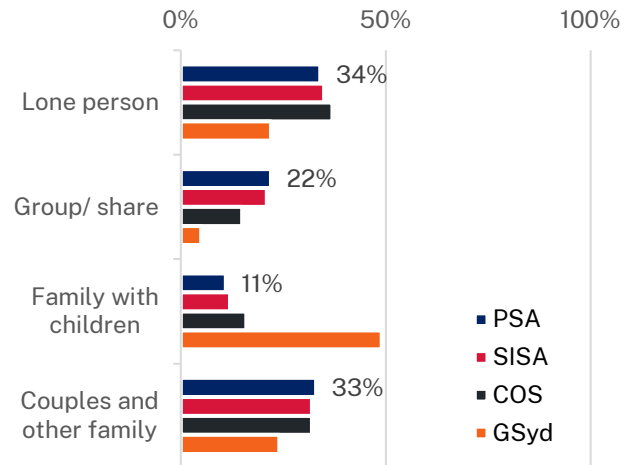
- The majority of dwellings in the PSA and the City area are flats, units, and/or apartments at 88% and 78%, with a low proportion of semi-detached (11%, 20%) and detached homes (0.1%, 1.9%). This is vastly different from the Greater Sydney benchmark which sees a high proportion of detached homes (57%) and a moderate proportion of semi-detached homes (14%), and flats, units, and/or apartments (28%).

**Tenure type:**

- 70% of residents within the PSA and 64% of residents within the City of Sydney area rent their homes, while only some own their homes – outright or with a mortgage (29%, 35%). This is vastly different from the Greater Sydney benchmark which sees relatively lower proportion of renters (35%), compared to home owners (64%).

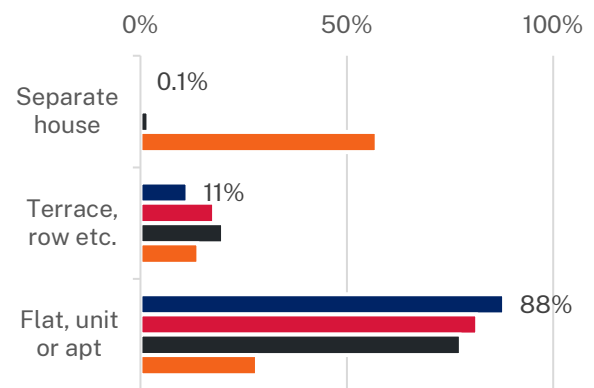
**Household income:**

- PSA residents had a median household income of \$92,220, on par with the Greater Sydney benchmark, but lower than the City of Sydney median of \$101,200.



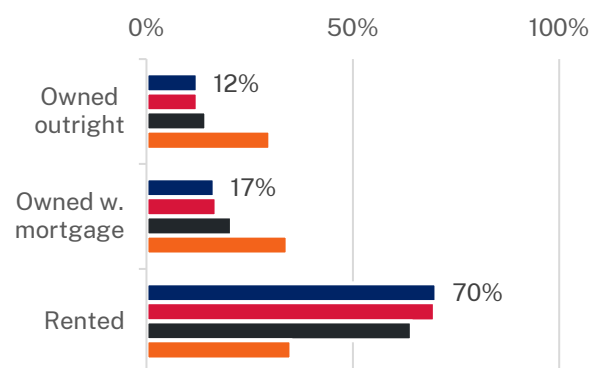
**Figure 28 Household profile of the study areas**

Source: Ethos Urban, based on ABS Census 2016



**Figure 29 Dwelling structure – study areas**

Source: Ethos Urban, based on ABS Census 2016



**Figure 30 Tenure type – study areas**

Source: Ethos Urban, based on ABS Census 2016

### Primary Study Area – worker population profile

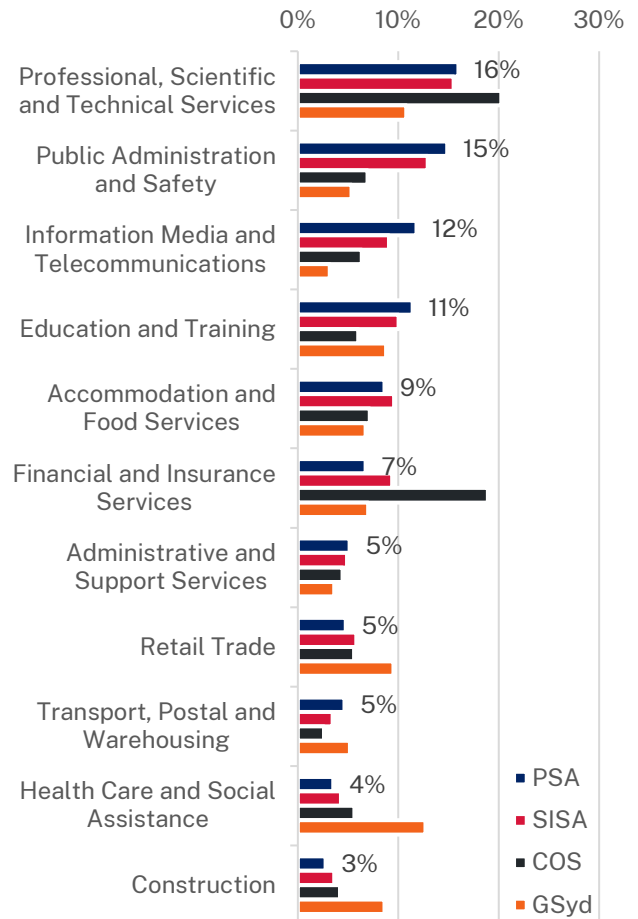
Below section describes the profile of the workers employed within the 400m Primary Study Area (PSA), and in the City of Sydney area. Estimated worker figures for 2021 and industries of employment are based on as the Transport for NSW projections. The rest of the worker profile is based on the 2016 ABS Census of Population and Housing Place of Work dataset.

**Worker population:**

- As per the TfNSW estimates, there were 112,070 people employed within the PSA in 2021. 654,480 workers were employed in the City of Sydney area overall, which forms a significant share or over fifth (23%) of all jobs in the Greater Sydney area (2,902,180).

**Industries of employment:**

- The TfNSW estimates show that most of the PSA workforce is employed in knowledge worker, traditional office, or population serving sectors: 16% of individuals are employed in the Professional, Scientific, Tech industry, followed by Public Admin and Safety (15%), while Education; and Info & Media sectors employed about 12% of the PSA workforce each.
- This is somewhat different to the City of Sydney average, where 20% of the workforce is employed by the Professional, Scientific, Tech industry, followed by Financial sector with 18% of the share, while all other sectors employed 7% or lower share of City area workers. These profiles are very different to Greater Sydney worker profile, where 13% of workers are employed in Health Care sector, 11% in Professional/ Scientific sector, 10% in Retail, and 9% in Education and Construction sector each, and other sectors employed 7% or less individuals.



**Figure 31 PSA top industries by employment**

Source: Ethos Urban, based on TfNSW data

- **Age profile:** According to the 2016 Census figures, the median age of the PSA workers was 37.1, and 36.6 in City of Sydney overall, which is somewhat lower than the median worker age in the Greater Sydney area at 38.8. Compared to the Greater Sydney area, there is somewhat higher share of workers aged between 25-39 years employed in the study areas.
- **Cultural and linguistic diversity:** 50% of the PSA workers were born overseas, comparable to the City of Sydney average of 51%. These rates are somewhat higher than the Greater Sydney average of 44%. Interestingly, the rate of PSA or City of Sydney worker population born overseas is notably lower than the proportion of PSA or City residents born overseas (72%, 62% respectively). Similar trends are seen in worker language diversity metrics. While both PSA and City of Sydney dwellers have relatively low rates of residents who speak English only at home (20%, 37%), this is much higher among study area workforce where 60-63% speak English only at home. Nevertheless, there is strong representation of workers that speak Chinese at home who are employed in the PSA and City area (14%, 10%). All other languages and language groups are represented by a smaller share of speakers.
- **Mode of travel to work:** Similar to the City level results, public transport was the most common mode of travel to workers in PSA (62%). 18% drove to work, while 10% used active transport options. By contrast, only 24% of workers in Greater Sydney overall used public transport to get to and from work, 58% drove a vehicle, and only 5% chose active ways to commute.

### Social Infrastructure Study Area – resident population profile

Below section describes the population profile of the residents living in the 1200m Social Infrastructure Study Area (SISA). City of Sydney and/or Greater Sydney results have been provided for benchmarking purposes, as relevant. Estimated population figures for 2021 area based on as the Transport for NSW projections. The rest of the population profile is based on the 2016 ABS Census of Population and Housing data.

- **Population:** As per the TfNSW estimates there were 78,700 residents living within the SISA in 2021, representing about a third (33%) of the 238,010 residents living in the City of Sydney area in the same year.
- **Age profile:** The SISA has a median age of 30.0, which is younger than the Greater Sydney median of 36.0. This younger age profile is largely driven by the significantly higher share of 18-34 year old persons residing within the SISA (60%), compared to the Greater Sydney average of 26%.
- **Cultural and linguistic diversity:** 68% of SISA residents are overseas born. SISA residents have a low rate of households which speak English only at home (44%), demonstrating the cultural and linguistic diversity of the area. There is strong representation of residents who speak Chinese (16%), Thai (9%), and Indonesian (5%) at home in the SISA, along many other cultures and languages represented by smaller share of residents.
- **Aboriginal residents:** 0.8% of SISA residents identify as being of Aboriginal descent. This percentage is lower than the Greater Sydney benchmark for the share of the Aboriginal population at 1.4%.
- **Educational attainment:** The SISA has a moderate presence of students, where 31% of the total resident population is attending formal education. Even though the area has a very small proportion of children among its residents, this is higher than the Greater Sydney benchmark of 25%. SISA residents are also highly educated, best demonstrated by the number of residents that hold a bachelor's degree (51%), and the number of residents that have post-graduate diplomas or qualifications (22%). These figures are on par with the City average, but notably higher than the Greater Sydney benchmarks (36%, 17%).
- **Need for assistance:** 5.9% of residents within the SISA identify a need for assistance with daily activities. This rate is higher than the Greater Sydney benchmark which lies at 4.9%.
- **Mobile population:** Reflecting the student and young workforce cohort living in the City area and local migration trends and similar to the PSA results, large proportion of the SISA residents have moved to the area only recently – 36% moved to their current address within the year prior the Census, while 73% had a different address five years ago. This is notably higher than the rate across Greater Sydney overall, where 43% of residents have changed their address within the past five years.

- **Household composition:** Family households are the primary household type in the SISA at 44%. This is significantly lower than the percentage of family households in Greater Sydney as a whole which is 74%. Notably, there is a very small proportion of families with children living in the area (12%), compared to 49% in Greater Sydney overall. As such, there is a high representation of lone person (35%) and group households (21%) within the SISA.
- **Dwelling structure:** The majority of dwellings in the SISA are flats, units, and/or apartments at 82%, with a low proportion of semi-detached (18%) and detached homes (0.2%). This is vastly different from the Greater Sydney benchmark which sees a high proportion of detached homes (57%) and a moderate proportion of semi-detached homes (14%), and flats, units, and/or apartments (28%).
- **Tenure type:** 70% of residents within the SISA rent their homes, while only some own their homes with a mortgage or outright (29%). This is vastly different from the Greater Sydney benchmark which sees half the proportion of renters (35%), and 64% of home owners.
- **Household income:** SISA residents had a median household income of \$91,360, just under the Greater Sydney benchmark of \$92,200, but lower than the City of Sydney median of \$101,200.

### Social Infrastructure Study Area – diversity of communities

Central Station is surrounded by some of Sydney’s most diverse residential and cultural communities, including Ultimo, Haymarket and Chippendale to the west and Surry Hills and Redfern to the east. A review of the key characteristics of these suburbs was prepared in the *Central Precinct Socio-Cultural Framework* (GHD, May 2019), and is included below (Table 6 and Tables 3-4).

Note that while part of Sydney suburb intersects with the northern part of the study areas, it has been excluded from the analysis as majority of the suburb is outside of the SISA and the profile may not reflect accurately the residents within the catchment.

**Table 6 SISA resident profile by suburbs – snapshot**

Suburb	Median age (years)	Persons born in non-main English speaking countries	Average household size (number of persons)	Median weekly household income	Households renting	Households living in public housing
Ultimo	26	66%	2.4	\$1,230	74%	14%
Haymarket	27	73%	3.0	\$1,505	73%	0.6%
Surry Hills	34	29%	1.9	\$2,144	67%	17%
Redfern	35	28%	2.0	\$1,821	65%	31%
Chippendale	26	59%	2.0	\$1,250	75%	8%
400m PSA	29	63%	2.3	\$1,769	70%	6%
1200m SISA	30	58%	2.2	\$1,752	70%	9%
City of Sydney	32	41%	2.1	\$1,941	64%	9%
Greater Sydney	36	31%	2.8	\$1,768	35%	5%

Source: Suburb level data is prepared by Central Precinct Socio Cultural Framework (GHD 2019), Data for other study areas is prepared by Ethos Urban, both based on ABS Census 2016





**Figure 32 State suburb boundaries and the study areas**

Source: Ethos Urban

**Table 7 Key demographic characteristics of surrounding resident communities**

Suburb	Description	Key demographic characteristics (2016)
<b>Ultimo</b>	Located on the western side of Central Station, Ultimo has a maritime and industrial working class heritage. It has undergone significant gentrification with the redevelopment of industrial buildings for residential and commercial purposes. The current local economy is led by knowledge and creative industries, with tourism and food and drink businesses also being significant employers. Its proximity to education institutions and tourism destinations supports a high resident population of students and young professionals with a relatively low median age of 26.	<ul style="list-style-type: none"> <li>• A total resident population of 8,845 people.</li> <li>• There were more young adults aged 18 to 24 years (38%) and 25 to 34 years (32%) compared to the LGA (15%).</li> <li>• Almost two-thirds of all residents were born in non-English speaking countries, with many of these likely to be international students.</li> <li>• A lower SEIFA Index of Relative Disadvantage Score 1of 945 compared to 1,027 for the LGA overall.</li> <li>• The majority of dwellings were apartments/ units (84%).</li> <li>• Ultimo's proportion of public housing was consistent with the LGA (14%).</li> </ul>
<b>Haymarket</b>	Located at the northern end of Central Station, Haymarket is the gateway through to the central business district of Sydney. It has historically been settled by immigrants from Asian backgrounds supporting the establishment of the Chinatown precinct. The local economy is led by financial and professional services due to its proximity to the CBD, with a significant number of retail, dining and entertainment businesses. Its proximity to education institutions and the CBD supports a high resident population of students and white-collar professionals with a relatively low median age of 27.	<ul style="list-style-type: none"> <li>• Total population of 7,353 people</li> <li>• Haymarket had the highest average household size in the study area at 3 persons per dwelling, with 33% of all households being group households.</li> <li>• 73% of all residents were born in a non-English speaking country, which is over double that for the LGA and Greater Sydney averages. Unemployment was 9%, higher than the LGA, with a SEIFA Index of Relative Disadvantage score of 907.</li> <li>• More students and young adults 18 to 24 years (30%) and 25 to 34 years (40%).</li> <li>• Haymarket had a low proportion of public housing (0.6%).</li> </ul>
<b>Chippendale</b>	Located to the south-west of Central Station, The suburb has experienced gentrification with a key catalyst being the redevelopment of the Carlton & united brewery site into Central Park, which is a multi-storey mixed use residential, commercial and retail precinct. Chippendale has a relatively low median age of 26, attracting Asian and British immigrants and students due to its proximity to the CBD, and key educational institutions. The local economy is led by education and creative industries with small businesses and food and drink being significant employers as well.	<ul style="list-style-type: none"> <li>• Chippendale has seen a significant increase of student residents from 23% in 2011 to 62% in 2016, the highest in the study area.</li> <li>• A total population of 8,617 people.</li> <li>• More residents born in non-English speaking countries (61%) compared to the LGA (37%).</li> <li>• Compared to the LGA average, Chippendale had a lower proportion of public housing (8% compared to 14%).</li> </ul>
<b>Surry Hills</b>	Located to the east of Central Station, Surry Hills has historically been settled by immigrants from a European background with the suburbs current population consisting primarily of Australian, English, Irish and some Chinese. It is characterised by vibrant and boutique retail and dining scene, with the local economy being led by creative industries and small businesses including food and drink. The gentrification of the suburb has narrowed its resident demographic with a much higher weekly household income along with a higher median age of 34.	<ul style="list-style-type: none"> <li>• A total population of 16,412 people, with over half aged between 25 to 49 years.</li> <li>• Residents of Surry Hills have a high weekly household incomes (\$2,144 per household), the only suburb in the study area higher than the LGA average (\$1,962 per household).</li> <li>• Public housing percentage (17%) was higher than the LGA (14%)</li> <li>• The SEIFA Index of Relative Disadvantage Score for Surry Hills is the only suburb in the study area higher than the LGA at 1,031.</li> </ul>
<b>Redfern</b>	Located to the south-east of Central Station, Redfern is one of Sydney's most culturally, ethnically and economically diverse communities and has historically supported a key Aboriginal community presence. It has recently begun undergoing the process of gentrification with medium and high density residential developments replacing derelict low density housing and industrial areas. Redfern supports a unique mix of young professionals, white-collar professionals, families, students and retirees with a median age of 35.	<ul style="list-style-type: none"> <li>• Total population of 13,213 people.</li> <li>• Public housing made up 31% of all dwellings. This was more than double the LGA average (14%).</li> <li>• With the larger proportion of social housing tenants in Redfern, the population of older people aged over 70 years (7%) was almost double that of the LGA (4%). Consistently, there were more people who required assistance with daily activities (4%), than the LGA (2%).</li> <li>• A lower SEIFA Index of Relative Disadvantage Score 993, attributed to the social housing within the area.</li> </ul>

Source: GHD, Central Precinct Socio-cultural Framework, May 2019, p.37-39, based on ABS Census 2016 data

## Social Infrastructure Study Area – worker population profile

Below section describes the profile of the workers employed within the 1200m Study Area (SISA) assessed for the purposes of the social infrastructure need analysis. Estimated worker figures for 2021 and industries of employment are based on as the Transport for NSW projections. The rest of the worker profile is based on the 2016 ABS Census of Population and Housing Place of Work dataset.

- **Worker population:** As per the TfNSW estimates, there were 167,440 people employed within the PSA in 2021, forming about a quarter of all jobs within the City of Sydney area.
- **Industries of employment:** The TfNSW estimates show that the SISA catchment workforce is characterised by a high proportion of individuals employed in the Professional, Scientific, Tech (16%), Public Admin and Safety (13%) and Financial; Education; Accommodation & Food; and Info & Media sectors (employing about 9-10% of the SISA workforce each). All other sectors had a lower share of workers.
- **Age profile:** According to the 2016 Census figures, the a median age of the PSA workers was 36.7, which is somewhat lower than the median worker age in the Greater Sydney area at 38.8. Compared to the Greater Sydney area, there is somewhat higher share of workers aged between 25-39 years employed in the study area. Nearly half (46%) of the SISA workers are between 25-39 years old.
- **Cultural and linguistic diversity:** 50% of the SISA workers were born overseas, comparable to the City of Sydney average of 51%. These rates are somewhat higher than the Greater Sydney average of 44%. The local worker population is less diverse than the resident population however -50% of SISA workers were born in Australia, compared to 32% among local residents. This is also reflected in the language diversity –or the lack of –amongst the SISA workforce. 60% of SISA workers speak English only at home, compared to 44% among SISA residents. Nevertheless, there is strong representation of workers that speak Chinese at home who are employed in the SISA area (13%), while all other languages and language groups are represented by a smaller share of speakers.
- **Mode of travel to work:** Similar to the City level results, public transport was the most common mode of travel to workers in PSA (60%). 20% drove to work, while 10% used active transport options. By contrast, only 24% of workers in Greater Sydney overall used public transport to get to and from work, 58% drove a vehicle, and only 5% chose active ways to commute.

## Social Infrastructure Study Area – visitor population profile

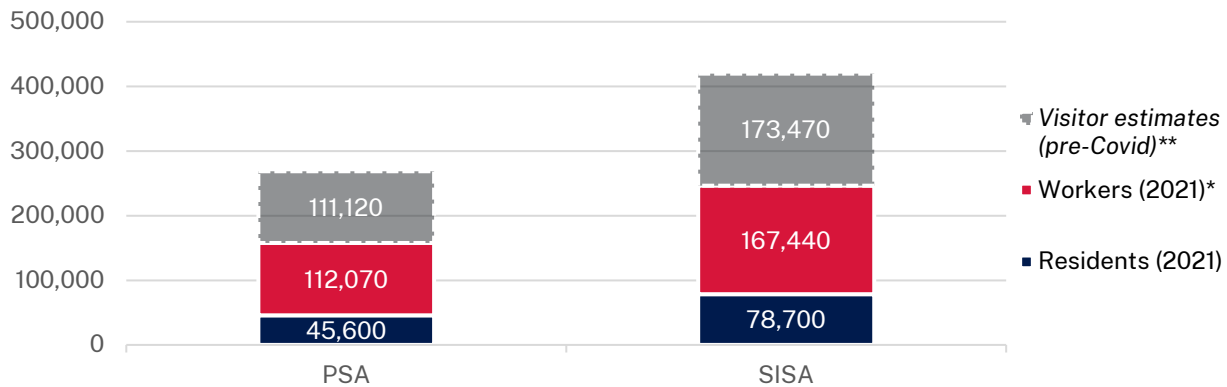
In addition to the resident and worker populations, the Sydney CBD area is accessed by a high volume of visitors each day. This includes business visitors, students, shoppers, people visiting friends and family in the area, and many others. Prior the Covid-19 pandemic, the area also attracted a large number of domestic and international tourists daily.

Based on City of Sydney estimates, the daily (pre-Covid) visitor figures in the LGA overall were similar to worker figures. Of the roughly 1.3 million people accessed the City area on an average day prior the pandemic, the council estimates that “on any given day, more than 629,000 visitors and students come to the city to shop, be entertained or inspired, to learn, to visit friends and/or to conduct personal or corporate business.”<sup>58</sup>

Based on these City of Sydney estimates, the daily (pre-Covid) visitor figures in the LGA overall were similar to worker figures. The same ratio is likely to apply for the PSA and SISA.

<sup>58</sup> City of Sydney website, 2020. [www.cityofsydney.nsw.gov.au/guides/city-at-a-glance](http://www.cityofsydney.nsw.gov.au/guides/city-at-a-glance)





**Figure 33 Daily user population of the study areas**

Source: Ethos Urban, based on TfNSW, and City of Sydney estimates

\*Note that the worker population estimates reflect the pre-Covid place of work, which -in the context of the remote working trends caused by the Covid-19 pandemic -are likely to not reflect the current actual physical place of work -end hence the number of workers accessing the city area -accurately.

\*\*Visitor population estimates for the PSA and SISA are extrapolated based on the City of Sydney estimates for the whole LGA, and reflect the pre-Covid daily visitation figures. The current visitor figures are severely impacted by border closures, lockdowns and remote working and business-meeting trends related to the Covid-19 pandemic.

Information on the profile of the large number of people visiting the study area is limited. Some visitor research projects that have been undertaken in the recent years, however include respondents working or living in the area:

- A visitor survey commissioned by City of Sydney in 2017 included both workers and other visitors who were surveyed across various locations across the LGA. N=3,741 persons were interviewed overall. Relevant to our study areas, survey locations included Southern CBD, Oxford St, Redfern, and Surry Hills, among others. 28-39% of the respondents worked in the immediate area, majority were male, under 30 years old, lived in inner city areas, and were on lower incomes -likely reflecting a high number of students and other young people in their early stages of career accessing the study area.
- TfNSW commissioned GfK in 2018 to undertake customer research to inform the Precinct Renewal program (unpublished). N=500 interviews were undertaken across various locations around the Station. Contrary to the research undertaken by the City, majority of respondents were female. 64% were aged 18-34, likely reflecting people accessing the area for education purposes. 19% lived nearby, and 51% elsewhere in Greater Sydney. Most (63%) of respondents were in the area alone, 35% with family or friends, and 2% with work colleagues. 32% were coming through the area for work related purposes, 15% for education, and most -51% -for social, recreational or shopping reasons.
- Research identified three core types of users of the area -1) public transport customers, including active transport network users; 2) citizens frequenting the area for work, education, entertainment, shopping and other services; and 3) less frequent visitors, including interstate and international visitors, or infrequent local visitors.<sup>59</sup>

<sup>59</sup> The findings of this research are discussed at **Section 15.2**



## Transport for NSW

- Within these three types, a number of different user profiles emerged, based on their needs:
  - workers
  - students
  - residents
  - tourists
  - people experiencing homelessness
  - public transport customers
  - people living with disability
  - families
  - teens
  - dog owners.

It is important to note that the large volume of people accessing the Central Station is a very diverse population, including many vulnerable groups – from children to elderly, people with poor or no English skills, people living with disabilities, people with mental health issues, overseas and regional visitors arriving at Sydney CBD the first time (likely experiencing culture shock), people experiencing homelessness, and many others.

## 14.4 Population forecasts

Population estimates and forecasts have been prepared for the study areas and the Greater Sydney area with reference to the latest TfNSW population and worker projections for years 2026, 2031 and 2036.

Preliminary figures for additional floorspace and likely maximum worker and resident capacity generated by the Central Precinct Renewal Program have been provided by SGS Economics & Planning.<sup>60</sup> These figures have been added to the TfNSW projections for the social study areas (PSA, SISA, City of Sydney) for the purposes of delivering the social infrastructure needs analysis, along with broader social and health impact-related advice for the site.

The future population estimates for the precinct have been derived from the estimated staging of delivery of the Central Precinct Renewal Project over station development components (as of May 2022), as shown below. It is noted that these forecasts are based on estimated construction timing, rather than market demand – which may influence timing of delivery.

**Table 8 Development staging estimates for build-out of the over station development, 2031-37**

Development stage	Start date	Finish date
Stage 1 OSD	2031	2034-35
Stage 2 OSD	2033	2035-36

SGS has advised that the total maximum number of additional workers based on the Precinct Renewal program is likely to be 31,652 and there will be capacity for an additional 1,966 residents.<sup>61</sup> Below summary projections for the study areas assume full completion of the precinct and achieving full capacity by 2036.

The projections demonstrate that whilst the population growth rate for the 400m catchment of the Primary Study Area is similar to the projections for the Greater Sydney area overall, then significant share (~45%) of the overall employment growth projected for the City of Sydney area over the next 15 years is concentrated in our Primary Study Area – annual growth rate for the PSA is more than double the LGA, or the metro average.

While the projected growth for visitor figures is uncertain, the total figure of users accessing the Precinct is projected to grow in the same pace as the worker growth. The Central Precinct Draft Strategic Vision (TfNSW 2019) notes:

*“Growing demand on the station and interchange with transport customers anticipated to reach 450,000 daily by 2040” (p.20).*

**Table 9** over page shows residential population forecasts across the precinct and designated studies areas from 2021 to 2026 and 2036. **Table 10** shows workforce population forecasts across the precinct and designated studies areas from 2021 to 2026 and 2036.

**Figure 34** over page shows the projected population figures for the user groups by the study areas.

<sup>60</sup> SGS Economics and Planning (SGS) was commissioned by Transport for NSW to assist the development of the Central Renewal Precinct development by providing population and demographic analysis. This data is based on a full take up of the available floorspace on site for both residential and employment uses. The full capacity proposed by SGS does not consider sequencing of floorspace provision or any redistribution of land uses in the surrounding network.

<sup>61</sup> Ibid.

**Table 9 Resident population forecast across the study areas, 2021-2036**

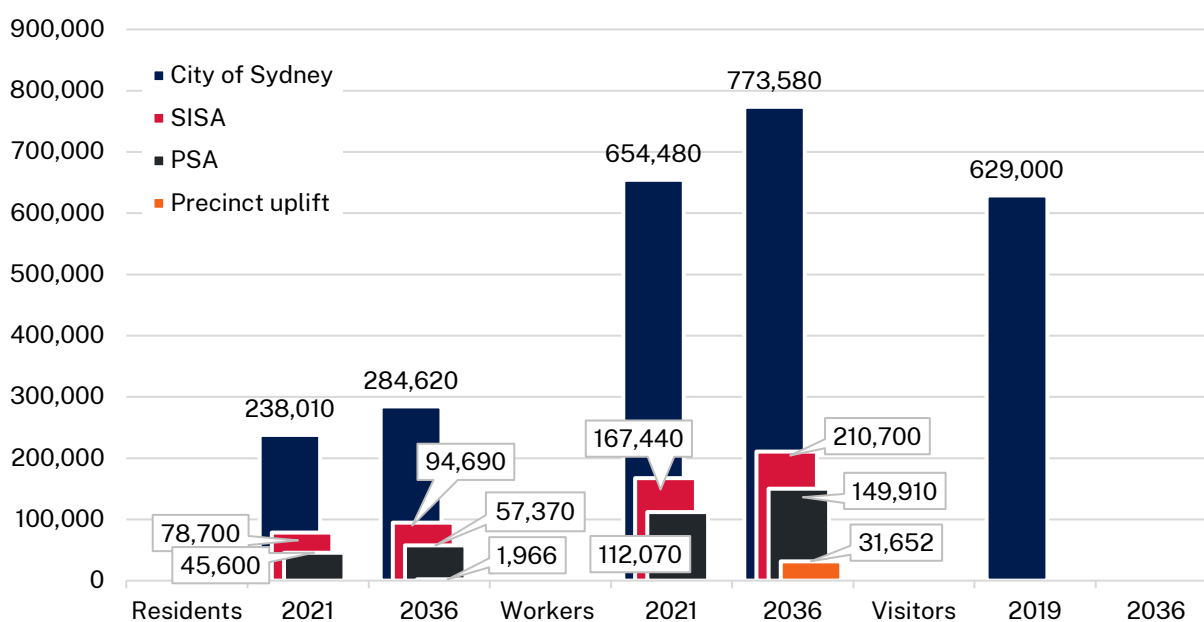
Population	2021	2036	Growth (2021 to 2036)	Annual Growth (2021 to 2036)	Average Annual Growth Rate (2021 to 2036)
Central Precinct uplift		1,966	+1,966		
PSA (400m catchment)	45,600	57,370	+11,770	+780	1.5%
SISA (1200m Study Area)	78,700	94,690	+15,990	+1,070	1.2%
City of Sydney (SSA)	238,010	284,620	+46,610	+3,110	1.2%
Rest of NSW	2,804,330	2,998,680	+194,350	+12,960	0.4%
Greater Sydney	5,610,640	7,079,280	+1,468,640	+97,910	1.6%

Source: Ethos Urban, based on TfNSW and SGS initial advice on Precinct capacity (assuming Precinct completion by 2036)

**Table 10 Worker population forecast across the study areas, 2021-2036**

Employment	2021	2036	Growth (2021 to 2036)	Annual Growth (2021 to 2036)	Average Annual Growth Rate (2021 to 2036)
Central Precinct forecast		31,652	+31,652		
PSA (400m Study Area)	112,070	149,910	+37,840	+2,520	2.0%
SISA (1200m Study Area)	167,440	210,700	+43,260	+2,880	1.5%
City of Sydney (SSA)	654,480	773,580	+119,100	+7,940	1.1%
Rest of NSW	1,266,740	1,400,910	+134,170	+8,940	0.7%
Greater Sydney	2,902,180	3,616,030	+713,850	+47,590	1.5%

Source (Table and Figure below): Ethos Urban, based on TfNSW TZP19 projections, and SGS precinct estimates on uplift (assuming Precinct completion by 2036)



**Figure 34 Population forecasts – residents, workers and visitors in the study areas, 2021-2036**

## 14.5 Population health profile

This section provides an overview of the existing health context surrounding the site, drawing on publicly available health statistics for the Local Health Districts intersecting with the study areas – mapped at **Figure 35** over page).

The following documents have been reviewed to inform this analysis:

- Sydney Local Health District Strategic Plan 2018–2023
- South Eastern Sydney Local Health District Journey to Excellence Strategy 2018–2021
- Central and Eastern Sydney PHN Strategic Plan 2019-2021
- Central and Eastern Sydney Primary Health Network Needs Assessment Report (Nov 2016)
- Phidu Torrens University Australia Social Health Atlas at [phidu.torrens.edu.au/social-health-atlases](http://phidu.torrens.edu.au/social-health-atlases)
- Centre for Epidemiology and Evidence at HealthStats NSW at [www.healthstats.nsw.gov.au/](http://www.healthstats.nsw.gov.au/)
- ABS Census of Population and Housing (2016).

### Summary of key health trends and priority groups

The key findings of the community health profile are highlighted below:

- Generally good level of overall health in the population living in the Sydney LGA and the Central and Eastern Sydney Primary Health Network (CESPHN).
- However, certain issues are of concern for health care providers – notably chronic health issues related to overweight and obesity, poor lifestyle behaviours (inadequate nutrition and exercise, alcohol and drug use and smoking), lower than average immunisation and cancer screening rates, high rates of STI notifications, and increasing rates of people reporting mental health concerns, and social isolation.
- The South Eastern Sydney Local Health District (SESLHD), Sydney Local Health District (SLHD) and the CESPHN strategies have highlighted following priority groups to best support the community: the early years – prenatal to five years of age; young people; older people; people with disability; people experiencing homelessness; LGBTIQ+ community members; refugees and multicultural groups; the Aboriginal community, and low socio-economic communities.
- Clusters of socio-economic disadvantage surround the Central Precinct project site, indicating concentration of residents in the area likely to have more prevalent health issues such as multiple morbidities and long-term conditions.

### Health indicators – study areas

The City of Sydney area falls under the Central and Eastern Sydney Primary Health Network (CESPHN) area, which encompasses area of the two Local Health Districts – South Eastern Sydney Local Health District (SESLHD) and Sydney Local Health District (SLHD), whereby boundaries intersect with the City of Sydney LGA area.

HealthStats NSW publishes most population health metrics at the PHN level, while data at the LGA level is typically not reported. Hence, we have based the health profile on the CESPHN geography, with commentary on the local government area specifics, where known or available (e.g., based on commentary in the CESPHN published documents). While an alternative source (Phidu Torrens) provides data on LGA level, this is based on modelled estimates and often on different data sources than Health Stats data, and hence can be used for indication only.

Note that the CESPHN area is the catchment for just over half of the workforce of the City of Sydney area that may have health care needs close to workplace, and therefore relevant for describing the broader group of people likely to use the Central area precinct. We have also considered priority groups identified in the SESLHD, SLHD and CESPHN strategies and needs analysis, to highlight key trends and priority areas.





**Figure 35 Central and Eastern Sydney Primary Health Network area – health districts that intersect Central Precinct**

Source: Central and Eastern Sydney Primary Health Network website, [www.cesphn.org.au/who-we-are/about-cesphn](http://www.cesphn.org.au/who-we-are/about-cesphn)

## Key health issues and trends

### Generally good health and higher than average life expectancy

People living in the Sydney LGA and the CESP HN, generally have good health with somewhat higher life expectancy than the NSW average. In 2019, about 84% of the CESP HN residents aged 16 or over considered themselves to have excellent, very good or good health, compared to 80% for NSW. However, the CESP HN needs analysis notes that City of Sydney is among the top three LGAs within the CESP HN that have the highest number (17,924) of persons aged 15 and over with fair or poor self-assessed health.

### Almost half of population overweight or obese

In 2019, nearly half (48%) of the CESP HN residents were considered overweight or obese, up from 38% in 2002. Despite the rate being lower than the state average of 55%, this is of significant concern for the health system. SLHD Strategic Plan 2018-2023 states that being overweight or obese significantly increases the risk of developing type 2 diabetes, cardiovascular disease, endocrine and gastrointestinal problems, and some cancers in adults. Whilst somewhat lower than the NSW average, 9.1% CESP HN adults reported to have diabetes in 2019, rate nearly double as high compared to 2002.

### Lifestyle factors including insufficient physical activity; alcohol consumption

This trend may be associated with various lifestyle behaviours impacting on health, such as insufficient physical activity, insufficient consumption of fruit and vegetables, and risky alcohol consumption in adult population:

- Over third (37%) of the CESP HN adults consume alcohol on risky levels, and increasingly so since 2015 (25%). Drug use related hospitalisations are also on the rise, in particular methamphetamine related hospitalisations.
- CESP HN records an upward trend in the incidents of use or possession of amphetamines, cannabis, cocaine, ecstasy and narcotics; and Sydney LGA has seen upward trends in more than one drug.
- Some population groups are disproportionately represented in alcohol and other drug (AOD) services, including: LGBTIQ+, those involved in criminal justice system, Aboriginal population, culturally and linguistically diverse (CALD) communities, homeless population and young people.
- Less than half (44%) of the CESP HN adults eat recommended amount of fruit, and less than 1 in 10 adequate amount of vegetables (6.6%). Whilst physical activity rates are improving, and better than the NSW average, over a quarter (29%) of the CESP HN adults don't engage in sufficient levels of physical activity.

Whilst child immunisation rates have improved over time, the CESP HN rates are lower than the NSW average and City of Sydney has in the PHN Needs Analysis been highlighted as a focus area.

Similarly, the Sydney LGA lags behind in some youth and adult immunisation measures. Adult influenza and pneumococcal immunisation rates for persons aged 65 years+ in the CESP HN region are both below the State rate. Coverage rates for HPV vaccine coverage in males in Sydney LGA (61.1%) is below the NSW rate of 69.9% and CESP HN average of 72.1%.

### Cancer screening rates lower in certain groups

Cancer screening rates are low in certain groups. Uptake of bowel cancer screening programs in adults aged 50-74 years in the CESP HN region and breast cancer screening programs in females aged 50-74 years is lower than National and State rates, with the fifth lowest participation rate in both in 2014-2015. Breast screening participation rates are lower in both CALD and Aboriginal population groups compared to the PHN population rates, however overall the 50-54 age group has the lowest participation rates across the CESP HN region. The SESLHD portion of Sydney LGA had an incidence rate of cervical cancer which was two times the NSW rate. The 20-24 years' age group had the lowest participation rates in cervical screening programs across the CESP HN region.

### Relatively high rates of STIs

One area of concern for the CESP HN are high rates of sexually transmissible infection notifications. In 2019, the average annual notification rate for chlamydia in the CESP HN was 1.5 times the rate for NSW while notification rate for gonorrhoea was double (2.1x) compared to the notification rate across NSW. Chlamydia notification rates are increasing and are three times higher for those aged 16-24 years.

CESP HN Needs analysis highlights Sydney LGA as the LGA with highest notification rates (1,146 per 100,000 population) in the PHN area, nearly triple the CESP HN average. Sydney LGA also has higher notification rates than the CESP HN for gonorrhoea and infectious syphilis. Of the blood borne viruses (Hepatitis B, Hepatitis C and HIV), CALD populations are a priority population for Hepatitis B and Hepatitis C across the State. HIV notification rates are consistently high across the CESP HN region, with most NSW residents notified with newly diagnosed HIV infection residing in SESLHD (31.3%) and Sydney LHD (16.6%). The Sydney LGA had the highest number of newly diagnosed HIV infections across the CESP HN region (highest rate in each LHD respectively). Members of CALD communities and males are priority groups.

### Rising rates of psychological distress

A notable proportion of people in the PHN (17%) were experiencing high or very high psychological distress in 2019. The proportion has nearly doubled compared to the 9% captured in 2011. CESP HN Needs analysis highlights youth, LGBTIQ+, CALD, Aboriginal people, veterans and those at risk of homelessness as priority groups accessing or needing specific mental health support. It is important to note that the rate of people to experience mental illness would have notably increased since due to the impacts of the Covid-19 pandemic.

Note that some of the health concerns – such as an increase in the proportion of adults living with diabetes or psychological distress – are not unique to the city population, but are also witnessed regionally or nationally.

### Priority health action areas

Strategic goals of the SLHD include:

- Engaged, empowered and healthy community
- A healthy built environment, and
- Equitable care.

The SLHD strategy highlights advocating for healthy built environmental planning through community engagement and inter-sectoral collaboration with a focus on equity and influencing the social and policy factors that affect health – the social determinants of health – by working in partnership with the community and other sectors as strategic actions to support those goals.

### Health equity: social determinants of health and priority groups

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*A person's health is closely linked to the conditions in which they live, work, grow and play – known as the 'social determinants of health'*

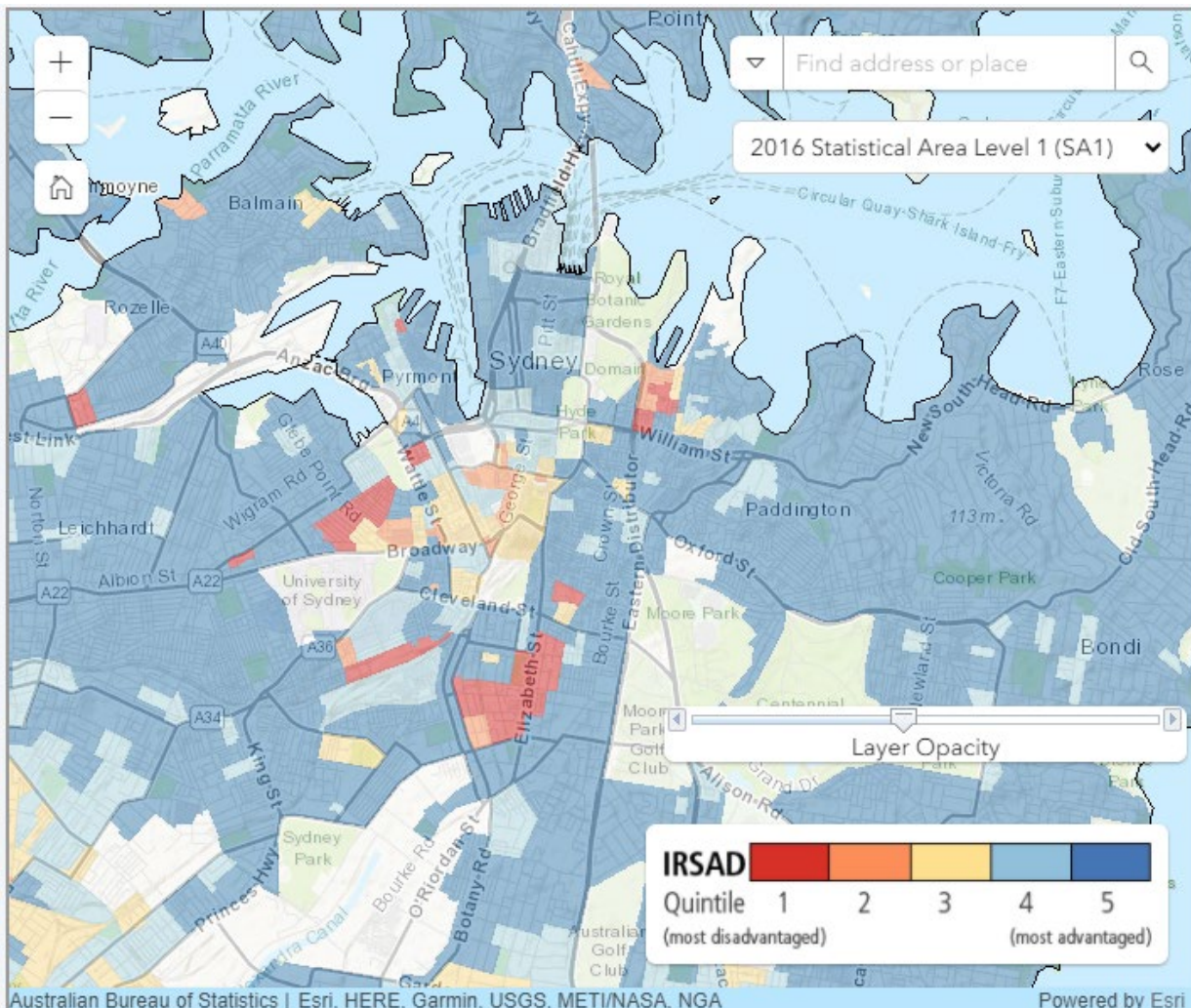
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A person's health is closely linked to the conditions in which they live, work, grow and play – known as the 'social determinants of health.' Socio-economic position, educational attainment, lifestyle behaviours can affect the health of individuals and communities. Health issues such as multiple morbidities and long-term conditions have found to be more prevalent in disadvantaged areas. For example, CESP HN finds that LGAs with generally lower socioeconomic status (or pockets of low SES) had the highest rates of circulatory system disease in the area, this includes Sydney LGA.

While the City of Sydney is a relatively wealthy area, there are various pockets across the City area that have higher than average levels of relative disadvantage, many nearby the Central Station site. The Socio-Economic Indexes for Areas (SEIFA) are produced by the Australian Bureau of Statistics to describe various aspects of advantage and disadvantage, in terms of people's access to material and social resources, and their ability to participate in society.



The Index of Relative Disadvantage factors in issues such as income, employment, occupation, education, housing and English proficiency. Each of these inequities signify substantial barriers which may prevent people from accessing and benefitting from health services within the area. A map showing the SEIFA categorisation is shown at **Figure 36**.



**Figure 36 Distribution of relative advantage and disadvantage, City of Sydney LGA**

Source: ABS Census of Population and Housing (2016)

**Large number of people in the City of Sydney LGA experiencing significant health risks and inequities**

A large number of people living in the Sydney LGA may be experiencing significant levels of health risks and inequities:

- 7,500 City of Sydney residents were unemployed, and additional 45,000 not in the labour force in 2016. Note that this figure may currently be notably higher due to the Covid-19 pandemic impacts.
- 5,000 people were homeless (including those sleeping out, couch-surfing, in boarding houses, or in severely overcrowded accommodation) on the Census night.
- 8% of adult residents of the LGA ran out of food and could not afford to buy more in the year to Census
- At least 5,000 residents need assistance with daily activities (i.e. live with severe disability).

There is also marked variation between subgroup populations. For example, people living with disability and the elderly are a high users of healthcare services, and there is over-representation of Aboriginal and culturally and linguistically diverse patients (CALD) with long terms health conditions.



## Overview of key health equity issues for priority groups

To best support the community and prevent and mitigate various health issues, the SESLHD, SLHD and the CESP HN strategies have highlighted following priority groups (not in any order):

- Aboriginal people
- Culturally and linguistically diverse communities, including refugees and international students
- Mothers and children in their early years - prenatal to five years of age
- Young people
- Older people
- People living with disability
- LGBTIQ+ people
- People experiencing homelessness and domestic violence.

Following is an overview of the key health issues identified for these priority groups.

### Aboriginal people

At the State and National levels, Aboriginal people experience higher rates of chronic disease such as diabetes, chronic kidney disease, heart/circulatory and respiratory problems and mental health and higher rates of behavioural risk factors such as overweight and obesity, lack of physical activity, smoking and sexual health.

Over 2,400 of the City of Sydney and 13,500 CESP HN residents identify as Aboriginal (based on the 2016 Census count, but are likely to be higher as the Census is considered to undercount some population groups). The Aboriginal population experience significant disadvantage, and are more likely to experience homelessness or be hospitalised than non-Aboriginal people. Socioeconomic disadvantage impacts upon the Aboriginal population who are vulnerable to poor lifestyle choices and diseases. Aboriginal people have lower participation rates in cancer screening programs and poorer antenatal, infant and child health.

It is estimated that differences in access to the social determinants of health between Aboriginal and non-Aboriginal people explain between a third to a half of the mortality gap. Locally, there is an over representation of dwellings rented by Aboriginal people (almost 45%) for the Indigenous areas of Sydney City, twice the national rate of 21.5%. Rates of Aboriginal homelessness is a priority issue for SLHD with estimates of 556 per 10,000 Aboriginal people in Sydney, Leichhardt and Marrickville LGAs, compared to 125 per 10,000 on non-Aboriginal people in the same area.

Consultation with Aboriginal stakeholders has highlighted the inseparability of physical health and cultural history. The intersectionality of these factors can often have a drastic effect on the health and wellbeing of Aboriginal communities, as historical events, the enduring effect of colonisation, and racism can often increase the risk of poor health among Aboriginal people and exacerbate existing conditions.<sup>62</sup>

### Culturally and linguistically diverse residents – including refugees and international students

The population of the CESP HN region is diverse with over a third of the population born overseas. At least 75,000 City of Sydney and more than 565,000 CESP HN residents speak a language other than English at home. While the majority of overseas-born migrants to Australia enjoy good health, increased risks exist in specific population groups (such as refugees). People from non-English speaking backgrounds may also be less likely to report medical conditions or have difficulty accessing health services due to language barriers and are a priority population group.

A SESLHD needs and assets analysis of the CALD population identified three communities most in need, these were Bangladeshi, Nepalese and Chinese grandparents. The identified areas of concern included impact of torture and trauma, isolation, overcrowding, homelessness, movement of children 0-5 to and

<sup>62</sup> Balarinji, Connecting with Country community consultations, September 2021

from a family's country of origin and how this impacts children's development and readiness for school, vulnerability to issues related to domestic and family violence women and children from China, Nepal and Thailand. Recent Syrian refugee migration to the region are currently small in numbers, but require an immediate health check, which will predominately be completed by their families local GP.

The particular issues and vulnerabilities faced by international students – a significant population living in and around the precinct (albeit declined since Covid-19) – is discussed in **Section 13.7**.

### Mothers and babies

Sydney LGA is among the CESPHN councils with highest number of births in 2015 – with 11.9% or 2,331 of the CESPHN births in 2015. CESPHN child immunisation rates are generally in line with National and State rates (2016), however Sydney Inner City SA3 area has low rates.

### Young people

The range of information available on youth health is limited, however youth mental health and youth homelessness have been identified as priority areas.

### Older people

Whilst the City of Sydney population includes a high share of young student and professional residents, the CESPHN Needs Analysis identifies that Sydney Inner City statistical area (similar to the LGA area boundaries) had the highest increase in the total dependency ratio between the 2011 and 2016 Census years in the PHN (26.3% increase), reflecting a growing ageing retired population.

Whilst the Aboriginal population in general has a considerably shorter life expectancy than the non-Aboriginal population, CESPHN has the highest proportion of Aboriginal people aged 50-54 years in comparison to all 31 PHNs across Australia.

As the elderly cohort are high users of healthcare and aged care services, this could present challenges if aged care service supply cannot meet the increasing demand. Common health issues for older people include dementia, frailty, heart failure, pulmonary disease, and risk of mental health. Within CESPHN, mental health in older people was identified as a major health need. Antipsychotic dispensing rates for 65 years and over indicate there are areas of high usage including Sydney Inner City area.

### People living with disability

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*People can be impaired by different types of disabilities including intellectual, psychosocial, sensory, and physical disabilities. Within the SLHD area, more than 28,000 people live with a disability based on the 2016 Census.*

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People can be impaired by different types of disabilities including intellectual, psychosocial, sensory, and physical disabilities. Within the SLHD area, more than 28,000 people live with a disability based on the 2016 Census. Within the CESPHN region, around 64,000 residents or 4% of the population require assistance with core activities, and approximately 12,000 residents were registered as participants in the National Disability Insurance Scheme (NDIS) and around 36,000 residents were recipients of the disability support.

People with disability are more likely to develop long-term illness. For instance, adults categorised with a disability were found to have higher rates of risk factors associated with the onset of chronic diseases, and people with intellectual disability die prematurely with avoidable causes. In NSW, the median age is 81 years, but the median age significantly decreases for people with intellectually disability at 54 years. 31% of the premature deaths in people with disability are mostly due to cardiovascular disease, infection, cancer and respiratory illness, which are all preventable.

In the CESPHN region, 10,484 persons have been identified with intellectual disability, indicating that a significant share of the vulnerable population need urgent medical interventions to reduce the rate of preventable deaths and improve health outcomes.

### LGBTIQA+ community members

The SLHD is home to a vibrant and proud lesbian, gay, bisexual, trans and gender diverse, intersex and queer (LGBTIQ) community – a number of suburbs in the District have the highest proportions of same-sex couples in Australia. The availability of gender affirming hormonal care and specialist services in the CESP HN also makes it a focal point for trans and gender diverse individuals seeking or receiving treatment across NSW.

Evidence shows that LGBTIQ communities face high levels of health disparities due to stigma, discrimination and poor access to appropriate care and health services. LGBTIQ people experience higher rates of distress, diagnosed mental health disorders, smoking, substance abuse, and are at higher risk of death by suicide relative to the general population. The National Drug Strategy Household Survey in 2016 showed that homosexual/bisexual people are roughly six times more likely to use illicit drugs and three times more likely to misuse pharmaceuticals compared to heterosexual people.

LGBTIQ people are also more vulnerable of suicide ideation than the general population. LGB people aged 16 and over are six times more likely to have thoughts of suicide and trans and gender diverse people are more 18 times more likely to do so. Poor mental health outcomes among LGBTIQ individuals also include youth. In the CESP HN region, there is a higher share of younger people accessing headspace who identify as LGBTIQ (27.4%), compared to the rate across Australia (23.7%).

There is a growing need for LGBTIQ support group sessions as well as a number of patients seeking hormone therapy and other specialist health services. Raising awareness, improving access to, and increasing specialist services for people who identify as LGBTIQ are essential to break the stigma, cease discrimination experienced by the LGBTIQ community and enhance community health outcomes.

It is noted that safety and perceptions of safety are key issues for LGBTIQA+ people, which have been explored through specific consultation by TfNSW undertaken for the renewal program, discussed at **Section 14.6**.

### People experiencing homelessness and domestic violence

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*The primary reason for homelessness (33.8%) is domestic violence and relationship issues, violence and assault, followed by accommodation issues (including housing affordability) – according to Health District data. The majority of those who are experiencing homelessness are under 35 years of age.*

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Those who experience homelessness are affected by a range of chronic conditions and participate in risky health behaviours. Nationally, homelessness is an increasing issue and NSW has the highest rate of homelessness than any other state.

The primary reason 33.8% of homelessness) is domestic violence and relationship issues, violence and assault, followed by accommodation issues (including housing affordability – as is further discussed in **Section 17.1**). The majority of those who are experiencing homelessness are under 35 years of age. The population of people sleeping rough in the City of Sydney is monitored by the City of Sydney through bi-annual surveys, with the latest survey in February 2022 indicating that 229 people were sleeping rough in the LGA (see also **Section 14.7**), with a further 269 people experiencing homelessness occupying crisis and temporary accommodation.

Rough sleeping and broader lack of access to safe and secure housing has further severe detrimental impacts on health and health equity outcomes for individuals – including in relation to access to healthy food, personal health and hygiene, and exposure to the elements, as well as immediate crime and personal safety risks that can also lead to poor health outcomes.

Population groups who are particularly vulnerable to experiencing homelessness include Aboriginal peoples and youth aged 12-18 years. In NSW in FY2015-2016, the CESP HN had six LGAs in the top 100 LGAs with recorded domestic violence, the City of Sydney being ranked highest (ranked 47).

## 14.6 Crime and safety

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*Safety is fundamental to the liveability of a city. Safety and security include access to basic needs such as food and shelter, as well as protection from crime, violence and the impacts of natural disasters. As poor urban design exacerbates crime risk regardless of gender, race, age or class, low levels of community safety and security affect the use of public spaces for social interaction, physical activity, active transport and access to the natural environment.*

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### Introduction

Safety is fundamental to the liveability of a city. Safety and security include access to basic needs such as food and shelter, as well as protection from crime, violence and the impacts of natural disasters. As poor urban design exacerbates crime risk regardless of gender, race, age or class, low levels of community safety and security affect the use of public spaces for social interaction, physical activity, active transport and access to the natural environment.

In 2019, Sydney was ranked the number one safest city in Australia and fifth in the world by The Economist Safe Cities Index.<sup>63</sup> While this is an excellent result and Sydney generally is and is perceived safe, Central Station and neighbouring areas remain as hotspots for some types of crime, and are perceived unsafe (see below sections). As the Station functions as a gateway to Sydney, perceptions of safety can also impact on overall perceptions of the city. Improving safety and security for everyone accessing the Station and surrounds, is therefore paramount.

Perceptions of safety are often based on how people feel about an area or place. Environments that feel safe can contribute to overall feelings of wellbeing and restoration, reduce depression, improve wellbeing, and support mental health by promoting community capacity, cohesion and connections. It can also help reverse the negative impacts on a community that has experienced people moving because it is perceived unsafe.

Crime prevention through environmental design (CPTED), social and community initiatives, diversity of businesses, licensing and approaches to reduce alcohol-related harm, as well as community engagement and action are some of the opportunities to prevent crime and improve perceptions of safety in built environments. Perceptions can be influenced by environmental and design factors, as well as social factors including the behaviour of other people. Making changes to the environment through designing, activating and managing streets and public places can reduce fear of crime and opportunities for crime to occur.<sup>64/65</sup>

**Other public safety initiatives which could be considered in the development and programming of the precinct include:**

- Take Kare program
  - Run by the CoS
  - Trained volunteer ‘ambassadors’ provide on-the-spot assistance to vulnerable people
  - Provide a safe space for vulnerable people in the public domain (unwanted attention, passed out, lost)
  - Operate in the city every Friday and Saturday night
- Smoke, Alcohol and Drug Free Zoning
  - Run by the CoS
  - Provision of needle disposal units at access points to Central Precinct
  - Precinct public domain as zero-tolerance alcohol free zone

<sup>63</sup> Safe Cities Index 2019; The Economist Intelligence Unit Limited 2019; [safecities.economist.com/safe-cities-index-2019](https://safecities.economist.com/safe-cities-index-2019)

<sup>64</sup> City of Sydney 2019, A City for All, Community Safety Action Plan 2019-2023

<sup>65</sup> NSW Ministry of Health 2020, Healthy Built Environment Checklist



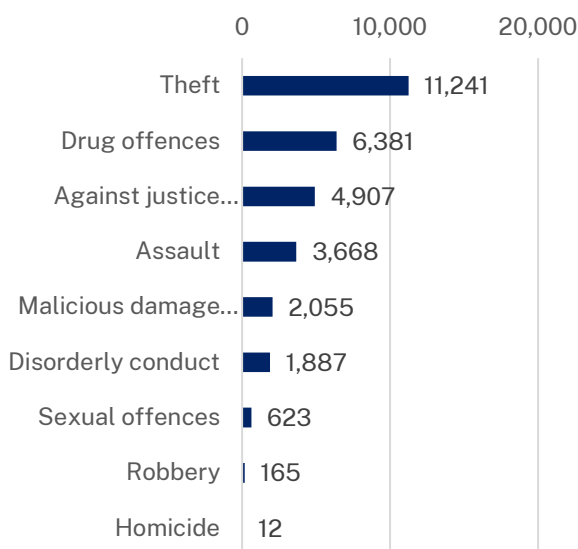
- Precinct public domain as smoke-free zone with designated smoking areas
- Anti Sexual Harassment Campaign
  - Modelled on TfL campaign consisting of posters displayed throughout transport network calling out unacceptable behaviour
  - Provides description of harassment and encourages public to report incidents
  - Includes catcalling, exposing, cyber-flashing, pressing, touching, staring, up skirting
  - Provides emergency number, transport security number (Precinct security number) incl. texting service, and anonymous call option
  - Informs about usage of CCTV
- Business Crime Prevention program
  - Video podcasts to assist local businesses in protecting themselves and others against crime
  - To include guidance & training in spotting harassment and mitigation options.

### Rates of crime in the City of Sydney and Central Precinct locality

NSW Bureau of Crime Statistics and Research (BOCSAR) Crime Trends Tool publishes data on recorded incidents of selected types of offence by local government areas.<sup>66</sup> Data for incidents recorded in City of Sydney area in year 2020 shows that the most common offence type in the area is Theft, with 11,241 incidents recorded in the LGA in the year. This is followed by drug offences, with 6,381 recorded incidents, and by Against justice procedures with 4,907 incidents in 2020. Assaults were recorded on 3,668 occasions, and Sexual offences on 623 times.

It should be noted that City of Sydney area normally attracts a large number of workers and visitors (expanding the pool of potential victims and offenders in the area), and therefore the rate of crime to number of residents in the area is generally inflated.

For example, the figures for year 2020, when worker and visitor access to the City area was due to the Covid-19 pandemic restricted, were 15-36% lower compared to incidents reported in 2019 across most of the categories shown in **Figure 37**.



**Figure 37 Recorded incidents of selected offence types in the Sydney Local Government Area, in 2020**

Source: Ethos Urban, based on BOCSAR NSW Crime Trends Tool, data query ref no 2021-1304387-4

<sup>66</sup> NSW BOCSAR 2020, Crime Trends Tool [bocd.lawlink.nsw.gov.au/bocd/cmd/crimetrends/lnit](https://bocd.lawlink.nsw.gov.au/bocd/cmd/crimetrends/lnit)

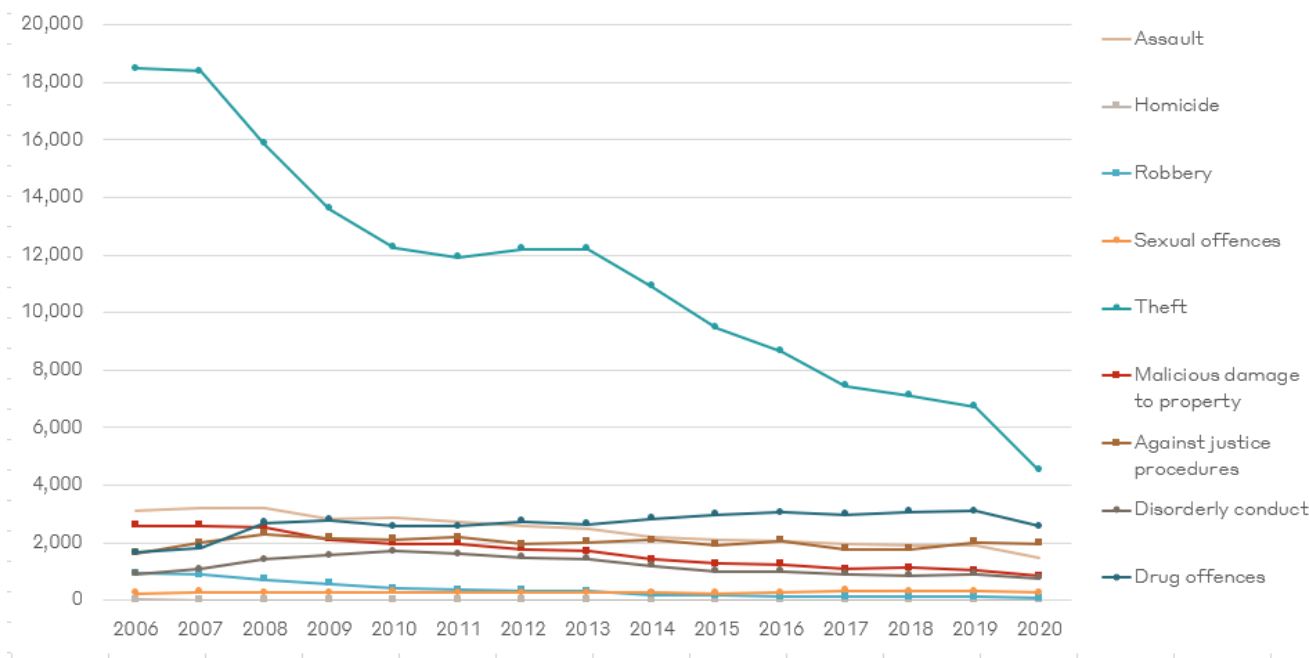
Comparing the number and rate of incidents to population over a longer period of time, some clear trends emerge:

- Recorded incidents of theft (including rate to population) have been consistently and significantly decreasing over the past 15 years. The exception is ‘Steal from store’ sub-category of the offence type, where the overall figures have been trending up over the years.
- Rates of incidents for the broader categories of assault, robbery, malicious damage to property and disorderly conduct have also generally declined. However, pure figures for offences such as domestic-violence related assaults and trespass are somewhat up.
- Drug offences have however notably increased over the past 15 years, both based on overall numbers, and also as a rate to local population that has significantly increased over that time.
- Another category of concern is sexual offences, where recorded incidents and rate to population have increased.

NSW Bureau of Crime Statistics and Research (BOCSAR) NSW Crime Tool website<sup>67</sup> publishes data and maps that show the rate of incidents of crime per 100,000 residents by offence type by various geographical areas. While the rate to resident population is generally not the best measure for the centrally located suburbs in the City of Sydney area that attract a very large number of workers and visitors from other areas daily, data available for year 2020 provides the opportunity to showcase the crime rate based on reduced worker and visitor numbers in the City area during the Covid-19 pandemic.

Crime hotspot maps (BOCSAR data) presented at **Appendix C** shows the relative rates of crime to population in the suburbs surrounding the Central Station area, in comparison to other areas in Greater Sydney.

Offence types with more drastic results for the City area have been chosen to illustrate potential issues concentrating in the local area, and include relatively high rates of assault, robbery, theft from persons, receiving or handling stolen goods, and drug use offences.



**Figure 38 Recorded incidents of selected offence types in the Sydney Local Government Area, rate to 100,000 residents, 2006-2020**

Source: Ethos Urban, based on BOCSAR NSW Crime Trends Tool, data query ref no 2021-1304387-4., and Estimated Population Figures sourced from Australian Bureau of Statistics, Regional Population Growth, Australia (3218.0), compiled and presented by .id.

<sup>67</sup> NSW Bureau of Crime Statistics and Research (BOCSAR) 2020, NSW Crime Tool website, [crimetool.bocsar.nsw.gov.au/bocsar](http://crimetool.bocsar.nsw.gov.au/bocsar)

## Perceptions of safety

### Safety perceptions in the City of Sydney

City of Sydney Community Wellbeing Survey gauges the perceived safety of local residents across five different scenarios. General feeling of safety has remained one of the highest rated aspects of personal wellbeing for City residents across the three survey waves in 2011, 2015 and 2018.

Where the follow-up questions drill into particular situations, perceptions of safety have been at very high levels for feeling safe at home, both in daylight (92% felt 'safe' or 'very safe' in 2018) and after dark (87%), and for walking alone near home in daylight (91%).

While the rating for 'feeling safe walking near home after dark' is lower (61%), it improved notably between 2011 and 2015 (from 50% to 61%), and the improved level was maintained in 2018. There is room for improvement in this aspect of felt safety though, with 20% of residents reporting to feel 'unsafe' or 'very unsafe' when walking near home after dark.<sup>68</sup>

### Safety perceptions in the Central Precinct locality

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*Local communities perceive areas within the Central Precinct (Central Station, Belmore Park and surrounds) to be unsafe, particularly at night, due to a lack of lighting and passive surveillance. This is particularly felt by women in Sydney, who have identified that Central Station, Belmore Park, and the surrounding areas as among the most unsafe areas in Sydney.*

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Local communities perceive areas of the Central Precinct (Central Station, Belmore Park and surrounds) to be unsafe, particularly at night, in part due to a lack of lighting and passive surveillance.

This issue is particularly felt by women in Sydney. The Committee for Sydney and Plan International's *Safety after Dark* study on women's safety (2019).<sup>69</sup> This study reported the findings of Plan International's 'Free to Be' crowd-mapping tool,<sup>70</sup> which allows women to pinpoint areas in Sydney which made them feel safe or unsafe (See **Figure 40** on page 114). This revealed that women identified Central Station, Belmore Park, and the surrounding areas as among the most unsafe areas in Sydney.

The study identified environmental factors such as poor lighting, poor infrastructure (e.g., design which inhibits line of sight), and lack of security as exacerbating feelings of being unsafe among women in Sydney. Recommendations arising from this study include increased lighting and security around public transport nodes; improving access to reporting technology, such as phone charging stations or emergency call buttons, and the training of venue staff to recognise sexual harassment.

Several parts of the Central Precinct feature poor lighting; high traffic noise and volumes along adjacent roads leading to a pedestrian-averse environment, as well as dated structures and urban design features that do not meet contemporary principles for crime prevention through environmental design (CPTED).

Due to this lack of amenity and perceived safety, the Central Precinct is typically seen as a transit route rather than a place to stop or socialise; it also likely discourages people or businesses to invest in the area.<sup>71</sup>

The Central Precinct Renewal Program offers an opportunity to comprehensively address these issues through urban transformation, creating a vibrant destination that feels – and is – safer and more welcoming for all community members during the day and night. 'Gender sensitive placemaking' is a framework that could be applied through the renewal program to address particular issues – a model that is highlighted in **Section 10.8**.

<sup>68</sup> City of Sydney Strategy and Urban Analytics Unit 2019, City of Sydney Community Wellbeing Indicators Report

<sup>69</sup> Matthewson, G., Webb, I., and Kalms, N., Committee for Sydney & Plan International, 2019, *Safety after dark: Creating a city for women living and working in Sydney*, CFS

<sup>70</sup> <https://www.plan.org.au/you-can-help/join-the-movement-for-girls-rights/free-to-be/>

<sup>71</sup> TfNSW 2019, Central Precinct Draft Strategic Vision

## Stakeholder perspectives – service providers

As part of the stakeholder interviews conducted for this study (see **Section 20** for further details), NSW Police – Surry Hills Police Station, and the Sydney Transport Command, along with City of Sydney’s Safe City Team were interviewed. These stakeholders raised a number of critical perspectives in relation to safety in the station and surrounding area.

### Localities with pronounced safety concerns include:

- Central Station is a significant hot spot for crime, including assaults, personal theft, malicious damage and anti-social behaviour. High risk level is due to higher opportunities for incidental crime in this high-volume and crowded interchange. Stations are also an area where youth congregate away from home, though crime associate with this demographic tends to be lower level.
- Prince Alfred Park, including assaults on intoxicated people moving through the park at night from Central Station (poor lighting).
- Woolworths Metro on Elizabeth Street, high anti-social behaviour due to the high volume of visitors on their way from the train station.

### Forecast future safety issues and trends identified include:

- The displacement of people experiencing homelessness due to the renewal of the site may increase anti-social behaviour due to increased interactions between different groups.
- New modes of transport, with longer operating hours, will increase the rate of opportunistic crime in the surrounding areas.
- Loss of connection to place and the displacement of vulnerable people has the potential to disrupt connection, community, and access to food and services.

### Issues cited for improvement in the precinct include:

- Improved lighting
- Improved accessibility and connectivity
- Well-designed transport infrastructure
- Consideration of counter-terrorism concerns in precinct design, particularly hostile vehicle mitigation, and<sup>72</sup>
- Consideration of drug-users interacting with public spaces in the precinct.

## Community perspectives – priority groups

### LGBTQIA+ community members

Transport for NSW carried out engagement with their Pride and Ally Network to understand LGBTQIA+ experiences and perceptions of safety around Central Station and hear suggestions for how the precinct renewal can work towards becoming a safe and welcoming place for the LGBTQIA+ community.

Members of the network who identify across the LGBTQIA+ spectrum noted a number of factors that influence their feelings of safety at Central including:

- Lack of vibrant lighting
- Presence of unpredictable and unsavoury people
- Lack of activation and people around
- Long empty corridors with few people around and lack of exit points
- Areas of the station that feel secluded and attract undesirable people.

<sup>72</sup> TfNSW is highly aware of these safety matters, and will be working closely with Sydney Trains and other stakeholders to address.



Locations at Central that were called out as unsafe included Eddy Avenue, Devonshire Street Tunnel and Belmore Park. A number of respondents experienced verbal abuse and threats of violence.

Suggestions for improvements to help make Central a more welcoming and safe place for the LGBTQIA+ community included:

- Clearly visible LGBTQIA+ symbols and signage
- Security staff with training to help people who may be in need of assistance
- A safe space/quiet room for people to rest and could be specifically for the LGBTQIA+ community
- A help desk that can provide referral to support services
- Messaging and signage about diversity, inclusion, zero tolerance for violence and respectful language
- ACON clinic with counsellors, nurses or mental health professionals or dedicated ACON safe places.

### Young people

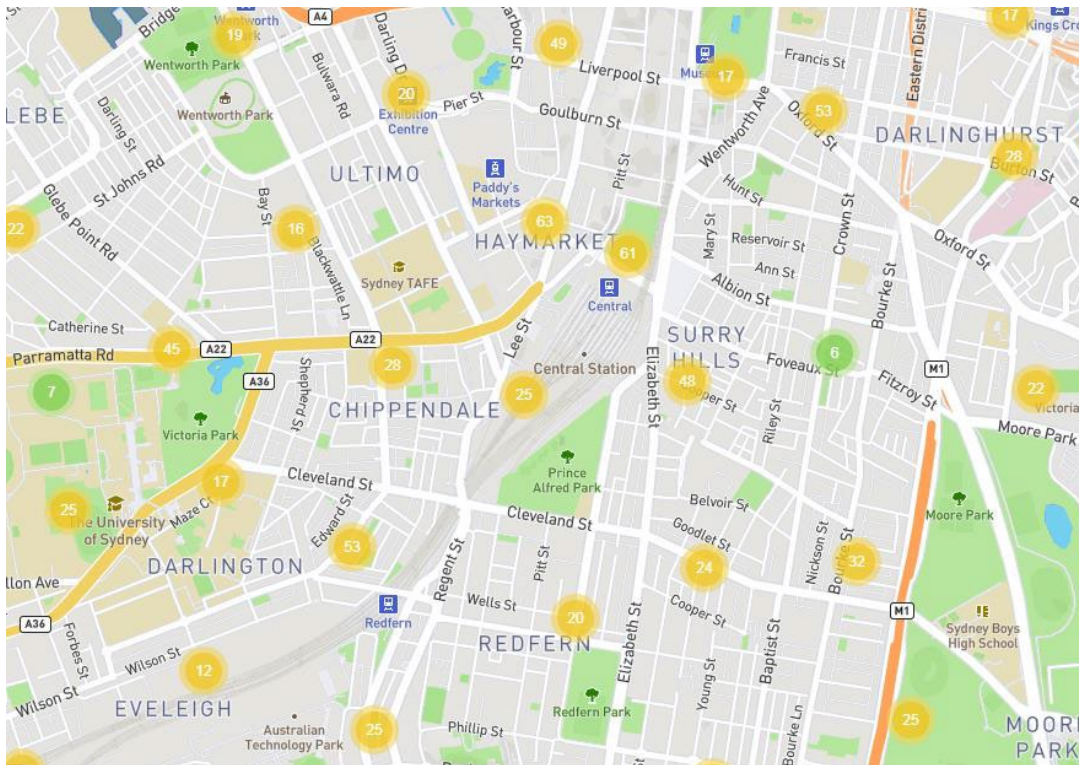
Transport for NSW also held an engagement session with members of Greater Cities Commission Youth Panel to hear from students and young people about their experiences and perceptions of safety at Central Station and the surrounding areas, with particular focus on young girls and women.

Members of the Youth Panel represent areas across metropolitan and Greater Sydney from diverse gender, geographic, linguistic and cultural backgrounds. Overall participants felt that Central mostly feels unsafe and confusing, with a lack of connectivity and activation.

Members of the Youth Panel listed factors that influence their perceptions and feelings of safety at Central that need to be improved including:

- Activation and lighting
- Emergency help points with clear instructions and training for the community on how to use them
- Elimination of isolated spaces
- Security staff available to help people who are seeking assistance
- Support for a program similar to City of Sydney Take Kare Program
- Mobile services, suggestion for an app that can explain where and how you can get help
- Natural surveillance
- Landscaping that doesn't give rise to concealment opportunities
- Poor connectivity.

Participants in both groups suggested an activated night-time economy with a diverse offering of bars, offices, theatres, affordable restaurants and shops would help attract people to stay and linger at Central and address current safety issues.



**Figure 39 ‘Free to Be’ mapping by Plan International demonstrates Sydney localities where women feel unsafe**

Source: Plan International: <https://www.plan.org.au/you-can-help/join-the-movement-for-girls-rights/free-to-be/>

## 14.7 Other key social issues, challenges and opportunities

This section addresses key identified social issues, challenges, opportunities and trends impacting the project, noting that myriad social issues impact this busy transport interchange and surrounding densely populated urban neighbourhoods:

- Central Precinct’s role as a public transport interchange
- Central Precinct’s significance for the local Indigenous community
- A hub for international students and student housing
- The high and rising cost of housing in inner Sydney and its equity impacts
- Rising rates of homelessness and rough sleeping in the inner city
- Future transformation of the Waterloo Estate
- Social connectedness and isolation challenges for new communities
- Importance of ‘third places’ in long term community building
- Benefits of ‘third places’ within high density developments
- Smart cities: the role of innovation and technology in improving quality of life.

## Central Precinct's role as a public transport interchange

*Public transport interchanges also function as sites of social interaction between diverse communities, as well as communal access points to employment and essential facilities and services, so playing a key role in contributing to equity of access and opportunity in an urban environment.*

Central Station is Australia's busiest station, supporting the movement of approximately 63 million passengers annually. This is roughly 40,000 passengers per hour, which is projected to increase to 50,000 by 2031. This is due to its historical significance as the primary transport hub for Australia's largest city that provides the interchange of multiple nodes of public transport including heavy rail, light rail, and bus services, as well as connections to both active and private transport options including cycle, pedestrian, and taxi services.

Through its intercity railways and the Airport Line, Central is also often the first destination in Sydney that global or regional visitor's encounter. Despite this, Central Station continues to suffer from several issues of accessibility such as congestion, inconsistency of building quality, poor layout which creates wayfinding difficulties, as well as the rail corridor acting as a physical barrier between surrounding neighbourhoods. This has had the effect of disconnecting key destinations such as businesses and educational facilities<sup>73</sup> and has the potential to obstruct economic growth.

Transport is understood to be a major facilitator of the economy as it provides the "efficient connection of wealth and labour to the marketplace". As such, efficient public transport interchanges are "key to achieving economic connectivity, particularly in major urban centres." Efficient public transport interchanges, which promote "geographic integration between residential and employment hubs," have the ability to boost economic growth and the global competitiveness of a city.<sup>74</sup>

Public transport interchanges also function as sites of social interaction between diverse communities, as well as communal access points to education, employment, and other essential facilities and services – and so playing a key role in contributing to equity of access and opportunity in an urban environment. In order for the benefits of public transport to be fully realised, diverse groups of people must have equitable access to key interchanges – both through universal access enabled through physical design, as well as through public transport pricing structures.

These goals are reflected through the priorities of NSW Government for the project – including to transform the Central Precinct into "a world class transport destination" which connects all people to employment, education, health, and cultural institutions.<sup>75</sup>

The Central Precinct Renewal Project Urban Design Framework (2022) highlights the significance of the historic and ongoing role of Central Station as a major public transport interchange, and the significance of this role as a social connector:<sup>76</sup>

*"Historically, the construction of the station represented not only major advancements in railway technology, but also reflected the growth of the city and the role of the rail network from one that moved goods, to one that increasingly moved people locally, and regionally. This has further intensified in recent times. Central Station has expanded its interchange function with new transport infrastructure, is the main arrival point into Central Sydney from regional, interstate and international locations, and connects people locally to nearby existing and emerging precincts.*

*Opportunities for future design interventions will need to support the station's next phase of revitalisation and continued efficient functioning as Sydney's busiest station, without impacting the legibility of the Terminal as a significant historical and rail heritage asset."*

<sup>73</sup> TfNSW 2019, 'Central Precinct Draft Strategic Vision', [https://shared-drupal-s3fs.s3-ap-southeast-2.amazonaws.com/master-test/fapub\\_pdf/A+A+western+gateway/Appendix+C+-+Central+Precinct\\_Draft+Strategic+Vision\\_Print+View.pdf](https://shared-drupal-s3fs.s3-ap-southeast-2.amazonaws.com/master-test/fapub_pdf/A+A+western+gateway/Appendix+C+-+Central+Precinct_Draft+Strategic+Vision_Print+View.pdf)

<sup>74</sup> Tourism & Transport Forum 2010, 'The Benefits of Public Transport', <https://www.ttf.org.au/wp-content/uploads/2016/06/TTF-The-Benefits-Of-Public-Transport-2010.pdf>

<sup>75</sup> TfNSW 2019, 'Central Precinct Draft Strategic Vision', [https://shared-drupal-s3fs.s3-ap-southeast-2.amazonaws.com/master-test/fapub\\_pdf/A+A+western+gateway/Appendix+C+-+Central+Precinct\\_Draft+Strategic+Vision\\_Print+View.pdf](https://shared-drupal-s3fs.s3-ap-southeast-2.amazonaws.com/master-test/fapub_pdf/A+A+western+gateway/Appendix+C+-+Central+Precinct_Draft+Strategic+Vision_Print+View.pdf)

<sup>76</sup> TfNSW, Central Precinct Renewal Project Urban Design Framework, 2022, p.27

## Central Precinct's significance for the Aboriginal community

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*'Sydney is on Gadigal Country: we recognise First Peoples first The Gadigal of the Eora Nation are the traditional custodians of this place we now call Sydney. The strength and resilience of Aboriginal and Torres Strait Islander communities' living cultures is acknowledged and celebrated. By recognising our shared past and shared future, we lay the groundwork for a city for all; a community based on mutual respect and shared responsibility for our land. By respecting and contributing to the social, cultural and economic success of Aboriginal and Torres Strait Islander communities, we all progress.'*

– City of Sydney, *City for All Social Sustainability Policy & Action Plan, 2018*

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The Central Precinct is located on the land of the Gadigal people of the Eora Nation, which holds extensive cultural significance for Aboriginal people and the land. As such, places in and around the Precinct, namely Redfern, have come to symbolise the urban cultural centre of Sydney's Indigenous population.

During the mid-20<sup>th</sup> century, factory jobs around Redfern and Eveleigh attracted Indigenous people migrating from reserves across New South Wales as they presented the opportunity of attaining greater freedom and self-determination.

Redfern soon developed into a tight-knit urban community of Aboriginal people in which the effects of discrimination were less severe, and was the birthplace of many Indigenous rights movements, such as the 1972 Aboriginal Tent Embassy, as well as many Aboriginal-founded and controlled services which catered to the community.<sup>77</sup>

Indigenous Australians currently make up 1.2% of the population of Sydney LGA, and 2.1% of the population of Redfern.<sup>78</sup>

The recognition and preservation of this historical and cultural significance has not always been considered and incorporated in the past, resulting in limited places within the Precinct that tell stories which are relevant and meaningful for the Indigenous community.

Central Station itself also holds significance to the Indigenous community, as many survivors of the Stolen Generations were transported away from their families and communities by train at Central Station. In 2018, the NSW Government unveiled a memorial on Platform 1 to officially recognise the Stolen Generations survivors, their descendants, and the broader Indigenous community. The NSW Government is committed to continue taking "real and meaningful action when it comes to healing, according to the priorities identified by the Stolen Generations Advisory Committee."<sup>79</sup>

Despite progress, Aboriginal Australians continue to suffer from relative disadvantage compared to the general community. The rate of Indigenous adult imprisonment increased by 72% between 2000-2019, while the Indigenous youth detention rates stands at 22 times the rate of non-Indigenous youth.<sup>80</sup>

Furthermore, Indigenous Australians suffer from shorter life expectancies, poorer health, higher rates of infant mortality, and lower levels of educational attainment and employment than non-Indigenous Australians. This is often due to social and cultural determinants of health such as intergenerational trauma, "resulting from the ongoing and cumulative effects of colonisation, loss of land, language, and culture, the erosion of cultural and spiritual identity, forced removal of children, and racism and discrimination."<sup>81</sup>

Services and facilities which specifically provide support to Indigenous Australians are crucial in order to effect change. It has been identified that Indigenous medical services are necessary in addressing the cumulative impacts of continued discrimination on Indigenous health by providing the appropriate level of culturally sensitive care, and community-empowering health education services.<sup>82</sup>

<sup>77</sup> National Indigenous Australians Agency n.d., 'This is the story of Redfern', <https://www.niaa.gov.au/sites/default/files/publications/indigenous/empowered-communities/alt/description-redfern.html>

<sup>78</sup> ABS 2016, Census QuickStats

<sup>79</sup> NSW Department of Aboriginal Affairs, 2018, 'Stolen Generations Commemorated in Central Station', [www.aboriginalaffairs.nsw.gov.au/our-agency/news/stolen-generations-commemorated-in-central-station/](http://www.aboriginalaffairs.nsw.gov.au/our-agency/news/stolen-generations-commemorated-in-central-station/)

<sup>80</sup> Australian Government Productivity Commission 2020, 'Overcoming Indigenous Disadvantage: Key Indicators 2020', [www.pc.gov.au/research/ongoing/overcoming-indigenous-disadvantage/2020/report-documents/oid-2020-overcoming-indigenous-disadvantage-key-indicators-2020-report.pdf](http://www.pc.gov.au/research/ongoing/overcoming-indigenous-disadvantage/2020/report-documents/oid-2020-overcoming-indigenous-disadvantage-key-indicators-2020-report.pdf)

<sup>81</sup> Australians Together 2020, 'Indigenous disadvantage in Australia', [australians.together.org.au/discover/the-wound/indigenous-disadvantage-in-australia/](http://australians.together.org.au/discover/the-wound/indigenous-disadvantage-in-australia/)

<sup>82</sup> Baba, J. Brolan, C. & Hill, P. 2014, 'Aboriginal medical services cure more than illness...', [equityhealth.biomedcentral.com/articles/10.1186/1475-9276-13-56](http://equityhealth.biomedcentral.com/articles/10.1186/1475-9276-13-56)



It is a priority of the City of Sydney to embrace “the truthful reflection of the history and experiences of First Nations peoples”, and to facilitate a city which is “dedicated to equity, opportunity, and respect for Aboriginal and Torres Strait Islander communities.”<sup>83</sup>

The Central Precinct will play a role in sharing stories and providing opportunities for people to learn about and celebrate Sydney’s rich Indigenous cultures. Genuine, iterative, and inclusive engagement with Indigenous communities throughout the renewal process will be important to facilitate equity and cultural recognition for Indigenous Australians, and to inform appropriate cultural interpretation strategies for the precinct.

### Respecting, reinterpreting and celebrating heritage qualities of the site and associated social and cultural histories

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*‘When Central Station was built, it was an urban intervention of unprecedented scale and changed the structure of the city around it. It was the first terminal to be constructed in Australia and its design was inspired by the grand classical stations of Europe. It continues to be Sydney’s largest and principal railway station, terminus and interchange. Historically, the construction of the station represented not only major advancements in railway technology, but also reflected the growth of the city...’*

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Celebrating and revitalising the iconic and socially significant heritage of Central Station is a key part of the design vision for the Central Precinct Renewal Project, reflected in the Urban Design Framework.<sup>84</sup>

*‘When Central Station was built, it was an urban intervention of unprecedented scale and changed the structure of the city around it. It was the first terminal to be constructed in Australia and its design was inspired by the grand classical stations of Europe. It continues to be Sydney’s largest and principal railway station, terminus and interchange. Historically, the construction of the station represented not only major advancements in railway technology, but also reflected the growth of the city and the role of the rail network from one that moved goods, to one that increasingly moved people locally, and regionally.’*

The Framework highlights the significance of the Sydney Terminal Building as a “unique, iconic and significant piece of architecture that sits prominently in its setting fronting Belmore Park.”<sup>85</sup>

Its preliminary principles and directions set out the ways the renewal program aims to repair, restore and revitalise this built form heritage and associated social connections to place, which are so significant to Sydney.<sup>86</sup>

- Opportunity to express social and cultural heritage values through interpretation, new uses and open space.
- Potential to create a variety of new and enhanced places for people to move through as well as to meet and dwell.
- Ensure that the heritage significance of the Sydney Terminal building and its transport use continues through urban renewal.

<sup>83</sup> City of Sydney 2020, ‘Stretch Reconciliation Action Plan’, [www.cityofsydney.nsw.gov.au/strategies-action-plans/reconciliation-action-plan](http://www.cityofsydney.nsw.gov.au/strategies-action-plans/reconciliation-action-plan)

<sup>84</sup> TfNSW, Central Precinct Renewal Project Urban Design Framework, 2022, p.27

<sup>85</sup> *ibid.*, p.27

<sup>86</sup> *ibid.*, p.27

*‘The revitalisation of Central Precinct provides the opportunity to expand beyond its primary transport role and create a unique destination that is home to the new technology and innovation precinct, Tech Central. With Sydney’s most significant transport interchange conveniently situated at the focal point of the precinct and marked by the iconic Central Station, the precinct will be one of the most accessible and recognisable destinations within Central Sydney. Supported by a vibrant mix of uses and high amenity public domain, embedded within a heritage setting and adjacent to thriving character-rich neighbourhoods, these qualities make Central Precinct an ideal location for Tech Central. Following are the key spatial and place recommendations that will create a unique and engaging precinct that attracts the future tech community.’*

*– Central Precinct Renewal Program, Urban Design Framework, TfNSW, 2022*



**Figure 40 Improving Central Precinct’s functionality as the state’s most significant transport interchange is a primary focus of the project – artist’s impression of the Sydney Terminal Building renewal**

Source: Architectus; TfNSW

## Sydney's role as a hub for international students and student housing

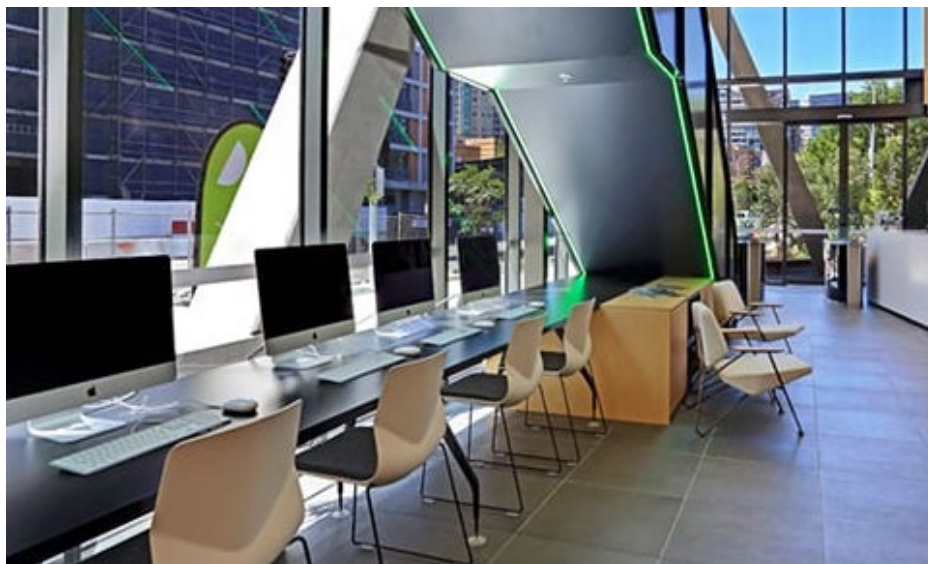
*The City of Sydney estimates, that in 2016, more than 35,000 international students were studying on campuses in the local government area, and more than 10,000 were living locally. While numbers of international students in Sydney have been impacted by Covid-19, with ongoing impacts as yet unknown, the locality surrounding Central Precinct is likely to continue to be a place of study and home to many.*

The City of Sydney estimates, that in 2016, more than 35,000 international students were studying on campuses in the local government area, and more than 10,000 were living locally.<sup>87</sup> While numbers of international students in Sydney have been impacted by Covid-19, with ongoing impacts as yet unknown, the locality surrounding Central Precinct is likely to continue to be a place of study and home to many.

International students provide diverse cultural and social perspectives which can encourage creativity and innovation while strengthening ties with global growing economies (a high proportion of international students in Sydney are from Asia). However, these students face a range of challenges when they arrive in Sydney.

City of Sydney's *International education action plan* (2018) identifies international students may be more vulnerable to becoming victims of crime and may be less likely to report crime due to various factors. It can also be difficult for international students to access and rent adequate accommodation, connect with other international and local students, access wellbeing resources and assistance, and participate in workplace experiences or part time work – all of which maximise the positive potential of international education in Australia.

New student accommodation has recently been developed in the area, including Urbanest Quay Street Student Accommodation, Link2 Student Living and Urbanest Darling Square Student Accommodation, as shown in **Figure 41**. As the neighbourhoods surrounding Central Precinct are located in close proximity to universities and other tertiary education facilities, there is growing demand for affordable student housing in the area.



**Figure 41 Student accommodation, ground floor amenities – Urbanest development in Darling Square, Haymarket**

Source: [urbanest.com.au](http://urbanest.com.au)

<sup>87</sup> City of Sydney (2018) International Education Action Plan

## Declining housing affordability in inner Sydney and its equity impacts

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*Housing is a central component of productive, healthy, and meaningful lives, and a principle social determinant of health and wellbeing. Cost of housing can form large ongoing expenses in household budgets, and – as highlighted by stakeholder and community engagement, and recognised by the local government – has become a key issue impacting quality of life for many residents of the City of Sydney local area.*

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Housing is a central component of productive, healthy, and meaningful lives, and a principle social determinant of health and wellbeing.<sup>88</sup> Cost of housing can form large ongoing expenses in household budgets, and – as highlighted by stakeholder and community engagement, and recognised by the local government – has become a key issue impacting quality of life for many residents of the City of Sydney local area.

The Community Wellbeing Survey undertaken by City of Sydney in 2018 (the most recent published survey) revealed that about half of local residents were unhappy with the cost of accommodation in their neighbourhood. Students, young people and people living with disabilities were impacted more often. In more severe cases this has led to food insecurity, where residents ran out of food, and could not afford to buy more. Home buying and rent prices were the top reasons mentioned for residents planning to leave the area.

The Survey revealed that about half of local residents were unhappy with the cost of accommodation in their neighbourhood. Students, young people and people living with disabilities were impacted more often. In more severe cases this has led to food insecurity, where residents ran out of food, and could not afford to buy more. Home buying and rent prices were the top reasons mentioned for residents planning to move out of the area.<sup>89</sup>

ABS estimates that in 2016 more than 5,000 City area residents were living in severely crowded dwellings, temporarily with other households, staying in boarding houses, in supported accommodation, or in more extreme cases, sleeping rough.<sup>90</sup>

Stakeholder interviews with community service providers to inform this report confirmed that housing unaffordability and gentrification is placing stress, increasing housing insecurity and need for services for various vulnerable groups in the study areas and Sydney more broadly, especially in the context of rapidly increasing cost of housing in the area. It is directly impacting rates of homelessness and rough sleeping in the city, and is a primary causative factor in rough sleeping.

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*Evidence from the Australian Housing and Urban Research Institute (AHURI) suggests that successful innovation districts require mixed land uses and are socially, culturally, and economically diverse, with a diverse range of housing types, tenures and prices.*

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Evidence from the Australian Housing and Urban Research Institute (AHURI) suggests that successful innovation districts require mixed land uses and are socially, culturally, and economically diverse, with a diverse range of housing types, tenures and prices. However, international evidence has shown that innovation districts are known to reduce housing affordability and displace many lower-income earners and long-term residents. Some of the people impacted are in fact innovation workers themselves, which in turn can then impact on competitiveness of those districts.<sup>91</sup>

City of Sydney has in its Community Strategic Plan targets to increase the affordable and social housing stock in the City area, for 15% of housing stock to be social and affordable housing, to support low to moderate income earners, who sometimes are key and essential service workers, and disadvantaged

<sup>88</sup> Baker, Lester, Bentley & Beer (2016) Poor housing quality: Prevalence and health effects, *Journal of Prevention & Intervention in the Community*

<sup>89</sup> City of Sydney (2019), Majority of City residents satisfied with their life overall, [news.cityofsydney.nsw.gov.au/articles/majority-of-city-residents-satisfied-with-their-life-overall](https://news.cityofsydney.nsw.gov.au/articles/majority-of-city-residents-satisfied-with-their-life-overall)

<sup>90</sup> ABS, Census of Population and Housing 2016

<sup>91</sup> Dowling, R., Maalsen, S., Emmanuel, L. and Wolifson, P. (2020) Affordable housing in innovation-led employment strategies, AHURI Final Report No. 333



people in the area.<sup>92</sup> However, these goals are currently falling short with only 9% of housing meeting the criteria in 2019.<sup>93</sup> A lack of housing diversity is one of the major issues in developing environments conducive to support innovation. Development of innovation districts therefore needs to engage with questions of housing, particularly around affordability, availability, and diversity.<sup>94</sup>

Affordable housing needs in the context of the Central Precinct Renewal are further discussed in **Section 17.0**.

## Rates of homelessness and rough sleeping in the inner city

*In Sydney and other comparable cities, homeless people often gather at and/or utilise major transport hubs as a form of shelter and security, to access nearby services, and as a transition point to and from urban and regional areas.*

In Sydney and other comparable cities, homeless people often gather at and/or utilise major transport hubs as a form of shelter and security, to access nearby services, and as a transition point to and from urban and regional areas. Transport for NSW have identified that in Sydney, people experiencing homelessness “tend to congregate in and around a number of interchanges, for example, Central Station. In addition, many ride the last trains to Lithgow, Hamilton and Kiama as a form of safe shelter.”<sup>95</sup>

Central Precinct attracts a diverse range of people, including people experiencing homelessness. Belmore Park and Prince Alfred Park are places where rough sleepers gather –for safety and to access food services (including food trucks) and other services. People experiencing homelessness are key users of Central Precinct.

The ABS defines homelessness as people who are sleeping rough, living in supported accommodation, staying in boarding houses, staying temporarily with other households, or people who are living in severely crowded dwellings. A total of 5,061 people living in the LGA were considered homeless more broadly based on the ABS Census 2016 count.<sup>96</sup>

The City of Sydney biannual street count program aims to collect accurate and up-to-date information about the number of people sleeping rough or in emergency housing. At least 225 homeless people were counted sleeping rough in the Sydney LGA in February 2022 (reduced from 334 in February 2020, in part as a result of NSW Government initiatives to house people during the Covid-19 pandemic), and at least 269 people experiencing homelessness occupied crisis and temporary accommodation (people living in boarding houses, staying with friends or living in other forms of non-secure housing are not counted).<sup>97</sup> Prior to this, rates of people sleeping rough in the city had been rising for the past five years.

## Planned transformation of the Waterloo social housing estate

The Waterloo State Significant Precinct, just outside the Social Infrastructure Study Area, is set to undergo large-scale urban renewal in the delivery of new homes, shops, major transport services, community facilities, parks, and open spaces over the next 20 years. The large scale social housing precinct (shown at **Figure 42**) covers an area of 20 hectares and will include the development of the Waterloo Metro Quarter and the redevelopment of Waterloo Estate.<sup>98</sup>

Following the announcement of the new Waterloo Metro Station, the Waterloo Estate was identified by the NSW Government’s Communities Plus program as a key site to deliver new social and affordable housing alongside private market housing over the next 15-20 years.<sup>99</sup> The NSW Government’s vision for Waterloo Precinct is rooted in community and seeks to strengthen Waterloo’s character, foster social connection and cohesion, encourage active transport options, and celebrate its’ history, culture, and diversity.<sup>100</sup>

<sup>92</sup> City of Sydney (2017) Sustainable Sydney 2030, Community Strategic Plan 2017– 2021

<sup>93</sup> City of Sydney (2019) Community Wellbeing Indicators, 2019

<sup>94</sup> Dowling, R., Maalsen, S., Emmanuel, L. and Wolfson, P. (2020) Affordable housing in innovation-led employment strategies, AHURI Final Report No. 333

<sup>95</sup> TfNSW Research Hub, no date, *Exploring the design of interchanges with homelessness in mind*, <https://www.transport.nsw.gov.au/system/files/media/documents/2018/AP%2018-04%20Exploring%20the%20design%20of%20interchanges%20with%20homelessness%20in%20mind%20WAG.pdf>

<sup>96</sup> Census of Population and Housing: Estimating homelessness, 2016, Australian Bureau of Statistics

<sup>97</sup> City of Sydney Biannual Street Count; City of Sydney Social Programs and Services Unit, <https://www.cityofsydney.nsw.gov.au/public-health-safety-programs/street-counts>

<sup>98</sup> NSW DPE 2020, *Waterloo State Significant Precinct*, <https://www.planning.nsw.gov.au/Plans-for-your-area/State-Significant-Precincts/Waterloo>

<sup>99</sup> NSW DPE 2021, *Waterloo Estate*, <https://www.planning.nsw.gov.au/Plans-for-your-area/State-Significant-Precincts/Waterloo/Waterloo-Estate>

<sup>100</sup> NSW Government 2018, *Waterloo Metro Quarter State Significant Precinct Study*, <https://s3.ap-southeast-2.amazonaws.com/dpe-files-production/s3fs-public/dpp/297723/Waterloo%20Metro%20Quarter%20State%20Significant%20Precinct%20Study.pdf>



**Legend**

- The Estate
- Private Properties
- Waterloo Metro Quarter
- M Waterloo Metro Station
- Sydney Metro Alignment

**Subject to this planning proposal**

- Waterloo South

**Subject to future planning and planning proposal**

- Waterloo North
- Waterloo Central

**Figure 42 Map of the Waterloo Redevelopment Precinct**

Source: Ethos Urban

The development of Waterloo South is expected to catalyse significant change for the community in terms of age, socio-economic status, and cultural diversity. Waterloo South currently contains a high proportion of residents over 50 years of age (68%), lone person households (73%),<sup>101</sup> and residents which depend highly upon Government income support (79%).

Significant redevelopment of Waterloo East has resulted in substantial demographic change, including the attraction of tertiary students, CALD residents, migrant workers, professionals, young couples, and young families. Consequently, only 8% of Waterloo East’s population are over 60 years of age, 64% of households are couples without children, and there are low levels of socioeconomic disadvantage. There is also an increased demand for childcare facilities, schools, recreational facilities, and other social infrastructure. This demographic trend is likely to continue following the redevelopment of surrounding areas.<sup>102</sup>

<sup>101</sup> Elton Consulting 2020, 'Waterloo South Social Sustainability Report'

<sup>102</sup> GHD 2020, 'Social Baseline Report - Waterloo'

## Social connectedness and isolation challenges for new communities

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*Communities with higher social capital tend to have healthier, highly educated populations that enjoy improved happiness, democratic governance and less crime. Wellbeing and health studies point to the need for human connection to support good mental health and sense of purpose, however community building takes time.*

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Communities with higher social capital tend to have healthier, highly educated populations that enjoy improved happiness, democratic governance and less crime. Wellbeing and health studies point to the need for human connection to support good mental health and sense of purpose,<sup>103</sup> however community building takes time. A high degree of transience of the City of Sydney LGA community – many new people moving in and many moving out each year – manifests in relatively low scores on some community cohesion measures. Only 44% of City of Sydney residents surveyed in 2018 felt being part of the community in their local area.<sup>104</sup>

This trend can be further pronounced in urban renewal areas, where most residents have only recently moved to the area. For example, community research undertaken in the Green Square Urban Renewal Area shows that only 26% of surveyed residents felt a part of the community in 2020. Association with the length of stay in the area had a clear effect on feeling part of the neighbourhood – residents that had lived in the area for longer posted notably higher results than new arrivals. Private renters and younger people in particular desired more local social connection.<sup>105</sup>

Reflecting the student and young workforce cohort in the City area and local migration trends, large proportion of the residents of this Study’s primary study area (PSA) have moved to the area only recently – 37% of the PSA residents moved to their current address within the year prior the Census, while 75% had a different address five years ago.

A total of 70% of the dwellings in the PSA are rented, compared to 64% in City of Sydney area on average, and double the rate of 35% across Greater Sydney. The proportion of new community in the area is projected to significantly increase, driving demand for community spaces and places where people can form connections with each other and services to enhance their sense of place.

Furthermore, research undertaken in Sydney, Melbourne and Brisbane highlights that while local innovation districts may offer recreational, cultural and community-based activities, there is typically a lack of social coherence between knowledge workers and the public. Level of integration with local communities is often limited to occupational and educational activities. The study suggests that advanced amenities, authentic scenes and unique experiences from innovation districts would enhance community engagement.<sup>106</sup>

## Importance of ‘third places’ in long term community building

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*Third places have a number of important community-building – or social capital-building – attributes. Depending on their location, they enable the “levelling out” of people’s socio-economic status and background, creating environments where people are able to feel and be treated as social equals. Informal conversation – enabled through casual social interaction – is evidenced to be the main activity and most important linking function.*

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‘Third places’ is a term coined by sociologist Ray Oldenburg and refers to places where people spend time between home (‘first’ place) and work (‘second’ place). According to Oldenburg, they are locations “where

<sup>103</sup> Greater Sydney’s Social Capital (Cred for Greater Cities Commission, 2017)

<sup>104</sup> City of Sydney website, [news.cityofsydney.nsw.gov.au/articles/majority-of-city-residents-satisfied-with-their-life-overall](https://www.cityofsydney.nsw.gov.au/articles/majority-of-city-residents-satisfied-with-their-life-overall)

<sup>105</sup> MyPlace Green Square Community Survey 2020 (City Futures Research Centre, UNSW Sydney, 2020) [www.cityfutures.net.au](https://www.cityfutures.net.au)

<sup>106</sup> Esmaeilpoorarabia, Yigitcanlara, Kamruzzamanb, Guaraldae (Cities 96, 2020) “How can an enhanced community engagement with innovation districts be established?” Evidence from Sydney, Melbourne and Brisbane



we exchange ideas, have a good time, and build relationships.” The most effective ones for building community are evidenced to be physical places where people can easily and routinely connect with each other: churches, parks, recreation centres, hairdressers, gyms and even fast-food restaurants.

Third places have a number of important community-building –or social capital-building –attributes. Depending on their location, they enable the ‘levelling out’ of people’s socio-economic status and background, creating environments where people are able to feel and be treated as social equals. Informal conversation –enabled through casual social interaction –is evidenced to be the main activity and most important linking function.<sup>107</sup>

Public spaces –including open spaces, community facilities and the public domain more broadly –are primary third places where this social life takes place. Commercial spaces, such as galleries, supermarkets, restaurants, bars and cafes are potentially just as important, but offering less of a ‘levelling out’ effect in that they are not free, so access is governed by affordability.

In this way, social infrastructure plays a primary foundational role in the ongoing social sustainability of the city, and as a tool for strengthening communities as they grow. Provision of social infrastructure and high quality public domain will be critical to enable socio-economic diversity within the Central Precinct, thereby contributing to its vibrancy, dynamism, activation, the resilience of its communities, and its long term success.

## Benefits of public places and spaces within high density developments

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### *High density environments are evidenced to contribute to loneliness and social isolation, currently exacerbated by the remote working scenarios associated with the Covid-19 pandemic.*

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High density environments are evidenced to contribute to loneliness and social isolation, currently exacerbated by the remote working scenarios associated with the Covid-19 pandemic. Given the increasing time people are spending at home, providing for community connection in high density communities is of pressing importance.

Disaster response, social cohesion and inter-group understanding are key to socially sustainable communities. Given the diversity of high density areas in the City, community capacity building is vital in creating meaningful connections across various groupings and for mutual understanding and broader societal health.

Research suggests that high-density developments often lack suitable spaces for socialisation –as events and gatherings are not scheduled between neighbours, and developments are not designed to enable “affordance for lingering.” This means that social interactions in high density development are often no more than incidental, suggesting that they require more spaces for social connection in order to facilitate a cohesive community.<sup>108</sup> Open space is of critical importance to the health and wellbeing of high density communities, as it functions as a ‘backyard’ for residents living in apartments and workers in high-density buildings.

A total of 88% of the households in the PSA live in apartments, compared with the Greater Sydney average of 28%. The population density of the area has been projected to increase as the area continues to develop, which will drive demand for open space and social spaces outside the home for gathering, as many residents have limited access to sufficient private space to facilitate such gatherings.

Australian Housing and Urban Research Institutes (AHURI) research into apartment residents and neighbourhoods in Sydney and Melbourne highlights the central importance of public infrastructure for lower-income residents – especially open space, libraries and community centres.

Support for ‘soft’ infrastructure, like community engagement programs and community-led activities, was also important. In the high-density areas studied, infrastructure outcomes were uneven, creating an equity issue where lower-income residents have different quality of life, even within the same local government area.

A focus on providing access to free or low-cost services and facilities –both in buildings and in the neighbourhood –is essential to support lower-income residents.<sup>109</sup>

<sup>107</sup> Butler, Dias (Brookings, 2016) “Third places” as community builders

<sup>108</sup> Thompson, S 2019, “Supporting encounters and casual social ties in large apartment complexes and their surroundings: The role of people, planning, design and management,” Thesis prepared for UNSW <http://unsworks.unsw.edu.au/fapi/datastream/unsworks:61597/SOURCE02?view=trueU>

<sup>109</sup> AHURI (2020). Improving outcomes for apartment residents and neighbourhoods



The City of Sydney recognises that community facilities are essential for community cohesion, providing local spaces where diverse communities can freely access services and programs, and come together to meet, grow, learn and play.<sup>110</sup> Whilst the City has provided world-class community facilities, such as the Darling Square library, in the City area, community engagement activities have highlighted concerns if various forms of infrastructure is able to meet the needs of the growing population in the area. It is critical to ensure that there is a further sufficient supply of well-connected, flexible and accessible (both physically, and financially) facilities to support the projected resident and worker population growth in the area.

## Smart cities: digital inclusion and the role of innovation and technology in improving quality of life

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*Smart cities may be conceived as cities that fundamentally put people at their centre: cities that function optimally in a way that continuously improves social wellbeing and resilience. Social sustainability lies at the heart of the concept of smart cities – although that premise is arguably often overlooked in smart cities concepts that centralise technology.*

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As a designated innovation precinct, the role of applied technology and innovation in improving quality of life is a key social sustainability consideration for the Central Precinct. So too is digital inclusion, or access to technology by all sectors of society.

The international standard for establishing ‘smart city operating models for sustainable communities’<sup>1</sup> (2018; ISO 37106:2018)<sup>111</sup> describes a smart city as one that:

*“dramatically increases the pace at which it improves its sustainability and resilience... by fundamentally improving how it engages society, how it applies collaborative leadership methods, how it works across disciplines and city systems, and how it uses data and integrated technologies... in order to transform services and quality of life to those in and involved with the city (residents, businesses, visitors).”*

Key to this definition is integration across the responsibilities of a city (water, waste, etc), leadership, governance, and a citizen-centric focus. Citizens are residents, business owners, people who work in a city and those who visit. People then are at the heart of a socially sustainable smart city, with sustainability embedded as a driver for change.<sup>112</sup>

Smart cities may be conceived as cities that fundamentally put people at their centre: cities that function optimally in a way that continuously improves social wellbeing and resilience. Social sustainability lies at the heart of the concept of smart cities – although that premise is arguably often overlooked in smart cities concepts that centralise technology.

### Technology as a means to an end, not an end in itself

Advances in technology have unlocked faster, more cost-effective, and productive ways for cities and places to operate. But being a smart city goes far beyond just doing things better and cheaper.

Technology has given rise to innovative solutions to existing and emerging problems. At a project level, becoming a smart city may involve a range of ‘smarts’ that include: smart bins, smart waste, smart mobility, monitoring of light, air, noise and other pollution levels that impact human comfort, and so-called ‘digital twins’ that enable the modelling of these smart benefits holistically.

Enabling smart projects improves the efficiency of a range of activities, ultimately enabling resources to be better allocated towards activities and investments that improve people’s lives. In this way, the goal of a smart city is not technology use, but rather using technology to achieve and maximise social sustainability outcomes.

<sup>110</sup> City Plan 2036: Local strategic planning statement (City of Sydney 2020)

<sup>111</sup> Smart City Operating Model, ISO 37106:2018

<sup>112</sup> This content is adapted from work undertaken by the UDIA Sustainability and Smart Cities Committee – Social Sustainability Working Group in 2020

Truly smart cities go beyond being cities that function optimally, to cities that help societies function better: cities that offer improved quality of life. Improving cities and lives through lens of delivering smart cities is a powerful social sustainability proposition.

Cities that can demonstrate the effective application of technology –including data platforms –to continuously improve quality of life; along with effective government support through good governance and strong policy drivers –are appealing to investors and citizens, and a key outcome to demonstrate in a designated ‘tech precinct’ such as Central.

### **Enabling innovation through support for start-ups and enterprises**

Supporting the growth and development of Sydney’s tech ecosystem and creative economy are key drivers for the Central Precinct Renewal Project, as part of broader Sydney Innovation and Technology Precinct (also known as ‘Tech Central’) –the ambitious NSW Government-led initiative for Sydney to be known as a global leader in innovation and technology (see **Section 13.3** for further discussion on Tech Central).

Providing spaces and associated innovation programs and initiatives for tech start-ups and entrepreneurs is a key aspect of this initiative, within which Central Precinct will play a key role. Across Tech Central there is a government commitment to provide a range of spaces, including 50,000sqm of affordable space for innovation enterprises, and a 4,000sqm tech start-up hub. Through these significant commitments, government aims to foster exciting career opportunities for the people of Sydney, as well as attracting global talent to further stimulate Sydney’s innovation economy.

This will catalyse career opportunities for future communities in areas such as science-led sectors, biotech, deep tech, and fin tech. Creative and social enterprise and innovation also has a key role to play in this innovation ecosystem, which will in future offer myriad employment opportunities and stimulate Sydney’s contributions to global research and innovation.

Ensuring social inclusion (digital inclusion) is a key guiding principle for the growth of Sydney’s innovation economy –particularly through the significant government investment in Tech Central –has the potential to have far-reaching equity benefits to local communities, if their participation is prioritised through this economic development program.

### **Digital inclusion as a key equity driver for the renewal program**

Digital inclusion is a critical agenda for delivering health equity outcomes through the Central Precinct Renewal Program. This includes through a proactive, equity-focused approach to the delivery of Tech Central to ensure that the participation of local communities experiencing socio-economic and other forms of disadvantage are specifically planned for and included in this economic development initiative.

Education, training and employment programs in the digital innovation sector that specifically target communities experiencing disadvantage, such as Aboriginal people, people living with a disability, long term unemployed people, low income communities, and young people, are a key way to achieve this goal.

Additionally, spaces that provide free or low cost access new technology and associated resources are a key aspect of planning for the Central Precinct Renewal Project. This includes through models such as community tech lounges, that provide free access to computers and other equipment, as well as through free WiFi in the public domain.

Partnerships with local education institutions, of which there are rich networks in the locality around Central, will help to deliver on these aims.

Additionally, enhancing social inclusion though technology is a broader concept of digital inclusion. This could be achieved in Central Precinct through the implementation of new technologies to improve wayfinding, accessibility and quality of life for people living with a disability, for example, enhancing their access to and enjoyment of the precinct.

## 15. Community perspectives

### 15.1 Introduction

Extensive stakeholder and community consultation will inform the development and delivery of the Central Precinct Renewal Program over the coming years. To date a range of consultations have been undertaken by TfNSW and the consultant project team with community members and representatives and service providers to inform this Study and the broader Renewal Program. Community perspectives and insights have also been drawn from recent community consultations that have been undertaken in the precinct and wider study area.

Community perspectives have been drawn from findings of the Central Precinct User Survey, conducted by GfK for TfNSW in 2018; the City of Sydney's broad-ranging consultation on community aspirations for the future (*Towards 2050, 2018-20*), and Aboriginal community and stakeholder engagement by Cox Inall Ridgeway (ongoing) and Balarinji (2021) for the renewal project.

In addition, consultations have been undertaken for this study with representatives of community groups with particular needs or sensitivities that require consideration through the precinct design and broader renewal program – people experiencing homelessness, people living with a disability, LGBTIQA+ people, and young people.

The key issues raised through these consultations, summarised below, have informed the social and health infrastructure needs assessment, the affordable housing needs analysis, and the health equity impact assessment at **Parts C, D and E** of this Study, ultimately informing recommendations at **Section 19**. These assessments have also been informed by consultations with key services providers and recent surveys of women in relation to crime and safety issues specifically (discussed separately **Section 14.6**).

Consultation processes and outcomes that have informed this Study and its recommendations are further documented at **Section 20**.

### 15.2 Summary of community priorities

#### Central Precinct users

A survey of users of Central Precinct was undertaken by TfNSW and GfK in 2018, to understand the current experience of users of the Central Precinct and identify priority needs, gaps, and opportunities for renewal. The primary findings are as follows:

- **Connectivity and coherence:** The Central Precinct currently lacks coherence and connection; it is not easily traversed and does not encourage people to remain for an extended period of time. For this reason, transport and mobility is of the highest priority.
- **Desire for transformation:** It is a desire of customers, citizens of Sydney, and visitors to see a major transformation of Central Station, the locality, and the Precinct.
- **Desire for activation and vibrancy:** Sydney is currently lacking a 'vibrant hub', which is active through day and night, in the city centre, and which provides diverse and eclectic cultural and creative offerings.
- **Destination creation:** It is a desire of customers, citizens of Sydney, and visitors to see the Central Precinct become 'a destination in itself' which is characterised by 'a strong sense of place and unique identity'.

## Local community members

Taking a broader perspective on community priorities, needs, issues and aspirations that may have a bearing on the project, the second piece of evidence analysed for this study is the report on outcomes of the City of Sydney's 'Planning for Sydney 2050' consultation undertaken in 2018-20. This consultation involved a large number and variety of community engagement activities to inform the development of the City's next Community Strategic Plan and vision for Sydney in 2050, involving more than 5,000 people.<sup>113/114</sup> Many of the findings of this extensive community consultation exercise are of direct relevance to effectively planning the renewal of the precinct, including issues experienced by particular sectors of the community. The main community priorities identified were:

- **A city for people:** People want a city that is green with trees and plants, has quality public spaces and different types of housing that is affordable. It is a socially supportive community that is safe, and inclusive.
- **A city that moves:** People want to be using public transport, walking and bikes to move around. There is a reduction of cars, where streets and public spaces are easily accessible to people. The city is welcoming, and people can readily get to where they need to go.
- **An environmentally responsive city:** People overwhelmingly want a response to climate change. They want a city with sustainable waste management and use of resources. People want to see a reduction in emissions, greater recycling and reusing of products and changes to how we use our city to reduce our impact on the environment.
- **A lively, cultural and creative city:** People want a vibrant city, weaving its culture, heritage, entertainment and bold ideas through the workings of the city. The city has diverse shopping and entertainment options and a lively nightlife that includes many options. Locals and visitors gather for events and cultural experiences using public spaces.
- **A city with a future focused economy:** People want a city that is supported by digital infrastructure that sustains the creation of new jobs and allows businesses to respond to changing customer needs. People are optimistic about the opportunities that will be available in terms of education, jobs, innovation and the economy.

## Aboriginal community members

Aboriginal community engagement for the Central Precinct Renewal program has been undertaken through two streams of work – by Cox Inall Ridgeway, and by Balarinji, the latter specifically to inform the development of the Connecting with Country framework for the project. These engagement processes are intended to capture the diversity of views of Aboriginal stakeholders and local communities. The outcomes of these engagements have also informed the work of other SSP studies. Consultation with Aboriginal services providers have also been drawn upon for this summary. Key issues raised through Aboriginal community engagement to date include:<sup>115</sup>

- **Gadigal identity:** Understanding Country is linked to understanding what it means to be a Gadigal person. A thorough, creative, and educational interpretation of Gadigal history and identity in this project will help remedy the limited celebration and representation of Gadigal culture across Sydney.
- **Anchoring the project in healing:** Recognising the importance of specific healing due to the history of the Stolen Generation at Platform 1, stakeholders asked the project to consider overall healing from three perspectives – healing Country, healing culture, and healing spirit. It was noted that these share a cyclical, dependent relationship and that a successful project outcome can offer holistic healing.
- **Nature as knowledge holders:** Respecting the role that the natural environment plays in not only connecting Central Precinct to Country, but also re-connecting Aboriginal people to Country and culture. This theme emphasises the primacy of Country in Aboriginal culture, noting particularly the importance of water, and the need to educate non-indigenous persons about this relationship.

<sup>113</sup> City of Sydney website, <https://www.cityofsydney.nsw.gov.au/vision-setting/planning-sydney-2050-what-we-heard>

<sup>114</sup> City of Sydney 2018-2020, Community Engagement Insights Report, Planning for Sydney 2050 (prepared by Astrolabe Group)

<sup>115</sup> Cox Inall Ridgeway, Central Precinct Renewal Project, First Nations Engagement (update and key learnings), 11 August 2021



- **The importance of connectedness:** Moving beyond connectedness as a pure mobility and commuter perspective, it is important that this project relays the interrelated environmental, social, family, and cultural connections embedded in the umbilical connections between Central Station and environmental and community identity.
- **Removing cultural blindness:** Providing a foundation and opportunity to remove cultural blindness is important in a project of a scale such as this. Key parts of removing cultural blindness includes through educating non-Indigenous people and increasing Indigenous cultural representation and celebration. Caring for Country is an obligation that extends beyond cultural identities, yet many non-indigenous people are not yet aware enough to share this responsibility.
- **Health and wellbeing/ Connection with Country:** Participants expressed the need for explicit acknowledgement of Aboriginal connection to the land that Central Precinct lies on, and that nothing would be possible without the makings of Country. This Country should also be preserved and made to flourish, e.g., plentiful green space, native plant species, environmental initiatives.
- **Engagement and participation/ inclusive growth:** Social procurement policies are a key opportunity to support the growth of Aboriginal business during and after the development of Central Precinct. This should continue as a priority when employment opportunities are offered after the opening of the Precinct. As the cost of retail/commercial rental space increasingly poses challenges to Aboriginal business, there is a need for additional support in order to ensure they can operate within the Precinct.
- **Importance of access to space:** Space is an important aspect of human wellbeing. It means ownership, safety, and an ability for a community to gather with a sense of permanency and security. For Aboriginal peoples, access to space has been traditionally crucial given dispossession and their accompanying lower socio-economic status. There is demand for dedicated performance space to enable Welcome to Country in an appropriate location, and space to showcase Aboriginal art. There is also a desire for space in which the public can view artists in the process of their practice, and permanent community space or youth space. The creation of adequately funded social spaces or Aboriginal people co-designed with Aboriginal people, including the underdeveloped area of Aboriginal childcare, is proposed by providers. These spaces would include permanent spaces for 'kids to feel safe', including tutoring spaces and basketball courts to provide a sense of stability and ownership.
- **Housing affordability and connection to place:** The area around the Central precinct has traditionally had a strong Aboriginal identity. Housing unaffordability is the biggest issue identified by Aboriginal service providers who are struggling to rent premises without sufficient funds to compete with market rent. This comes at a time where ongoing displacement of Aboriginal people in surrounding precincts leads to a concentration in Redfern/Central, breaking up community connections and identities rooted in place.
- **Amenity and accessibility/ vibrancy and diversity:** Aboriginal people should be made to feel welcomed into the precinct, not solely through recognition of Country, but through the provision of Aboriginal-specific avenues and platforms such as spaces for ceremonies, gatherings, cultural learning, and other social programs. These programs could also reach out to other vulnerable groups in the area, particularly people experiencing homelessness and mental health issues. Aboriginal people should be given opportunities to facilitate positive social change through rehabilitation programs, Blak markets, and Aboriginal-owned business. The economic participation of Aboriginal communities should be prioritised. The Precinct ultimately needs to be accessible to all people regardless of age, gender, ability, cultural background, and/or economic status.

## People experiencing homelessness

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*“People will always see Central Station as the place to go when you have nowhere else to go.”<sup>116</sup>*

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People experiencing homelessness – including people sleeping rough in an around the Central Precinct – require a range of approaches to support their wellbeing and longer term health equity outcomes through the project.

Services providers and community advocates consulted for this study – including not-for-profit providers of temporary and crisis accommodation and social services, as well as mobile street services – raised concerns around construction impacts on people sleeping rough, of whom there are a number in the precinct and in surrounding public spaces, such as Belmore Park.

Services providers and community representatives highlighted the importance of taking the needs of people experiencing homelessness and rough sleeping into account throughout the precinct renewal process, particularly given Central Station and the precinct’s role – as is typical with major transport interchanges in cities across the world – as a key destination for people who are displaced and seeking social connections and services support. Key issues raised were as follows:

- **Continuity of access to services:** Key considerations for TfNSW include working with services providers to explore ways of maintaining continuity of services to rough sleepers during construction, including through the food trucks that operate in the area. It was recognised that major transport interchanges often attract people experiencing homelessness, due to them being a key transition point, and a place to connect with other people and services networks. The risk to people sleeping rough of being dislocated and displaced by construction activities – including through potential loss of boarding houses and other forms of temporary and short-term accommodation in the surrounding locality as a secondary result of the renewal of the precinct – was raised as a particular concern.
- **Addressing health and wellbeing issues facing people experiencing homelessness:** The particular vulnerabilities and sensitivities of the population of people experiencing homelessness in the Central Precinct and inner city more broadly were explored, including access to services to provide immediate health and wellbeing supports, as well as referrals and access to housing and other services to support their exit from homelessness altogether. Homelessness was recognised as a structural issue with multifaceted causative factors and impacts (refer also to **Section 14.7**), including domestic and family violence, mental health issues and lack of access to secure, affordable housing. However, the overarching goal was reiterated to end homelessness altogether – which requires effective responses to these causative factors.
- **Connection to place and community:** Localities such as Belmore Park and parts of Eddy Avenue were highlighted as areas where people sleeping rough may gather, sleep and have social networks. The impacts of the project on these communities’ and individuals’ sense of belonging and connection to place is an important issue to be recognised in how people are communicated with and supported through the project. People having access to a services hub – a point where they can access assistance, support and referrals within the precinct – was raised as positive potential contribution of the project.
- **Access to safe and secure housing:** A key issue raised was the critical importance of access to safe and secure housing for people experiencing homelessness and sleeping rough. This includes social and supported forms of housing, such as social housing with wraparound services – a contemporary model recognised as highly effective in addressing homelessness. Services providers stressed the importance on focusing on a range of housing types through the opportunities offered by the renewal program, not just affordable rental housing. These issues are discussed further in **Section 17.5** – as this consultation directly informed the addition of this section of this study.

<sup>116</sup> Homelessness services provider, consulted in the preparation of this study, March 2022

- **Working with services networks to mitigate impacts on people experiencing homelessness:** Service providers who were consulted on through the preparation of this study (see **Section 20** for further detail) suggested the formation of a homelessness services working group, to support and guide TfNSW and other organisations in the handling of these types of issues through the construction process and beyond. The services providers and community advocates consulted have deep and intimate knowledge of the complexities of social and health equity issues facing these communities and the most effective ways to address them.
- **Long term perspectives:** Service providers highlighted the importance of recognising the long term nature of the project –including a 20+ year construction timeframe –requiring the needs of people experiencing homelessness to be kept on the agenda throughout the duration of the renewal program, and into the future.

## People living with a disability

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*Under the social model of disability, disability is understood as a product of the barriers that communities allow to remain in place. These barriers may be physical – such as inaccessible facilities, streetscapes, or parks and open spaces; social – such as a lack of information in accessible formats or systems that create barriers, often unintended, for people with disability to participate in community life, or attitudinal – such as assumptions that people with disability cannot participate in certain activities or perform certain jobs.<sup>117</sup>*

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Consultation with key disability community representatives was undertaken for this study and broader precinct planning, including with Transport for NSW social outcomes and accessibility team, Disability Council NSW, and the Multicultural Disability Advocacy Association NSW.

Stakeholders stressed the need to improve the physical accessibility and amenity of the Central Precinct, with the needs of people living with a disability foregrounded through this process. Particular issues raised included the challenges of the various levels of the station and surrounding, and vertical accessibility between these levels.

In addition, levels of comfort and amenity were generally perceived as far from optimum, with a need for improved high amenity pedestrian pathways, adequate shading and seating, and wayfinding –including wayfinding approaches that cater to people who are blind or have low vision.

As a critical baseline for the precinct renewal to improve the experience of people living with a disability, the following elements were seen as essential: well thought-through options for vertical accessibility across the precinct; compliance with the *Disability Discrimination Act 1992* throughout the civic domain, and the provision of accessible toilets –including Changing Places toilets that provide adult changing rooms for people with complex physical disability.

Neurodiverse members of the community and people with mental health issues also need to be considered through planning the future of the precinct to be socially inclusive and welcoming for all. Provision of quiet spaces for respite from the hustle of the urban environment, for example, are an important way to provide a safe and comfortable precinct for all people. This is particularly important in the context of the Sydney Terminal building and surrounds.

Broader advice and guidance available through a range of sources will help to guide precinct planning and development throughout the renewal program. The City of Sydney's Inclusion (Disability) Action Plan is a practical resource, which has been guided by the City's Inclusion (Disability) Advisory Panel –a panel of community representatives that “provides strategic, expert and impartial advice on the development, implementation, and review of the City's policies, strategies and plans to advance the inclusion of people with disability.”<sup>118</sup>

<sup>117</sup> file:///C:/Users/aheller/Downloads/Inclusion%20Disability%20Action%20Plan%202021-2025%20(1).pdf

<sup>118</sup> Ibid.

The plan applies a social model of disability. Under this model, disability is understood as a product of the barriers that communities allow to remain in place. These barriers may be: physical – such as inaccessible facilities, streetscapes, or parks and open spaces; or social – such as a lack of information in accessible formats or systems that create barriers, often unintended, for people with disability to participate in community life; or attitudinal – such as assumptions that people with disability cannot participate in certain activities or perform certain jobs.<sup>119</sup>

The plan highlights that when these barriers are removed, the majority of people with disability will experience greater independence and dignity, and equitable opportunities for social and economic inclusion.<sup>120</sup>

## LGBTIQ+ community members

Community representatives were consulted on social inclusion and equity issues for LGBTIQ+ community members, which may be addressed through the renewal program. They welcomed the opportunity to engage early in the project, and to advise on key issues that will enhance safety, social inclusion, and wellbeing for LGBTIQ+ community members.

- **Visible signs of welcome and inclusion:** The importance of visible signs of inclusion being provided throughout the precinct was highlighted as important, for the precinct to be readily seen as a safe and welcoming place for LGBTIQ+ community members. This included though symbols such as the Rainbow Flag visible in the public domain.
- **Amenities – including gender neutral toilets:** Provision of amenities was raised as important, including gender neutral toilet options for trans and gender diverse people, ideally within the station, and associated signage and wayfinding.
- **Safety and security – including lighting and wayfinding:** Safety and security was highlighted as a key issue, particularly at night. Improved wayfinding and signage were raised as key means to improve safety in the precinct, as well as lighting strategies designed to enhance safety throughout the precinct and surrounds these issues were consistent with those raised by other community members, including women and young people. In addition, access on site to a safe space where people can seek help and support in the event of an incident was suggested.
- **Access to support, including social and health services:** Community representatives suggested provision of a ‘safe space’ or access point where people can access help, support and services within the precinct. The idea of the social and health services hub, as this type of space, was welcomed. Community representatives were keen to understand the details of this proposed space, and suggested that ACON could advise on the types of services that may be accessed by the LTBGTIQ+ community.
- **Programmatic approaches – training and awareness raising:** Training and awareness raising was highlighted as important – particularly for customer services, social and health services, and on-site security teams’ representatives working with the general public to be able to effectively work with and support community members. ACON’s ‘Welcome Here’ Project was suggested – this program supports businesses and services throughout Australia to create and promote environments that are visibly welcoming and inclusive of LGBTIQ communities.
- **Ongoing engagement with community representatives and advocates to guide the project:** Ongoing engagement was recommended throughout the duration of the renewal project, including with Pride NSW, to deliver best social inclusion and health equity outcomes for LGBTIQ+ community members. Establishing working groups set up to explore different project elements was recommended, as well as engagement with Interbuild<sup>121</sup> – the LGBTQIA+ network within the construction industry.

<sup>119</sup> Ibid.

<sup>120</sup> Ibid.

<sup>121</sup> <https://www.interbuild.online/>



## Young people

Community priorities raised by the Greater Cities Commission Youth Panel – a diverse group of young people representing youth on a range of issues who were consulted on the Renewal Program, highlighted their concerns around safety and accessibility, along with broader aspirations for enabling social and cultural wellbeing and diversity, and cultural and creative expression to flourish.

- **Design for safety and pedestrian amenity:** The panel members specifically raised issues around environmental design for crime prevention and safety in the public domain, and the need for amenities like secure bike storage, to benefit them getting around the precinct and the city more broadly.
- **Environmental design:** The panel expressed aspirations of the design of the city and the precinct to be green, comfortable, and welcoming, prioritising pedestrian comfort and accessibility.
- **Equity/ food security:** The panel highlighted the importance of access to affordable healthy food options in the precinct, particularly for students.
- **Cultural connections to place:** Panel members expressed a strong view on precinct design to incorporate “more storytelling of Australia’s ‘true history’” and Connecting with Country goals. They aspired to see the integration of native plants, medicinal gardens, and expressions of culture through music and dance.
- **Design and spaces for creative expression:** The precinct should be a place for visual and artistic expression, and they stressed that the Central Precinct Renewal Project is an “amazing opportunity to get these elements right.”

## PART C SOCIAL AND HEALTH INFRASTRUCTURE NEEDS ANALYSIS

## 16. Social and health infrastructure needs analysis

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*‘Social infrastructure is comprised of the facilities, spaces, services and networks that support the quality of life and wellbeing of our communities. It helps us to be happy, safe and healthy, to learn, and to enjoy life. The network of social infrastructure contributes to social identity, inclusion and cohesion and is used by all Australians at some point in their lives, often on a daily basis. Access to high-quality, affordable social services has a direct impact on the social and economic wellbeing of all Australians.’*

– Infrastructure Australia

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### 16.1 Introduction and approach

Infrastructure Australia defines social infrastructure as follows:

*“Social infrastructure is comprised of the facilities, spaces, services and networks that support the quality of life and wellbeing of our communities. It helps us to be happy, safe and healthy, to learn, and to enjoy life. The network of social infrastructure contributes to social identity, inclusion and cohesion and is used by all Australians at some point in their lives, often on a daily basis. Access to high-quality, affordable social services has a direct impact on the social and economic wellbeing of all Australians.”<sup>122</sup>*

Social infrastructure is a combination of hard and soft infrastructure. Hard social infrastructure includes facilities, buildings and civic spaces, and soft infrastructure includes the programs, services and networks that occur largely through these spaces. The two operate in tandem: built assets, such as libraries, recreation centres, and health hubs, facilitate the delivery of social services by governments and other service providers. Physical infrastructure (or ‘hard infrastructure’) represents an important touchpoint for service providers to connect with the communities through the delivery of services and amenities (‘soft infrastructure’).

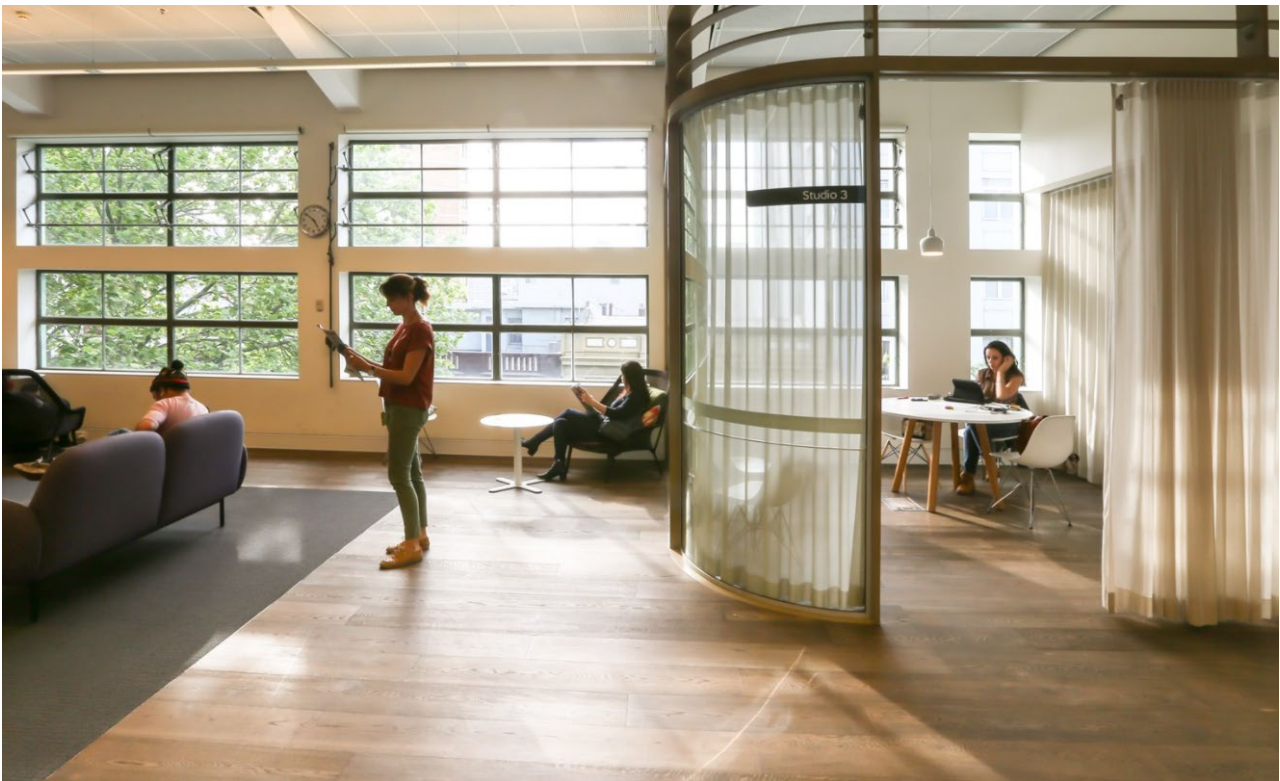
This section sets out the key findings of the social infrastructure needs analysis and identifies a range of community facilities, open space and recreation facilities that could be delivered on the site. It also addresses service provision networks – delivered by state and local government and not-for-profit providers – as a key consideration in effective planning for the renewal program as it evolves.

The social infrastructure needs analysis provided in this section draws upon the findings of other sections of this report to identify community needs and priorities:

- State and local government policies and strategies relevant to Central Precinct Renewal Program (**Appendix B**)
- Analysis of site and geographic context (**Section 12**)
- Analysis of the local economic and social context of the site, including the demographic profile and character of the area, and key social issues and trends impacting community needs for infrastructure provision (**Sections 13 and 14**)
- Analysis of existing supply of social infrastructure within 1200m of the site (see **Section 14.2** for study area definition and map), as well as district and regional infrastructure types within the City of Sydney LGA more broadly
- Analysis of current demand and demand generated by forecast population growth and change, as well as identified population health and health equity issues and other identified community needs, both within the precinct and within the surrounding locality – including the immediate 1200m study area and the City of Sydney LGA (**Section 14.3-14.7**).

<sup>122</sup> Infrastructure Australia, *Australian Infrastructure Audit 2019*, <https://www.infrastructureaustralia.gov.au/sites/default/files/2019-08/Australian%20Infrastructure%20Audit%202019%20-%206.%20Social%20Infrastructure.pdf>

The study area for the localised needs analysis has been defined as best representing communities accessing Central Precinct, or traversing Central Precinct to access facilities and services nearby. The study area encompasses the residents, workers, students and visitors within approximately 15 minutes' walk (1200m) of the subject site, including visitors to Chinatown/Haymarket, residents, students and workers in Surry Hills, Redfern, Chippendale, Ultimo and the southern end of Sydney CBD (see **Figure 19** at **Section 14.2** on **page 76**).



**Figure 43** Kings Cross Library (City of Sydney) is an example of a contemporary library – within a heritage building – that provides spaces for community members to read, study or relax – as well as book borrowing

## Methodology

*The current and forecast adequacy of provision is determined through a community needs analysis or gap analysis, which measures current and (known) planned supply of social infrastructure against demand generated by population growth (in this case at the key date points 2026 and 2036), with reference to best practice provision benchmarks.*

This section outlines the methodology used to assess the adequacy of provision of community facilities, open space and recreation facilities in Central, including discussion on the benchmarks used to undertake the analysis.

The current and forecast adequacy of provision is determined through a needs analysis or gap analysis, which measures current and (known) planned supply of social infrastructure against demand generated by population growth (in this case at the key date points 2026 and 2036), with reference to best practice provision benchmarks.

The findings of the needs analysis draws on two data sets:

- **Qualitative** (i.e. findings of interviews). The qualitative methodology aimed to capture feedback from with NSW Government and not-for-profit service providers, City of Sydney and other stakeholders who are responsible for the planning, delivery and management of social infrastructure (local, district and regional) in the designated study areas (summary at **Section 15.5**)



- **Quantitative** (i.e. auditing and mapping; benchmarking and gap analysis – **Appendices F-G**). The quantitative methodology involved developing tailored benchmarks for social infrastructure demand based on the outcomes of the qualitative research and review of established benchmarks, then applying this to current and forecast resident and worker populations to identify forecast gaps in provision of social infrastructure. Likely demand from visitors for some types of infrastructure has also been recognised – particularly given large visitor/commuter numbers in the precinct – but this has not been analysed quantitatively, due to the lack of robust benchmarks for measuring demand for social infrastructure from visitors.
- The detailed matrix of benchmarks for local, district and regional infrastructure types addressed through this needs analysis is provided at **Appendix E**.

Considered holistically, this qualitative and quantitative evidence base provide a robust, precinct-specific assessment of resident and worker demand for social infrastructure (both physical and programmatic) – today and as at 2026, and 2036 – aligned with projected population growth (**Section 16**).

Developing a methodology to assess the likely needs for a future population of workers, residents and visitors requires a combination of approaches. There are qualitative assessments and quantitative techniques that can contribute, but overall, the mix of information is analysed and interpreted through the lens of our professional experience. This triangulation of qualitative and quantitative data sources is the basis for understanding the likely needs of the community, including key populations.

## Parameters and assumptions

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*Workers and visitors may have different patterns of use of social infrastructure compared to residents. Workers and visitors are potentially more likely to generate demand for use of social infrastructure before and after work, and during lunchtimes, while residents may use social infrastructure on weekends and during the day. Major centres with mixed-use development containing high-density residential, commercial and community development, like Central Precinct, can generate a substantial daytime demand for open space and access to sport and recreation facilities.*

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The following parameters and assumptions have been applied to this analysis:

- Social infrastructure delivered at Central Precinct is likely to be easily accessible to the broader community of the broader City of Sydney LGA, and users of the Sydney CBD: As the site is highly connected by public and active transport to the rest of Sydney CBD, surrounding neighbourhoods, Greater Sydney and regional NSW, this needs analysis assumes that social infrastructure on this site would support workers, residents and visitors surrounding the site, not just people living and working on the CPRP site itself.
- Future workers, visitors and residents on the site will generate demand for additional social infrastructure, but social infrastructure on this site will serve a much broader catchment: As per the above point, this needs analysis draws on the demographic profile and population forecasts relevant to the site and the 1.2km catchment surrounding the site.
- Workers and visitors may have different patterns of use of social infrastructure compared to residents. Workers and visitors are potentially more likely to generate demand for use of social infrastructure before and after work, and during lunchtimes, while residents may use social infrastructure on weekends and during the day. Major centres with mixed-use development containing high-density residential, commercial and community development, like Central Precinct, can generate a substantial daytime demand for open space and access to sport and recreation facilities.
- The community profile of the social infrastructure study area in 2036 will be broadly aligned to the existing community profile of the area: As detailed demographic forecasts (beyond population forecasts) are not available for the social infrastructure study area, an assumption has been made in this community needs analysis that the future community will be similar to the existing community, and that future social infrastructure can be planned to be flexible to meet these existing community needs and future community preferences.

## 16.2 Infrastructure and services audit

### Audit approach

This section provides an overview of the social infrastructure located within and around Central Precinct – as per the designated Social Infrastructure Study Area shown at **Figure 19** in **Section 14.2**

This infrastructure network is mapped at **Appendix D**. Details of the audit are provided at **Appendices G, H**.

The audit has included those facilities and spaces identified within and bordering the 1200m catchment from the precinct, to ensure that local, district and regional social infrastructure is reflected. Different types of facilities cater for different population catchments, for example a local park would cater to the needs of users who are within five minutes' walk of the park. In comparison, a district park caters to the wider community, many of whom may access the infrastructure by bicycle or car.

Due to its Sydney CBD location, the site is well connected to a diverse range of social infrastructure at all scales (e.g. community facilities, cultural venues, open spaces and recreation facilities). However, there is a current lack of facilities within the Central Precinct itself to support different community needs and uses.

### Audit findings – overview of current provision

The audit identifies the following social and health infrastructure and services within and around the designated study area. These facilities and services represent essential infrastructure for communities living in nearby suburbs, as well as the large worker population travelling in and around CPRP, who may choose to access facilities within this precinct. Visitors may also access particular types of infrastructure, including cultural and creative facilities, hospitals and medical centres.

- **Local community facilities:** There are 15 local community facilities (including integrated multipurpose facilities) within the catchment, including Council- and not-for-profit run spaces.
- **Libraries:** There are four Council-run libraries, two university libraries, two private libraries and the State Library of NSW within the catchment.
- **Education facilities:** There are eight primary schools, five high schools, four TAFE campuses, eight university campuses and many other tertiary education providers in the catchment.
- **Open space:** There are 55 open spaces within the catchment, including regional open spaces such as Hyde Park, Victoria Park and Moore Park. There are two district-level open spaces adjacent to CPRP (Belmore Park and Prince Alfred Park).
- **Recreation facilities:** There are 25 indoor and outdoor recreation facilities within the catchment, including National Centre for Indigenous Excellence, Sydney Uni Sport and Fitness and various basketball and tennis courts. There are six aquatic facilities within the catchment, including Prince Alfred Park Pool adjacent to the site.
- **Cultural and creative facilities:** There are 48 cultural and creative facilities within the catchment, including galleries, performance spaces, theatres, museums and heritage items.
- **Early education and care services (child care):** There are 37 early education and care services within the catchment, including Council-run, privately-run and not-for-profit run centres.
- **Visitor and student accommodation:** There are 52 hotels, backpackers and other visitor accommodation, and 13 student housing facilities within the catchment.
- **Co-working spaces:** There are 18 co-working and economic development spaces within the catchment.
- **Aboriginal community services:** There are 17 Aboriginal services within the catchment, including housing, employment, legal, health and community services.

- **Health, aged care and emergency services:** There are 24 health services (including hospitals and medical centres), seven aged care facilities and sixteen emergency services (including emergency rooms, fire stations, ambulance stations and police stations).
- **Hospitals:** Two hospitals. Note, Royal Prince Alfred Hospital, a major public hospital which would also service the communities within CPRP, is just outside the catchment. One dental hospital, adjacent to the site, which also provides a range of health and community services. Two emergency rooms.
- **Medical centres:** 18 GPs medical centres.

The range of facilities and spaces identified through the social infrastructure audit are mapped at **Appendix D**.

## 16.3 Strategic governance and service delivery frameworks

### Overview of service providers and networks

Social and health services governance and delivery frameworks that provide oversight and strategic guidance for the provision of essential health and social services throughout the study area are a critical consideration for the Central Precinct Renewal Program – alongside planning for physical infrastructure.

This section provides an overview of federal, state and local government, as well as not-for-profit social and health services providers operating throughout the study area and associated Local Area Health Districts more broadly – including providers’ strategic objectives, strategies, timeframes, implementation plans, performance indicators and key responsibilities.

The purpose of this service mapping exercise – a key requirement of this Study – is to enable planning for the increased capacity and ongoing effective delivery of services, as part of the Renewal Program, to ensure community needs continue to be well understood and met by service providers, as the program evolves.

This section has been developed through desk-based research as well as engagement with key services providers – which are documented at **Section 20**.

Arising from this sector mapping exercise are recommendations for effective delivery and implementation of services delivery through the program – set out in **Section 16.3** and **Section 16.9**.

### Government roles and responsibilities

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*‘Support for sustainable funding for public hospital services and improved access to high quality, comprehensive and coordinated preventive, primary and mental health care for all Australians, with a focus on those with complex health care needs...including through access to a skilled health workforce.’*

*– Australian Government Department of Health, Corporate Plan 2020-2021*

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## Australian Government

The Australian Government, through the Department of Health, has a wide responsibility to ‘lead and shape Australia’s health and aged care system and sporting outcomes through evidence-based policy, well targeted programs, and best practice regulation’.<sup>123</sup>

### Key policy areas

The Australian government has key policy focus in:

- Funding and subsidisation: through the regulation of Medicare and private health insurance, and the policy levers for pharmaceutical and medicare benefits.
- Primary healthcare
- Aged care sector
- Research
- Aboriginal primary healthcare funding
- Maintaining the number of doctors in Australia and ensuring they are distributed equitable across the country
- Ensuring a safe food supply in Australia and NZ
- Regulation of medicine through the Therapeutic Goods Administration
- National immunisation program
- Mental health funding and reform

### Key delivery responsibilities, objectives, timeframes and key performance indicators

Table 10 below summarises relevant key responsibilities, objectives and timeframes for selected Australian Government agencies.

**Table 11 Australian Government agencies: key responsibilities, objectives, timeframes and KPIs**

Delivery agency – responsibilities, objectives and timeframes	Key performance indicators
<b>Primary Health Networks</b>	
<p>The primary health networks have key responsibility for identifying and commissioning responses to gaps in primary health care, working closely with general practitioners and other health professionals along with the community to encourage more efficient use of health resources, delivery of high-quality care; ultimately creating a better patient experience.<sup>124</sup></p> <p>There are 31 PHN’s in Australia. The Central and Eastern Sydney PHN (CESPHN) covers the Central precinct area. The CESPHN’s strategic plan 2019-2021 outlines key objectives, including:<sup>125</sup></p> <ul style="list-style-type: none"> <li>• Reducing rates of mental health, alcohol and drug abuse</li> <li>• Support the health workforce</li> <li>• Reduce health inequities</li> <li>• Improve Service Navigation</li> <li>• Increase care coordination and integration</li> <li>• Better child and maternal health.</li> </ul> <p>These objectives are outlined in a short term plan (2019-2021), but are not expected to be achieved until the longer term.</p>	<ul style="list-style-type: none"> <li>• A total resident population of 8,845 people.</li> <li>• Rates of preventable deaths and hospitalisations</li> <li>• Rates of health risk behaviours (eg smoking, alcohol and drug use and overweight/obesity)</li> <li>• Rates of prevention behaviours (eg immunisation, cancer screening)</li> <li>• Health inequities as measured by differences in the above indicators by population group (eg Aboriginal peoples) and/or place (eg disadvantaged suburbs)<sup>126</sup></li> </ul>

<sup>123</sup> Department of Health Corporate Plan 2020-2021 (Department of Health, 2020), page 6

<sup>124</sup> Primary Health Networks, (Department of Health, 2021), at <https://www1.health.gov.au/internet/main/publishing.nsf/Content/Fact-Sheet-Primary-Health-Networks+#:~:text=They%20have%20three%20main%20roles,that%20meet%20specific%20health%20needs>

<sup>125</sup> Central and Eastern Sydney PHN Strategic Plan 2019-21 (CESPHN, 2019), page 11

<sup>126</sup> Central and Eastern Sydney PHN Strategic Plan 2019-21 (CESPHN, 2019), page 26



Delivery agency – responsibilities, objectives and timeframes	Key performance indicators
<b>Food Standards Australia New Zealand (FSANZ)</b>	
<p>The FSANZ has responsibility for developing food standards and coordinating the food regulation system in Australia and New Zealand.</p> <p>The FSANZ aims to give consumers a high level of confidence in the safety of food. To achieve this, it outlines key objectives in its Corporate Plan 2020-21:<sup>127</sup></p> <ul style="list-style-type: none"> <li>• Coordination of food recalls</li> <li>• Consumer trust in food labels and the food regulation system</li> <li>• Communication and engagement with stakeholders</li> <li>• Management and completion of applications and proposals</li> </ul> <p>These objectives are set for the short term, and inform long term and responsive planning to consistently meet and track key objectives.</p>	<ul style="list-style-type: none"> <li>• Decisions on applications for standards or variations considered in a timely manner</li> <li>• Deliver efficient and effective food incident management through the Bi-National Food Safety Network</li> <li>• Stakeholders consistently report a high level of satisfaction with FSANZ and the information it provides.<sup>128</sup></li> </ul>
<b>Sport Australia</b>	
<p>Sport Australia has key responsibility for driving participation in active lifestyles through the supporting and investing in sport. Its key focus is to improve the health and wellbeing of Australians and build stronger communities through participation and engagement with sport regardless of age, race, gender, cultural background and physical ability.<sup>129</sup></p> <p>The Australian Sports Commission Corporate Plan 2020-2024 outlines key objectives, including:<sup>130</sup></p> <ul style="list-style-type: none"> <li>• Driving greater engagement and participation in sport across Australia</li> <li>• Leading a sustainable and efficient Australian sports sector</li> <li>• Implement an enhanced Sporting Schools program that delivers sustainable outcomes for all children.</li> </ul>	<p><b>Sport Australia</b></p> <ul style="list-style-type: none"> <li>• 32% of children in Australia aged 5 to 14 years participate for at least 3.2 hours per week in organised physical activity outside of school hours.</li> <li>• An increase of one percentage point in Australians aged 15 and above meeting current physical activity guidelines for this age group<sup>131</sup></li> </ul>

## NSW Government

*‘SESLHD’s vision for the next three years is “exceptional care, healthier lives.” This vision acknowledges SESLHD’s responsibility to provide the best possible, compassionate care when people need it. It also recognises SESLHD’s role in enabling our community to stay healthy and well.’*

– NSW Health, South Eastern Sydney Local Health District<sup>132</sup>

The purpose of NSW Health is to plan the provision of comprehensive, balanced and coordinated health services to promote, protect, develop, maintain and improve the health and wellbeing of the people of New South Wales.<sup>133</sup>

### Key policy areas

The NSW government has primary responsibility for the following areas:

- Managing and administering public hospitals
- Delivering preventive services such as breast cancer screening and immunisation programs
- Funding and managing community and mental health services

<sup>127</sup> FSANZ Corporate Plan 2020-2021 (FSANZ, 2020), <https://www.foodstandards.gov.au/publications/Documents/fsanz-corporate-plan-2020-21-printable-single-page.pdf>

<sup>128</sup> FSANZ Corporate Plan 2020-21 (FSANZ, 2020), page 16. <https://www.foodstandards.gov.au/publications/Documents/fsanz-corporate-plan-2020-21-printable-single-page.pdf>

<sup>129</sup> Australian Sports Commission Corporate Plan 2020-2024 (ASC, 2020), [https://www.sportaus.gov.au/\\_data/assets/pdf\\_file/0012/949296/ASC-2020-24-Corporate-Plan.pdf](https://www.sportaus.gov.au/_data/assets/pdf_file/0012/949296/ASC-2020-24-Corporate-Plan.pdf)

<sup>130</sup> Australian Sports Commission Corporate Plan 2020-2024 (ASC, 2020), [https://www.sportaus.gov.au/\\_data/assets/pdf\\_file/0012/949296/ASC-2020-24-Corporate-Plan.pdf](https://www.sportaus.gov.au/_data/assets/pdf_file/0012/949296/ASC-2020-24-Corporate-Plan.pdf)

<sup>131</sup> Australian Sports Commission Corporate Plan 2020-2024 (ASC, 2020), [https://www.sportaus.gov.au/\\_data/assets/pdf\\_file/0012/949296/ASC-2020-24-Corporate-Plan.pdf](https://www.sportaus.gov.au/_data/assets/pdf_file/0012/949296/ASC-2020-24-Corporate-Plan.pdf)

<sup>132</sup> South Eastern Sydney Local Health District Journey to Excellence Strategy 2018-2021 (SESLHD, 2018)

<sup>133</sup> Health Administration Act 1982 No 135, Section 5

- Public dental clinics
- Ambulance and emergency services

The agencies also share funding and regulatory control of the following areas within the Commonwealth Government:

- Palliative and aged care
- Preventive services
- Registering and accrediting health professionals.

### Key delivery responsibilities, objectives, timeframes and key performance indicators

Table 12 below summarises relevant key responsibilities, objectives and timeframes for selected NSW Government agencies.

**Table 12 NSW Government agencies: key responsibilities, objectives, timeframes and KPIs**

Delivery agency – responsibilities, objectives and timeframes	Key performance indicators
<b>Local Health Districts</b>	
<p>The primary responsibility of a local health district is to provide relief to sick and injured people through the provision of care and treatment, and to promote, protect, and maintain the health of the community.<sup>134</sup> As such, they are the key delivery agency under the NSW health system.</p> <p>There are 15 local health districts across NSW, of which two interact directly with the central precinct:</p> <ul style="list-style-type: none"> <li>• Sydney Local Health District: aims to deliver integrated, timely, culturally safe and competent, efficient services that work with its communities to promote codesigned policy that is responsive to equity concerns, facilitates best practise prevention programs, and delivers care close to where people live to improve on the social and environmental factors that sustain health.<sup>135</sup></li> <li>• South Eastern Sydney Local Health District: aims to increase access to high quality healthcare in the community, provided either at home or as close to home as possible. To do so, the district aims to decrease hospital mortality and emergency department presentations, while increasing patient and staff satisfaction.<sup>136</sup></li> </ul>	<p><b>SESLHD</b></p> <ul style="list-style-type: none"> <li>• Decrease the hospital standardised mortality ratio by 5% each year</li> <li>• Decrease adverse events by 10% each year</li> <li>• Improve patient satisfaction of care by 20% each year</li> <li>• Reduce emergency department presentations by 5% each year</li> <li>• Increase the number of hours given back to patients and the community e.g. reduce waiting times/reduce number of visits</li> <li>• Shift care into the community or outpatient settings</li> </ul>
<b>Justice Health and Forensic Mental Health Network<sup>137</sup></b>	
<p>A specialist network, the JHFMHN has responsibility for delivering health care to adults and young people in contact with the forensic mental health and criminal justice systems, across community, inpatient and custodial settings. Its key objectives, stated in the strategic plan 2018-2022, are to</p> <ul style="list-style-type: none"> <li>• Provide a values-based, quality model of care that improves health and mental health outcomes through collaborative, person centred and integrated healthcare</li> <li>• Engage with the community and key stakeholders through strong partnerships</li> <li>• Attract, grow and retain a talented workforce and foster a safe working environment.</li> </ul> <p>The short-term timeframe for delivery is 2022, with this and future strategic plans forming long term consistent and tangible improvements to its health consumers.</p>	<ul style="list-style-type: none"> <li>• Improved patient health</li> <li>• Reduced incarceration and unplanned patient journeys</li> <li>• Health services improve for disproportionately represented populations</li> <li>• Stakeholder partnerships improve in quality and increase in number<sup>138</sup></li> </ul>

<sup>134</sup> Health Services Act 1997, Section 9

<sup>135</sup> Sydney Local Health District Strategic Plan 2018-2023, (SLHD, 2018), page 7, <https://www.slhd.nsw.gov.au/pdfs/slhd-strategic-plan-2018-2023.pdf>

<sup>136</sup> South Eastern Sydney Local Health District Journey to Excellence Strategy 2018-2021 (SESLHD, 2018), page 13,

[https://www.seslhd.health.nsw.gov.au/sites/default/files/groups/Planning\\_Population\\_and\\_Equity/Health\\_Plans/JourneytoExcellence\\_v13.pdf](https://www.seslhd.health.nsw.gov.au/sites/default/files/groups/Planning_Population_and_Equity/Health_Plans/JourneytoExcellence_v13.pdf)

<sup>137</sup> Justice Health and Forensic Mental Health Network Strategic Plan 2018-2022 (JHFMHN, 2018)

<sup>138</sup> 'Strategic Framework', Justice Health and Forensic Mental Health Network Strategic Plan 2018-2022 (JHFMHN, 2018)

Delivery agency – responsibilities, objectives and timeframes	Key performance indicators
<b>Health Infrastructure NSW</b>	
<p>Health infrastructure NSW is the arm of NSW Health that oversees the planning, design, procurement and construction of health capital works in NSW. The agency’s strategic objectives are set out in the Corporate Strategy 2021-2025,<sup>139</sup> and include the following:</p> <ul style="list-style-type: none"> <li>• Develop health and education precincts: working with local health districts and networks to prepare precinct-specific strategies that are place-based, respond to the needs of the community, align with whole-of-government objectives and maximise opportunities for social, environmental and economic benefit.</li> <li>• Partner with the industry to drive innovation, quality, and performance across the infrastructure sector.</li> <li>• Deliver innovative and sustainable health facilities, that work together with complementary digital and other non-capital solutions to enable efficient health service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Health Infrastructure NSW’s Corporate Strategy 2021-2025 states: ‘Our targets and key performance indicators are detailed in our annual Business Unit Plans with progress assessed against the [objectives].’<sup>140</sup></li> </ul>
<b>Health Share NSW</b>	
<p>HealthShare NSW is a shared services organisation that has key responsibility for the delivery of patient care through the provision of clinically appropriate transport, nutritious hospital meals, and a clean and comfortable hospital experience in partnership with NSW Health, local health districts and specialised networks.</p> <p>The HealthShare NSW Strategy Plan 2020-2024<sup>141</sup> outlines key objectives, including to:</p> <ul style="list-style-type: none"> <li>• Increase patient safety</li> <li>• Provide seamless support for NSW Health staff to reduce administrative load on agencies</li> <li>• Reduce NSW Health’s Environmental Footprint</li> <li>• Increase the timely delivery of care.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase customer satisfaction from 61% to 70%</li> <li>• Improving average sustainability maturity rating from Level 1 to Level 4</li> <li>• Improve patient transports, increasing the proportion of meal choice, and reduce wait times for aid and equipment<sup>142</sup></li> </ul>

### Local government – City of Sydney

The NSW Local Government Act (1993) sets out the legal responsibilities of councils and related local government bodies to facilitate “local communities that are strong, healthy and prosperous”.

Among other responsibilities, local governments are required to:

- Recognise diverse local community needs and interests, and consider social justice principles when making decisions
- Invest in responsible and sustainable infrastructure which will benefit the local community
- Actively engage with local communities via an integrated planning and reporting framework
- Identify, prioritise, and maximise the achievement of local community needs and aspirations, while also considering regional priorities.

In alignment with the integrated planning and reporting framework, local governments are required to develop and endorse a Community Strategic Plan every 10 years, which outlines the key priorities and aspirations of the local community.

Each local government must establish a Delivery Program after each ordinary election of Councillors which details how the council intends to perform its functions. An Operational Plan must also be adopted at the beginning of each year in order to identify the activities a Council will undertake in that year, in accordance with the Delivery Program.

<sup>139</sup> Health Infrastructure Corporate Strategy 2021-2025 (Health Infrastructure NSW, 2021)

<sup>140</sup> Health Infrastructure Corporate Strategy 2021-2025 (Health Infrastructure NSW, 2021), page 20

<sup>141</sup> HealthShare NSW Strategy Plan 2020-2024 (HealthShare, 2020).

<sup>142</sup> Ibid.

### City of Sydney – key delivery responsibilities, objectives, timeframes and key performance indicators

It is a City of Sydney vision to be a Green, Connected and Global City. The City's Community Strategic Plan Sustainable Sydney 2030 sets out the following 10 targets to make the city more sustainable by 2030, all of which have impacts on population health and wellbeing in the LGA. The City is currently developing its 2050 Plan, which will refresh and update these goals for the longer term.

1. 70% reduction in greenhouse gas emissions based on 2006 levels by 2030 and by 2050, achieve a net zero emissions city.
2. 50% of electricity demand met by renewable sources; zero increase in potable water use from 2006 baseline, achieved through water efficiency and recycled water; total canopy cover increased by 50 per cent from 2008 baseline.
3. There will be at least 138,000 dwellings in the city (including 48,000 additional dwellings compared to the 2006 baseline) for increased diversity of household types, including greater share of families.
4. 7.5% of all city housing will be social housing, and 7.5% will be affordable housing, delivered by not-for-profit or other providers.
5. The city will contain at least 465,000 jobs (including 97,000 additional jobs) compared to the 2006 baseline) with an increased share in finance, advanced business services, education, creative industries and tourism sectors.
6. Trips to work using public transport will increase to 80%, for both residents of the city and those travelling to the city from elsewhere.
7. At least 10 per cent of total trips made in the city are by bicycle and 50 per cent by pedestrian movement.
8. Every resident will be within reasonable walking distance to most local services, including fresh food, childcare, health services and leisure, social, learning, and cultural infrastructure.
9. Every resident will be within a 3-minute walk (250 m) of continuous green links that connect to the harbour foreshore, harbour parklands, Moore or Centennial or Sydney parks.
10. The level of community cohesion and social interaction will have increased based on at least 65 per cent of people believing most people can be trusted.

It is noted that the wide range of services the City of Sydney delivers to the community – including community services, homelessness services, sanitation services, and a broad range of community programs and initiatives delivered through social infrastructure and more broadly – are also key contributors to population health and wellbeing in the LGA.



**Figure 44** The City of Sydney provides free public access to computers and informal co-working spaces through facilities like the Kings Cross Library community lounge

Source: City of Sydney



## Non-profit sector roles and responsibilities

Non-profit organisations play a critical role in service delivery across local communities, and within key vulnerable communities specifically. These include homeless people and rough sleepers; young people; people experiencing domestic violence; refugees and asylum seekers.

### Governance and funding

The non-profit sector is funded by both the State and Federal governments, with broad national policy guidelines from the Commonwealth through the Department of Health and the Australian Charities and Not-for-profits Commission, and direct governance and regulation from the NSW Ministry of Health and NSW Fair Trading.

### Service delivery areas

A number of important services across multiple delivery areas are provided to meet the diverse challenges facing communities in the precinct, including:

- Homelessness
- Youth
- Aboriginal communities
- Community health and wellbeing
- Domestic violence
- Sexual Health
- Drug and alcohol abuse.

Community services often deliver of multiple services to individuals, who may be experiencing multiple disadvantage associated with the interconnected social determinants of health.

### Key delivery objectives and timeframes

This section summaries strategic directions for a selection of key service providers working closely with a broad cross-section of the community, including people experiencing homelessness. These and other similar organisations are delivering on a broad range of strategic priorities, and timeframes are generally in the short to medium term.

#### ACON

Based in Surry Hills, Acon Health is a community healthcare provider specialising in 'community health, inclusion and HIV responses for people of diverse sexualities and genders.'<sup>143</sup> Its strategic plan 2019-2022 outlines key objectives for delivery by 2022, including increased information on sexual health issues and HIV prevention programs; more community involvement in service provision, and stronger partnerships, research, and communication with the broader community.

#### The Salvation Army – 'Salvos'

The Salvation Army, operating at a national level with targeted provision in the precinct area, has a particular focus on homelessness services, including through their 'MoneyCare' and 'TogetherHome' programs, case management and referral services, and early intervention. The organisation's strategic priorities identified in the National Strategy 2018-2021 revolve around building stronger communities to maximise the impact of resources, and increasing connection points to maximise presence and community feedback.<sup>144</sup>

<sup>143</sup> ACON: Here for Health (2021), at <https://www.acon.org.au/>

<sup>144</sup> National Strategy: The Salvation Army Australia Territory 2018-2021 (Salvos Australia, 2018), p. 13

### St Vincent de Paul Society –Vinnies

The St Vincent de Paul Society, operating at a state level with targeted provision in the precinct area, has a wide area of focus, with particular emphasis on addiction, child support, disability services, domestic violence, homelessness (including food support), and general community health and wellbeing. The organisation's strategic priorities are identified in the NSW Plan 2020-2022, including the provision of clear, community-oriented policy positions, enhanced advocacy and partnership for people experiencing poverty or disadvantage, and effective social service strategy, management and implementation.<sup>145</sup>

### Key performance indicators

Key performance indicators for social health and wellbeing across service providers vary, but can generally be summarised as follows:

- Increasing the level of community input in strategy, policy, and delivery of services.
- Increasing advocacy for persons experiencing homelessness, people of diverse sexualities and genders, and persons experiencing poverty or disadvantage.
- Greater awareness in the broader community of health inequities and specific challenges facing disadvantaged groups.
- Heightened focus on community capacity building.
- Shift to person-centred, joined-up service delivery –whereby services coalesce around an individual, rather than an individual needing to navigate complex pathways to various services.
- Increasing collaboration among services (and agencies) working within a local area, for more effective service delivery (linked with the above point).
- Increasing touchpoints for community engagement and interaction with case workers, including through more preventative responses.

<sup>145</sup> NSW Strategic Plan 2020-2022 (Vinnies, 2020), p. 7-8

## 16.4 Social infrastructure benchmarks to guide future provision

### Benchmarks applied in this analysis

Benchmarks are a tool to provide guidance on the quantum, size and location of community facilities in a given area, in relation to population size/ projected growth and an appropriate geographic catchment. They provide guidance on best practice facilities provision, which are used to inform the broader context and understanding of facilities provision.

To understand likely demand for open space, community facilities and recreation facilities on the site, a range of established benchmarks have been applied; these are set out at **Appendix E**.

These benchmarks have been developed through extensive research (including a range of published and unpublished sources), analysis, and professional practice. They provide guidance for provision on the basis of demand for not only residents but also workers, as appropriate to a dense urban mixed-use precinct, such as Central Precinct.

For the purpose of this exercise, the study groups social infrastructure into four categories as follows:

- Community facilities
- Open space
- Recreation facilities
- District and regional infrastructure.

### Contextualising the benchmarks

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*Benchmarks provide a numeric analysis of community need based on a prescribed set of best practice principles. They are a tool to provide guidance on the quantum, size and location of community facilities in a given area, in relation to population size and geographic catchment.*

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Benchmarks provide a numeric analysis of community need based on a prescribed set of best practice principles. They are a tool to provide guidance on the quantum, size and location of community facilities in a given area, in relation to population size and geographic catchment.

Benchmarks provide comparative references for a good level of infrastructure provision, which are applied in the context of a broader understanding of an area, which takes into account a rich range of qualitative information, as well as quantitative information.

Benchmarks are not a one-size-fits all tool and they need to be used with care. Benchmarks represent only one aspect of broader decision-making processes on investment and delivery of social infrastructure, and need to be strategically evaluated and contextualised with regard to other qualitative information points, such as the usage and conditions of existing infrastructure, and strategic priorities and opportunities for provision. They also do not imply responsibility lies with one delivery agency. Multiple agencies and models typically come into play in delivery strategies (**Section 16.8**).

It is also important to note that delivering the quantum of social infrastructure that benchmarks indicate (in terms of rates of provision for a nominated population) is typically very challenging in dense urban environments where land/ floorspace is at a premium. This is particularly the case for social infrastructure types such as open space and indoor recreation facilities, which require a large amount of land or floorspace. In this instance, quality comes to the fore, where recommended quantities are just not feasible to achieve.

When undertaking the community needs analysis and applying the benchmarking standards, relevant considerations for this study are:

- Standards do not consider other social infrastructure types not owned/ managed by government (e.g., privately operated gyms; public bars, and sports clubs – which may be considered social infrastructure in that they provide publicly accessible ‘third places’).
- Standards do not take into account population density and distribution of people across a geographical area nor do they consider geographical barriers to access (e.g., major roads, distances between facilities).
- Standards do not take into account the quality or utilisation of a facility.
- There are no established standards for taking into account demand from visitors, and therefore this kind of demand is qualitatively taken into account in the report.

### Open space analysis parameters: assessing quality and walkability

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*Urban environments that include open space improve the quality of life and wellbeing for workers and residents interacting with these spaces. Both state and local governments have recognised the importance of green open spaces for social sustainability and wellbeing, especially as density and populations grow.*

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Urban environments that include open space improve the quality of life and wellbeing for workers and residents interacting with these spaces. Both state and local governments have recognised the importance of green open spaces for social sustainability and wellbeing, especially as density and populations grow.

The benefits of greening are recognised by the World Health Organisation, which links green urban areas with better health and wellbeing outcomes, through helping combat air pollution, noise, chronic stress, and insufficient physical activity.<sup>146</sup>

The Government Architect’s Greener Places framework, supported by the GCC Sydney Green Grid Strategy, aims to create a network of upgraded urban spaces and civic amenities that support social cohesion and gathering, while increasing Sydney’s green canopy.

An important distinction is noted between open space and civic domain. While open space pertains to such spaces as parks, plazas, promenades, and other passive and active recreation facilities; civic domain relates to more transient movement zones, such as shared streets, publicly accessible through-site links, pedestrian and cycle corridors and some linear plazas.

This study quantifies open space within the relevant 200m and 400m site catchments. Any open space identified within a catchment is evaluated against the ‘greener places’ size metrics in the Greener Places Guide.<sup>147</sup>

#### ***Greener Places*—an urban green infrastructure design framework**

##### **Key principles:**

- **Integration:** this principle proposes to combine green space with urban development and grey infrastructure. It aims to maximise opportunities to deliver green infrastructure along transport routes and enable use of publicly owned assets such as creeks and stormwater channels.
- **Connectivity:** this principle promotes the creation of a network of high-quality open spaces that connect with town centres, public transport hubs, rivers, creeks, and employment and residential areas.

<sup>146</sup> World Health Organization, *Urban green spaces and health; a review of evidence* (2016) Page 40

<sup>147</sup> <https://www.governmentarchitect.nsw.gov.au/policies/greener-places>



- Multifunctionality: this principle represents the ability of green infrastructure to delivery multiple uses simultaneously, designing spaces that foster interaction and stewardship, community identity, sense of connectedness and community capacity.
- Participation: this principle relates to a planning process that is open to all and involves stakeholders in the development and implementation of green infrastructure plans and actions. It involves ensuring equitable access, creating accessible spaces for all members of the community, and encourages the use of currently underutilised open space corridors for community use.

#### Guidance on walkability to open space:

Increased access to open space is a key outcome of the Greener Places Framework. Walkability is one aspect of accessibility. Key principles related to walkability include:

- The quantity, quality, distribution and accessibility of green space enables the delivery of multifunctional open spaces that promote healthy lifestyles
- Improvements to the public domain that promote exercise and alternative modes of transport such as walking, cycling, and jogging
- Protection of green corridors that create a network of walking trails, cycle paths, and open spaces along river and creek corridors
- Enhanced connections to the Green Grid, particularly in and around high-density precincts.

#### Walkability metrics:

The draft Greener Places Design Guide<sup>148</sup> expands on these principles. Key metrics are as follows:

- Local access for high-density areas > 60 dwellings/ha (0.15-0.5 ha public open space)
- Residents: 2-3 minutes' walk / 200m walking distance to a local park (barrier free)
- Workers: 5 minutes' walk / 400m walking distance to a local park (barrier free)
- Schools: 5 minutes' walk / 400m walking distance to a local park (barrier free)
- Local access for medium to low-density areas < 60 dwellings/ha (0.3–2 ha public open space): 5 minutes walk / 400m walking distance to a local park (barrier free)
- District access (2-5 ha public open space): 25 minutes' walk / 2km proximity to a district park
- Regional access (>5 ha public open space): up to 30 minutes travel time on public transport or by vehicle to regional open space / 5–10 km from most houses.
- Trail and path networks: 1000 people per km within 800m.

#### Considering contemporary and emerging forms of social infrastructure

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*'Aboriginal communities and culture are often invisible in cities to the people who live and work there.'*

– Prof. Larissa Behrendt, *The Urban Aboriginal Landscape*<sup>149</sup>

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There are a range of contemporary and emerging forms of social infrastructure not captured through traditional social infrastructure plans and benchmarks.

<sup>148</sup> <https://www.governmentarchitect.nsw.gov.au/guidance/greener-places-guide>

<sup>149</sup> Berendt, L., et. al., 2013, *The Urban Aboriginal Landscape*, University of Western Sydney, [https://www.westernsydney.edu.au/\\_data/assets/pdf\\_file/0007/6928/Behrendt\\_Final.pdf](https://www.westernsydney.edu.au/_data/assets/pdf_file/0007/6928/Behrendt_Final.pdf)

The following are important to consider in the delivery of Central Precinct:

- **Indigenous cultural and community spaces** for community gathering, cultural participation and sharing
- **Subsidised co-working/ start-up spaces**
- **Community tech lounges**, providing free access to WiFi, computers, other tech hardware
- **Cultural and creative maker's spaces** (e.g., music rehearsal spaces; 'makers spaces' for creative participation), and
- **Quiet spaces** –community lounge-type spaces of respite, recognising the benefits in terms of mental health and wellbeing, and neurological diversity;
- **Social and health services hubs**, where health and social services representatives can co-locate and provide consulting and outreach for efficient service delivery in areas of concentrated demand.

While work is underway in the profession to establish good practice benchmarks—for example the City of Sydney's extensive work on best practice approaches to cultural and creative infrastructure planning—these types of infrastructure require consideration in relation to the specific context in which provision may be appropriate, and potential opportunities related to delivery. They have been considered in this study in a qualitative way, recognising the potential to include these infrastructure types within the precinct.

It is important to consider these infrastructure types in planning the overall social infrastructure mix for the precinct, including their provision as part of larger integrated multipurpose facilities, as functional briefs for these facilities are developed.

Further information on some of these contemporary infrastructure types is provided at **Appendix I**.



**Figure 45 Kings Cross Library community lounge, City of Sydney – public access to quiet spaces is highly valued in a dense urban environment**

Source: City of Sydney

## 16.5 Service provider perspectives

A strategic program of stakeholder consultation and engagement with key service providers operating in the Central Precinct was undertaken to inform this study. This included services across the areas of health, emergency services, homelessness services, community services, and tertiary student services, as well as Aboriginal community-based services and community representatives (see **Section 20** for full documentation of consultation approaches and issues raised).

Guiding questions enlivened key issues for demand for and use of social infrastructure and services, provision for space, as well as community trends with bearing on the design and implementation of the Central Precinct Renewal Program.

### Four key challenges were consistently identified

- **The profile of the existing community presents challenges** in terms of infrastructure and services demand and delivery, including higher than average drug and alcohol use; high numbers of people experiencing homelessness; significant vulnerable populations with complex physical and mental health issues; rising rates of mental distress, and domestic and family violence.
- **High property values in the inner city are a challenge that restricts the ability for service providers to operate** and acquire new space when competing against market rents with low levels of grants and insecure donations, while conversely increasing demands on these services through increasing housing insecurity and stress being experienced by marginalised, disadvantaged groups in the inner city and Sydney more broadly.
- **Lack of cross-agency integration:** the need for improved coordination and communication between services, to provide for more efficient use of resources and improved, ‘joined-up’ service delivery and information sharing to the benefit of community members. This is a particular focus in areas such as the inner city which is serviced by a high density of services often working with the same populations.
- **Displacement and disruption through construction stages** will challenge existing service provision. As the state’s foremost transport interchange, Central Precinct plays an essential role in funnelling people who transit there – including from regional and interstate areas – to local services.
- During the construction phase, for example, it was identified that construction workers and site wardens will need to be harnessed with skills and training in interacting with populations of homeless people (including rough sleepers) in the precinct. This includes information on the legal rights of homeless people to dwell in the public domain; appropriate communications protocols, and information on referring people to appropriate services. This approach has been implemented across Sydney Metro construction sites. It is intended to assist people experiencing homelessness and other forms of disadvantage to access support services, noting the impact of construction on accessibility, safety, and impacts in terms of uprooting of existing fragile communities.

### The renewal of Central Precinct is seen as an opportunity to address these challenges

Stakeholder interviews have highlighted the significant potential of this transformative and long term renewal program to address – or at least contribute to addressing – identified supply and service delivery challenges. Key areas for improving service providers capacity to meet community needs and address the challenges identified above include:

- **Creating a co-located services hub** to increase provider integration, cross-referral, and offer customer-centred care to ensure that those seeking help have an accessible, safe space to access the services that they need.
- **Increasing the provision of space** by incorporating community, homelessness, and health services in the Central precinct.
- **Increasing the quality and amount of public open spaces, education, and social infrastructure** that is safe and welcoming for visitors, workers, students, and those experiencing disadvantage.

Services providers see high quality health and social infrastructure as an essential ingredient in creating a lively, engaging precinct, with a strong, resilient community. Effective community services provision within the precinct will contribute to its functionality, safety, dynamism and ultimate success as a new destination.

Central Station is a key hub for accessing services for workers, local residents, disadvantaged communities, people experiencing homelessness, and students. As a nexus of Sydney's transport arteries, it is a hotspot of complex disadvantage and associated service provision, which caters towards a diverse cross-section of the community.

Appropriate provision of space, coordinating structures, and placemaking that is sensitive to the diverse and complex needs of the communities in the precinct will therefore be vital to meet and surpass long-term social sustainability outcomes.

A comprehensive report on these consultations is provided at **Section 20**. Contemporary infrastructure models, such as health services hubs, designed to deliver improved service coordination, are described at **Appendix G**.

## 16.6 Social infrastructure needs analysis

### Overview of analysis

The renewal of Central Precinct will facilitate the delivery of new workplaces and housing, resulting in a forecast population increase on the site of 1,966 residents and 31,652 workers by 2036.

Across the 1200m social infrastructure planning catchment, the population is forecast to increase significantly over the same period. The number of residents in the catchment is forecast to increase from 78,700 residents in 2021 to 94,880 by 2036, and the number of workers is forecast to increase from 167,440 in 2021 to 243,640 in 2036.

There is currently no open space, recreation facilities or community facilities on the site, however, the site is adjacent to two significant parks – Prince Alfred Park and Belmore Park – and within walking distance of a wide range of local, district and regional social infrastructure.

Population growth associated with the precinct and surrounding localities will drive significant demand for new social infrastructure provision by 2036, some of which would be expected to be accommodated within the precinct – given its contribution to this population growth and its potential as a prime location for social infrastructure delivery through the renewal program, with particular regard to its locational and accessibility advantages.

The comprehensive social infrastructure needs analysis is set out at **Appendix E-F**.

Summary findings are discussed below.

It is noted that affordable, social and supported housing can be considered social infrastructure – in the broadest sense of the term – and these infrastructure types are addressed in a separate needs analysis at **Section 17**.

### Community needs for traditional social infrastructure types

The benchmarks set out in **Appendix E** have been applied to the forecast population for the site to identify gaps in social infrastructure provision in 2021 and 2036. Data for 2026 can be ascertained through the table. The year 2036 was considered the most appropriate strategic planning target date for social infrastructure provision, given the likely development timeframe for the renewal program.

**The following social infrastructure gaps to 2036 have been identified within the Social Infrastructure Study Area:**

- 4 x integrated multipurpose facilities of approximately 2000-2500sqm (note that the overall recommended size of 7500sqm could be met across 1-2 facilities of a larger size)
- 4 x library space of at least 1500sqm



- 3 x local community facility of at least 400sqm to serve local resident needs
- 100+ childcare spaces (catering to approx. 20% of projected local demand by 2036)
- 17 x sports fields
- 9 x tennis courts
- 2 x indoor courts
- Open space –15% of developable site area, with a single significant open space of more than 3,000sqm, centrally located in the precinct, including demand for 10 + play spaces in the precinct by 2036.

It is important to note that these infrastructure needs are associated with population growth forecast to occur within the designated local 1200m Social Infrastructure Study Area (**Figure 19** at **Section 14.2**), not just within the precinct. Not all of these infrastructure needs or ‘gaps’ would therefore be expected to be met within Central Precinct. Some will be met in surrounding neighbourhoods, whether through new or expanded infrastructure. In this context, final recommendations for delivery through the Central Precinct Renewal Project are set out in **Section 21**.

### Community needs for contemporary and emerging infrastructure types

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*Design with Country – Create a place that gives expression to the living cultures of Aboriginal Australians and creates a contemporary shared place for Indigenous and non-Indigenous communities, including through meaningfully engaging with Aboriginal people, valuing and respecting Aboriginal cultural knowledge, responding to Aboriginal cultural connections to Country when projects are planned and designed.*

*– Central Precinct Renewal Program Sustainability Framework*

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In relation to emerging infrastructure types, for which benchmarks are not available (**Section 16.4**), further consideration and investigation of the following priorities is recommended:

- **Indigenous community and cultural spaces** –it is recommended that a space –or agglomeration of spaces –be co-located with the integrated multipurpose facility, and potentially co-located with other cultural and creative spaces. The design and functional brief for this space will be further explored and co-designed with Aboriginal community representatives and community members.
  - There is a real opportunity for the precinct to provide such as space, given its significance and connection to local Aboriginal communities and as a prime location for expressing and sharing culture with the broad range of communities and visitors who access the precinct daily.
  - Delivery of such a space or facility would make a key contribution to goals of precinct diversity, vibrancy, Connecting with Country and celebrating Sydney’s unique cultures and qualities, as the City’s future ‘Southern Gateway’. Consultation with Aboriginal community members indicates strong demand and aspirations for spaces for and designed with the community to meet, gather, participate in and share culture. Central Precinct is considered an optimal location for a destinational Aboriginal cultural space for Sydney.
  - The aspiration for such a space –or spaces –has been raised through engagement with Aboriginal community representatives and members through Connecting with Country work undertaken by Balarinji through this project. There are identified community needs and aspirations for spaces for cultural participation and sharing culture with Aboriginal and non-Aboriginal community members and visitors; performance spaces, and general community gathering spaces.
- **Subsidised co-working/ enterprise start-up spaces** –including provision for tech start-ups critical to the innovation economy of the precinct.
- **Cultural and creative spaces**, e.g., exhibition spaces, and ‘makers spaces’ for creative participation, recommended for consideration as part of the integrated multipurpose facility. Such spaces could

make a critical contribution to the overall vibrancy and appeal of the precinct, and would cater to creative enterprises and cultural communities who are increasingly priced out of the inner city.

- **Quiet spaces** –community lounge-type spaces of respite, recognising the benefits in terms of mental health and wellbeing, and neurological diversity.
- **Community tech lounges and other spaces that enable digital inclusion** –access to digital infrastructure and technology

### Community needs for coordinated health and social services

The dense networks of social and health services operating in and around Central provide for a high population density and a significant sector of the local resident and more transient resident (visitor) populations with complex, multiple health issues, heavily associated with socio-economic disadvantage.

Additionally, levels of homelessness and of crime in and around the precinct require significant outreach services, including health, specialist homelessness services, and regular attention by NSW Policy and Emergency Services, on a daily basis.

In this context, the provision of a health and social service hub –where service representatives can co-locate, consult, and coordinate, is recommended in or around the Sydney Terminal Building.

This approach has been supported by NSW Government Local Health District representatives, who were consulted in the preparation of this study (details at **Section 20**). Local Health Districts and a range of primary and allied health services are already operating out of the Sydney Dental Hospital on Elizabeth Street in this way, and would benefit from additional space within the precinct, as an extension of existing operations and to deliver on aspirations for more coordinated, joined-up service delivery.

Homelessness services providers also highlighted the importance and benefits of providing a facility within the station precinct that people experiencing homelessness can readily access for support, services and referrals. This is particularly given the fact that many people experiencing homelessness travel into Central from regional areas to access services, social networks and other forms of support. An on-site facility was seen as a way to enable efficiency of service delivery, including referrals for people to access housing and other forms of support that will hopefully lead them to exit homelessness altogether. It was seen as important that this services hub is delivered early in the development process, and has a permanent presence in the precinct for the long term.

This model is illustrated at **Figure 46**, and further described in **Appendix G**.



**Figure 46 Health and social services hubs are a contemporary model designed to enable services to co-locate and coordinate service provision, improving access and amenity for community members needing assistance**

## 16.7 Recommendations and delivery priorities

Due to the prominence, scale and accessibility of the Central Precinct, the renewal of this site offers an opportunity to deliver on social infrastructure needs for the broader catchment, in a location that is accessible to workers, residents and visitors of the Sydney CBD and surrounding neighbourhood.

It is recognised that it is unlikely to be feasible to meet all identified social infrastructure needs within the precinct – as is typically the case in dense urban areas, particularly when it comes to large land-take infrastructure such as playing fields and courts. Additionally, given demand for social infrastructure is generated by population growth within the local area (1200m catchment), as well as within the precinct, nor would this be expected. Some demand can be met within surrounding neighbourhoods.

In that context, the following social infrastructure priorities are recommended for consideration through the precinct planning process:

- **Integrated multipurpose facility of 4000sqm+, including a community creative facility as an ‘anchor’:** This facility would support demand from workers, residents, and visitors – however, it is noted that there are integrated multipurpose facilities serving the residential communities of Surry Hills, Redfern, Ultimo and East Sydney, and therefore there may be an opportunity for this facility to focus on worker and visitor needs. It is envisaged this facility could provide a range of uses, including:
  - Community creative facility, including creative makers’ spaces and spaces for community participation in cultural and creative activities (1000sqm+ primary anchor use)
  - ‘Pick-up/drop-off’ library services
  - Indoor or rooftop recreation/ courts
  - Quiet spaces
  - Community co-working spaces
  - Community lounge areas
  - Cultural and creative spaces (including makers’ spaces)
  - Aboriginal cultural centre/ space
  - Spaces for hire/ seminar rooms
  - Traveller’s aid space (changing rooms, rest spaces, luggage storage etc)
  - Performance, exhibition and event spaces.These types of use would require further investigation and planning, through the preparation of a functional brief for the facility, and in consultation with a range of relevant organisations.
- It is noted that the recommendation for delivery of 4000sqm of the benchmark-recommended 7500sqm of this type of facility recognises the opportunity presented by delivery in this strategic, well-connected precinct, which included a high proportion of government-owned land and the potential for a large site, could deliver on meeting resident and worker along with visitor needs.
- **Aboriginal community and cultural space of 1,000sqm,** as a space/ facility co-located with the integrated multipurpose facility, but with its own distinctive design – to be co-designed with and by community members – and its own access/ entrance. This facility will provide space for local and visiting Aboriginal and non-Aboriginal community members to meet, gather, participate in, create, experience and share culture, including through performance and exhibition spaces.
- **Local community facility of at least 400sqm (tech lounge/ community lounge):** This facility would primarily serve resident and worker demand arising from precinct. In the context of the Central Precinct, it is recommended this take the form of a tech lounge/ community lounge for community members, located in or near the Sydney Terminal Building. It could be located within the integrated multipurpose facility. This concept is illustrated in **Figures 43-44.**

- **Childcare:** Evidence indicates a potential undersupply of 613 long day care places in the four City of Sydney ‘village areas’ intersecting the 1200m study area by 2036,<sup>150</sup> some of which would be expected to be accommodated within Central Precinct (approx. 20% for the purposes of this exercise). The majority of this projected gap is expected to be for child care places in the Chinatown and CBD South village area, and primarily driven by projected growth of workers in the area. Provision within the precinct is recommended, noting that the majority of places may be delivered by the private sector, given they will heavily cater to workforce demand.
- **Social/ health services hub:** 400sqm+ space for services to co-locate representatives and deliver coordinated services in and around the precinct, potentially on a flexible, rotational basis. The hub would incorporate a public-facing front desk, consulting rooms and meeting rooms, along with – potentially – other community spaces. Health hubs can be designed to a range of sizes and specifications (many are much larger than 400sqm), and the final size, along with the detailed design and functional brief would be developed in consultation with government and non-government services providers at the appropriate stage in the renewal program. A larger facility may be desired and feasible. The concept is illustrated at **Figure 46**. Further detail to provide preliminary guidance on a functional brief is provided at **Appendix G**.
- **Open space:** At least 15% of developable site area dedicated to open space. All housing and workplaces to be within 200m walking distance of open spaces of at least 3000sqm.
- **Indoor recreation facility:** Across the catchment there will be significant demand for indoor and outdoor courts and sports facilities. To support worker and resident needs, delivery of a recreation facility with at least two indoor courts and other sports facilities should be considered. Some of this provision could be incorporated in the integrated multipurpose facility.
- **Play spaces:** The residential community on and around the site is likely to generate demand for at least one accessible play space. This facility may also be used by visitors moving through the site, and there is potential to deliver a larger ‘destination’ playground to meet this demand.

### Other infrastructure considerations

The following are recommended to be accommodated in the precinct, whether as part of the integrated community facility or throughout the precinct, accommodated in other buildings/ spaces. These infrastructure types are recommended for further investigation, consultation and planning for the precinct.

- **Cultural and creative spaces** (including makers’ spaces; performance spaces). Such spaces throughout the precinct – aside from within the integrated multipurpose facility, as is recommended as the primary anchor use – would support the activation and vibrancy of the precinct, and serve to create linkages with nearby cultural infrastructure and institutions, including the Powerhouse Museum in Ultimo – accessible via the Goods Line pedestrian path, the Capital Theatre in Haymarket, and other public and private galleries and performance spaces.
- **Subsidised co-working/ enterprise start-up spaces** – including provision for tech start-ups and creative enterprises critical to the innovation economy of the precinct.
- **Cultural and creative spaces**, e.g., exhibition spaces, and ‘makers spaces’ for creative participation, recommended for consideration as part of the integrated multipurpose facility. Such spaces could make a critical contribution to the overall vibrancy and appeal of the precinct, and would cater to creative enterprises and cultural communities who are increasingly priced out of the inner city.
- **Quiet spaces** – community lounge-type spaces of respite, recognising the benefits in terms of mental health and wellbeing, and neurological diversity.
- **Diversity of public amenities (toilets)** – providing amenities for diverse community needs is a critical consideration in the Central precinct, particularly in and around the station. Diverse provision includes provision of gender neutral toilets, parents and babies rooms, and disability access toilets (including Changing Places toilets<sup>151</sup> for people with complex physical disability).

<sup>150</sup> City of Sydney Child Care Needs Analysis Study 2109 (<https://www.cityofsydney.nsw.gov.au/surveys-case-studies-reports/child-care-needs-analysis-2019>)

<sup>151</sup> <https://changingplaces.org.au/>



## 16.8 Delivery principles and approaches

### Principles to guide provision

Delivering the suite of social infrastructure required to underpin the vibrancy and success of the precinct will require significant investment in early stages. As the precinct evolves, the social return on this investment will be realised, bringing a range of benefits over the immediate, medium and long term.

In planning provision, the following guiding principles are recommended:

#### An inclusive network of community facilities

Community facilities are welcoming of and accessible by all members of the community, inclusive of a diversity of cultures, ages, ability or socio-economic status.

#### Adaptable and multipurpose places and spaces

Community facilities and other social infrastructure types are flexible in their form, function, programming and management, so they are responsive to changing community needs and social trends over time. Facilities and spaces that are multipurpose (where appropriate) and co-located with other social infrastructure and services are responsive to communities' changing needs.

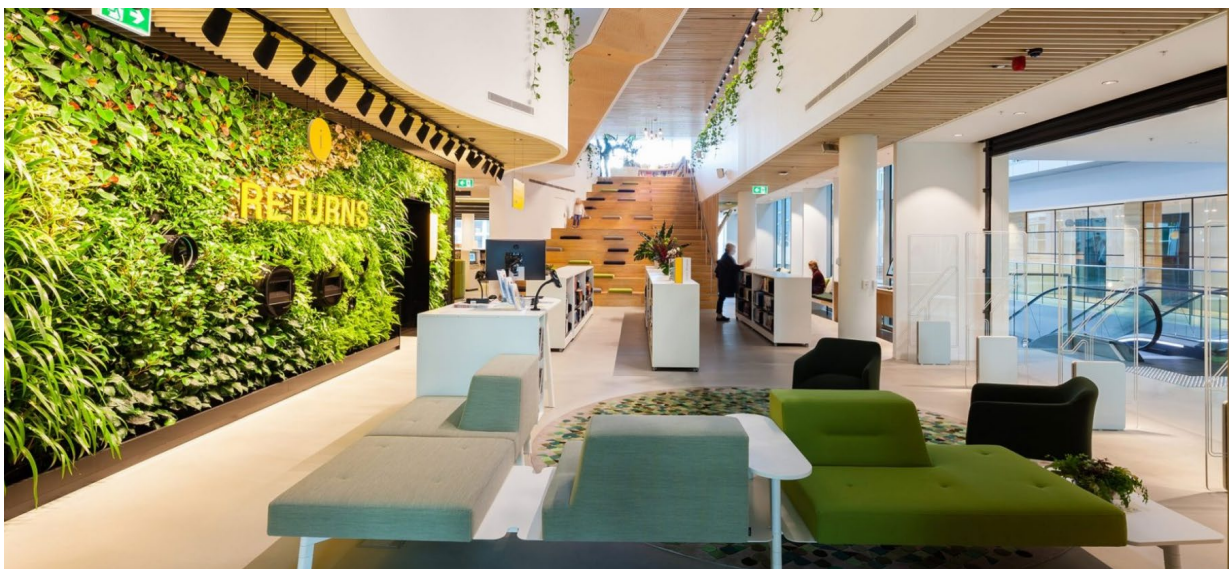
Places and spaces will be optimally designed for flexibility over the immediate and longer term, and to accommodate different uses and activations during the day time and night time.

#### Socially, economically and environmentally sustainable

Social infrastructure provision is prioritised in the precinct to sustain social wellbeing and diversity, economic sustainability, and environmental health. Innovative models of infrastructure delivery support financial sustainability over the long term. New facilities are environmentally sustainable and well located to promote public visibility, activation and active and public transport use.

#### Enabling community connections to place and culture

New facilities to be responsive to place characteristics and designed to enhance connections to place, including through the adaptive reuse of heritage assets, Connecting with Country as an influencing principal for design, and through the co-design of facilities with community members.



**Figure 47 Woollahra Library in Double Bay: a contemporary urban library providing an uplifting, sustainable and 'green' environment, delivering a range of active and quiet community spaces in the midst of a busy retail precinct**

## Delivery mechanisms and models

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*Delivering social infrastructure aligned with provision benchmarks inevitably hits financial feasibility challenges and other constraints, such as site availability for larger infrastructure types. In an urban renewal context, it is necessary to explore a range of innovative models for delivery, including public private partnerships and cross-government/ cross-sector collaboration on investment.*

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Delivering social infrastructure aligned with provision benchmarks inevitably hits financial feasibility challenges and other constraints, such as site availability for larger infrastructure types. In an urban renewal context, it is necessary to explore a range of innovative models for delivery, including public private partnerships and cross-government/ cross sector collaboration on investment.

Key approaches to funding and delivery of social infrastructure are outlined below. In concert with this, the range of planning mechanisms that enable delivery are discussed at **Appendix H**.

### Funding through planning and policy levers

Mechanisms exist within the NSW planning policy framework that enable government to levy contributions for community facilities, including Voluntary Planning Agreements (VPAs) or similar negotiated developer agreements, and developer contributions.

In inner urban areas where land is in short supply and the cost of land is high, contributions may be insufficient to cover the full costs of required social infrastructure. Developer incentives provide an additional potential funding mechanism, suited to in locations where greater density or height may be possible.

### Collaboration and partnerships to optimise delivery opportunities

Government, developer and non-profit sector conversations and collaborations can help to interrogate innovative avenues and opportunities to deliver new social infrastructure in concert with urban renewal and public transport improvements.

From the earliest possible stages of precinct planning, dialogue between federal, state and local government agencies and not-for-profit providers with a role in service provision is essential to optimise opportunities for delivery – including through coordinated, cross-agency funding decisions. As a starting point, this Study identifies key organisations with a role to play (**Section 16.3**), and provides insights on their perspectives, gathered through engagement activities (**Section 16.5**).

Shared use models, partnerships with community service providers and the private sector, and state government cross-agency delivery models will be valuable to explore in the context of the Central Precinct, given the density of service providers operating in the locality.

For example, the shared use agreement for new school facilities across the state sees the NSW Department of Education and local councils share the use of school facilities and open space respectively. This type of agreement is operating in relation to the Inner City High School on Cleveland Street, within the study area, abutting Prince Alfred Park. Similar arrangements operate across Sydney, making better use of existing infrastructure through enabling more active use across different demand points of the week.

### Delivery models that may be leveraged through the Central Precinct Renewal Program

- Partnerships for delivery, for example, public private partnerships that allow government and the private sector to work together to deliver major projects. Darling Square Library, for example, was delivered through a Developer Agreement between Lendlease and the City of Sydney, which saw both parties contribute to its delivery.

- Regional collaboration (e.g. involving the City of Sydney and adjoining Councils, along with NSW Government agencies) may contribute to meeting community needs for social infrastructure in and around the precinct, particularly in relation to major facilities meeting more regional needs.
- Shared use of social infrastructure, including school facilities – maximising the use and efficiency of spaces and buildings for community use by opening up facilities that are currently underutilised or only available to a single user group.
- Establishing multi-use, multipurpose facilities that may entice funding from a range of providing NSW Government agencies and not-for-profit organisations that may not be able to fund an entire facility, but may be able to contribute to one on a structured use basis. This model is particularly suited to the following types of infrastructure recommended for the precinct:
  - Integrated multipurpose community centres: These centres are flexible, multi-purpose spaces that can accommodate a range of uses in one location. They provide improved access to a range of services, encourage compatible uses and supporting partnerships between service providers – and are also a cost-effective way of delivering essential community services.
  - Health hub: integrated health and social services hubs provide space for a range of service providers (including government, non-profit and potentially also private providers) to co-locate to the benefits of clients and to support improved coordination of service delivery in high needs localities.

## Operational models

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*Along with delivery models, operational and management models must be considered with regard to long term infrastructure funding. Local government, for example, cannot necessarily finance the operation of all social infrastructure provided, so alternative models warrant consideration.*

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### Operational and management models that can be implemented through the Central Precinct Renewal Program

- **State or local government managed** – government delivers and manages the activities or programs within the facility – the ‘traditional’ model of local government social infrastructure provision, whereby all operating costs are borne by government agencies, whether they own or lease the facility.
- **Long term community lease** – provides exclusive use of the facility to a community-based organisation (which may be a not-for-profit or for-profit social enterprise) – at no or low cost.
- **Fixed term licence agreements** – selected community-based organisations hold a licence to occupy spaces for a fixed fee and period (usually 5-10 years) during designated hours. This enables the use of some of the facility by other groups outside the licence hours.
- **Hire of spaces/ venues, managed by state or local government or private property owners:** Regular hirers: Community organisations, groups or individuals that hire a facility at a set time and day, usually each week. Casual hirers: People who hire venues for one-off functions (less than 12 occasions in a calendar year). Venue hire fees are calculated on a sliding scale depending on the type of organisation or individual seeking to hire a facility. For example, not-for-profit organisations and local community groups are charged lower fees than corporate or private organisations. Governments may adopt the following fee structure (in order from lowest fees to highest fees): community groups and not-for-profit organisations; community arts and recreation (open to the public); private use (not open to the public).
- **For venues provided by the private sector** (for example as ground floor stratum in a commercial or residential building) **the designated use of the venue by community members** is protected through specifications in developer agreements, which may include caveats on land titles and other legal mechanisms to protect that primary use.

## 16.9 Opportunities to improve service delivery in the precinct through the Renewal Program

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*A range of service providers consulted through the development of this study – including the Sydney Local Area Health District; homelessness services; disability sector services, Aboriginal community services and representatives, and LGBTIQ+ community representatives – have welcomed the renewal program as a critical opportunity to contribute to improving community wellbeing for the communities they serve and represent, including communities experiencing disadvantage in the local area.*

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Service providers and representatives of key identified communities have highlighted the potential and benefits of enhancing services provision throughout the precinct and surrounding localities through a concerted focus on more joined-up services provision and enabling this through the provision of social infrastructure – specifically, facilities and spaces through which government and not-for-profit services providers can co-locate. Such spaces are recognised as enabling enhanced collaboration and communication between co-located services, along with providing a single point of access for community members seeking services and support.

Social and health services hubs are a contemporary model of social and health infrastructure provision that delivers on these goals (see **Section 16.6** and **Appendix G** for further detail). There are a range of these ‘hub’ models to draw on, but typically these provide consultation rooms, meeting rooms and other amenities. They can be used to host services in a ‘hot-desking’ style, or more permanently, through a co-working space scenario.

The importance and benefits of such a facility in Central Precinct has been stressed by services, given the dense social services networks operating in the area, and high levels of community needs for these services.

Additionally, a space such as this – which gives services a permanent and well signposted presence within the precinct – is seen to have significant safety and security benefits, particularly for community members who may experience relatively higher than average safety issues and concerns, including women and girls, LGBTIQ+ community members, and people experiencing homelessness.

Aside from this physical approach to enhancing service provision through providing space for co-location, the Central Precinct Renewal Program – by its nature as a major transformative investment in urban renewal by government, has the potential to support government goals for enhanced service provision and service integration.

A range of service providers consulted through the development of this study – including the Sydney Local Area Health District, homelessness services; disability services; Aboriginal community services and representatives, and LGBTIQ+ community representatives – have welcomed the renewal program as a critical opportunity to contribute to improving community wellbeing for the communities they serve and represent, including communities experiencing disadvantage in the local area.

They have suggested they be engaged by Transport for NSW ongoing through the renewal project, to collaborate with and support government to help deliver on these goals, by enabling service provider collaborations and partnerships to develop through the renewal program, as a catalyst for social and economic, as well as physical renewal – an approach aligned with the model of Transformative Placemaking (**Section 11.2**).



## Part D AFFORDABLE HOUSING NEEDS ANALYSIS

## 17. Affordable housing needs analysis

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*The ongoing renewal of inner city areas driving up land values has significantly increased the cost of buying or renting homes, taking them beyond the reach of very low to moderate income households. This includes the key workers essential to keeping the city functioning effectively, academics, entrepreneurs and those in start-ups who are the lifeblood of a growing innovation economy, and those in the cultural and creative sector who critically contribute to the city's dynamism and vibrancy.*

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### 17.1 The case for affordable housing supply

This study is required to address affordable housing provision through the Renewal Project. Indeed, supply of housing that is affordable to key workers and start-up entrepreneurs is highlighted as a key indicator of success for innovation districts, like Tech Central, globally – particularly in expensive inner city areas (**Section 13.7 – page 102**)

The ongoing renewal of inner city areas driving up land values has significantly increased the cost of buying or renting homes, taking them beyond the reach of very low to moderate income households. This includes the key workers essential to keeping the city functioning effectively, academics, entrepreneurs and those in start-ups who are the lifeblood of a growing innovation economy, and those in the cultural and creative sector who critically contribute to the city's dynamism and vibrancy.

Evidence indicates that lack of housing affordability is a particular risk for urban economies, like Sydney, focused on attracting and retaining global knowledge workers. This has had negative consequences for other population groups and overall urban productivity, resulting in impacts on commuting times, housing diversity and affordability.<sup>152</sup> In some cases, innovation districts benefit those associated with innovation at the cost of the local population and in some instances, start-ups experience negative impacts, affecting the diversification of innovation economies through inhibiting the growth pathway.<sup>153</sup>

In Sydney, a 'growing spatial mismatch between where key workers live and work' is strongly evidenced. Although key worker jobs are situated throughout the metropolitan region, and particularly in inner Sydney, the majority of the metropolitan region's key workers reside in outer ring suburbs.<sup>154</sup>

Also, critically, lack of affordable housing can undermine the success of innovation districts. If workers in innovation sectors are unable to secure affordable housing in or nearby innovation districts, then they are less likely to seek employment there, in turn, reducing the economic competitiveness of that location.<sup>155</sup>

The NSW Innovation and Productivity Council's smart city agenda notes the importance of affordable housing for liveability, and focuses on the need for access to affordable, diverse housing for workers and students. The agenda documents that "where affordable, diverse housing is offered within precincts, it can play an important role in attracting and retaining businesses and workers."<sup>156</sup>

The Hill PDA Camperdown-Ultimo Collaboration Precinct Innovation and Collaboration Study (2019),<sup>157</sup> prepared for the City of Sydney, identified barriers within the precinct and potential catalysts to support growth in innovation, creativity and knowledge-intensive jobs. One barrier in particular to talent attraction is housing affordability.

<sup>152</sup> Florida, R. (2017) *The new urban crisis: how our cities are increasing inequality, deepening segregation, and failing the middle class-and what we can do about it*, Basic Books, New York

<sup>153</sup> Katz, B. and Wagner, J., 2014, *The rise of innovation districts: A new geography of innovation in America*, Brookings Institute, Washington

<sup>154</sup> Gurrán, N. and Phibbs, P. (2017) 'When Tourists Move In: How Should Urban Planners Respond to Airbnb?' *Journal of the American Planning Association*, vol. 83, no. 1: 80–92. doi: 10.1080/01944363.2016.1249011.

<sup>155</sup> Moonen, T. and Clark, G., 2017, *The Logic of Innovation Locations: Understanding the drivers that enable cities to host innovation economies*, The Business of Cities and Future Cities Catapult, London.

<sup>156</sup> Innovation and Productivity Council (IPC), 2018, *NSW Innovation Precincts: Lessons from International Experience*, NSW Government, Sydney, [https://www.industry.nsw.gov.au/data/assets/pdf\\_file/0011/172892/NSW-Innovation-Precincts.pdf](https://www.industry.nsw.gov.au/data/assets/pdf_file/0011/172892/NSW-Innovation-Precincts.pdf)

<sup>157</sup> Hill PDA Consulting, 2019 (June), *Camperdown-Ultimo Collaboration Precinct: Innovation & Collaboration Study*

As part of the Study, consultation was undertaken with universities and innovation industries and a finding was that many researchers and start-up employees have relatively low incomes, however given they work long and irregular hours, they need to be located close to their workplace/and or research facility.

It was found that the availability and affordability of executive housing is poor in Sydney compared to most interstate and international standards. In Kyoto, innovation centres offer packages to research and innovation talent, including subsidised rental accommodation and access to schools for family households.

The Australian Urban and Housing Research Institute has investigated the links between urban productivity and affordable housing supply more broadly, including through a range of interviews with start-up businesses, accelerators, state and local governments in 2020. The study identifies the barriers and opportunities for increased innovation-led employment in inner city locations. It highlights that housing close to employment that reduces commuting time and maximises work time is identified as important for employees in the innovation sector, along with the importance of services (such as childcare) close to work.<sup>158</sup>

## 17.2 Evidence and key findings for the renewal program

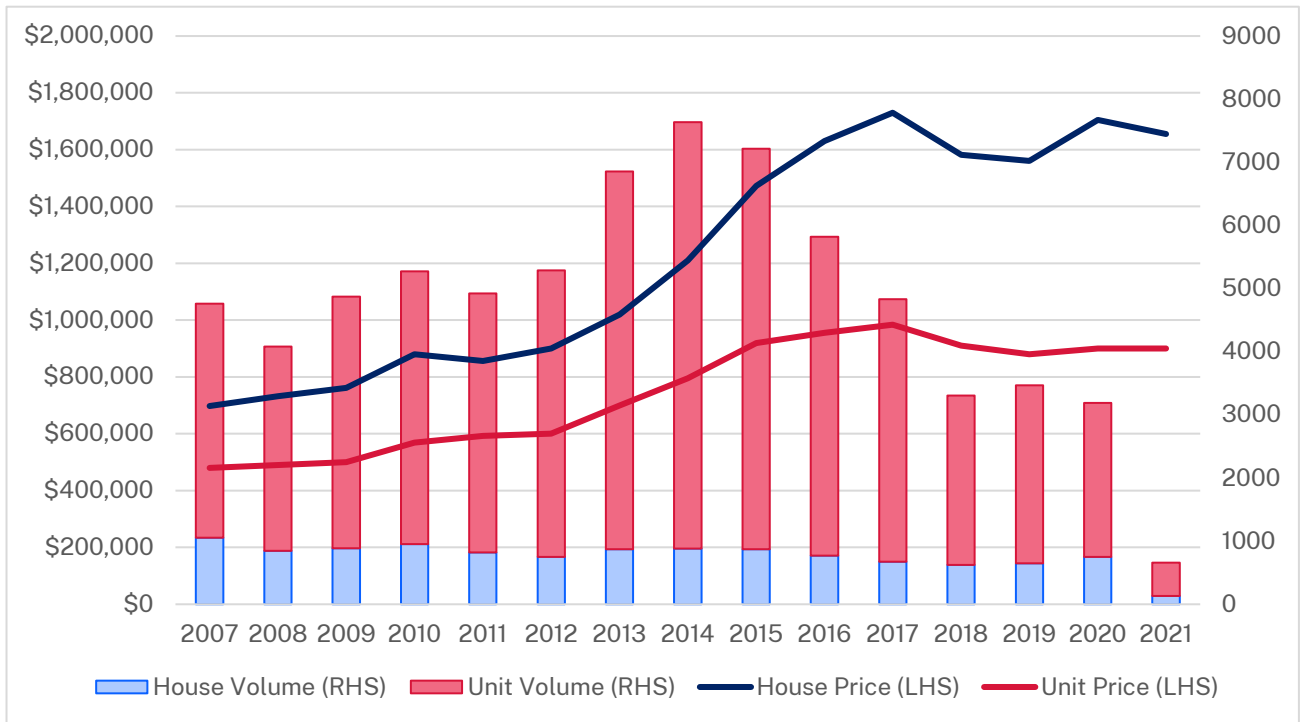
An affordable housing needs analysis has been undertaken as part of this study. The evidence below clearly shows and acute and growing need for affordable rents housing supply in the inner city. This is based on the affordability of median rents for the lowest 40% of income earning households (being not more than 30% to be considered affordable).

### Housing market activity: prices

A review of the City of Sydney housing market for the period 2010 to 2020 (**Figure 48**) finds the following:

- In 2020, the median price for a house was \$1.6 million, while the median price for a unit was \$900,000. Compared to the Greater Sydney benchmark, the median house price was 1.7 times greater than the Greater Sydney benchmark of \$930,000 and 1.2 times greater than the median unit price of \$799,990. This indicates high demand for housing within the City of Sydney and suggests potential for significant affordability issues.
- Both house and unit prices have experienced very strong growth in the City of Sydney. Between 2010 to 2020, the median house price has almost doubled, increasing from \$880,000 in 2010 to \$1.7 million in 2020, an increase of +\$825,000 and an average annual growth rate 6.8%.
- While unit price growth has been slightly lower than house price growth. Over the same period, unit prices, increasing from \$435,000 to \$695,000 in 2020, an increase of +\$331,000, at an average annual growth rate of 4.7%.
- The gap between median house prices and median unit prices has been steadily rising from around 1.5 times in 2010 to 1.9 in 2020.
- The majority of the volume of sales has been for units, which accounted for an average of 84.2% of sales between 2010 to 2020.

<sup>158</sup> AHURI Inquiry: Urban productivity and affordable rental housing supply, Affordable housing in innovation-led employment strategies, Final Report No. 333, August 2020



**Figure 48 House and unit market activity, City of Sydney LGA, 2010 to 2020**

Source: Pricerfinder

**Table 13 Median rents for flats/ units, City of Sydney LGA, September 2017 to December 2020**

	City of Sydney				Greater Sydney			
	1 Bedroom	2 Bedrooms	3 Bedrooms	Total	1 Bedroom	2 Bedrooms	3 Bedrooms	Total
<b>Dec 2020</b>	\$450	\$620	\$800	\$530	\$425	\$500	\$680	\$475
<b>Sep 2020</b>	\$485	\$650	\$850	\$550	\$450	\$510	\$700	\$495
<b>Jun 2020</b>	\$500	\$660	\$870	\$575	\$450	\$510	\$700	\$495
<b>Mar 2020</b>	\$575	\$775	\$1,050	\$650	\$490	\$540	\$760	\$525
<b>Dec 2019</b>	\$550	\$760	\$1,050	\$640	\$480	\$530	\$720	\$515
<b>Sep 2019</b>	\$560	\$760	\$1,000	\$650	\$480	\$545	\$730	\$520
<b>Jun 2019</b>	\$569	\$780	\$1,050	\$650	\$490	\$535	\$730	\$520
<b>Mar 2019</b>	\$575	\$770	\$1,050	\$650	\$495	\$550	\$750	\$540
<b>Dec 2018</b>	\$565	\$750	\$1,000	\$640	\$490	\$550	\$730	\$530
<b>Sep 2018</b>	\$565	\$780	\$1,050	\$640	\$500	\$550	\$750	\$540
<b>Jun 2018</b>	-	-	-	-	\$500	\$550	\$730	\$540
<b>Mar 2018</b>	-	-	-	-	\$500	\$570	\$775	\$550
<b>Dec 2017</b>	\$563	\$780	\$1,080	\$630	\$500	\$550	\$730	\$530
<b>Sep 2017</b>	\$575	\$780	\$1,100	\$650	\$500	\$560	\$740	\$540

Source: FACS, 2021



## Rental market changes

Over the last three years, the median rental price for a two-bedroom flat/unit in the Sydney LGA has typically varied at around \$770 per week. This was well above the Greater Sydney benchmark of around \$540 per week for a two-bedroom flat/unit.

- Median rental data has been sourced from the FACS NSW to analyse median rents in the City of Sydney LGA over the three years to 2020 (**Table 13** on previous page). This data is provided on a quarterly basis and measures the median rent for new bonds. The data shows:
- Over the last three years, the median rental price for a two-bedroom flat/unit in the Sydney LGA has typically varied at around \$770 per week. This was well above the Greater Sydney benchmark of around \$540 per week for a two-bedroom flat/unit.
- As a result of COVID19, the median rent for a two-bedroom flat or unit has fallen significantly. In the City of Sydney, median rents fell from a high of \$775 per week in the March quarter to a low of \$620 per week in the December quarter. Similarly trends are also present across other bedroom types for flats/units. It is likely that rents will continue to remain subdued for most of 2021 and into 2022, rising again afterwards.

## Household profile: size, composition and income

To understand the demand side for affordable housing in inner Sydney, relevant demographic data has been drawn from the Australian Bureau of Statistics (ABS) 2016 Census of Population and Housing.

The data analysis provides a general overview of the demographic characteristics of residents within the City of Sydney; headline demographic figures are as follows:

- **Relatively high median income** with the median annual household income recorded at \$101,200. The median income was 35.6% higher than the Greater Sydney benchmark of \$92,200.
- **Fewer family households and smaller household sizes** with the average household size for City of Sydney recorded at 2.1 persons per household, compared to 2.8 persons per household in Greater Sydney. This was due to relatively lower share of family households (47.2%) and a relatively higher share of lone person (37.3%) and group households (15.4%).
- **High share of high density housing** with the majority of dwellings being flats, units or apartments (77.6%). This was much lower than the Greater Sydney benchmark (28.2%).
- **Dwellings are mostly rented** with the share of rentals at 64.% of dwellings in the City of Sydney. This was well above the Greater Sydney benchmark of 35.1%.

**Table 14** over page provides a household and housing profile snapshot for the City of Sydney.

Overall, households were rented, were smaller in size, had higher incomes in high density living.

**Table 14 City of Sydney household and housing profile, ABS 2016**

Category	City of Sydney	Greater Sydney
Median household income (annual)	\$101,200	\$92,200
Variation from Greater Sydney median	9.8%	na
% of households earning \$2,500pw or more	35.6%	31.8%
Males	51.8%	49.3%
Females	48.3%	50.7%
<b>Total persons</b>	<b>208,850</b>	<b>4,823,900</b>
Median age (years)	32.0	36.0
<b>Household composition</b>		
Couple family with no children	29.7%	23.8%
Couple family with children	10.9%	37.5%
Couple family - total	40.7%	61.3%
One parent family	4.7%	11.1%
Other families	1.9%	1.3%
<b>Family households - total</b>	<b>47.2%</b>	<b>73.7%</b>
Lone person household	37.3%	21.7%
Group household	15.4%	4.6%
<b>Dwelling structure (occupied private dwellings)</b>		
Separate house	1.9%	57.2%
Semi-detached, row or terrace house, townhouse etc.	20.0%	14.0%
Flat, unit or apartment	77.6%	28.2%
Other dwelling	0.4%	0.5%
Occupancy rate	88.2%	92.3%
Average household size	2.1	2.8
<b>Tenure type (occupied private dwellings)</b>		
Owned outright	14.5%	30.0%
Owned with a mortgage	20.7%	34.2%
Rented	64.3%	35.1%
State or territory housing authority	7.8%	4.2%
Housing co-operative/community/church group	1.3%	0.5%
Other tenure type	0.6%	0.7%

Source: ABS, 2016

## Household income spent on housing

Typical measures of household stress examine different measures household income against household costs in the form of either mortgage repayments or rent.

An analysis of housing stress levels among City of Sydney households compared to the Greater Sydney benchmark is presented in **Table 15** below. These figures show the bottom 40% of non-equivalised household incomes, based on the Greater Sydney income distribution, with regard to those lower income households spending greater than 30% of their income on either rent or mortgages.

Key findings are as follows:

- **Slightly lower levels of lower income households experiencing housing stress**, with 17,980 households were experiencing housing stress, this is equal to approximately 26.6% of all households in the City of Sydney, which is just below the Greater Sydney benchmark of 26.9% of households.
- **Lower levels of lower income households experiencing mortgage stress**, with 2,590 households within this category, which represents 15.7% of all households renting, slightly below the Greater Sydney benchmark (17.0%).
- **Lower levels of lower income households experiencing rental stress**, with 15,390 households within this category, which is approximately 30.1% of households that are renting in the City of Sydney, well below the Greater Sydney benchmark of 36.6%.

Overall, lower income households within the City of Sydney had slightly lower levels of household stress compared to the Greater Sydney benchmark. Of lower income households experiencing household stress, the vast majority were experiencing rental stress.

Reasons for these (somewhat counterintuitive) findings are explored over page.

**Table 15 Lower income households in housing stress, City of Sydney, 2016**

Measure	Number in housing stress	Total households	Share of City of Sydney	Share of Greater Sydney
<b>Household stress</b> >30% of household income spent on housing (mortgage or rent)	17,980	67,560	26.6%	26.9%
<b>Mortgage stress</b> >30% of household income spent on mortgage	2,590	16,430	15.7%	17.0%
<b>Rental stress</b> >30% of household income spent on rent, % of those that rent	15,390	51,140	30.1%	36.6%

Source: ABS, 2016; City of Sydney Local Housing Strategy, p. 53; Ethos Urban

Note: Figures rounded. Adapted from City of Sydney Local Housing Strategy (p. 53). Nil income, not stated and not applicable are excluded from calculations.

**These findings point to some important issues to note:**

- Rental stress is an issue for around a third of lower income households right across Greater Sydney, not just in the inner city.
- There is a significantly a higher proportion of rental dwellings in the City of Sydney than across Greater Sydney (evidenced by the fact that 64.3% of households in the City are renting, compared with 35.1% in Greater Sydney). This keeps downward pressure on rents, which are necessarily constrained by market demand/ ability to pay – particularly evidenced by rent price falls post Covid-19 (**Table 13**).
- Lower income households are likely to be choosing to locate outside of the inner city, rather than remain there in rental stress (given rents are significantly higher in the City of Sydney than across Greater Sydney – ref. Table 7), thereby resulting in fewer lower income households living in the inner city than would otherwise live there. This premise is backed by extensive research and evidence of the migration of lower income households from inner Sydney, adversely impacting socio-economic diversity.

## 17.3 Approaches to affordable housing delivery

### Policy and governance framework

#### NSW Government

Affordable housing is recognised and defined under the *Environmental Planning and Assessment Act 1979* as housing for very low-income households, low-income households or moderate-income households.

The Greater Sydney Region Plan – *A Metropolis of Three Cities* contains a specific policy objective that ‘Housing is more diverse and affordable’ (GCC Objective 11).<sup>159</sup>

The Plan recommends Affordable Rental Housing Targets as a mechanism to deliver an additional supply of affordable housing for very low to low-income households in Greater Sydney. It notes that affordable rental housing for people on very low to low incomes is priced ‘so that housing needs can be met alongside other basic living costs such as food, clothing, transport medical care and education.’

#### The Sydney Region Plan targets 5–10% of new residential floor space for affordable housing.

Delivery of the target is subject to a viability test in delivery locations ‘so as not to inhibit housing supply outcomes, or affect existing home and property owners.’

The Affordable Rental Housing Target is applied to new rezoning, and works alongside, other mechanisms such as the State Environmental Planning Policy 70 – Affordable Housing (Revised Schemes), which provides floorspace incentives for particular forms of affordable housing.

The target also does not preclude councils from negotiating additional affordable housing for moderate-income households where need has been identified in a local housing strategy and the proposed target has been subject to viability testing – ref. City of Sydney local housing strategy targets below.

#### City of Sydney

The City of Sydney’s *Housing for All* local housing strategy (2020)<sup>160</sup> establishes priorities and actions for housing supply in the LGA to 2036. This identifies demand for 13,896 private dwellings in the Chinatown and CBD South village area by 2036.

The strategy establishes priorities to guide the delivery of housing over the next 20 years and sets out actions to implement the priorities.

<sup>159</sup> <https://www.greater.sydney/metropolis-of-three-cities/liveability/housing-city/housing-more-diverse-and-affordable>

<sup>160</sup> <https://www.cityofsydney.nsw.gov.au/strategic-land-use-plans/local-housing-strategy>



In relation to affordable housing, it confirms the City's established aspirational targets: increasing the diversity and number of homes available for low-income households towards the Sustainable Sydney 2030's target of 7.5% of all housing in the LGA to be social housing and 7.5% to be affordable housing.

The City also advocates for 25% of floor space on all NSW Government sites to be provided as affordable rental housing in perpetuity.

## Delivery mechanisms

The Study Requirements for the project specify the identification and assessment of mechanisms available to maximise the provision of Affordable Rental Housing in the precinct, noting GCC targets.

There are a range of mechanisms to enable delivery, both planning and non-planning, the latter including, for example, partnership-based approaches to delivery with the community housing sector or private developers.

The following section sets out a range of mechanisms and considerations, with reference to the GCC target that affordable rental housing comprises 5-10% of new residential floor space development, and the City's targets for 7.5% of housing across the LGA to be affordable housing, and 25% of floor space as affordable rental housing in perpetuity on all NSW Government sites. Planning mechanisms are also addressed at **Appendix I**.

- **Planning controls for the precinct (SEPP or LEP) to embed an affordable housing floorspace target** – this can include clause requiring a minimum the GCC target (5-10% of new residential floorspace), or a more aspirational target aligned with the City of Sydney's target of 25% of residential floor space on NSW government sites.
- **State Environmental Planning Policy (Affordable Rental Housing) 2009** -provides incentives for development projects to include a 10-year term for affordable rental housing dwellings for very low to moderate-income households. Application of this policy has generally resulted in the delivery of student accommodation and new generation boarding houses.
- **Implement other incentives for affordable housing delivery in the precinct** –through planning controls, for example, floorspace bonuses for the delivery of floorspace or contributions for affordable housing that differ from those available through the ARHSEPP.
- **Dedicate land for the provision of affordable housing supply by the community housing sector** –noting that a key barrier to the sector delivering increased supply is access to land at a price that makes this possible. Land could be granted to the sector gratis, or sold at a below-market price. The City has implemented this approach to stimulate supply, running an EOI for the sector to propose development solutions for sites.
- **Levy contributions for the provision of affordable housing by the community housing sector outside the precinct, but within the City of Sydney LGA** –Contributions can be levied to support the delivery of affordable housing by community housing providers on sites outside of the precinct but within the LGA. This would likely be executed through a planning agreement between the proponent and the City of Sydney.

## 17.4 Affordable housing recommendations and delivery priorities

Evidence for the importance of delivering affordable housing supply within or in close proximity to the Central Precinct is strong, from a social and economic perspective, as well, as a state and local policy perspective.

A diverse, resilient and dynamic innovation economy requires planning for socio-economic diversity, with delivery of affordable housing being a foremost tool in this planning. Fundamentally, providing affordable housing is the means to enable people living in low to moderate income households to continue to live and work in the city, including the key workers, entrepreneurs and cultural and creative sector workers that make a contemporary global city hum.

The Central Precinct – being a large scale, State Government-led urban transformation project – provides the opportunity to make a visible commitment to affordable housing supply aligned with policy objectives and in response to the evidence of the importance of this supply in creating a thriving, successful and diverse innovation precinct for the future.

**Key recommendations arising from this analysis are as follows:**

- Prioritise opportunities to deliver affordable housing on site, with levies and incentives for delivery off-site but within the LGA a secondary option.
- Deliver at least 15% affordable rental housing on site, in exceedance of NSW Government policy (5-10%), given inner city needs.
- Transfer affordable housing delivered on site to a registered Community Housing Provider, for ongoing operation and asset management (e.g., in perpetuity through outright ownership of the stratum). CHPs are best placed to own and operate affordable rental housing, as their core business, and to provide housing along with other associated services to community members in need.

**Recommended mechanisms for affordable housing delivery:**

- Planning controls for the precinct (SEPP or LEP) to embed an affordable housing floorspace target
- State Environmental Planning Policy (Affordable Rental Housing) 2009
- Implement other incentives for affordable housing delivery in the precinct
- Dedicate land for the provision of affordable housing supply by the community housing sector
- Levy contributions for the provision of affordable housing by the community housing sector outside the precinct, but within the City of Sydney LGA.

## 17.5 Considering community needs for social and supported housing

### Community needs for social and supported housing

Homelessness service providers and other community representatives consulted in the development of this study highlighted the need to plan for social and supported housing through the renewal program. This is particularly in the context of levels of homelessness and rough sleeping within the precinct and broader locality. But also in light of the broader renewal of the local area that will be catalysed by the Central Precinct Renewal Program, which will likely drive out low cost and temporary accommodation in the locality, such as boarding houses, through rising land values.

While the need for supported and social is not strictly part of the Study Requirements, this issue warrants consideration, as a broader goal of the renewal project to contribute to these housing types – whether through direct investment or partnerships and collaboration with relevant NSW Government agencies and not-for-profit providers – as part of the overall housing supply continuum in the local area being inclusive for low income earners and people experiencing homelessness and disadvantage. Supported housing – subsidised housing with wrap-around social services – is evidenced to be a highly effective way to address

and end homelessness, through recognising the importance of safe and secure housing to long term health equity outcomes: 'housing first'.

This issue also warrants consideration in the context of the renewal of the nearby Waterloo Estate, which will deliver new social, affordable, and private sector housing, and which is also planned to occur concurrently Central Precinct Renewal Project over the next 20 years (see **Section 14.7** for further detail). This offers opportunities to explore the delivery of supported housing in the local area.

### Recommendations for delivery

It is recommended that the transformative renewal of Central Precinct and associated investment by the public and private sectors be recognised and harnessed by NSW Government as an opportunity to deliver supported housing in the local area, through partnerships with delivery agencies and the private sector.

It is further recommended that as an integral part of the renewal program, impact investment models be explored to generate funding for social and supported housing, through advocacy and collaboration between NSW Government and not-for-profit service providers and community housing providers, as well as private sector organisations involved in the future development of the precinct.

## PART E HEALTH IMPACT ASSESSMENT



## 18. Health Impact Assessment (preliminary)

### 18.1 Introduction and approach

This section provides a preliminary, equity-focused Health Impact Assessment – as per the Study Requirements set out in **Section 8.1**, noting that a comprehensive health impact assessment would typically be undertaken some years into the development process, or post completion.

The purpose of this work is therefore to provide an initial desk-based assessment of likely health and health equity issues arising from the renewal program, and provide recommendations on how these may be addressed – whether through approaches to enhance positive impacts or mitigate potentially negative impacts.

In this way, it is hoped the project will be delivered in a way that will optimise social sustainability outcomes and deliver transformative placemaking that improves the health, health equity, social wellbeing and resilience of impacted communities – both current and future populations.

The assessment applies the NSW Government’s Healthy Built Environment Checklist (NSW Ministry of Health, 2020) as a practical framework to guide the assessment of Central Precinct Renewal Program, as per the current version of the Structure Plan, as is discussed in **Section 19.2** below.

As a preliminary Health Impact Assessment, this report considers the social trends, issues and various user groups of the locality identified throughout this study, and the potential built environment and other features that the future precinct will include.

Through this assessment:

- **Key social, health and health equity issues and priority population groups** have been identified through a review of literature and documentation; socio-demographic profiling and forecasting of local populations; stakeholder interviews; community research, and other information sources (**Sections 12-15**).
- **Potential precinct features and project elements considered in the analysis** are based on the above analysis as well as engagement with project stakeholders from Transport for NSW, along with other members of the consultant project team – including Architectus, Tyrell Studio, Balarinji, Cox Inall Ridgeway, SGS, and planners from Ethos Urban. It is noted that this assessment was undertaken prior to (and to inform) the finalisation of the **Structure Plan and Urban Design Guide**, therefore details of the built environment and amenity to be provided as part of the Renewal Project were not yet confirmed. The recommendations of this Study to support health and health equity outcomes for affected communities have informed these planning instruments, along with architectural and landscape design aspects of the precinct, through these concurrent and connected processes.

It is noted that impacts of the project on social and health infrastructure – e.g., capacity constraints arising from population growth and change driving increased community needs – are only touched upon in this section, as they are comprehensively addressed in **Section 16**.

The full preliminary Health Impact Assessment of the project across the parameters identified through the NSW Government’s Healthy Built Environment Checklist is provided at **Appendix I**.

Responses and recommendations arising from this assessment draw not only on Healthy Built Environment Checklist, but also on a broader range of social and health equity frameworks and models that can assist in optimising social sustainability outcomes through the project. These include the UN Sustainable Development Goals, Transformative Placemaking, and others summarised in **Sections 10** and **11**.

## 18.2 Factors and parameters for analysis

During the assessment phase, the potential health impacts were evaluated by the 11 key themes identified in the NSW Government's Healthy Built Environment Checklist:

- Healthy eating
- Physical activity
- Housing
- Transport and connectivity
- Quality employment
- Community safety and security
- Open space and natural features
- Social infrastructure
- Social cohesion and connectivity
- Environment and health
- Environmental sustainability and climate change

Further to that, an additional category of Culture has been included in the analysis, as an important consideration in relation to the health and health equity impacts of this transformational project, and in accordance with the social sustainability outcomes framework developed to guide the project (**Section 10.1**).

Each of the themes has been assessed by project elements that are likely to cause health impacts, either directly, or indirectly, and in terms of impacts on physical as well as mental health and health equity, or social determinants of health. Population groups most impacted or most sensitive to those impacts have been identified. Both construction phase and operational impacts have been considered.

Responses and mitigation measures that would minimise negative impacts and enhance benefits that the precinct has the potential to deliver have been proposed for each theme.

## 18.3 Health and health equity impacts

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*The magnitude of populations affected by the project is significant given the current and forecast population of residents and workers in the immediate primary study area: currently an estimated 45,600 residents and around 112,00 workers, rising to almost 59,000 residents and around 182,00 workers by 2036. Additionally, there are an estimated 270,00 daily users within the precinct, including the population of visitors and commuters passing through.*

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### Assessment of impacts

The Central Precinct Renewal Program is expected to have a wide range of impacts on the health and health equity of a wide range of populations who will live, work, visit and transit through the precinct, both during construction and post completion.

The magnitude of affected populations is significant given the current and forecast population of residents and workers in the immediate primary study area: currently an estimated 45,600 residents and around 112,00 workers, rising to almost 59,000 residents and around 182,00 workers by 2036 (**Section 14.4**). Additionally, there are an estimated 270,00 daily users within the precinct, including the population of visitors and transport users/commuters passing through. The health, wellbeing and health equity of these populations will be affected by the process of renewal and change in various ways, both positive and negative.

As well as this broader population, particular populations—including vulnerable populations—will be impacted in a range of different ways, which warrant particular attention and responses. These populations have also been specifically considered through this assessment (see *Distribution of impacts* below).

These issues are comprehensively examined in the tables at **Appendix I**, with regard to the framework of factors set out in the Healthy Built Environment Checklist (**Section 19.2**), as is considered the most appropriate reference point for the assessment of outcomes, given its intended applicability to major urban renewal and development projects.

## Distribution of impacts

It is recognised that the health and health equity impacts of the project will affect different populations in different ways.

Impacts (particularly during construction) are expected to most acutely affect users, workers and residents, along with business owners, within the precinct and within a short walk (approx. 400m radius) from the site—the designated Primary Study Area (ref. **Section 13.2**).

Secondarily, the renewal program will impact residents living within the City of Sydney LGA—the designated Secondary Study Area, who are expected to access the precinct in future as a destination, as well as a major service hub and transport interchange.

Thirdly, but equally important, are multiple user or visitor populations who will be impacted during and post construction, many of whom come from further afield—a group comprising a very large number of people—more than 170,000 people on a daily basis, according to pre-Covid-19 estimates (see **Figure 34** at **Section 14.3** for population estimates of residents, workers and visitors in the Primary and Secondary Study Areas on a daily basis).

Given the nature of the site as a major regional transport interchange; as a gateway to the city for domestic and international tourists; as a proposed employment centre of national significance, along with the factor of nearby universities attracting a large number of international students, impacts or benefits of the project will affect populations from well beyond the local level—on a metropolitan, state, interstate, as well as international level.

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

- Local residents
- Local workers
- Students
- Transport users/ commuters
- Local businesses and organisations
- Visitors to the area, including business visitors, shoppers, social and leisure visitors, domestic and international tourists, people accessing health or social services in the area, and many others.

Due to the nature of the station and surrounding areas as a major public transport interchange and location in busy CBD context, the area is accessed by people from various vulnerable groups who are likely to be more sensitive to various changes that the construction and operational phase of the project may entail.

The needs of the following groups (in no particular order) warrant careful consideration through all phases of the renewal project:

- Aboriginal people
- Locals or visitors with no or limited English skills
- Residents from neighbouring communities
- Residents of local social housing
- People with chronic health issues
- People living with a disability
- People with limited mobility
- Older people
- Young people
- Parents with small babies and children
- Women
- LGBTIQ+ people
- People experiencing homelessness
- Low income earners
- International students and young backpackers
- Visitors from regional area that miss their last connection home
- Visitors with large amounts of luggage

The needs or considerations of these key identified communities through the delivery of the Central Precinct Renewal Project is explored throughout this study. Responses and recommendations arising to achieve optimum social sustainability outcomes—including health and health equity—for all impacted communities are set in in **Section 20**.

### Magnitude and probability of impacts

As discussed above, due to the precinct's central location, its role as a major public transport interchange, the transformational nature and scale of the project, and the density of development planned, a very large population will be affected by the project in various ways—both during the decade-plus construction phase and post completion.

The magnitude of most of the impacts identified is therefore likely to be 'major' to 'transformational'—which may be defined as long term or permanent and substantial change to something that people value highly, impacting a large number of people, and experienced across various aspects of human wellbeing.<sup>161</sup>

It is expected that the health impacts and associated responses summarised in **Section 19.4** below and comprehensively assessed at **Appendix H** have a high probability or are almost certain to occur, and should therefore be well mitigated, or considered in the precinct design in order to enhance potential positive impacts that arise from the Project.

Similarly, due to the scope and location of the renewal precinct, extended duration of the construction period, and other infrastructure, public space, or property development projects recently completed, currently underway, or planned in the area, it is also almost certain that various cumulative impacts occur over the time, either as cumulative impacts of various projects happening at the same time, or experienced over extended periods of time with no reprieve, due to consecutive major projects recently completed, under way, or planned in the area (such as Light Rail, Metro, Central Square, Central Park, various UTS development projects, Darling Square etc).

<sup>161</sup> NSW DPE Social Impact Assessment Guideline (Draft) 2020



## 18.4 Summary: challenges and opportunities to be addressed through the project

From a social sustainability perspective, the key health and health equity issues identified through the assessment, which may be addressed by through the Central Precinct Renewal Program, are summarised as follows.

**Recommended responses** for addressing these issues through the Central Precinct Renewal Program – both through mitigating identified potentially negative impacts, and optimising benefits – are set out in **Section 20** below. These responses typically require a long term commitment to delivery, throughout the duration of the program.

### Equity and inclusion

There are diverse communities that use the precinct who are experiencing disadvantage, including people experiencing homelessness (including rough sleepers) and a high proportion of residents living in social housing. The transformation of the precinct has the potential to drive broader renewal of surrounding neighbourhoods and drive displacement of existing low income residents.

There is also a lack of gathering spaces within the existing Central Station which could support events/gatherings to support social cohesion. It will be important to ensure that all spaces within CPRP are welcoming to a broad range of community members, for example by providing a diversity of public and open spaces to accommodate a diverse range of communities, including people experiencing homelessness; and by contributing towards the delivery of affordable rental housing within the precinct or in nearby neighbourhoods, along with social and supported forms of housing, as a key means of addressing homelessness and rough sleeping.

Ensuring equity outcomes continuously inform the renewal program will be key to its success, including through social procurement and education, training and employment programs that can be delivered through construction contracts to improve equity and access to opportunity for local community members and priority community groups experiencing disadvantage.

### Social infrastructure provision

Although the site is well connected to a diverse range of social infrastructure surrounding the site (e.g. surrounding community facilities, cultural venues, open spaces and recreation facilities), there is a lack of facilities within the Precinct itself to support different community needs and use. The large number of workers associated with the delivery of the precinct is likely to place pressure on existing social infrastructure, and may impact enjoyment of existing social infrastructure during construction (e.g. Belmore Park). In addition, new social infrastructure delivered on the site will need to take account of the diverse profile of workers, residents and visitors who are likely to access open spaces and facilities on this site, to ensure that all users feel welcome.

### Social and health services provision

There are a number of regionally significant community services, including for people experiencing homelessness, drug users and unemployment services, located close to the precinct, and some services use Belmore Park and Prince Alfred Park for service provision. It will be important to maintain access to surrounding spaces for service provision and for rough sleepers throughout the construction phase of the project, and exploring opportunities to create new spaces for community service providers (e.g. offices, consulting rooms, service provision) within commercial buildings in the precinct.

Goals for enhanced and more joined-up service delivery to meet growing community needs can be furthered through the provision of new spaces for services to co-locate within the precinct, and through establishing networks of services and community representatives to help guide and inform the project throughout its duration, for example through working groups and advisory groups.

## Accessibility

The precinct is one of the most significant transport interchanges/ civic spaces within Greater Sydney, with a very high volume of visitors from a broad range of backgrounds and experiences. Approaches to improving accessibility could include:

- Ensuring that all spaces within the precinct are universally accessible for people living with disabilities and neurodiverse people (e.g. DDA compliance, pleasant lighting, low volumes, spaces for rest);
- Culturally safe and appropriate spaces, potentially including quiet spaces, prayer and meditation rooms, and
- Clear signage and wayfinding, including for people who speak a language other than English.

## Connectivity

The precinct is the busiest transport interchange in NSW, and provides connections to light rail, heavy rail, buses and the future Metro, as well as pedestrian and active transport links to Sydney CBD surrounding neighbourhoods. However, there are currently pedestrian permeability and wayfinding issues within the precinct, and the rail corridor itself divides surrounding neighbourhoods from each other and do not enable community connection.

The renewal project brings the opportunity to significantly improve connectivity in the locality, including through new decks over the rail tracks, enabling over station development to connect previously disconnected neighbourhoods, new cycling and pedestrian networks, and improved legibility and wayfinding through precinct design and delivery.

Social as well as physical connectivity with surrounding neighbourhoods can be further achieved through the design and activation of the ground plane in a way that 'speaks to' surrounding streets and places, and the surrounding social fabric.

## Amenity, vibrancy and activation

The precinct currently has limited amenity and activation, with a limited range of retail, and poor pedestrian experience (e.g. due to congested footpaths, high traffic volumes). Approaches to improving amenity, vibrancy and activation could include:

- Increasing the diversity of retail within the precinct, including opportunities for retail and food and beverage outlets to activate the precinct at night;
- Incorporating public art and interactive elements within public and open space;
- Including cultural and creative uses within the precinct to activate the space at night, e.g. galleries, workshops, and
- Urban design solutions that leverage the volume of users of the precinct to generate a desirable level of activation.

## Place identity and cultural connections to place

While Central Station acts as a gateway to Greater Sydney for a range of users, it lacks identity as a destination in itself. Some heritage elements of the site (e.g. Railway Institute Building, heritage clock tower and Sydney Terminal Building and Mortuary Station) are currently not accessible to the public, and there are limited places within the Precinct that have storytelling elements. Future plans for the precinct should aim to actively contribute to place identity and belonging, e.g. through enabling public access to heritage items; delivering new public spaces informed by Connecting with Country principles, and precinct design that responds to the unique and significant Aboriginal and non-Aboriginal heritage of the site.

The connections of diverse communities to Central Precinct, including its heritage and histories is examined in the non-Aboriginal heritage study prepared for the renewal project. Key recommendations of this study (#5-11 highlighted below)<sup>162</sup> warrant specific consideration in this regard:

5. Proposed development is to be designed with regard to and in response to the heritage values of the element and Precinct as a whole, the buildings, elements and spatial arrangements of the immediate and broader site, and its heritage curtilage. Building forms and design treatments of any new development must consider and positively respond to the heritage values of the place.
6. Commensurate with the exceptional heritage values of the place, new development within the Precinct should aspire to achieve excellence in design and innovation. New elements should be sympathetic to the significance of the site, while offering a creative and high-quality layer of design that is in keeping with the significance of Central Station.
7. Architectural detailing of new developments is to provide a higher order of priority to levels interfacing with a heritage item or feature, adjacent public domain and publicly accessible managed space. This should take an informed and strategic approach to form, colour, materials, and details and respond to the immediate context and character.
8. The design and materiality of any proposed new street wall should respond to the scale and materiality of the surrounding built form and character (e.g. Central Station)
9. The design of new elements should visually distinguish between elements in relation to the heritage context, particularly street walls and tower forms.
10. Public domain elements are to be comprised of high quality materials. This includes overlaying contemporary elements such as vertical transportation, canopies, lighting and signage. Materials should seek to unify old and new precincts through design quality and be complementary to the original elements at Central Station
11. Buildings are to be constructed of durable and robust materials, commensurate in quality with their historic counterparts.

## Connection to Country

The Connecting with Country Framework developed to guide the renewal program (by Balarinji in consultation with communities) describes how Central Precinct is “a socially significant landmark for the Aboriginal community. It is a place of arrival for many Aboriginal people coming to Sydney. It is a Central meeting point and has been since time immemorial. It is a place of great sadness in its role in the Stolen Generations and it has potential to become a place of healing.”

The Connecting with Country framework for the project identifies three core phrases during which the Central Precinct Renewal Project has potential to impact social and health equity outcomes for Aboriginal people:

1. During the life of the project
2. In the mid term impacts to continue to be felt (10–15 years post project completion), and
3. In the long term (Intergenerational change).

During the life of the project, the two key areas that can make a positive social impact are identified as employment and procurement.

In the mid-term, sharing financial benefits from the project will support the locally connected Aboriginal community to bring its social impact priorities to the table. The community has identified rent control for Aboriginal businesses and community spaces as priorities.

<sup>162</sup> Artefact Heritage Services, 2022

In the long term, the following social inclusion and equity considerations are advised:<sup>163</sup>

- Spaces need to be both physically and culturally accessible
- Spaces that are accessible are more welcoming and encourage community connections
- Regular consultations and involvement of community through the life of the Precinct will ensure a consistent commitment to community
- Acknowledging that culture, language and knowledge are living and changing means that continued commitment is essential and will support community practices and the ongoing connection to Country
- Ongoing employment opportunities within the precinct
- Ongoing opportunities for community-led organisations or Aboriginal-owned businesses to be involved in the management of community assets such as community spaces and gardens.

### Safety and security

Some parts of the precinct are perceived as unsafe, particularly at night, in part due to a lack of lighting and passive surveillance. There are also a number of alcohol-focused venues surrounding the site which may lead to a perceived lack of safety. Issues relating to crime, safety and security are also separately addressed in **Section 14.6**.

These issues require a wide range of approaches to effectively address, including design approaches to enhance safety and security, night time activation of the precinct, appropriate lighting, on-site security personnel, and a social services located on site where people can seek assistance. Improved accessibility and wayfinding throughout the precinct is also highlighted as needed, to enhance safety and perceptions of safety.

### Livelihoods

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*Ensuring digital inclusion is a key driver for the project – given its role as an innovation precinct – is highlighted. This includes providing free access to tech-enabled spaces within the precinct for community members to access computers and other technology; the provision of free WiFi in the precinct, and programs and initiatives that proactively enable inclusion and active participation of people experiencing disadvantage in the innovation economy drivers for the precinct.*

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While delivery of the precinct would result in a range of new employment opportunities, with a focus on knowledge jobs, many current jobs in the precinct are low or moderately paid jobs in retail and food services. The transformation of the precinct should aim to deliver a diverse range of employment opportunities, including jobs/training opportunities that are accessible to low income residents in surrounding suburbs.

Employment, training and education programs – developed as part of the renewal program, have been identified as a key means to improve healthy equity outcomes in the local area. These can be implemented by Transport for NSW directly and through construction contracts with third parties requiring these approaches.

Employment initiatives for identified priority groups are an important part of this planning, including Aboriginal people, people living with a disability, refugees and asylum seekers, and people who are unemployed.

Social and sustainable procurement approaches – procurement with a social outcomes focus – can further drive equity outcomes through the project, including through implementation aligned with Transport for NSW's Aboriginal Participation Plan and NSW Government's Sustainable Procurement Policy.

In addition to these initiatives, ensuring digital inclusion is a key driver for the project – given its role as an innovation precinct – is highlighted. This includes providing free access to tech-enabled spaces within the precinct for community members to access computers and other technology; the provision of free WiFi in the precinct, and programs and initiatives that proactively enable inclusion and active participation of people experiencing disadvantage in the innovation economy drivers for the precinct.

<sup>163</sup> Balarijji 2022, 'Central Precinct Renewal Project – Connecting with Country Framework

## 19. Responses and recommendations for delivery

### 19.1 Introduction

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*Social Sustainability ambitions for the Central Precinct Renewal program will involve thoughtful interventions and approaches to deliver an inclusive economic growth model that optimises access to opportunity and improved wellbeing and health equity outcomes for diverse communities. Opportunities arising from the project – both physical and programmatic – bring the potential to significantly impact a large population of residents, workers, and visitors/users.*

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This section concludes this study by providing advice on key considerations, approaches and recommendations for optimising social sustainability outcomes through the delivery of the Central Precinct Renewal Program, both in terms of physical and programmatic or operational approaches. It applies the outcomes framework defined through the **Social Sustainability Strategy** for the precinct, which is to be read in concert with this Study.

Recommendations in this section respond to:

- issues arising from the preliminary Health Impact Assessment summarised at **Section 18.4**;
- social, health and health equity issues in the community, including the needs of identified priority groups (**Section 14.5 – Population health profile**);
- key social issues, challenges and opportunities identified as having potential to be addressed through the Renewal Program (**Section 14.7**), and
- social, health and health equity issues raised by government organisations, services providers, and community representatives in the course of preparing this Study (**Section 15 – Community perspectives**).

Physical implementation of recommendations is primarily through the **Reference Master Plan** and **Urban Design Guide**, which have been informed by this work. The Master Plan and associated Landscape Plan have been developed by Architectus and Tyrell Studio in close collaboration with the team preparing this study (key elements of the Reference Master Plan are described at **Section 9.2**). The planning instruments that will guide future development of the precinct, developed by Ethos Urban, have also been informed by this study (documented at **Appendix I**).

Operational recommendations, such as such as compliance with the *Modern Slavery Act 2018* and the delivery of education, training and employment programs that will benefit health equity outcomes in the local area will be delivered through TfNSW development contracts – in accordance with the agency’s sustainable and Aboriginal procurement policies – and a range of other mechanisms, in partnership with other government agencies, not-for-profit and private section partners.



## 19.2 Responses: outcomes and approaches

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*The ambition for delivering inclusive growth through the Central Precinct Renewal program is to generate economic growth with a view to delivering shared prosperity; harnessing investment to achieve access to education and employment opportunities for all and reduce inequality and disadvantage over the long term. This will be achieved through delivering specific interventions, such as education, employment, and training initiatives; financing and delivering social and digital infrastructure that is affordable and accessible to all, and implementing sustainable procurement models focused on social justice, equity and access to opportunity.*

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Key outcomes areas and approaches for optimising social sustainability outcomes through the delivery of the Central Precinct Renewal Program – as defined through the **Central Precinct Renewal Program Sustainability Framework** and **Social Sustainability Strategy** – are summarised below.

Specific recommendations arising – both in terms of the physical and programmatic aspects of the delivery of the Central Precinct Renewal Project – are set out in **Tables ## to ##** at **Section 20.4**.

### Inclusive growth

Generate economic growth with a view to delivering shared prosperity: harnessing investment to achieve access to education and employment opportunities for all – particularly for key groups experiencing disadvantage, such as people experiencing homelessness, Aboriginal people, people living with a disability – and reduce inequality and disadvantage over the long term, e.g. delivering education, employment and training initiatives; financing and delivering social and digital infrastructure that is affordable and accessible to all, and implementing sustainable procurement models focused on social justice, equity and access to opportunity.

### Sustainable (social) procurement

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*Social procurement is when organisations use their buying power to generate social value above and beyond the value of the goods, services or construction being procured. Social value refers to the benefits for all [people] when the social and sustainable outcomes are achieved, through procurement activities.<sup>164</sup>*

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Social procurement is a practical approach to driving equity and health equity outcomes through the course of the business operations of government and non-government organisations. It is particularly applicable to the construction industry, which procures a range of goods and services through delivery.

The aim of sustainable procurement is to generate social, economic and environmental outcomes through procurement processes, such as supporting jobs growth in the social enterprise sector or Aboriginal employment sector, by prioritising the procurement of goods and services that deliver on those broader outcomes (rather than cheapest prices, or best immediate financial return).

There is potential to harness the enormous opportunity that the Central Precinct Renewal Program presents to make a significant impact through sustainable procure approaches to the myriad, high value, high impact contracts the development program will generate.

<sup>164</sup> Victorian Government Social Procurement Framework

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## *There are a range of resources available to support sustainable procurement practices in NSW, including the NSW Aboriginal Procurement Policy*

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There are a range of resources available to support sustainable procurement practices in NSW. The NSW Government is committed to social and sustainable procurement and has established a guide for the state's local governments to increase understanding and awareness.

The guide acknowledges that supply chain impacts across the globe have historically been “out of sight, out of mind” and highlights the ability of governments to enact change through their project tendering and expenditure. It recommends consideration of the following concepts in relation to procurement, which highlight relevant considerations for this project:

- *The Quadruple Bottom Line (QBL) – are economic, environmental, and social impacts balanced?*
- *Whole-of-life costs – including purchase, maintenance, operating, end-of-life, and longevity/warranty costs. What is the dollar value of the QBL?*
- *Life cycle assessment – utilising the Life Cycle Assessment (LCA) international standard framework*
- *Circular economy – looking beyond “take, make and dispose” to a closed loop*
- *Community and social impact – including opportunities for small to medium local enterprises, employment impacts of locally produced products, and inclusion of diversity or other social priorities.<sup>165</sup>*

Transport for NSW also recognises the importance of sustainable procurement and seeks to “avoid unnecessary consumption, minimise environmental impacts over the life of goods and services, and use procurement as a driver for innovation.” As a key enabler of economic and social activity, the agency holds a deep responsibility to make change and accelerate progress.

Transport for NSW has committed to the following actions related to procurement practices:

- Examine the need for the product or service to avoid unnecessary consumption and manage demand
- Consider the emissions, pollutants, energy and water required at all stages of the life cycle of the product or service
- Consider the alternatives to procuring a replacement product, such as reusing, refurbishing or reconditioning the existing product or its components to extend its life
- Consider the environmental management practices of suppliers/manufacturers where practicable
- Require suppliers to meet their employment obligations under relevant legislation and other related instruments
- Encourage and verify the social responsibility and ethical behaviour of the supply chain
- In the context of whole-of-life value for money, select products and services which have lower environmental impacts across their life cycle compared with competing products and services<sup>166</sup>.

Aside from this, TfNSW has proposed a baseline set of sustainability performance measures which will become minimum contract requirements. These include pollution control, biodiversity, climate resistance, and community benefit, among others.<sup>167</sup>

In relation to improving social inclusion and health equity outcomes for Aboriginal community members specifically, the NSW Aboriginal Procurement Policy (January 2021)<sup>168</sup> applies to the procurement of all goods and services, including construction, by a government agency, within the meaning of section 162 of the *Public Works and Procurement Act 1912* (the Act).

<sup>165</sup> NSW Government 2017, 'Sustainable Procurement Guide for Local Government NSW'.

<sup>166</sup> TfNSW 2016, 'Transport Sustainable Procurement Policy'.

<sup>167</sup> TfNSW 2022, 'Sustainable Procurement in Infrastructure'.

<sup>168</sup> <https://buy.nsw.gov.au/policy-library/policies/aboriginal-participation-construction>

The policy includes targets for procurement from Aboriginal businesses, which have at least 50% Aboriginal ownership and are recognised through an appropriate organisation, such as Supply Nation or the NSW Indigenous Chamber of Commerce (NSWICC). These organisations maintain lists of Aboriginal businesses that are audited and undergo quality assurance.<sup>169</sup>

Transport for NSW's Aboriginal Participation Strategy (2021) sets out several performance indicators for the participation of Aboriginal people and businesses in their supply chains. These are:

- Minimum of 1.5% eligible project spend to Aboriginal participation for contracts over \$7.5m,
- Target of 3% of goods and services contracts to be awarded to Aboriginal businesses by 2021,
- Target of 1% of addressable spend with Aboriginal businesses,
- Requirement to consider Aboriginal participation in goods and services and construction contracts over \$7.5m,
- Contribution to creation of 3,000 Aboriginal jobs<sup>170</sup>.

The Central Precinct Renewal Program represents a significant opportunity to deliver on social and economic inclusion and health equity goals, through application of these policies and strategies.

From a broad perspective, the renewal program could apply inclusive procurement practices that aim to give smaller and diverse businesses more of a competitive chance in the market, through addressing potential barriers, such as language and communication barriers arising through overly complex procurement materials.

#### Education, training and employment initiatives

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*The Barangaroo Skills Exchange (BSX) – initiated by Lendlease – has generated \$78.5 million in value in just three years. The statistics for Social Return on Investment (SROI) indicate that for every \$1 invested into the program \$11.76 of net social and economic value is generated.*

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Through sustainable procurement approaches, the Central Precinct Renewal Program has the potential to make a powerful and direct impact to equity and health equity outcomes for communities through education, training and employment initiatives.

These initiatives – enacted through construction contracts and other mechanisms – deliver education, training and employment opportunities to members of the community experiencing socio-economic disadvantage, which may be linked with other forms of disadvantage or barriers to employment, such as education/ literacy, age, cultural background or disability.

An award-winning example of this approach through a major urban renewal program was the establishment of the Barangaroo Skills Exchange (BSX) by the government's development partner on the project, Lendlease.<sup>171</sup>

The Skills Exchange program, delivered with TAFE NSW, is an initiative offers on-site skilling and training in the areas of literacy and numeracy support; construction trades and skill sets; safety leadership; basic digital literacy; apprentice mentoring; skills assessment and gap training for mature aged workers.

The scheme also offers internship programs in partnership with not-for-profit organisations – for local people experiencing disadvantage; young people; Aboriginal community members; refugees and asylum seekers.

<sup>169</sup> [https://buy.nsw.gov.au/\\_data/assets/pdf\\_file/0007/949174/app\\_policy\\_jan\\_2021.pdf](https://buy.nsw.gov.au/_data/assets/pdf_file/0007/949174/app_policy_jan_2021.pdf)

<sup>170</sup> TfNSW 2021, Aboriginal Participation Strategy

<sup>171</sup> <https://www.lendlease.com/company/sustainability/our-approach/barangaroo-skills-exchange/>

The Barangaroo Skills Exchange (BSX) has generated \$78.5 million in value in just three years. The statistics for Social Return on Investment (SROI) indicate that for every \$1 invested into the program \$11.76 of net social and economic value is generated.

### Compliance with the Modern Slavery Act

A further consideration for delivering social sustainability outcomes through the Central Precinct Renewal Program is the relatively recent legislation – the *Modern Slavery Act 2018* – with which businesses must now comply. The Act has a significant effect in the construction industry, which has particularly broad and long supply chains.

The key purpose of the Act is to increase transparency and accountability by requiring businesses to report and publicise the incidence of modern slavery in their supply chains, to enable the market to make more informed decisions when purchasing goods and services. Reporting entities under the Act are required to produce a modern slavery statement, that must be submitted to the Australian Border Force public Modern Slavery Register.

The Property Council of Australia is providing advice and guidance for the sector on the implications of the Act and how developers and suppliers can ensure compliance and meet their new legal responsibilities.<sup>172</sup>

### Health and wellbeing

Improve public health outcomes through urban renewal and improve wellbeing for precinct users and visitors, including through ensuring the precinct is walkable and permeable, providing open space and green elements, exploring opportunities for health and wellbeing services, ensuring that retail services offer fresh and health food options, and prioritising worker wellbeing in the design of commercial buildings.

The wellbeing of particular people in the community who are experiencing disadvantage or exclusion – for example, people living with disability; experiencing homelessness; LGBTIQ+, and neurodiverse community members – can be strengthened through focus on design aspects of the renewal program that support their future inclusion, participation and enjoyment of the precinct.

### Connecting with Country

Co-design future Aboriginal community spaces on the site in collaboration with Aboriginal community members and representatives. Create a place that gives expression to the living cultures of Aboriginal Australians and creates a contemporary shared place for Indigenous and non-Indigenous communities, including through meaningfully engaging with Aboriginal people, valuing and respecting Aboriginal cultural knowledge, delivering specialist cultural infrastructure, and responding to Aboriginal cultural connections to Country when projects are planned and designed.

<sup>172</sup> <https://campaign.propertycouncil.com.au/supplierplatform>

## Community resilience

Improve social cohesion and social connection for workers, visitors and residents of the precinct, to strengthen the social fabric and increase the chances of coming back strongly from shocks and stresses, through including people in decision making, creating spaces, services and events where people can come together, ensuring people have equal access to the benefits of growth, that businesses and people within the precinct are prepared for shocks and stresses.

### Cultural connection to place

Consideration of regenerative placemaking in the Central Precinct Renewal includes acknowledgement of the unique character of the area as a working rail corridor, an and a site with rich and layered Indigenous and non-Indigenous histories and heritage. Harnessing the advantage of the site being a large contiguous area in state government ownership, the project offers immense opportunities for restoration and reconnection with the precinct's past and present qualities, to deliver a placemaking approach that is truly regenerative, and benefits current and future communities through the precinct's renewal.

The restoration and reinstatement of Aboriginal and European features of the site – such as the reinterpretation of original landscape features, such as sand dunes, through landscaping plans, and the sensitive restoration of the historic Sydney Terminal Building, are key means through which this model can be delivered.

## Amenity and accessibility

Balance the precinct's important role as a transport hub with its potential as a key public space in the Sydney CBD, e.g. leveraging the number and diversity of pedestrians moving through, and lingering in, CPRP to enhance and contribute to place outcomes, ensuring wayfinding and urban design enables seamless movement throughout the precinct, all spaces are accessible regardless of ability, age, gender or background, and ensuring urban design throughout the precinct is people-focused.

## Social (including health) infrastructure

Improve accessibility to social infrastructure and services for workers and visitors in the precinct, as well as residents of surrounding neighbourhood, including through proactively identifying opportunities to deliver social infrastructure during the master planning stages, and devising a robust development contributions framework to deliver community benefits as planning progresses.

Additionally, the renewal program brings opportunities to enhance service delivery, through collaboration with services networks throughout the life of the program, in relation to new infrastructure delivery and expanded service provision networks to meet community needs.

## Engagement and participation

Ensure that current and future workers, residents and visitors participate in shaping the precinct's future, and that CPRP reflects and strengthens community identity and values, through proactively engaging with diverse communities, empowering workers, residents, visitors and transport users to have a say on the future of the precinct, identifying opportunities to co-design elements of CPRP.

Particular initiatives, such as co-design of community spaces in the precinct with particular communities and groups within the community – e.g., Aboriginal communities; young people; children; women; LGBTIQ+ community members, and culturally diverse communities – brings the benefits of regenerative placemaking that deeply responds and reflects community needs and aspirations.



## Vibrancy and diversity

Ensure that Sydney's diverse communities feel welcome in the precinct – regardless of their ability, age, gender or background, e.g. prioritising the safety of women and girls, delivering well-designed and maintained public spaces, exploring options for culturally appropriate and safe spaces, ensuring retail options reflect the diversity of the area, delivering events that encourage people to come together, and reflecting the identities of surrounding areas within public art and design strategies.

Given the focus and scope of this Study, it is important to elaborate here on the health and health equity outcomes to be delivered through the precinct. This includes approaches relating to the delivery of a healthy built environment (as explored in **Section 17.4**), as well as approaches that ensure investment in this major government-driven transformation project is designed to improve health equity for local communities experiencing disadvantage.

This approach links to the theories of 'inclusive growth' and 'transformative placemaking,' which provide guidance on delivering social and economic – alongside physical – urban renewal (**Section 10**) with the goal of improving equity and local prosperity through investment.

The Central Precinct Renewal Program could make a tangible impact on local health equity outcomes and the social determinants of health through local communities through initiatives such as employment, education and training opportunities delivered through the construction process, and through sustainable procurement.

## 19.3 Key recommendations for delivery – physical and programmatic

This section provides a summary of key recommendations arising from the Equity-Focused Health Impact Assessment undertaken to guide the Central Precinct Renewal Project. This includes recommendations for physical responses, such as the design of spaces and places to be inclusive and accessible (**Table 16**), as well as recommendations for programmatic or operational responses, such as sustainable procurement practices implemented through construction processes (**Table 17**).

This summary is a condensed version of the range of recommendations that have informed the development of the Reference Masterplan and Urban Design Framework, and which will inform the planning framework that will guide the future delivery of the precinct.

**Appendix I** further specifies how these recommendations are specifically addressed through the planning framework.

### Physical – design of the masterplan and planning framework

**Table 16 Health and Health Equity Impact Assessment – goals and recommendations for physical delivery**

Central Precinct Renewal Project Sustainability Framework – social outcome area	Key goals and action areas	Recommendations for delivery through the masterplan and planning framework
<b>Inclusive growth</b>	<ul style="list-style-type: none"> <li>Affordability</li> <li>Inclusiveness</li> <li>Social sustainability</li> <li>Diversity</li> <li>Accessibility</li> <li>Equity</li> </ul>	<ul style="list-style-type: none"> <li>Application of Universal design principles</li> <li>Delivery of affordable housing on-site</li> <li>Consideration of community engagement outcomes in design of the Precinct (Aboriginal and non-Aboriginal)</li> <li>Aboriginal-specific spaces for cultural expression and connection</li> <li>Provision of spaces for learning and knowledge sharing</li> <li>Provision of spaces for social interaction and connection across a diverse spectrum (age, ability, cultural background, gender, etc.)</li> </ul>

Central Precinct Renewal Project Sustainability Framework – social outcome area	Key goals and action areas	Recommendations for delivery through the masterplan and planning framework
<b>Health and wellbeing</b>	<ul style="list-style-type: none"> <li>• Environmental sustainability</li> <li>• Physical and mental health</li> <li>• Socioeconomic wellbeing</li> <li>• Walkability</li> </ul>	<ul style="list-style-type: none"> <li>• Precinct greening – access to green and open space</li> <li>• Provision of fresh and healthy food offerings at a range of price points</li> <li>• Design to facilitate and encourage active transport – walking and cycling</li> <li>• Design to enhance pedestrian comfort and amenity, including through shade, seating, water bubblers, and water-based public domain cooling elements</li> <li>• Maintain solar access, amenity, and accessibility of major open spaces</li> <li>• Urban design for incidental exercise e.g., steps, siting of public transport etc.</li> </ul>
<b>Connecting with Country</b>	<ul style="list-style-type: none"> <li>• Cultural visibility</li> <li>• Education and awareness raising</li> <li>• Empowerment</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of space for cultural participation – including performance, making, and sharing culture</li> <li>• Designing with Country – First Nations approaches to environmental management and inclusion of cultural elements in the precinct design</li> <li>• Inclusive design and programming to make the area welcoming for all</li> <li>• Provision of native flora within landscaping, and Aboriginal art/symbols within the public domain (determined through Aboriginal specific engagement)</li> </ul>
<b>Community resilience</b>	<ul style="list-style-type: none"> <li>• Social cohesion and connection</li> <li>• Climate resilience</li> <li>• Equity</li> <li>• Social sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• Spaces for community members to connect, including spaces and civic domain design elements that foster casual social connections</li> <li>• Social infrastructure (community facilities) where community members can seek respite in the case of severe weather events</li> <li>• Precinct greening</li> <li>• Environmentally sustainable design principles</li> </ul>
<b>Amenity and accessibility</b>	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Safety</li> <li>• Permeability</li> <li>• Connectivity</li> <li>• Activation</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that all spaces within the precinct are universally accessible for people living with disabilities, including through DDA compliance</li> <li>• Deliver signage and wayfinding that is accessible by people with a visual or aural impairment.</li> <li>• Deliver design that is sensitive to the needs of neurodiverse people, including through sensitive lighting strategies, and provision of quiet indoor and outdoor spaces for rest and respite</li> <li>• CPTED Design principles, e.g., adequate lighting</li> <li>• New vertical transportation locations throughout the precinct allowing for seamless vertical connections</li> <li>• Inclusive public amenities, including Changing Places toilets, mothers and babies' rooms, and gender neutral toilets</li> <li>• Ensure that pedestrian bridges over rail line feel safe to use at night, and are linear parks in their own right</li> </ul>
<b>Social (including health) infrastructure</b>	<ul style="list-style-type: none"> <li>• Equity</li> <li>• Diversity</li> <li>• Vibrancy</li> <li>• Co-location</li> <li>• Shared use</li> <li>• Flexibility</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver the suite of social and health infrastructure detailed in <b>Section 16.7</b> – ensure provision for this infrastructure is made through the masterplan and planning framework as necessary</li> <li>• Inclusive design – incl. public domain design for all ages and abilities</li> </ul>
<b>Engagement and participation</b>	<ul style="list-style-type: none"> <li>• Inclusiveness</li> <li>• Community engagement</li> <li>• Empowerment</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of community gathering spaces for organised activity</li> <li>• Provision of event spaces within the public domain for community activations</li> </ul>
<b>Vibrancy and diversity</b>	<ul style="list-style-type: none"> <li>• Vibrancy</li> <li>• Diversity</li> <li>• Preservation of heritage</li> <li>• Cultural visibility</li> <li>• Activation</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of public art (both Aboriginal and non-Aboriginal, determined through community engagement)</li> <li>• Provision of event spaces within the public domain for community activations</li> <li>• Provision of space for cultural participation – including performance, making, and sharing culture</li> </ul>

## Programmatic – achieving social outcomes through other delivery mechanisms

**Table 17 Health and Health Equity Impact Assessment – goals and recommendations for programmatic delivery**

Central Precinct Renewal Project Sustainability Framework – social outcome area	Key goals and action areas	Recommendations for delivery through programmatic or operational aspects of the renewal program
<b>Inclusive growth</b>	<ul style="list-style-type: none"> <li>Affordability</li> <li>Inclusiveness</li> <li>Social sustainability</li> <li>Diversity</li> <li>Accessibility</li> <li>Equity</li> </ul>	<ul style="list-style-type: none"> <li>Require compliance with the Modern Slavery Act (or at the very least encourage) for all major construction contracts issued by TfNSW associated with the renewal program</li> <li>Require delivery of education, training and employment initiatives through all major construction contracts issued by TfNSW associated with the renewal program</li> <li>Establish partnerships with TAFE NSW (and other tertiary education and training providers in the construction industry) be explored and established in relation to potential education, training and employment initiatives that may be delivered through the Central Precinct Renewal</li> <li>Allow for synergy between the Precinct and surrounding education/research institutions, i.e. internships and training programs</li> </ul>
<b>Health and wellbeing</b>	<ul style="list-style-type: none"> <li>Environmental sustainability</li> <li>Physical and mental health</li> <li>Socioeconomic wellbeing</li> <li>Walkability</li> </ul>	<ul style="list-style-type: none"> <li>Ensure there is access to affordable healthy and fresh food options in the precinct</li> <li>Provision of services at a range of price points, and at no charge for lower income community members</li> <li>Train staff and provide ‘concierges’ who are employed to assist people experiencing physical/mental health issues, mobility issues, and social exclusion (e.g. gender diverse people, LGBTIQ+)</li> </ul>
<b>Connecting with Country</b>	<ul style="list-style-type: none"> <li>Cultural visibility</li> <li>Education and awareness raising</li> <li>Empowerment</li> </ul>	<ul style="list-style-type: none"> <li>Encourage activation of spaces by Aboriginal and other cultural groups for events/cultural engagement</li> <li>Offer Aboriginal cultural learning programs/experiences</li> </ul>
<b>Community resilience</b>	<ul style="list-style-type: none"> <li>Social cohesion and connection</li> <li>Climate resilience</li> <li>Equity</li> <li>Social sustainability</li> </ul>	<ul style="list-style-type: none"> <li>Allow for community organised events and activations</li> <li>Enable all community members to access social infrastructure (through subsidised rates or free entry) to allow for shelter from extreme weather</li> <li>Provision of services at a range of price points, and at no charge for lower income community members</li> <li>Continuation of service delivery for people experiencing homelessness in and around the Precinct</li> </ul>
<b>Amenity and accessibility</b>	<ul style="list-style-type: none"> <li>Accessibility</li> <li>Safety</li> <li>Permeability</li> <li>Connectivity</li> <li>Activation</li> </ul>	<ul style="list-style-type: none"> <li>Train staff and provide ‘concierges’ who are employed to assist people experiencing physical/mental health issues, mobility issues, and social exclusion (e.g. gender diverse people, LGBTIQ+)</li> <li>Enable all community members to access social infrastructure (through subsidised rates or free entry)</li> </ul>
<b>Social (including health) infrastructure</b>	<ul style="list-style-type: none"> <li>Equity</li> <li>Diversity</li> <li>Vibrancy</li> <li>Co-location</li> <li>Shared use</li> <li>Flexibility</li> </ul>	<ul style="list-style-type: none"> <li>Allow for flexible and shared use of social infrastructure</li> <li>Provision of services at a range of price points, and at no charge for lower income community members</li> <li>Allow for community organised events and activations</li> <li>Enable all community members to access social infrastructure (through subsidised rates or free entry)</li> </ul>

Central Precinct Renewal Project Sustainability Framework – social outcome area	Key goals and action areas	Recommendations for delivery through programmatic or operational aspects of the renewal program
<b>Engagement and participation</b>	<ul style="list-style-type: none"> <li>Inclusiveness</li> <li>Community engagement</li> <li>Empowerment</li> </ul>	<ul style="list-style-type: none"> <li>Allow for community organised events and activations</li> <li>Train staff and provide ‘concierges’ who are employed to assist people experiencing physical/mental health issues, mobility issues, and social exclusion (e.g. gender diverse people, LGBTIQ+)</li> </ul>
<b>Vibrancy and diversity</b>	<ul style="list-style-type: none"> <li>Vibrancy</li> <li>Diversity</li> <li>Preservation of heritage</li> <li>Cultural visibility</li> <li>Activation</li> </ul>	<ul style="list-style-type: none"> <li>Allow for community organised events and activations</li> <li>Enable all community members to access social infrastructure (through subsidised rates or free entry)</li> <li>Encourage activation of spaces by Aboriginal and other cultural groups for events/cultural engagement</li> </ul>

## 19.4 Measuring success: social impact and social value

The Central Precinct Renewal Program brings a significant opportunity to not just deliver, but to measure social impact over time. The delivery of the renewed precinct is estimated to take some 10+ years or more, and through its duration there is potential to make a positive impact on local social, health and healthy equity outcomes.

Measuring these impacts can be undertaken in a range of ways: the key is to set out clear goals, outcomes and actions for delivering these impacts – in ways that can then be measured and reported on over time.

This Study, along with the Social Sustainability Strategy developed for the renewal program, are an important starting point for setting out the social baseline and outcomes areas for improvement.

Additionally, through measuring the impacts of the work of all organisations involved in delivering on the renewal program, both government agencies, not-for-profit and private sector organisations, collective impact can be measured and reported on – a powerful tool for demonstrating the outcomes of the renewal program overall.

This can be achieved through aligning key aspects of the work of all organisations involved in precinct delivery in a single outcomes framework – that is, the Sustainability Framework that has been established for the project (**Figure 7, page 44**). The next step is to establish actions and measurement metrics, including through construction contracts, that will demonstrate impacts over time.

This work – in setting up a social impact evaluation framework and associated metrics for measurement; gathering data, and then reporting on impacts over time, is recommended as an exciting opportunity for the renewal project to demonstrate its role as a truly groundbreaking sustainability-driven initiative of NSW Government.

### Social and health impact assessment

Social and Health Impact Assessment are established tools to assess impacts of the renewal program on community wellbeing and resilience, health and health equity outcomes, against the social baseline established through this study.

While this report provides a preliminary Health Impact Assessment, it is expected that further HIAs will be undertaken as the renewal program is delivered, at later points in time. This will be a valuable tool to assess the contribution the project makes to health and health equity outcomes in the community.

## Community wellbeing indicators

Through community wellbeing indicators, a broad range of social, health and health equity outcomes can be tracked over time. Central Precinct benefits from the fact that the City of Sydney has established a comprehensive Community Wellbeing Indicators framework,<sup>173</sup> which applies to the local government area (the Secondary Study Area for this study). This tracks wellbeing over time, in outcomes areas as diverse as population health; food security; localised trust and social cohesion; safety and perceptions of safety; employment, and self-reported wellbeing. It is evidenced by a wide range of data sources, including community wellbeing surveys, and is an invaluable source of information.

There is the potential for outcomes to be tracked across localised areas, though localised surveys that apply the indicators framework – as the City of Sydney has implemented in the Green Square Urban Renewal Area. This approach is recommended for the Central Precinct and surrounding Primary Study Area, as a highly valuable and insightful tool to track changes in the community over time, and benchmark these against communities in the wider LGA.

## Social value measurement and Social Return on Investment

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*Social value and social return on investment (SROI) measurement are methods of quantitative analysis which seek to measure the social, environmental, and economic value of developments, particularly social infrastructure. It is a tool that recognises the desire for stakeholders to ensure that funding is directed toward effective infrastructure and programs, which will facilitate long term positive outcomes for population health and social wellbeing.*<sup>174</sup>

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Ultimately, as this Study shows, delivering high standards of social sustainability through the Central Precinct Renewal Program requires a clear understanding of the challenges and risks at stake, as well as the opportunities and benefits of “doing it right.”

Communities today have high expectations of government-driven projects, that they exemplify best practice in realising social equity and inclusion outcomes from the investment made. In other words, that the benefits of investment are directed to all sectors of society, and deliver opportunities to a broad range of people.

The Central Precinct Renewal program will affect a large number of people, day to day and over the long term. It therefore brings the opportunity to make a significant positive impact.

This requires recognition of the value of investing in social outcomes from the earliest stages – whether through the greening of the environment and delivery of high quality public spaces and places, or through approaches to sustainable procurement, and employment and training opportunities communities experiencing disadvantage, delivered through construction contracts.

Today, delivering socially sustainable urban renewal typically requires deliberate interventions or investments, beyond ‘business as usual’ approaches. Of course, it is hoped that in the future socially sustainable development will become business as usual).

Making the case for these interventions and investments therefore requires recognition and demonstration of social value, or social return on investment – the latter enabling long term financial return from social investment to be calculated.

<sup>173</sup> <https://www.cityofsydney.nsw.gov.au/surveys-case-studies-reports/community-indicators-report>



Social value and social return on investment (SROI) are methods of quantitative analysis which seek to measure the social, environmental, and economic value of developments, particularly social infrastructure. It is a tool that recognises the desire for stakeholders to ensure that funding is directed toward effective infrastructure and programs, which will facilitate long term positive outcomes for population health and social wellbeing<sup>175</sup>

The SROI model quantifies social and other values in the form of a cost-benefit analysis. Simply, it “creates a holistic perspective on whether a development project or social business or enterprise is beneficial and profitable.”<sup>176</sup> Processes such as this are important as they can attach monetary value to the social benefit of a development or program while bringing about more accountability and transparency to social investment.<sup>177</sup>

Investment in social infrastructure is a prime area in which the case needs to be clearly made on the social value and social return on investment, given the quantum of funding typically required.

Social infrastructure is evidenced to *create* value by providing what communities and individuals require for health, social wellbeing, and social connection: “it is essential in making communities liveable”. Communities and individuals who have access to adequate social infrastructure, for example, are evidenced to be less likely to suffer from poor health and be less reliant on government services over the long term.<sup>178</sup>

In social value terms, social infrastructure –including effective social and health services delivery –is shown to have significant impacts on community establishment, social wellbeing, social capital and long term community resilience. A lack of social infrastructure has been proven to result in long-term problems and associated costs for citizens, governments, and other stakeholders.<sup>179</sup> Urban amenities and social infrastructure may be seen as the ‘building blocks’ of a successful urban precinct.

Applying the social return on investment lens demonstrates that investment in social infrastructure in the Central Precinct will ultimately determine not only the health of individuals and communities living, working in and passing through the precinct, but the overall vibrancy and success of the precinct’s future society and economy, and that of the city in which it stands.

<sup>175</sup> Muglan, G. 2010, ‘Measuring Social Value’, *Stanford Social Innovation Review*, [https://ssir.org/articles/entry/measuring\\_social\\_value](https://ssir.org/articles/entry/measuring_social_value)

<sup>176</sup> Salverda, M. n.d., ‘Social Return on Investment’, *Better Evaluation*, <https://www.betterevaluation.org/en/approach/SROI>

<sup>177</sup> Social Ventures Australia Consulting 2012, ‘Social Return on Investment: Lessons learned in Australia’, <https://socialventures.com.au/assets/SROI-Lessons-learned-in-Australia.pdf>

<sup>178</sup> Infrastructure Australia 2019, ‘Australian Infrastructure Audit 2019’, Chapter 6, <https://www.infrastructureaustralia.gov.au/sites/default/files/2019-08/Australian%20Infrastructure%20Audit%202019%20-%206.%20Social%20Infrastructure.pdf>

<sup>179</sup> Woodcraft, S. Bacon, N. Caistor-Arendar, L. Hackett, T & Hall, P. 2012, ‘Design for Social Sustainability’, *Social Life*, [http://www.social-life.co/media/files/DESIGN\\_FOR\\_SOCIAL\\_SUSTAINABILITY\\_3.pdf](http://www.social-life.co/media/files/DESIGN_FOR_SOCIAL_SUSTAINABILITY_3.pdf)

## 20. Consultation

### 20.1 Introduction

This section provides a record of consultations that have informed this study, along with a summary of how these have specifically informed analysis and recommendations. It can be read in concert with other sections of the report that address specific issues arising through consultation, including in relation to crime and safety (**Section 14.6**); social – including health and health equity – challenges and opportunities to be considered through the renewal program (**Section 15**), and provision of social and health infrastructure and services (**Section 16.5**).

**Tables 15-17** below provide an overview of consultations undertaken to inform this study specifically and the broader precinct planning process, as well as other community consultations undertaken separately that provide important insights this study has drawn upon. **Table 18** provides a summary log of consultations – dates and organisations.

### 20.2 Broad community consultation with local communities and precinct users

#### Overview

The Central Precinct user survey, published by TfNSW and GfK in 2018, was the first, highly localised piece of direct community research that provides rich considerations for the project. This survey sought to understand the current experience of users of the Central Precinct and identify needs, gaps, and opportunities for renewal. The desired outcome was to provide insight and guidance in order to ensure the Central Precinct can cater effectively to the people who use it.

Taking a broader perspective on community priorities, needs, issues and aspirations that may have a bearing on the project, the second piece of evidence analysed for this study is the report on outcomes of the City of Sydney's *Planning for Sydney 2050* consultation undertaken in 2018-20.

This consultation involved a large number and variety of community engagement activities to inform the development of the City's next Community Strategic Plan and vision for Sydney in 2050, involving more than 5,000 people.<sup>180/181</sup> Many of the findings of this extensive community consultation exercise are of direct relevance to effectively planning the renewal of the precinct, including issues experienced by particular sectors of the community.

These consultations are summarised in **Table 18** over page.

<sup>180</sup> City of Sydney website, <https://www.cityofsydney.nsw.gov.au/vision-setting/planning-sydney-2050-what-we-heard>

<sup>181</sup> City of Sydney 2018-2020, Community Engagement Insights Report, Planning for Sydney 2050 (prepared by Astrolabe Group)

## Approach, insights and implications

**Table 18 Broad community consultations that have informed this study: approach, insights and implications**

Purpose and approach	Key findings and how they have informed this study
<b>Central Precinct user survey, TfNSW and GfK, 2018</b>	
<p>This survey sought to understand the current experience of users of the Central Precinct and identify priority needs, gaps, and opportunities for renewal.</p> <p>The survey approach featured multiple stages of both qualitative and quantitative research which included the following:</p> <ul style="list-style-type: none"> <li>• Stage 1: Defining the current state of play</li> <li>• Stage 2: Deep dive into customer experience</li> <li>• Stage 3: Co-creation of a future vision</li> <li>• Stage 4: Profiling the customer and their needs</li> </ul> <p>Other aspects of the survey include the identification of diverse user profiles, which consider a number of different social, emotional, and functional needs and which will need to be balanced in the delivery of the Central Precinct Renewal. These user profiles include workers, students, residents, tourists, homeless people, public transport customers, disabled people, families, teenagers, and dog owners.</p> <p>Research methods included desktop reviews, semiotic analysis, observation of the site and its use, onsite walking tours, online engagement, discussion groups and workshops, as well as a number of interviews with staff, customers, visitors, and other relevant community members.</p>	<p>The primary findings are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Connectivity:</b> The Central Precinct currently lacks coherence and connection: It is not easily traversed and does not encourage people to remain for an extended period of time. For this reason, transport and mobility is of the highest priority.</li> <li>• <b>Desire for transformation:</b> It is a desire of customers, citizens of Sydney, and visitors to see a major transformation of Central Station, the locality, and the Precinct.</li> <li>• <b>Desire for activation and vibrancy:</b> Sydney is currently lacking a ‘vibrant hub’, which is active through day and night, in the city centre, and which provides diverse and eclectic cultural and creative offerings.</li> <li>• <b>Destination creation:</b> It is a desire of customers, citizens of Sydney, and visitors to see the Central Precinct become ‘a destination in itself’ which is characterised by ‘a strong sense of place and unique identity’.</li> </ul>
<b>Planning for Sydney 2050 Community Consultation, City of Sydney, 2018-20</b>	
<p>This wide-ranging consultation of communities across the City of Sydney LGA was undertaken to generate community perspectives and insights to inform the forthcoming long term Community Strategic Plan for Sydney – <i>Sydney 2050</i>.</p> <p>Engagement activities included:</p> <ul style="list-style-type: none"> <li>• A survey of over 5,000 people</li> <li>• 33 pop-ups at events and libraries, including a disability expo at Sydney Town Hall, Wayside Chapel and 3 community housing forums</li> <li>• 12 community sessions including two in Mandarin, one in Spanish and one with apartment residents</li> <li>• Workshops with: First Peoples of Australia; small business community; cultural and nightlife sectors; the City’s advisory panels (disability and inclusion, Aboriginal, retail, design, public art, curatorial, nightlife and creative sector); and multi-disciplinary stakeholders</li> <li>• 23 workshops with young people</li> <li>• Creative and community leadership programs – I am Sydney and Emerging Civic Leaders with YVote</li> <li>• Community and business stakeholder briefings.</li> </ul>	<p>The main themes of community priorities identified were:</p> <ul style="list-style-type: none"> <li>• <b>A city for people.</b> People want a city that is green with trees and plants, has quality public spaces and different types of housing that is affordable. It is a socially supportive community that is safe, and inclusive.</li> <li>• <b>A city that moves.</b> People want to be using public transport, walking and bikes to move around. There is a reduction of cars, where streets and public spaces are easily accessible to people. The city is welcoming, and people can readily get to where they need to go.</li> <li>• <b>An environmentally responsive city.</b> People overwhelmingly want a response to climate change. They want a city with sustainable waste management and use of resources. People want to see a reduction in emissions, greater recycling and reusing of products and changes to how we use our city to reduce our impact on the environment.</li> <li>• <b>A lively, cultural and creative city.</b> People want a vibrant city, weaving its culture, heritage, entertainment and bold ideas through the workings of the city. The city has diverse shopping and entertainment options and a lively nightlife that includes many options. Locals and visitors gather for events and cultural experiences using public spaces.</li> <li>• <b>A city with a future focused economy.</b> People want a city that is supported by digital infrastructure that sustains the creation of new jobs and allows businesses to respond to changing customer needs. People are optimistic about the opportunities that will be available in terms of education, jobs, innovation and the economy.</li> </ul>

## 20.3 Consultation with key stakeholders and service providers

### Overview

A range of stakeholders and community representatives were consulted for this study in relation to the social infrastructure and health equity aspects of the renewal program, given the broad communities the renewal will affect. Central Station is a key hub for accessing services for workers, local residents, community members experiencing disadvantage, and students. As a nexus of Sydney's transport arteries, it is a hotspot of complex disadvantage and associated service provision, which caters to a diverse cross-section of the community.

Four key themes were consistently identified by service providers across diverse perspectives:

- The profile of the existing community is a key challenge, including health and health equity issues arising from being from a lower-socioeconomic background; higher than average drug and alcohol use; high numbers of people experiencing homelessness; housing unaffordability; significant rates of mental health issues, and domestic and family violence.
- Housing unaffordability is an accentuating factor that restricts the ability for service providers to operate and acquire new space when competing against market rents with low levels of grants and insecure donations, while conversely increasing demand on these service by placing stress and increasing housing insecurity for marginalised, disadvantaged groups in the area and Sydney more broadly.
- Lack of cross-institutional integration: low coordination and communication between services means that resources are wasted, efficiencies lost, and the community ill-served by a saturation of different services working in isolation from each other. For example, it was suggested that homeless and drug affected individuals accessing both small and large healthcare providers ought to be directed to the appropriate channels, given the safety concerns for both healthcare staff and these individuals, but that these pathways are currently lacking.
- Displacement and disruption from construction will challenge existing service provision. As a transport hub, it is essential to funnel people who end up in Central to existing local services. During the construction phase, for example, it was identified that construction workers and site wardens ought to be knowledgeable of and trained for referring people experiencing homelessness or other needs to services. Noting the impact of construction on access for staff and consumers of services, a sensitive approach is recommended for safety and access.

The diverse and well-informed perspectives on these key issues were incorporated throughout this study, directly informing the study analysis and recommendations arising, particularly in relation to social and health infrastructure and services provision, and optimising health and health equity outcomes through the opportunity presented by the renewal program.

These consultations are summarised further in **Table 19** below.

## Approach, insights and implications

**Table 19 Consultations with key stakeholders and service providers: approach, insights and implications**

Purpose and approach	Key findings and how they have informed this study
<b>Community services and emergency services</b>	
<p>A strategic program of stakeholder engagement with key service providers was undertaken in the preparation of social infrastructure assessment at <b>Part C</b>.</p> <p>A range of providers and agencies were consulted from across the government, private, and NGO sectors, all of which specialise in providing social and health infrastructure and services to those living, working, or engaging with the Central precinct.</p> <p>Consultations took the form of individual and group interviews, which are documented at <b>Table 18</b>.</p> <p>Guiding questions highlighted key issues for demand for and use of social infrastructure and services, provision for space, as well as community trends with bearing on the design and implementation of the Central precinct renewal.</p>	<p><b>Key findings</b></p> <p>Employment, fitness, nutrition, safety and wellbeing identified as areas that directly affect residents and workers engaging with the Central precinct. Community space, as well as the successful integration and relationship between emergency services and communities, is highlighted as vital to long term community health and wellbeing.</p> <p>The careful design of future urban spaces is important to engage and reflect community needs and to respond to key social issues, space limitations for service providers, and to improve social sustainability in the local area more broadly.</p> <p>Some of the key issues and social trends identified by community and emergency service providers include:</p> <ul style="list-style-type: none"> <li>• Loss of connection to place. Displacement of vulnerable people. Particularly Belmore Park impacts to service providers and the people that have traditionally gone there for connection, community, and access to food and services. It is also identified as a historical meeting point for Aboriginal people.</li> <li>• Poor wayfinding and a lack of welcoming social infrastructure.</li> <li>• Safety and perceptions of safety, with implications for perceptions of the whole of Sydney given its status as a gateway to the CBD.</li> <li>• Support for vulnerable people.</li> </ul> <p>Some of the key considerations raised for the design of new public domain include:</p> <ul style="list-style-type: none"> <li>• Reducing conflict areas: displacement of persons experiencing homelessness due to renewal of the site may create anti-social behaviour from increased interactions between different groups in the area.</li> <li>• Terrorism, drug use, and disruption to critical infrastructure are key issues raised for consideration when designing development on a sensitive site.</li> <li>• Passive recreation and incidental exercise should be incorporated into the precinct plan.</li> <li>• Consider weekend uses and balancing the needs of workers and local communities accessing both services and the public domain.</li> </ul> <p>Providing adequate space for service providers is highlighted as key. Some of the additional space issues identified by providers include:</p> <ul style="list-style-type: none"> <li>• Administration and office spaces for emergency services.</li> <li>• Provision for more community space, and ongoing upkeep and renovation of existing spaces, will be necessary to meet increases in residential and worker populations.</li> <li>• Childcare facilities, including 24-hour spaces and non-traditional infrastructure.</li> <li>• Service co-location hub that would include education, health, and capacity building.</li> <li>• Drug-injection safe spaces and mental health facilities.</li> </ul> <p><b>Outcomes arising for this study</b></p> <p>Central Precinct is an opportunity to meet these challenges, and stakeholder interviews have revealed such potential. For example, there is an opportunity to increase integration, engaging with stakeholders to co-design spaces and create services hubs for different providers to come together, share resources, and connect with those needing their assistance. For many people seeking assistance, for instance those experiencing homelessness, multiple challenges are present contemporaneously. Blending living skills, rental help, and disability support was suggested as a means to provide all-rounded care and ensure that the most appropriate services with high levels of speciality are accessed for individuals experiencing multiple needs for care.</p> <p>Creating a lively, engaging precinct will improve access to health and community services. Increasing employment and wellbeing in the area will positively impact disadvantaged communities, those using Central to access services, and attract employees to these service providers. Appropriate provision of space, coordinating structures, and placemaking that is sensitive to the complex needs of the communities in the precinct will therefore be vital to meet and surpass long-term social sustainability outcomes.</p>



Purpose and approach	Key findings and how they have informed this study
<b>Homelessness services</b>	
<p>Homelessness services and community representatives:</p> <ul style="list-style-type: none"> <li>• Haymarket Foundation</li> <li>• Homelessness NSW</li> <li>• Mission Australia</li> <li>• Missionbeat</li> <li>• Wesley Mission</li> <li>• Salvation Army</li> </ul>	<p><b>Key findings</b></p> <p>The Central precinct is a convergence of many social strata. It is a hub not only of transport, but of access to community and services. As a result, it is home to a large homeless community. Beyond meeting the challenges associated with building in a sensitive way to these communities, it is also an opportunity to include people who are marginalised or at risk of homelessness as part of the broader community.</p> <p>By including homeless people in these conversations, this changes the mode of engagement that developers have with communities and make them more likely to create places that enhance provision for homeless people and help break the cycles that drive individuals to housing insecurity. A welcoming space must welcome all sections of the community, both existing and new, of which homelessness is a large, if undervalued, aspect in the Central Precinct.</p> <p>With increasing housing unaffordability, more people are being driven to these services. While the Covid-19 pandemic temporarily decreased demand by providing government alternatives elsewhere, these alternatives are ceasing and economic stress is increasing overall. Generally, changes are seen not in raw homeless population but in the 'periods of support' and the type of assistance.</p> <p>It was raised in consultation that gentrification has some benefit to an area with homeless shelters, providing a sense of normalcy and socio-economic diversity instead of stratified pockets of lower socio-economic persons. However, community antagonism to homelessness services, including noise and general complaints from new neighbours, demonstrates a lack of awareness from the broader community who 'do not realise that homelessness is an issue in the area'.</p> <p>Housing unaffordability also impacts on the ability for providers to acquire safe spaces for rough sleepers. People who come into the city to access these services can get lost, be more at risk, and vulnerable to violence. It was noted that those services who generate their own income through internal business ventures were less prone to space inadequacy and acquirement issues.</p> <p><b>Current and future capacity and space to service community needs</b></p> <p>There was varied adequacy of current capacity, with some providers reporting sufficient private spaces and/or plans for increasing this space. Spaces for homelessness services were varied, including offices, boarding hostels, long-term self-contained apartments and community spaces/touchpoints. As noted, organisations that reported supporting commercial activities to support the acquisition of space, rather than relying on external funding, had less issues meeting capacity and space demands.</p> <p>Of those organisations that did need more space, access to residential zoned properties for affordable housing zoning and provision for these services was deemed critical as competing against the private market in such high demand areas locked organisations out of acquiring more space in key areas. Critically, youth accommodation services reported the highest need for more space, with future plans for expansion reducing but not curing current, let alone future, demand.</p> <p>Future demand for services and space derives not from raw population increases, but from the removal of homeless people from spaces that are converted from public to private in the process of precinct renewal. Displacement out of cheap boarding houses and public plazas during and after construction will move people, who will 'always congregate in the [Central] area', to rely on these services, increasing demand.</p> <p>To solve this issue, dis-aggregating case workers from centralised offices to increase technical and geographical demand, as well as integration and collaboration with other services, has been proposed by some providers. Additionally, more publicly accessible space in closer proximity to Central Station is recommended to meet increasing demand, including access to amenities such as showers and a laundry, and create touchpoints for staff to engage with those needing help.</p> <p><b>Barriers to meeting community needs</b></p> <p>The key barriers identified by homelessness service providers to meeting their communities needs can be summarised as:</p> <ul style="list-style-type: none"> <li>• Housing unaffordability</li> <li>• Lack of funding</li> <li>• Lack of blended services</li> <li>• Insufficient services for Youth, and Women and Children</li> <li>• Lack of public, safe, and welcoming space for those sleeping rough and for staff to engage consumers.</li> </ul>

Purpose and approach	Key findings and how they have informed this study
	<p><b>Implications for this study</b></p> <p>The findings of these engagements highlight the importance of planning for the needs of people experiencing homelessness – particularly people sleeping rough and in temporary accommodation in the locality – during the construction and ongoing operation of the precinct is a social equity priority. Responses involve effective engagement of Transport for NSW and other relevant agencies with services providers throughout the renewal program, including for guidance on responding effectively to the needs of people experiencing homelessness, and ensuring optimum social inclusion outcomes.</p> <p>The social and health services hub proposed to be delivered through the precinct was recognised for its potential to assist in effective service provision and coordination to meet community needs.</p> <p>The need for investment in the project to be leveraged to deliver social and supported housing in the locality was highlighted as a critical response aimed at ending homelessness.</p>
<b>Tertiary student services</b>	
	<p><b>Key findings</b></p> <p>The key barrier to meeting student needs lies in a lack of appropriate space and urban amenity in the Central precinct. Poor accessibility and spatial connectivity coupled with a low aesthetic beauty and isolated built environments contributes to students' lack of wellbeing and belonging to the spaces they occupy. More generally, perilous work security, housing unaffordability, and poor safety for students travelling through the station for classes was identified by service providers.</p> <p>Improving urban amenity through codesign by providing welcoming spaces for informal activity, end of trip facilities, and public services (eg. reading room, waiting room, knowledge centre, library hub) would improve the quality of experiences for those engaging with the Central precinct. Additionally, the post-covid world was identified as necessitating economical hotels or student accommodation for short-term stays. Capsule hotels would solve the issue of short-term rent for arriving international students or long-distance students and staff.</p> <p>Specifically, increased provisions for international students were identified, including language hubs and money/foreign exchange counters to connect and welcome communities. More generally, incorporated internship opportunities with companies in the CBD and Tech Central would ease students' employment crisis, and alternative local mental health services would take the pressure of tertiary providers.</p> <p><b>Implications for this study</b></p> <p>The renewal program was highlighted as an opportunity to respond to the needs of students, including international students, for which Central Precinct is a major hub and destination, given the networks of tertiary education institutions in the locality. The project is an opportunity to create a place that is welcoming and inclusive for students, including through provision of community facilities and open spaces where they can meet, gather, study and access affordable housing and food options.,</p> <p>Further, the attractiveness of the precinct for students fulfils key goals for the precinct to stimulate learning, innovation and entrepreneurship – a key goal of Tech Central, as part of Sydney's growing innovation economy.</p>
<b>Social and health service providers</b>	
<ul style="list-style-type: none"> <li>• Sydney Local Area Health District</li> <li>• Haymarket Foundation</li> <li>• Mission Australia</li> <li>• Wesley Mission</li> <li>• Salvation Army</li> <li>• ACON</li> </ul>	<p><b>Key findings</b></p> <p>The high levels of disadvantage and vulnerable groups, including homelessness, Aboriginal peoples, people from regional areas and people experiencing mental health issues, places strain on health services in the precinct. The surrounding areas, particularly Redfern, Waterloo and Surry Hills, are also from challenging demographic backgrounds, including lower socio-economic status and high levels of disability.</p> <p>The Sydney Dental Hospital and the Haymarket Foundation attempt to bridge the gaps between services by providing a co-location service; including not only dental but primary care, legal services, and staff trained for referral to other service providers.</p> <p>Key barriers identified to meeting community needs for both local health districts and private/NGO providers include:</p> <ul style="list-style-type: none"> <li>• Lack of funding</li> <li>• Difficulty attracting and finding staff as key barriers.</li> <li>• Poor cross-institutional collaboration</li> <li>• Lack of primary care and chemists</li> <li>• Out of area inquirers are sent back to their local area for community-based services.</li> </ul>

Purpose and approach	Key findings and how they have informed this study
	<p><b>Implications for this study</b></p> <p>Service providers highlighted the opportunity presented by the renewal program for inter-agency collaboration and improved effectiveness of service delivery for customers in this locality, which features dense networks of services. Continuity and improvements to service delivery during the course of the renewal program were key issues raised.</p> <p>Ensuring the renewal program takes account of the needs of vulnerable people, whom these services represent, and is focused on improving health and health equity outcomes for all, were highlighted as key concerns. Providers advised that ongoing engagement by TfNSW would assist in effective planning to optimise equity outcomes, particularly during the 20+ year construction process. The delivery of an on-site collaborative health and social services hub was welcomed as an important feature of the future precinct.</p>
<p><b>Aboriginal community services*</b></p> <p><i>*Note: this section refers to consultation with Aboriginal community services undertaken at the time of this study to inform the concurrent Redfern North Eveleigh precinct planning process. Insights of relevance to both precincts have been drawn upon for this study. Consultation with Aboriginal community members and broad community representatives undertaken for the Central Precinct Renewal Program specifically is documented in <b>Table 17</b> below.</i></p>	
	<p><b>Key findings</b></p> <p>Space is an important aspect of human wellbeing. It means ownership, safety, and an ability for a community to gather with a sense of permanency and security. For Aboriginal peoples, access to space has been traditionally crucial given dispossession and their accompanying lower socio-economic status.</p> <p>The area around the Central precinct has traditionally had a strong Aboriginal identity. Housing unaffordability is the biggest issue identified by Aboriginal service providers who are struggling to rent premises without sufficient funds to compete with market rent. This comes at a time where ongoing displacement of Aboriginal people in surrounding precincts leads to a concentration in Redfern/Central, breaking up community connections and identities rooted in place.</p> <p>Current capacity and space is inadequate to meet current demand from all service providers interviewed, let alone to meet future demand generated by local precinct displacement. Current spaces lack permanency, with no Aboriginal run community space or youth centre, particularly in the Darlington/Chippendale area.</p> <p>Other key barriers to meeting community needs identified by stakeholders include:</p> <ul style="list-style-type: none"> <li>• Poor communication with Council and other stakeholders, including tension with similar organisations</li> <li>• Insufficient grant funding</li> <li>• Use of local parks and community venues impacted by development</li> <li>• The need for more capacity for upskilling, partnerships, and mentoring, with employment opportunities</li> <li>• Access to spaces for art and culture.</li> </ul> <p>The creation of adequately funded social spaces or Aboriginal people codesigned with Aboriginal people, including the underdeveloped area of Aboriginal childcare, is proposed by providers. These spaces would include permanent spaces for 'kids to feel safe', including tutoring spaces and basketball courts to provide a sense of stability and ownership.</p> <p><b>Implications for this study</b></p> <p>Provision of dedicated spaces for Aboriginal community members to practice and share culture, including through performance spaces, were key issues raised by the consultations. This is considered a critical aspect of the renewal program, particularly given Aboriginal people's history of dispossession of space, and the lack of affordable spaces for Aboriginal organisations as inner city land values increase. Affordable housing was also highlighted as a key issue for Aboriginal community members in being able to continue to live in the locality and maintain connections to place.</p> <p>From a programmatic perspective, the need for a focus on effective and collaborative communication and engagement through the renewal program was highlighted as critical for improved equity and inclusion outcomes, along with upskilling – education, training and employment programs for Aboriginal community members to benefit from the project.</p>

## 20.4 Consultation with representatives of priority community groups

### Overview

Representatives of identified community groups who have particular needs or warrant specific consideration in planning the Central Precinct Renewal Program were consulted throughout the preparation of this study, along with other studies undertaken for the project. These include Aboriginal people; people experiencing homelessness; people living with a disability; LGBTIQ+ community members; students (including international students), and young people. These consultations have provided a range of insights and guidance for precinct planning.

### Approach, insights and implications

**Table 20 Consultations with key community representatives: approach, insights and implications**

Purpose and approach	Key findings and how they have informed this study
<b>Aboriginal community members and representatives</b>	
<p>Aboriginal community engagement for the Central Precinct Renewal program has been undertaken through two streams of work – by Cox Inall Ridgeway, and by Balarinji, the latter specifically to inform the development of the Connecting with Country framework for the project. These engagement processes are intended to capture the diversity of views amongst key Aboriginal stakeholders and local communities. The outcomes of these engagements have informed the work of other SSP studies, including this study.</p> <p>Aboriginal community engagement on the project will be conducted in multiple stages throughout the life of the program, including:</p> <ul style="list-style-type: none"> <li>• Planning, including through raising awareness of the project and building relationships with identified Aboriginal stakeholders</li> <li>• Undertaking stakeholder engagement activities (see below)</li> </ul> <p><b>Engagement approach</b></p> <ul style="list-style-type: none"> <li>• Analysing and reporting on key themes and trends arising from stakeholder consults</li> <li>• Liaising with Aboriginal stakeholders during the public exhibition process to encourage submissions</li> <li>• Updating the community on DPE's assessment and responses to submissions made</li> <li>• Informing the community of the outcome of the Minister's determination, including next steps and further engagement, if necessary.</li> </ul> <p>The engagement activities undertaken in the stakeholder engagement phase by CIR included:</p> <ul style="list-style-type: none"> <li>• 3 x Individual stakeholder engagement, including with Metro LALC, Coota Girls</li> </ul>	<p><b>Key findings</b></p> <p>Key themes and learnings identified through Aboriginal community engagement to date include:<sup>182</sup></p> <ul style="list-style-type: none"> <li>• <b>Gadigal identity:</b> understanding Country is linked to understanding what it means to be a Gadigal person. A thorough, creative, and educational interpretation of Gadigal history and identity in this project will help remedy the limited celebration and representation of Gadigal culture across Sydney.</li> <li>• <b>Anchoring the project in healing:</b> recognising the importance of specific healing due to the history of the Stolen Generation at Platform 1, stakeholders asked the project to consider overall healing from three perspectives – healing Country, healing culture, and healing spirit. It was noted that these share a cyclical, dependent relationship and that a successful project outcome can offer holistic healing.</li> <li>• <b>Nature as knowledge holders:</b> respecting the role that the natural environment plays in not only connecting Central Precinct to Country, but also re-connecting Aboriginal people to Country and culture. This theme emphasises the primacy of Country in Aboriginal culture, noting particularly the importance of water, and the need to educate non-indigenous persons about this relationship.</li> <li>• <b>The importance of connectedness:</b> moving beyond connectedness as a pure mobility and commuter perspective, it is important that this project relays the interrelated environmental, social, family, and cultural connections embedded in the umbilical connections between Central Station and environmental and community identity.</li> <li>• <b>Removing cultural blindness:</b> providing a foundation and opportunity to remove cultural blindness is important in a project of a scale such as this. Key parts of removing cultural blindness includes through educating non-Indigenous people and increasing Indigenous cultural representation and celebration. Caring for Country is an obligation that extends beyond cultural identities, yet many non-indigenous people are not yet aware enough to share this responsibility.</li> <li>• <b>Health and wellbeing/ Connection with Country:</b> Participants expressed the need for explicit acknowledgement of Aboriginal connection to the land that Central Precinct lies on, and that nothing would be possible without the makings of Country. This Country should also be preserved and made to flourish, e.g., plentiful green space, native plant species, environmental initiatives.</li> <li>• <b>Engagement and participation/ inclusive growth:</b> Social procurement policies are a key opportunity to support the growth of Aboriginal business during and after the development of Central Precinct. This should continue as a priority when employment opportunities are offered after the opening of the Precinct. As the cost of retail/commercial rental space increasingly poses challenges to Aboriginal business, there is a need for additional support in order to ensure they can operate within the Precinct.</li> </ul>

<sup>182</sup> Cox Inall Ridgeway, Central Precinct Renewal Project, First Nations Engagement (update and key learnings), 11 August 202

Purpose and approach	Key findings and how they have informed this study
<p>Aboriginal Corporation, and the Kinchela Boys Home Aboriginal Corporation</p> <ul style="list-style-type: none"> <li>• 2 x community workshops</li> <li>• 4 x individual consults with identified Elders</li> <li>• 4 x stakeholder workshops – including specific workshops for government agencies, Peak Bodies, Indigenous Digital Businesses, and the Gadigal Information Service</li> <li>• Attendance at the City of Sydney Aboriginal and Torres Strait Islander Advisory Panel.</li> </ul> <p>Balarinji’s engagement process, conducted during the development of the Connecting with Country framework, involved a series of meetings with several community members during September and October of 2021. The names of these community members have been intentionally omitted.</p>	<ul style="list-style-type: none"> <li>• There is demand for dedicated performance space to enable Welcome to Country in an appropriate location, and space to showcase Aboriginal art. There may also be room for space in which the public can view artists in the process of their practice.</li> <li>• <b>Amenity and accessibility/ vibrancy and diversity:</b> Aboriginal people should be made to feel welcomed into the precinct, not solely through recognition of Country, but through the provision of Aboriginal-specific avenues and platforms such as spaces for ceremonies, gatherings, cultural learning, and other social programs. These programs could also reach out to other vulnerable groups in the area, particularly the homeless and mentally ill.</li> <li>• Aboriginal people should be given opportunities to facilitate positive social change through rehabilitation programs, Blak markets, and Aboriginal-owned business. The economic participation of Aboriginal communities should be prioritised. The Precinct ultimately needs to be accessible to all people regardless of age, gender, ability, cultural background, and/or economic status.</li> </ul> <p><b>Implications for this study</b></p> <p>The findings of these consultations highlighted the importance of Connecting with Country as a framework for developing the future precinct design and identity. The renewal program brings the opportunity to celebrate and share Gadigal history and living cultures in this significant, central Sydney location. In addition, the Stolen Generations histories associated with Central need to be recognised sensitivity and appropriately, as part of Aboriginal people’s connections to this place.</p> <p>In terms of future health equity outcomes for Aboriginal community members, key approaches recommended related to the delivery of spaces within the precinct for Aboriginal community members specifically and co-designed with them. These are important for practising and sharing culture. Additionally, the delivery of services to Aboriginal community members, and creating connections with communities in Redfern and other surrounding neighbourhoods.</p> <p>Creating education, training and employment opportunities through the renewal program, including through social procurement, Aboriginal participation, apprenticeship and training programs, were seen as a critical way to improve equity outcomes in the future.</p>
<b>LGBTIQA+ community representatives</b>	
<p>LQBTIQA+ community representatives:</p> <ul style="list-style-type: none"> <li>• Pride in NSW</li> <li>• Pride in Diversity</li> <li>• ACON</li> </ul> <p>Engagement was undertaken through focus groups and one-on-one interviews during 2021-22.</p>	<p>Community representatives and service providers were consulted on social inclusion and equity issues for LGBTIQA+ people, which may be addressed through the renewal program. They welcomed the opportunity to engage early in the project, and to advise on key issues that will enhance safety, social inclusion, and wellbeing for LGBTIQA+ community members. Key issues raised related to:</p> <ul style="list-style-type: none"> <li>• <b>Visible signs of welcome and inclusion</b>, for example through symbols such as the Rainbow Flag visible in the public domain.</li> <li>• <b>Amenities</b> – including gender neutral toilets for trans and gender diverse people, ideally within the station, and associated signage and wayfinding.</li> <li>• <b>Safety and security</b> – including lighting and wayfinding, and access on site to a safe space where people can seek help and support in the event of an incident.</li> <li>• <b>Access to support</b>, including social and health services: Community representatives suggested provision of a ‘safe space’ or access point where people can access help, support and services within the precinct. The idea of the social and health services hub, as this type of space, was welcomed.</li> <li>• <b>Programmatic approaches</b> – training and awareness raising, particularly for customer services, social and health services, and on-site security teams’ representatives working with the general public to be able to effectively work with and support community members.</li> <li>• <b>Ongoing engagement with community representatives and advocates</b> to guide the project, including with Pride NSW, to deliver best social inclusion and health equity outcomes for LGBTIQA+ community members.</li> </ul> <p><b>Implications for this study</b></p> <p>Consultations highlighted the importance of ongoing engagement with services and community representatives to guide the delivery of optimum equity and social inclusion outcomes for LGBTIQA+ community members. This includes through focus on the civic domain – to ensure it is welcoming and inclusive, along with social support, social and health services and other programmatic approaches – such as awareness raising, education and training, to deliver a socially inclusive precinct.</p>



Purpose and approach	Key findings and how they have informed this study
<b>Disability community representatives</b>	
<p>Disability services providers and community representatives</p> <ul style="list-style-type: none"> <li>Disability Council NSW</li> <li>City of Sydney Disability team representative</li> <li>Multicultural Disability Advocacy Association NSW</li> </ul>	<p>Consultation with key disability community representatives was undertaken for this study and broader precinct planning, including with Transport for NSW social outcomes and accessibility team, Disability Council NSW, and the Multicultural Disability Advocacy Association NSW.</p> <p>Stakeholders stressed the need to improve the physical accessibility and amenity of the Central Precinct, with the needs of people living with a disability foregrounded through this process.</p> <p>In addition, levels of comfort and amenity were generally perceived as far from optimum, with a need for improved high amenity pedestrian pathways, adequate shading and seating, and wayfinding – including wayfinding approaches that cater to people who are blind or have low vision.</p> <p>As a critical baseline for the precinct renewal to improve the experience of people living with a disability, the following elements were seen as essential: well thought-through options for vertical accessibility across the precinct; compliance with the Disability Discrimination Act 1992 throughout the civic domain, and the provision of accessible toilets – including Changing Places toilets that provide adult changing rooms for people with complex physical disability.</p> <p>Further, the needs of and user journeys of people living with a disability through the station and precinct were highlighted, and ensuring touchstones throughout the life of the renewal project, so these issues are ongoing and not forgotten.</p> <p><b>Implications for this study</b></p> <p>Consultations highlighted the importance of universal design, beyond DDA compliance, to ensure the precinct is inclusive and accessible for people living with disability. This includes through physical design – including to provide accessible options for level changes in the precinct, and the application of new technologies to enhance users’ experience of the precinct, including through wayfinding and signage for people who are blind or have low vision.</p> <p>Beyond physical design, inclusion for all people can be delivered through education and training for people interacting with station users living with a disability, and provision of quiet spaces, accessible open spaces and other amenities that enhance the experience and inclusion of all people – ensuring this is a place for everyone.</p>
<b>Youth representatives (Greater Cities Commission Youth Panel)</b>	
<p>TfNSW held a session with GCC Youth Panel to discuss safety and security around Central. The group included a range of young people from a range of cultural backgrounds.</p> <p>The consultation was focused on safety issues in the Central Precinct, and also asked young people about their vision for the future of the precinct.</p>	<p><b>Key findings</b></p> <p>The following points were raised in relation to questions asked of the panel members.</p> <p><i>What impacts your perceptions of safety?</i></p> <ul style="list-style-type: none"> <li>Emergency help buttons don’t work, people need to be educated on how to use safety features</li> <li>Suggestion for an app that can explain where and how you can get help</li> <li>Devonshire Street tunnel feels unsafe, even though it is well-lit, you are on alert. It’s a long stretch of discomfort where there are no options to seek help</li> <li>Even if emergency help buttons were there it’s not safe to use them as you then become vulnerable as people know you feel unsafe</li> <li>Visible guards at the station make it feel safer – you get to stations outside of the city and there is no one there to help you if you feel unsafe at night</li> <li>Connectivity around Central is very poor – you can’t easily get to Surry Hills so you’re more likely to go somewhere else rather than Central</li> <li>If Central is activated with restaurants and bars people and feels safer, people will be attracted to go</li> <li>Central needs a diversity of businesses and needs to be multicultural in order to be exciting and attractive</li> <li>Central is like a concrete jungle – it needs fresh green spaces people can breathe in</li> </ul> <p><i>How would you describe your vision for the renewal of Central Precinct?</i></p> <ul style="list-style-type: none"> <li>You need to be able to see around corners and what’s happening around you</li> <li>Bright colours with better lighting, more story telling of Australia’s true history, greenery, comfortable infrastructure</li> <li>Central should be culturally diverse</li> </ul>

Purpose and approach	Key findings and how they have informed this study
	<ul style="list-style-type: none"> <li>• You have to do a lot of walking at Central, these spaces need to be improved so it's a better experience</li> <li>• Need safe and secure bike storage</li> <li>• Central should be less walking focussed so it can be accessible for everyone</li> <li>• Entries and exits around Central are not welcoming, there is nothing to greet you</li> <li>• Central should have visual and artistic expression, plan with Country, integrate native plants, medicinal gardens, expressions of culture through music and dance – Central provides an amazing opportunity to get these elements right</li> <li>• Affordable food options for the student population</li> </ul> <p><b>Implications for this study</b></p> <p>Young people’s perspectives highlighted the importance of the precinct being socially inclusive, activated, and reflective of the diverse people and cultures who live around it and who will use it daily. Key suggestions, such as bright colours and ‘storytelling of Australia’s true history’ point to the design reflecting the diverse histories, stories and cultures who have connections to the precinct – both Aboriginal and non-Aboriginal.</p> <p>Provision for active transport – walking and cycling – was highlighted, including bike storage, along with connectivity with surrounding neighbourhoods. The importance of safety and security was highlighted as a priority for precinct renewal, including through design to enhance a welcome atmosphere, and better signage, wayfinding and lighting. Precinct greening and reducing the sense of Central Precinct as a ‘concrete jungle’ is a key consideration for the whole renewal program.</p>

## 20.5 Consultation summary log

**Table 21 Summary log of consultation undertaken for this study**

Date	Organisation
March 2021	NSW DPE Demographics unit
29 March 2021	City of Sydney & Urban Analytics Unit Social, Economic and Cultural Strategy teams Research (Demographics) team
21 April 2021	NSW Police – Surry Hills Police Station
22 April 2021	The Salvation Army
22 April 2021	UTS - Student Health and Wellbeing Services and Support
23 April 2021	Oasis
24 March 2021	Redfern Youth Connect
31 March 2021	City of Sydney: Eora Journey team
26 April 2021	ACON
27 April 2021	St Vincent De Paul Society
28 April 2021	PCYC South Sydney
29 April 2021	City of Sydney, Safe City Team Representatives
5 May 2021	NSW Police – Sydney Transport Command
6 May 2021	National Centre for Indigenous Excellence, Redfern
7 May 2021	NSW Health – Sydney Local Health District
7 May 2021	Counterpoint Community Services
31 January 2022	Greater Cities Commission
29 March 2022	Disability community representatives: Transport for NSW social outcomes and accessibility team
March 2022	Disability services providers and community representatives: Disability Council NSW Multicultural Disability Advocacy Association NSW
18 March 2022	LQBTIQA+ community representatives: <ul style="list-style-type: none"> <li>• Pride in NSW</li> <li>• Pride in Diversity</li> </ul>
15 March 2022 29 March 2022	Homelessness services and community representatives: <ul style="list-style-type: none"> <li>• Haymarket Foundation</li> <li>• Homelessness NSW</li> <li>• Mission Australia</li> <li>• Missionbeat</li> <li>• Wesley Mission</li> <li>• Salvation Army</li> </ul>
12 March 2022	Greater Cities Commission Youth Panel <i>Note: Consultation undertaken by TfNSW to inform broader precinct planning, but documented here as relevant to this study</i>
12 May 2022	Greater Cities Commission Social Commissioner, Natalie Walker

## 21. Concluding comments and summary of key recommendations

### Transformative potential of the Central Precinct Renewal Program

This Study demonstrates how the scale and significance of the Central Precinct Renewal Program brings the opportunity to deliver significant positive social inclusion and health equity impacts in local communities and for the broader population, if delivered with these goals foregrounded in project planning and delivery.

This Study addresses whole of population health and health equity, as well as issues for particular parts of the community experiencing disadvantage, including Aboriginal people; people experiencing homelessness; people living with disability; LGBTIQ+ community members, and others. It considers the range of ways through which precinct design and delivery – both in terms of physical design and delivery, and programmatic aspects of delivery, such as procurement practices, can optimise the social sustainability benefits resulting from this renewal program.

The Study draws on a wide range of evidence and best practice frameworks for socially sustainable development to derive a series of recommendations for the precinct renewal, ranging from delivery of particular types of social infrastructure – including cultural and health infrastructure, to the delivery of sustainable procurement practices, socially inclusive spaces and amenities, and education, training and employment initiatives targeted at addressing local disadvantage.

Models such as Transformative Placemaking and Regenerative Placemaking draw on the UN Sustainable Development Goals to provide clear guidance on how the UN SDGs can be delivered in an urban development context. These models – described at **Section 11**, underpin this Study and have informed its research and recommendations.

The Study has also been informed by extensive consultation with key community representatives, and draws on the work of other experts undertaking concurrent studies to inform the State Significant Precinct – including Connecting with Country consultants (Balarinji); Aboriginal engagement experts (Cox Inall Ridgeway); heritage experts (Artefact Heritage Services); precinct architects and landscape architects – Architectus and Tyrell Studio.

Collectively, the range of studies undertaken to guide the delivery of a socially inclusive, sustainable, accessible, innovative and vibrant Central Precinct – aligned with the overall strategic directions for the Renewal Program (**Section 7.3**) – have been strongly founded in social inclusion and health equity goals.

This Study draws those threads together, setting out clear directions for achieving social inclusion and strengthening community wellbeing and resilience as a primary goal for the renewal program.

### Social (including health) infrastructure delivery

Due to the prominence, scale and accessibility of the Central Precinct, the renewal of this site offers an opportunity to deliver on social infrastructure needs for the broader catchment, in a location that is accessible to workers, residents and visitors of the Sydney CBD and surrounding neighbourhood.

Social infrastructure priorities are recommended for consideration through the precinct planning process including an integrated multipurpose facility with cultural and creative makers' spaces at the core (4000sqm+); a co-located Aboriginal community and cultural space (1000sqm); a local community tech lounge (minimum 400sqm); childcare facility; social and health services hub (minimum 400sqm); open space (15%+ of developable site area or 3000sqm minimum); recreation infrastructure, and play spaces integrated throughout the civic domain.

Additionally, the study recommends provision of specialist amenities and spaces for the community (e.g. quiet rooms, prayer and meditation rooms, community lounges, mother and baby rooms); a variety of retail offerings, including grocery, food and beverage options affordable to lower income earners, and subsidised co-working spaces.

Affordable housing (15%+ of new housing delivered) – the Central Precinct SSP Study will include the commitment to deliver 15% of any new residential floor space as affordable housing. Following the public exhibition period by DPE of the SSP Study, TfNSW will target for the Precinct, a further 15% of new residential floor space to be delivered as diverse housing, including Build to Rent (BTR), subject to further economic modelling and governance considerations. This approach would align both Redfern North Eveleigh and Central Precinct with the same requirements for affordable and diverse housing.

It is further recommended that social and supported housing be delivered in the locality, through investment opportunities generated by the renewal program. The latter is highlighted as a critical response to prevalence of homelessness and rough sleeping in the locality.

The study recommends a wide range of physical and programmatic approaches to address health and health equity issues arising from the preliminary equity-focused Health Impact Assessment undertaken as part of this work. These include regenerative design approaches informed by Connecting with Country, and other place-based approaches that respond and enhance diverse communities' connections to place.

Social inclusion through physical and programmatic approaches are highlighted, such as design of spaces that are safe and welcoming for all people, including people living with disability, young people, women, and LGBTIQ+ community members, are highlighted, as well as provision of social infrastructure that meets the needs of particular communities, such as gender-neutral toilets for trans and gender diverse people, and quiet spaces for neurodiverse community members.

The recommendations of this Study have directly informed the development of the Reference Master Plan, Urban Design Framework and broader planning framework, and will be further implemented through the renewal program as it evolves. Deliberative design for social inclusion, as well as implementation of sustainable procurement and other practices targeted at addressing social disadvantage, will ensure that the Central Precinct Renewal Program delivers positive and wide-ranging transformation – fulfilling its potential for truly Transformative Placemaking.



## APPENDICES

## Appendix A. Information Sources

### Evidence of consultation

This study has been informed by a range of information and documentation. Full documentation of consultation activities is provided at **Section 20**.

### Government data

Australian Bureau of Statistics (ABS) Census 2016 – SA1 level demographic data for study areas

ABS Census 2016 – Destination Zone level place of work data for study areas

ABS 2016, Census QuickStats

ABS, Census of Population and Housing 2016

Bureau of Crime Statistics and Reporting (BOCSAR) NSW Crime Trends Tool  
([bocd.lawlink.nsw.gov.au/bocd/cmd/crimetrends/Init](http://bocd.lawlink.nsw.gov.au/bocd/cmd/crimetrends/Init))

City of Sydney 2017, Visitor profile and experience survey 2017 (prepared by EY Sweeney)

City of Sydney Community Wellbeing Indicators dataset, 2011, 2015, 2019

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[news.cityofsydney.nsw.gov.au/articles/majority-of-city-residents-satisfied-with-their-life-overall](http://news.cityofsydney.nsw.gov.au/articles/majority-of-city-residents-satisfied-with-their-life-overall)

City of Sydney 2018-2020, Community Engagement Insights Report, Planning for Sydney 2050 (prepared by Astrolabe Group)

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[crimetool.bocsar.nsw.gov.au/bocsar](http://crimetool.bocsar.nsw.gov.au/bocsar)

NSW FACS – house price data for City of Sydney – median rent and sales 2017-2020

Transport for NSW estimated population figures and projections – Travel Zone level resident and worker data for study areas

### NSW Government strategies and plans

Premier's Priorities (NSW Government, 2019)

Sydney Local Health District Strategic Plan (NSW Health SLHD, 2018)

Future Transport Strategy 2056 (Transport for NSW, 2018)

Transport Environment and Sustainability Policy (Transport for NSW, 2020)

Global NSW Brochure (NSW Government, 2020)

Building Momentum: State Infrastructure Strategy 2018-2038 (Infrastructure NSW, 2018)

Design and Place State Environmental Planning Policy (SEPP) Explanation of Intended Effect (NSW Government, 2021)

Practitioner's Guide to Movement and Place (NSW Government Architect, 2020)

Better Placed (NSW Government Architect, 2017)

Greener Places (NSW Government Architect, 2020)

Designing with Country (NSW Government Architect, 2020)

Draft Connecting with Country (NSW Government Architect, 2020)

Greater Sydney Region Plan (Greater Cities Commission, 2018)

Eastern City District Plan (Greater Cities Commission, 2018)

Sustainable Procurement Guide for Local Government NSW (NSW Government, 2017)

Transport Sustainable Procurement Policy (Transport for NSW, 2016)

Sustainable Procurement in Infrastructure (Transport for NSW, 2022)

Aboriginal Participation Strategy (Transport for NSW, 2021)

### **City of Sydney strategies, plans and research projects**

Housing for All – Local Housing Strategy (2020)

Sustainable Sydney 2030: Community Strategic Plan 2017-2021 (2017)

City Plan 2036 - City of Sydney Local Strategic Planning Statement

Local Strategic Planning Statement (2019)

Draft Central Sydney Planning Strategy (2016)

Sydney Development Control Plan 2012 (Sydney DCP) (2012)

A City for All: Social Sustainability Policy and Action Plan (2018)

A City for All: Homelessness Action Plan (2019)

A city for all – Inclusion (Disability) Action Plan 2021–2025 (2021)

OPEN Sydney: Future directions for Sydney at night (2013)

Creative City: Cultural Policy and Action Plan (2014)

Cultural Infrastructure Study (2020)

Digital Strategy (2020)

Economic Development Strategy (2013)

Tech Startups Action Plan (2016)

### **Other government sources**

Australian Government, 2017, Aboriginal Tourism Action Plan 2017-2020

Australian Government Productivity Commission 2020, 'Overcoming Indigenous Disadvantage: Key Indicators 2020', [www.pc.gov.au/research/ongoing/overcoming-indigenous-disadvantage/2020/report-documents/oid-2020-overcoming-indigenous-disadvantage-key-indicators-2020-report.pdf](http://www.pc.gov.au/research/ongoing/overcoming-indigenous-disadvantage/2020/report-documents/oid-2020-overcoming-indigenous-disadvantage-key-indicators-2020-report.pdf)

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City of Sydney Biannual Street Count; City of Sydney Social Programs and Services Unit

City of Sydney Visitor profile and experience survey (EY Sweeney 2017)

City of Sydney website, 2020. [www.cityofsydney.nsw.gov.au/guides/city-at-a-glance](http://www.cityofsydney.nsw.gov.au/guides/city-at-a-glance)

City of Sydney website, <https://www.cityofsydney.nsw.gov.au/vision-setting/planning-sydney-2050-what-we-heard>

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## Appendix B. Policy framework for the project

**Table 22 Overview of policy drivers for the project**

Policy themes	Implications for the project	Key documents
<p><b>Sydney CBD as a nationally significant economic centre, driving demand for high quality commercial floorspace and innovation</b></p>	<ul style="list-style-type: none"> <li>Both state and local planning strategies recognise Central Sydney's significant contribution to the productivity of both NSW and Australia as a whole and prioritise employment growth in Central Sydney. To strengthen the economy of Central Sydney into the future, commercial floorspace in the area will need to be renewed to meet contemporary tenant demands and continue to attract globally significant organisations.</li> <li>It is estimated that by 2036, there will be an additional 200,000 people working in Sydney LGA. It is a City of Sydney (CoS) priority to ensure that new development delivers adequate commercial and office floorspace in order to accommodate for an increased workforce, and secure the economic growth of Greater Sydney, NSW, and Australia.</li> <li>It is a vision of CoS's Economic Development Strategy to create a dynamic and resilient economy, stimulated by innovation. The City aims to encourage innovation by "continuing to build on and enhance the industry clusters within the city to facilitate the exchange of tacit and explicit knowledge flows" (pg. 52).</li> <li>It is a CoS priority to create a robust and connected entrepreneurial and start-up ecosystem which has the capacity and access to "launch local companies that become global companies" (pg. 3). The City is committed to utilising planning regulations to encourage the construction of innovation spaces, including co-working facilities.</li> <li>It is a state priority to position NSW as a leading global economy by accelerating the growth of 'Lighthouse Precincts' such as the Sydney Innovation and Technology Precinct. The NSW Government recognises that when firms cluster together in precincts they become more competitive and innovative, stimulating wider community benefits such as higher-paying jobs, increased exports, and investment.</li> </ul>	<ul style="list-style-type: none"> <li><i>Global NSW Brochure</i> (NSW Government, 2020)</li> <li><i>Greater Sydney Region Plan</i> (Greater Cities Commission, 2018)</li> <li><i>Local Strategic Planning Statement</i> (City of Sydney, 2019)</li> <li><i>Economic Development Strategy</i> (City of Sydney, 2013)</li> <li><i>Tech Startups Action Plan</i> (City of Sydney, 2016)</li> </ul>
<p><b>Supporting population growth and the '30-minute city'</b></p>	<ul style="list-style-type: none"> <li>The population of the Eastern City District is expected to increase by approximately 19% from 1,013,200 in 2016, to reach 1,338,250 in 2036 The Sydney LGA is also forecasted to experience similar levels of population growth (+115,000 by 2036).</li> <li>Major centres such as Sydney CBD play a key role in meeting the employment, education and goods and service needs of their communities, while delivering social and economic benefits. It is a state and local priority to deliver a "30 minute city" where employment and education opportunities, daily living needs, and housing are accessible to each other in 30 minutes or less, via public transport.</li> <li>The Greater Cities Commission recognises that providing adequate infrastructure to support population growth is essential to delivering a liveable, productive, and sustainable community. Investment in public transport projects, including Sydney Metro, has improved business-to-business connections and enhanced the attractiveness of the Sydney CBD as a commercial centre.</li> <li>TfNSW recognises that integrated networks of public transport corridors are integral to the growth, functionality, and efficient movement of people throughout Greater Sydney. It is a state priority to align infrastructure investment and service levels with population growth, especially within city-shaping corridors such as Central Precinct.</li> </ul>	<ul style="list-style-type: none"> <li><i>Future Transport Strategy 2056</i> (TfNSW, 2018)</li> <li><i>Greater Sydney Region Plan</i> (Greater Cities Commission, 2018)</li> <li><i>Eastern City District Plan</i> (Greater Cities Commission, 2018)</li> <li><i>Local Strategic Planning Statement</i> (City of Sydney, 2019)</li> </ul>
<p><b>Shift to higher-density living driving demand for high-quality green, open, recreational space and 'third places'</b></p>	<ul style="list-style-type: none"> <li>The CoS has identified that the overwhelming majority of new dwellings will be provided as medium to high-density apartment buildings, "signalling a sustained long-term shift to apartment living" (pg. 44). As Sydney's population grows and more people shift to high-density living, the community will require additional public, communal space and 'third places' to relax and socialise outside of their homes.</li> <li>Sydney LGA's shared public spaces, such as parks, retail centres, libraries, and community facilities will continue to experience increased use, driving demand for additional capacity and investment into new social infrastructure. It is a Council priority to align development and growth with supporting social infrastructure and ensure equitable access to high-quality open space.</li> </ul>	<ul style="list-style-type: none"> <li><i>Premier's Priorities</i> (NSW Government, 2019)</li> <li><i>Greener Places</i> (NSW Government Architect, 2020)</li> <li><i>Local Strategic Planning Statement</i> (City of Sydney, 2019)</li> </ul>

Policy themes	Implications for the project	Key documents
	<ul style="list-style-type: none"> <li>It is a vision of the NSW Government Architect framework, <i>Greener Places</i>, to integrate green infrastructure with other urban infrastructure such as built form and transport infrastructure, in order to create high-quality urban environments and promote active, healthy lifestyles. It is a key action of the framework to balance the recreational and functional requirements of parks with greening objectives to increase canopy cover.</li> <li>It is a Premier's Priority to "green" Greater Sydney by increasing tree canopy and green cover across the region, and to plant 1 million trees by 2022. The NSW Premier, Gladys Berejiklian, recognises the role that trees play in creating great community places, and enhancing outdoor recreation and exercise opportunities.</li> </ul>	
<p><b>Strengthening community resilience and wellbeing</b></p>	<ul style="list-style-type: none"> <li>Sydney is a fast-growing global city which relies on social sustainability and community resilience to pull together in times of stress and crisis. The City of Sydney is committed to providing adaptable social infrastructure and maximising the use of existing infrastructure in order to ensure equitable access and respond to the needs and aspirations of the entire community.</li> <li>The Greater Cities Commission recognises the importance of socially-connective spaces in building resilient communities. Well-planned social infrastructure, educational facilities and communal spaces can assist in fostering "healthy, culturally rich, and networked communities that share values and trust and can develop resilience to shocks and stress" (pg. 33).</li> <li>Key directions of the <i>Resilient Sydney</i> strategy includes ensuring that every Sydneysider feels that they belong in their city, with equal access to "engage in society, the economy, and all the city has to offer" (pg. 61). The strategy aims to include people and communities in decision-making for growth and equity in order to foster a stronger connection to the city.</li> <li>It is a state priority to foster community resilience by ensuring natural and built environments are responsive to climate change. Public infrastructure should be water-sensitive, and reduce the impact of heatwaves and extreme heat, for example, an increased urban tree canopy, particularly for residents who do not have access to air-conditioning or places to cool down in their own homes.</li> <li>TfNSW recognises the role of transport in enabling social inclusion and economic prosperity. It is a state priority to facilitate "healthy liveable communities" (pg. 1) through the delivery of transport infrastructure. This will include sustainable procurement, environmental protection, and the consideration of 'whole of life' benefits.</li> </ul>	<ul style="list-style-type: none"> <li><i>Practitioner's Guide to Movement and Place</i> (NSW Government Architect, 2020)</li> <li><i>Resilient Sydney: A Strategy for City Resilience</i> (Metropolitan Councils of Sydney, 2018)</li> <li><i>Eastern City District Plan</i> (Greater Cities Commission, 2018)</li> <li><i>Sustainable Sydney 2030: Community Strategic Plan</i> (City of Sydney, 2017)</li> <li><i>Transport Environment and Sustainability Policy</i> (TfNSW, 2020)</li> </ul>
<p><b>Improving public amenity, accessibility, safety, and wayfinding</b></p>	<ul style="list-style-type: none"> <li>It is a state priority to create successful places by improving public amenity and supporting the needs of all users. "The design, planning, and management of roads and streets needs to consider potential impacts on the amenity of adjacent places – public spaces and land uses" (pg. 11).</li> <li>NSW Government Architect recognises that design of the public domain needs to consider diverse uses, including walking, cycling, making deliveries, going to school, shopping, dining, or waiting for a bus. Transport options should also provide ways of getting around at differing levels of ability and affordability in order to increase the autonomy of non-drivers, people living with a disability, and/or low-income earners.</li> <li>It is a priority of the NSW Design and Place SEPP to consider enhanced urban amenity and accessibility in the design of public space. The NSW Government recognises the role of high-quality public spaces in encouraging a healthy public life and equitable growth.</li> <li>It is a CoS priority to improve pedestrian safety by improving pedestrian crossing, decreasing traffic speeds on busy streets, increasing street canopy cover, providing direct and sociable walking connections, and ensuring adequate lighting. Sydney's Development Control Plan contains provisions to achieve this objective.</li> <li>The Committee for Sydney's 'Safety after Dark' study on women's safety has identified that environmental factors such as poor lighting, poor infrastructure (e.g., design which inhibits one's line of sight), and lack of security tend to exacerbate feelings of danger among women in Sydney. Recommendations arising from this study include increased lighting and security around public transport nodes, improving access to reporting</li> </ul>	<ul style="list-style-type: none"> <li><i>Design and Place State Environmental Planning Policy (SEPP) Explanation of Intended Effect</i> (NSW Government, 2021)</li> <li><i>Practitioner's Guide to Movement and Place</i> (NSW Government Architect, 2020)</li> <li><i>Safety after Dark: Creating a city for women living and working in Sydney</i> (Committee for Sydney, 2019)</li> <li><i>Local Strategic Planning Statement</i> (City of Sydney, 2019)</li> <li><i>Sydney Development Control Plan 2012 (Sydney DCP)</i> (City of Sydney, 2012)</li> <li><i>Digital Strategy</i> (City of Sydney, 2020)</li> </ul>

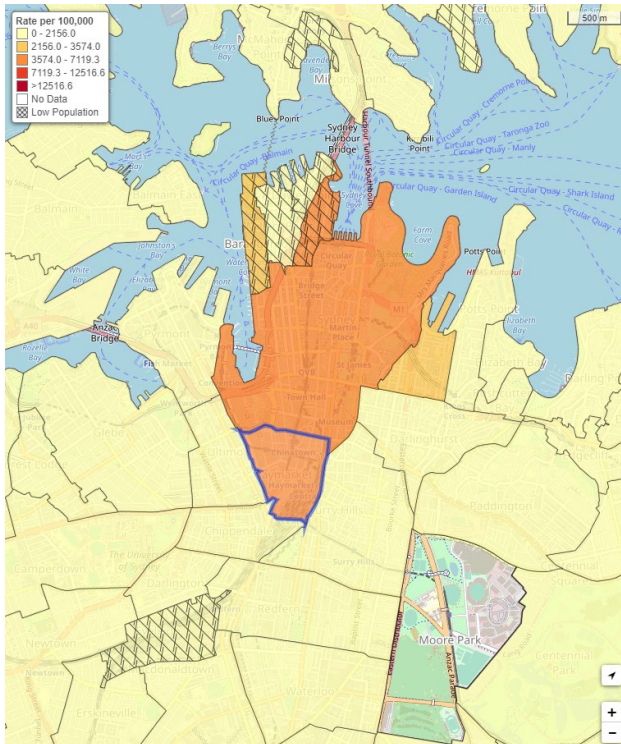
Policy themes	Implications for the project	Key documents
	<p>technology such as phone charging stations or emergency call buttons, and the training of venue staff to recognise sexual harassment.</p> <ul style="list-style-type: none"> <li>It is a CoS priority to enhance wayfinding solutions by implementing an open and accessible Wi-Fi network in key areas of the City and integrating the built environment, including public information and transport ticketing, with people's personal mobile devices.</li> </ul>	
<p><b>Supporting community health and health equity</b></p>	<ul style="list-style-type: none"> <li>It is a priority of the Sydney Local Health District's (SLHD) strategic plan to facilitate an engaged, empowered, equitable, and healthy community. The SLHD recognises the influence of a healthy built environment on the achievement of this priority and advocate for the consideration of health, health services, health infrastructure and service access in urban development and renewal projects.</li> <li>A strategic direction of the CoS's Community Strategic Plan is to create a city for walking and cycling. These modes of transport are low-cost, reliable, environmentally sustainable, and encourage an active, healthy lifestyle. It is a Council priority to provide safe, comfortable, and attractive walking and cycling networks which link people and places in order to facilitate this direction.</li> <li>The CoS recognises the way in which socio-economic status can affect people's health and wellbeing. It is a CoS priority to break down barriers of disadvantage by "providing open spaces, recreational facilities, and walking and cycling infrastructure to encourage active living; monitoring air quality; regulating food safety; adopting urban planning and design that makes communities safer; delivering programs that address social isolation and creating strategies for combatting drug and alcohol use" (pg. 39).</li> <li>The Greater Cities Commission recognises that equitable access to green, open space is vital to community health and wellbeing. The delivery of new open spaces and recreational facilities should be within walking distance to active transport links and accessible to a variety of users.</li> </ul>	<ul style="list-style-type: none"> <li><i>Eastern City District Plan</i> (Greater Cities Commission, 2018)</li> <li><i>Sustainable Sydney 2030: Community Strategic Plan</i> (City of Sydney, 2017)</li> <li><i>A City for All: Social Sustainability Policy and Action Plan</i> (2018)</li> <li><i>Sydney Local Health District Strategic Plan</i> (NSW Health SLHD, 2018)</li> </ul>
<p><b>Connecting with Country</b></p>	<ul style="list-style-type: none"> <li>The NSW Government recognises the Aboriginal experience and connection with Country as a place of origin in cultural, spiritual, and literal terms. Aboriginal people "are part of Country, and their/our identity is derived in a large way in relation to Country. Their/our belonging, nurturing and reciprocal relationships come through our connection to Country. In this way Country is key to our health and wellbeing" (pg. 2).</li> <li>NSW Government Architect frameworks have identified the importance of 'eco-centric' design, which includes people, animals, resources, and plants equally, in considering and appreciating the Aboriginal world view.</li> <li>It is a state priority to respect Aboriginal relationships to Country as well as their cultural protocols, ensure financial and economic benefits to the Country and Traditional Custodians of the Country on which work is carried out, and share tangible and intangible benefits with the Country on which work is carried out, including with current and future generations.</li> <li>A component of the NSW Design and Place SEPP is to use Country as a foundation for place-based design and planning in order to deliver "healthy and prosperous places that support the wellbeing of people, community, and Country" (pg. 4).</li> </ul>	<ul style="list-style-type: none"> <li><i>Design and Place State Environmental Planning Policy (SEPP) Explanation of Intended Effect</i> (NSW Government, 2021)</li> <li><i>Designing with Country</i> (NSW Government Architect, 2020)</li> <li><i>Draft Connecting with Country</i> (NSW Government Architect, 2020)</li> </ul>
<p><b>Stimulating the night-time economy, facilitating cultural vibrancy, and activating streets</b></p>	<ul style="list-style-type: none"> <li>Regional and local government documents indicate that the City of Sydney contains a unique social, economic, and cultural population profile. 54.9% of Sydney's population was born overseas and 41.3% speak a language other than English at home. Sydney LGA is also home to one of the region's largest Aboriginal population, representing 1.6% of the population as of 2016.</li> <li>It is a priority of the NSW Design and Place SEPP to facilitate cultural vibrancy and activation by ensuring a minimum level of non-residential activation on street frontages, and designing public spaces which are conducive to inclusive cultural activity.</li> <li>It is a CoS priority to ensure that Sydney's diversity is prized and promoted, cultural and creative opportunities are valued and accessible to all, and that the City's cultural vibrancy and creativity is highly visible, measured not only by the quantity and quality of cultural infrastructure, but evident in the City's public domain.</li> </ul>	<ul style="list-style-type: none"> <li><i>Design and Place State Environmental Planning Policy (SEPP) Explanation of Intended Effect</i> (NSW Government, 2021)</li> <li><i>Local Strategic Planning Statement</i> (City of Sydney, 2019)</li> <li><i>OPEN Sydney: Future directions for Sydney at night</i> (City of Sydney, 2013)</li> <li><i>Creative City: Cultural Policy and Action Plan</i></li> </ul>



Policy themes	Implications for the project	Key documents
	<ul style="list-style-type: none"> <li>The CoS's OPEN Sydney strategy envisions Sydney as an internationally recognised night-time city that is safe, connected, diverse, inviting, and responsive. By improving Sydney's night-time function and activation, Council will ensure that night-time experiences are better balanced with daytime activities and are far more inclusive of the entire community.</li> <li>Actions of the OPEN Sydney strategy include increasing the frequency and availability of late-night public transport, promoting later trading times for cultural and creative venues, creating more diversity in late-night dining and entertainment options, and discouraging the 'clustering' of late-night venues for a more dispersed night-time economy.</li> <li>The CoS recognises that successful global cities offer "a wide choice of leisure and entertainment, and a rich mix of private and public attractions for a diversity of ages, lifestyles, and cultures, including families" (pg. 12). It is a Council priority to match the diversity of choices available during the day into the evening and create a viable transition between daytime and night-time economies.</li> </ul>	<p>2014 - 2024 (City of Sydney, 2014)</p>
<p><b>Enabling equitable growth and inclusion</b></p>	<ul style="list-style-type: none"> <li>Sydney LGA is characterised by pockets of extreme advantage and extreme disadvantage. It is a vision of Council's 'City for All' plan to foster an inclusive city in which everyone has access to opportunities to "learn, grow, and thrive" (pg. 32). It is a Council priority to ensure that community facilities, programs, and services are accessible and affordable to community organisations, low-income earners, and people with disabilities.</li> <li>Despite Sydney's prosperous and growing economy, homelessness remains to be a significant issue in the LGA. The City of Sydney recognises that providing secure housing and services for those who are homeless or at risk of homelessness is crucial for inclusive economic growth. It is a Council priority to increase the supply of subsidised social, affordable rental, and supported housing.</li> <li>The CoS is committed to providing affordable rental space to entrepreneurs, tech start-ups, local artists, and cultural organisations in order to bolster Sydney's innovative and creative economies.</li> <li>It is a priority of the City's Economic Development Strategy to achieve balanced growth by ensuring that planning controls optimise the long-term productive capacity of the City. Council aims to "enable diversity in supply of large and small scale developments, [encourage] active street frontages, and [balance] the often competing needs of residents and businesses in close proximity" (pg. 30).</li> <li>Infrastructure NSW recognises the role that transport can play in mitigating socio-economic disadvantage, as "parts of Sydney and regional NSW have relatively poor accessibility to services, jobs and opportunities..." (pg. 120-121). It is a state priority to minimise social exclusion and economic disadvantage by improving access to services and key sites of opportunity.</li> </ul>	<ul style="list-style-type: none"> <li><i>A City for All: Social Sustainability Policy and Action Plan</i> (City of Sydney, 2018)</li> <li><i>A City for All: Homelessness Action Plan</i> (City of Sydney, 2019)</li> <li><i>Creative City: Cultural Policy and Action Plan</i> (City of Sydney, 2014)</li> <li><i>Tech Startups Action Plan</i> (City of Sydney, 2016)</li> <li><i>Economic Development Strategy</i> (City of Sydney, 2013)</li> <li><i>Building Momentum: State Infrastructure Strategy 2018-2038</i> (Infrastructure NSW, 2018)</li> </ul>

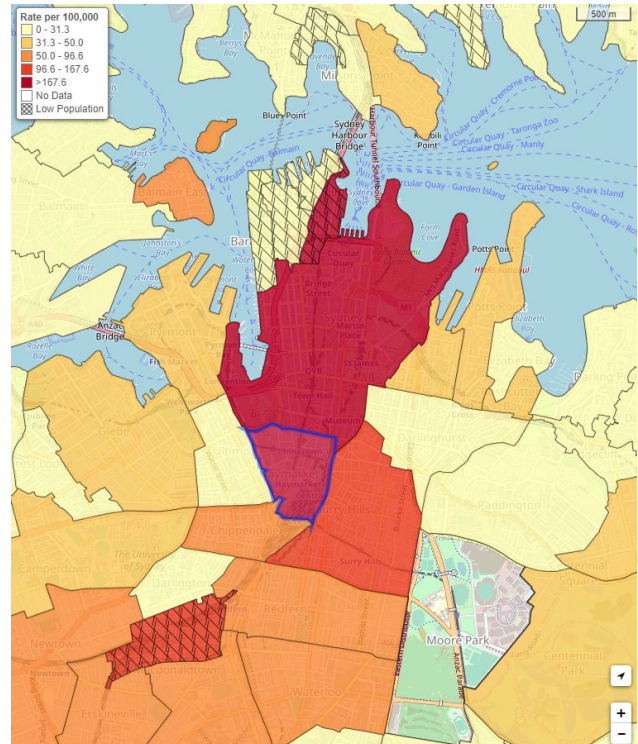
Source: Ethos Urban

## Appendix C. Crime hotspot maps - BOCSAR



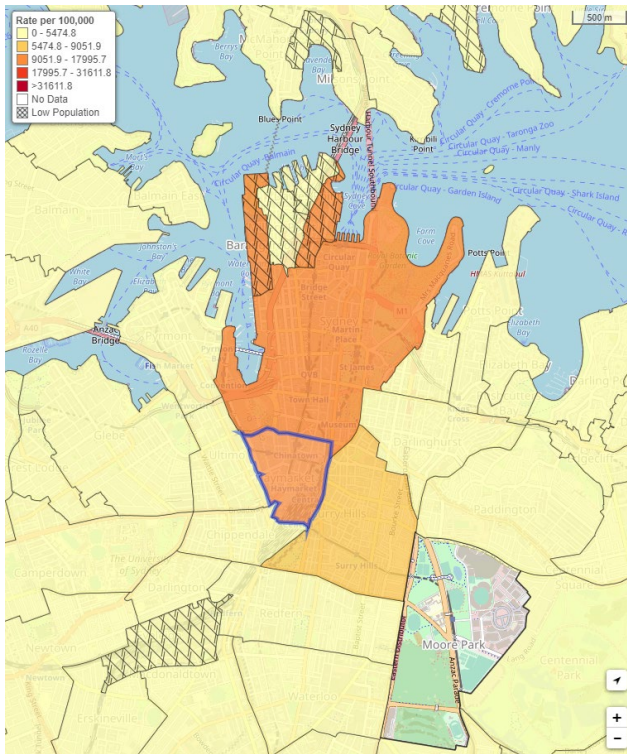
**Figure 49 Incidents of Assault from January 2020 to December 2020, rate per 100 000 residents. Blue border marks the suburb of Haymarket**

Source: BOCSAR NSW Crime Tool



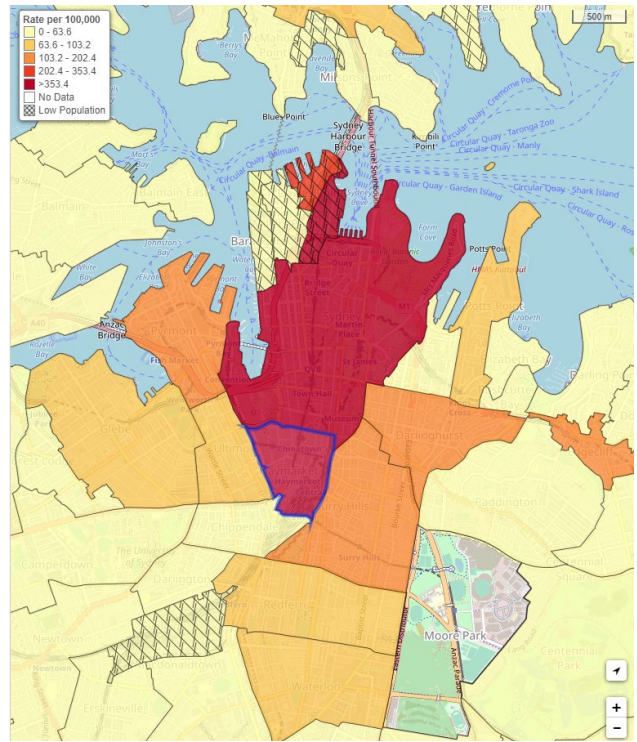
**Figure 50 Incidents of Robbery from January 2020 to December 2020, rate per 100 000 residents**

Source: BOCSAR NSW Crime Tool



**Figure 51 Incidents of Theft (Total) from January 2020 to December 2020, rate per 100 000 residents**

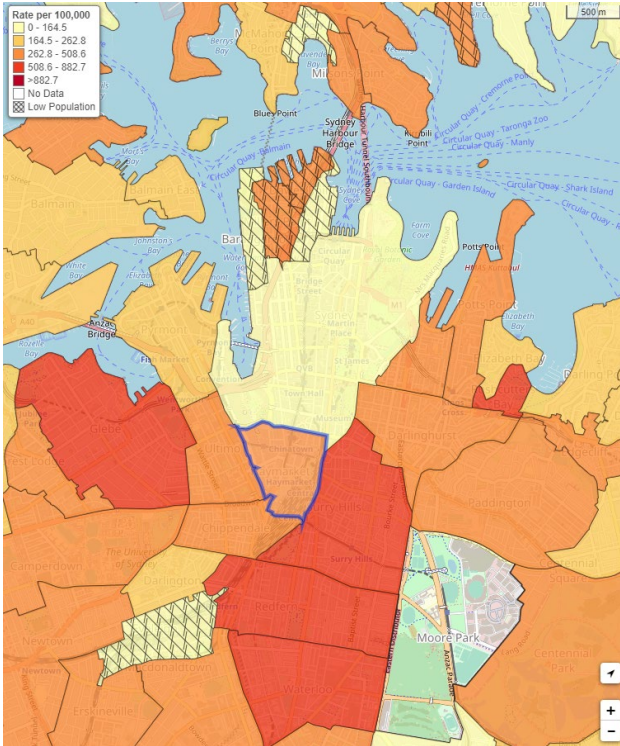
Source: BOCSAR NSW Crime Tool



**Figure 52 Incidents of Theft (Steal from person) from January 2020 to December 2020, rate per 100 000 residents**

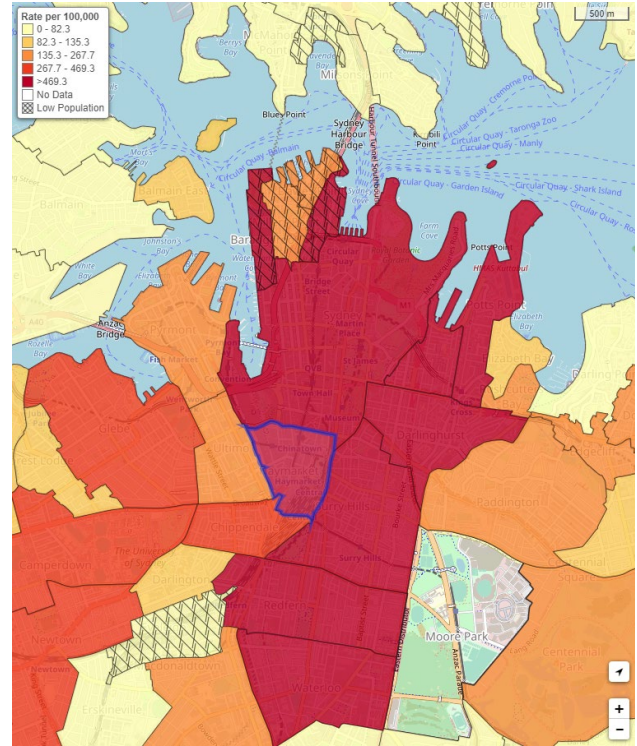
Source: BOCSAR NSW Crime Tool





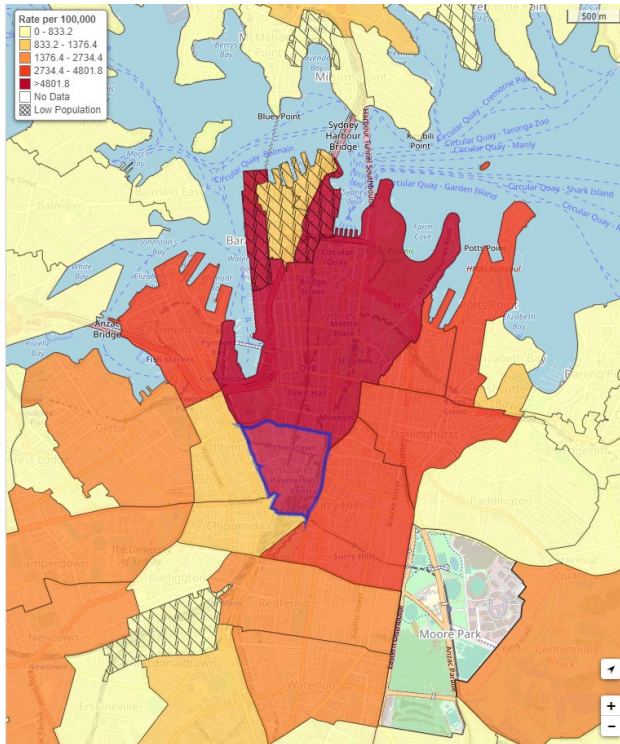
**Figure 53 Incidents of Theft (Steal from dwelling) from January 2020 to December 2020, rate per 100 000 residents**

Source: BOCSAR NSW Crime Tool



**Figure 54 Incidents of Theft (Receiving/handling stolen goods) from January 2020 to December 2020, rate per 100 000 residents**

Source: BOCSAR NSW Crime Tool

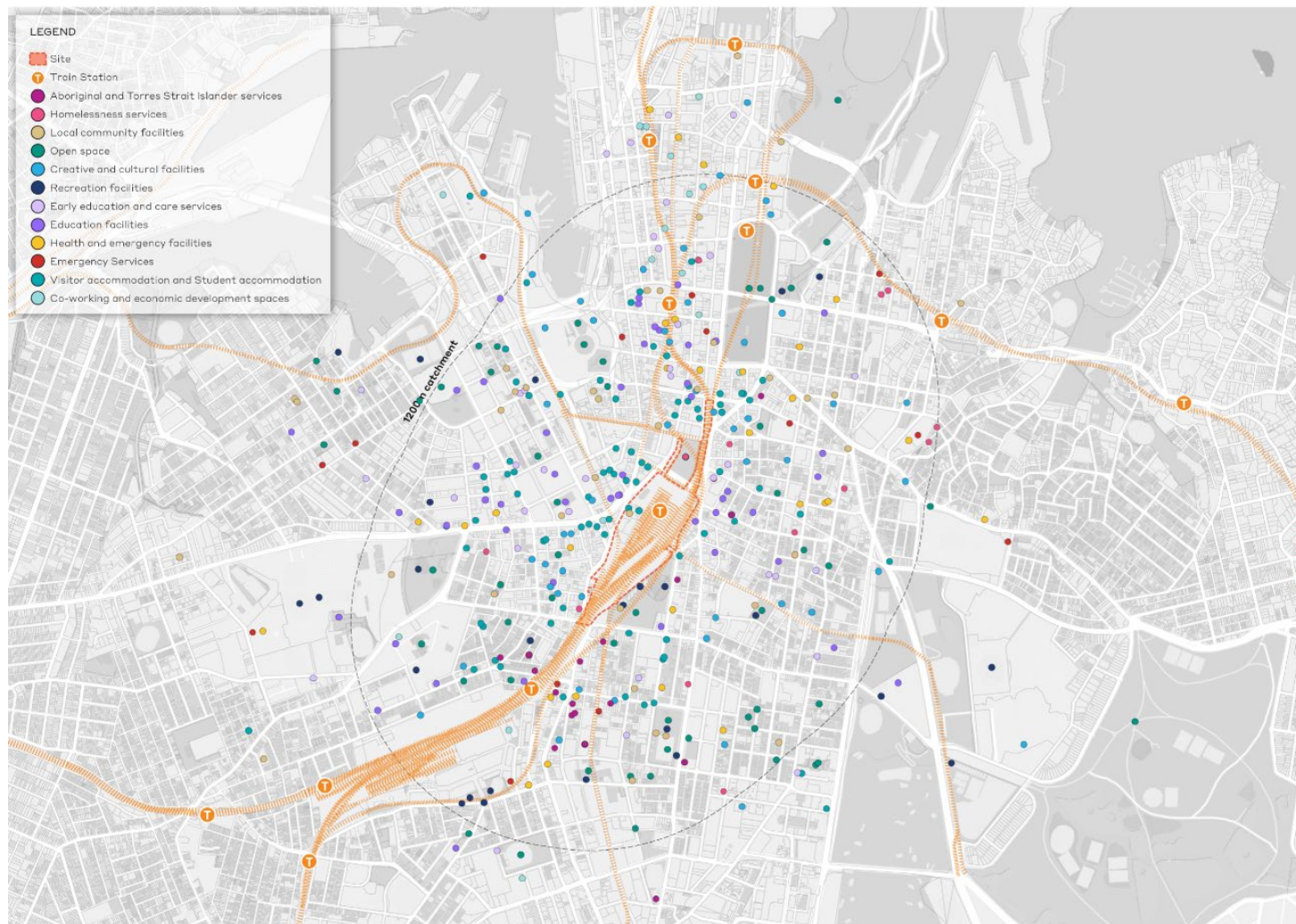


**Figure 55 Incidents of Drug offences from January 2020 to December 2020, rate per 100 000 residents**

Source: BOCSAR NSW Crime Tool



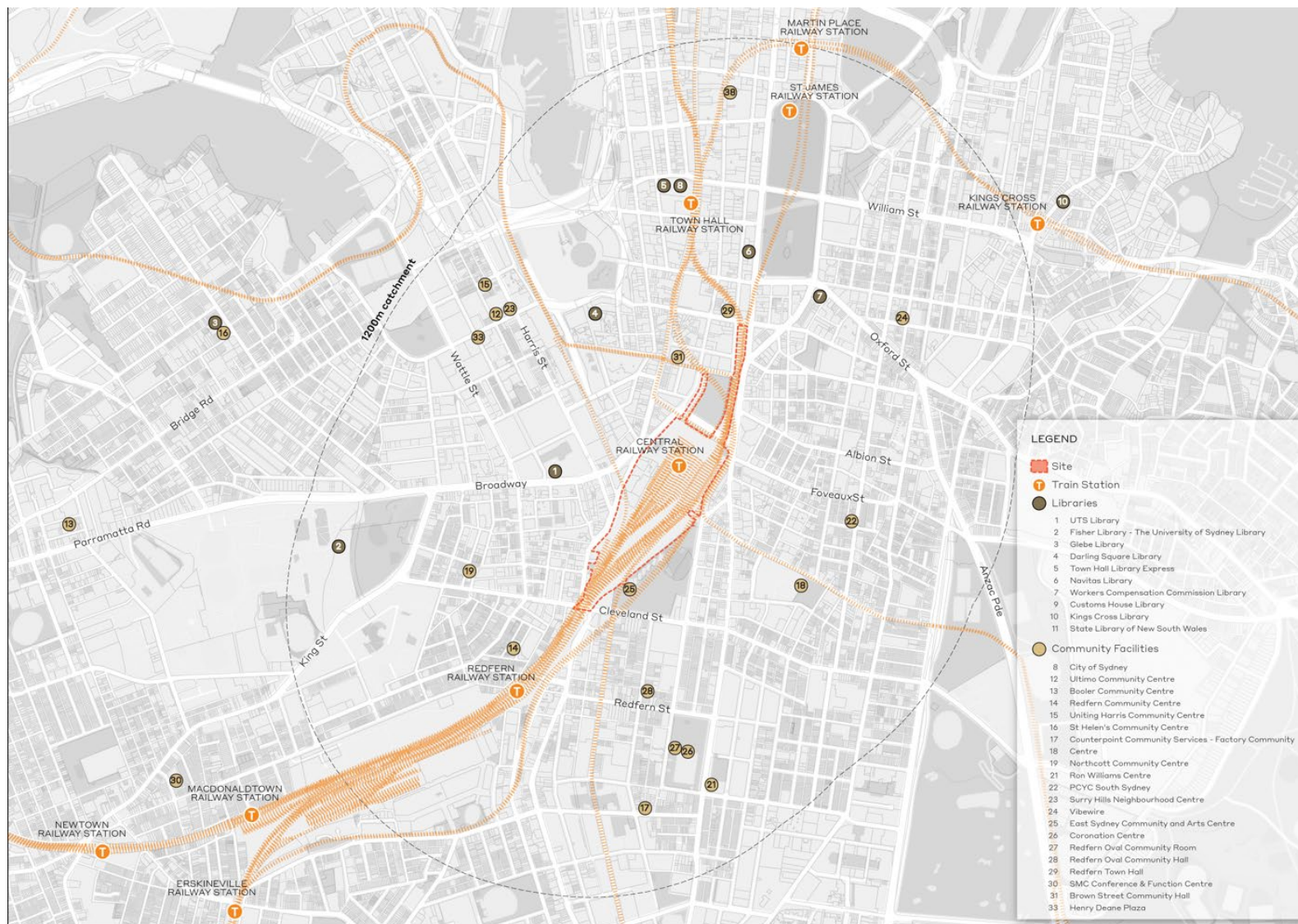
## Appendix D. Social infrastructure audit maps



**Figure 56 Central Precinct locality – social infrastructure overview**

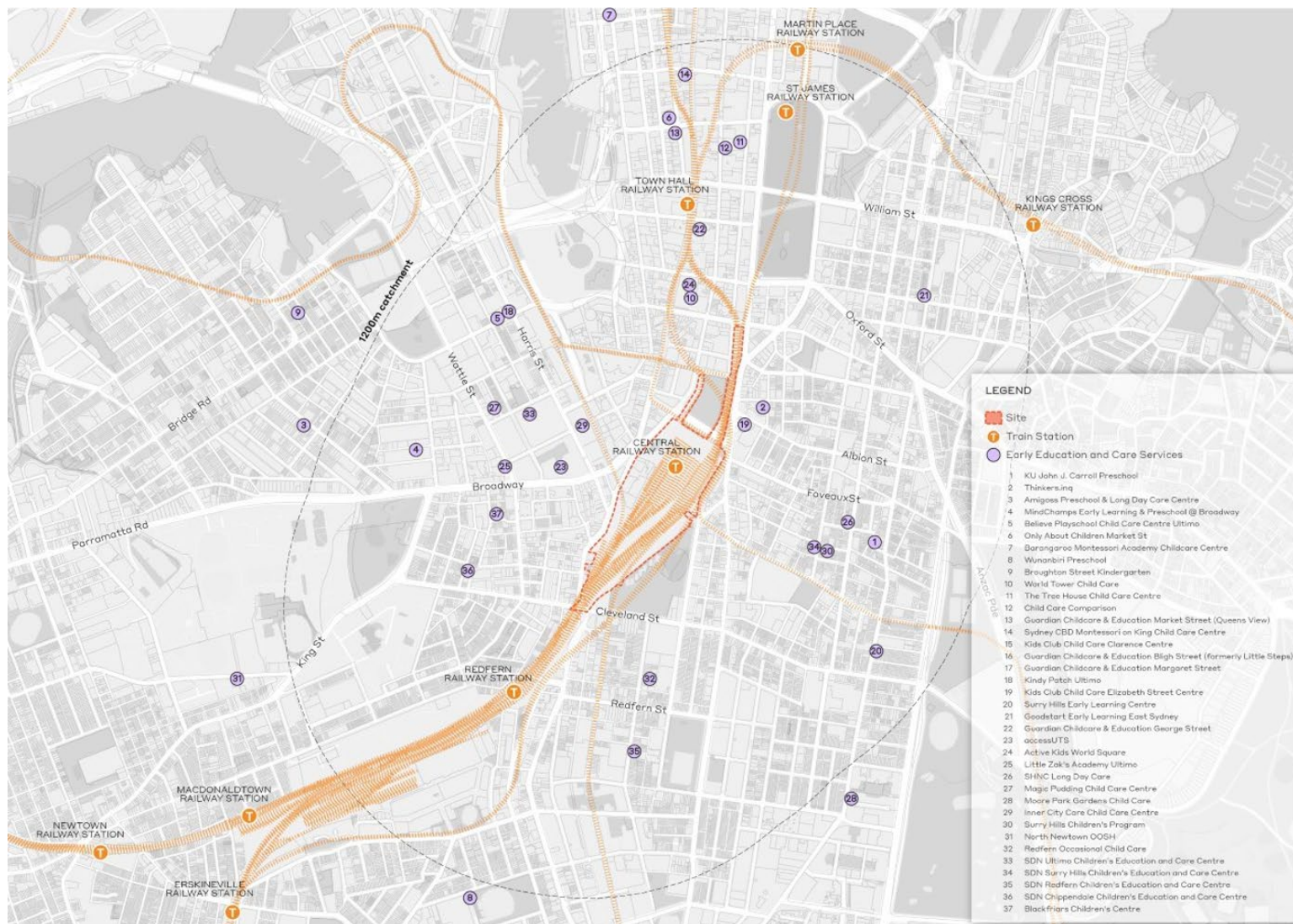
Source: Ethos Urban





**Figure 57 Central Precinct locality – libraries and community facilities**

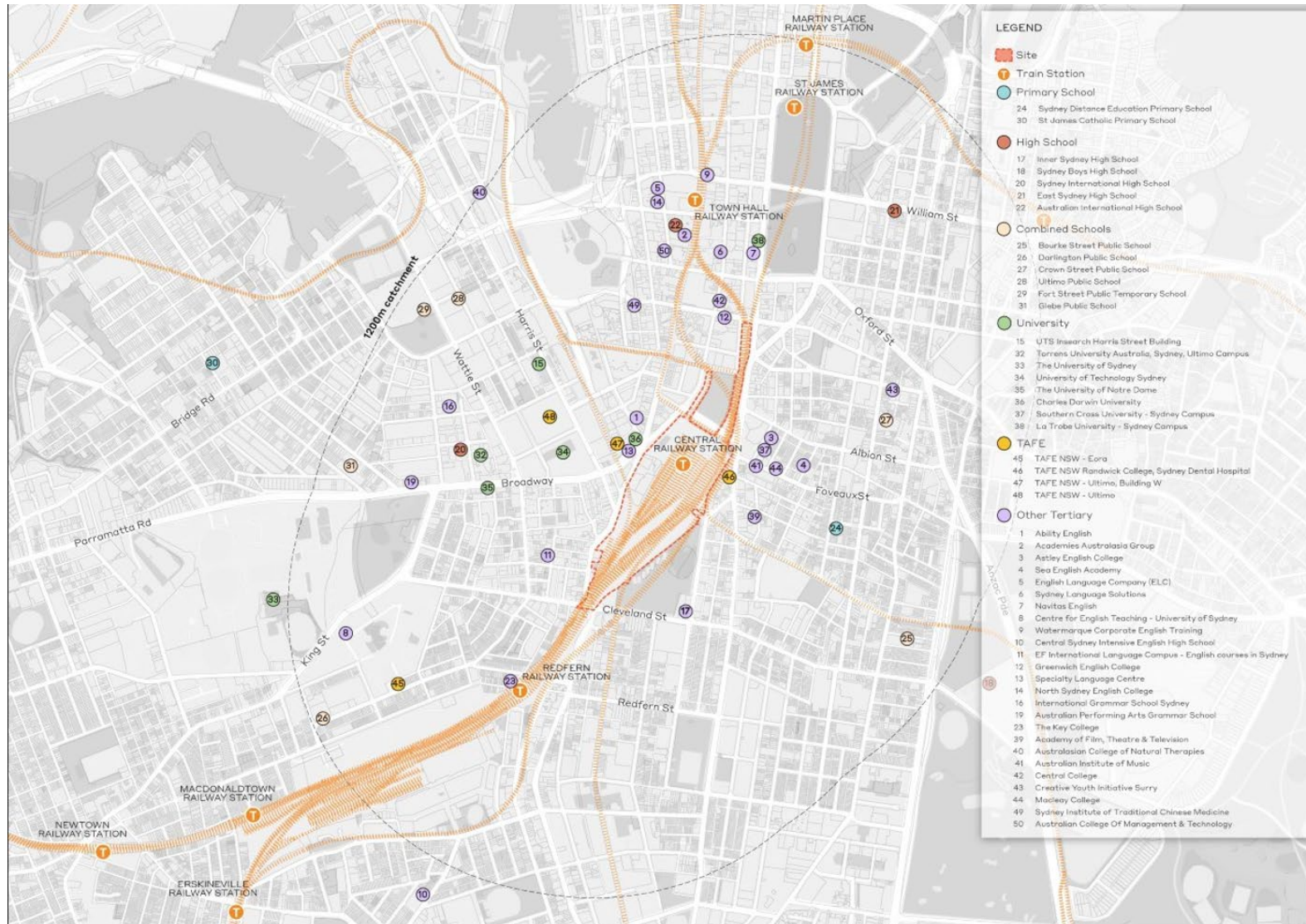
Source: Ethos Urban



**Figure 58 Central Precinct locality – early education and care services**

Source: Ethos Urban

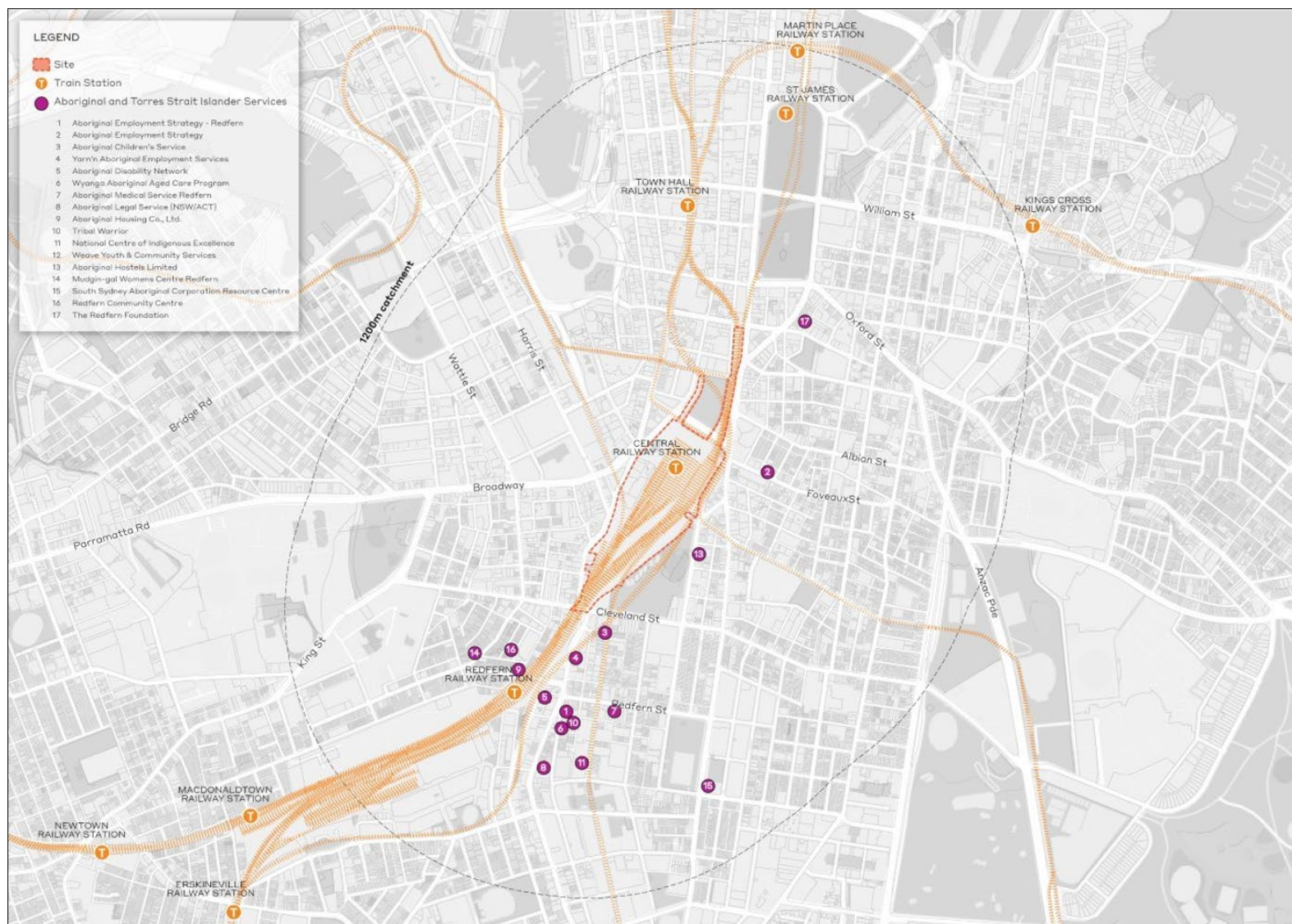




**Figure 59 Central Precinct locality – education infrastructure**

Source: Ethos Urban

# Transport for NSW

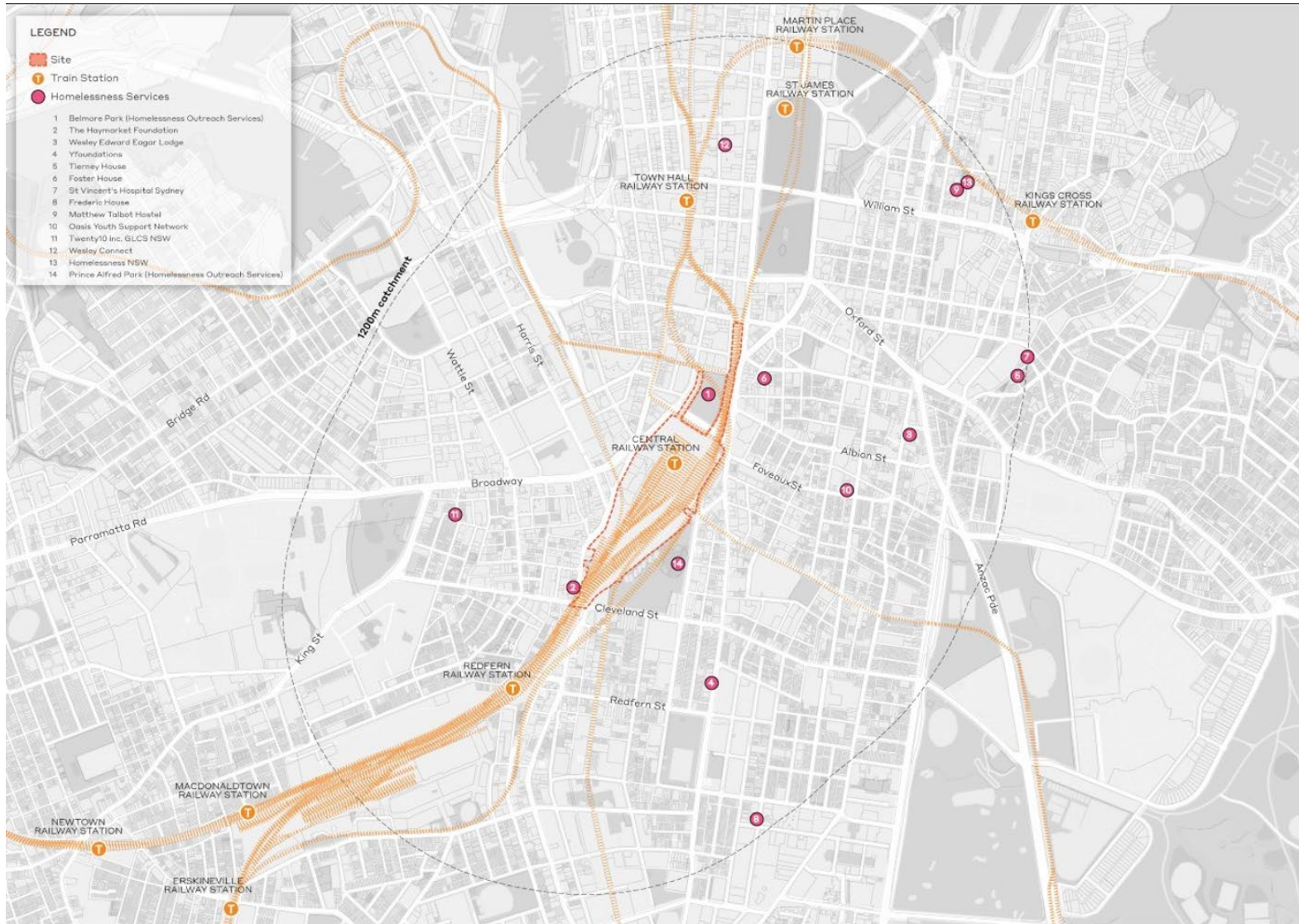


**Figure 60 Central Precinct locality – Aboriginal community spaces and services**

Source: Ethos Urban



# Transport for NSW

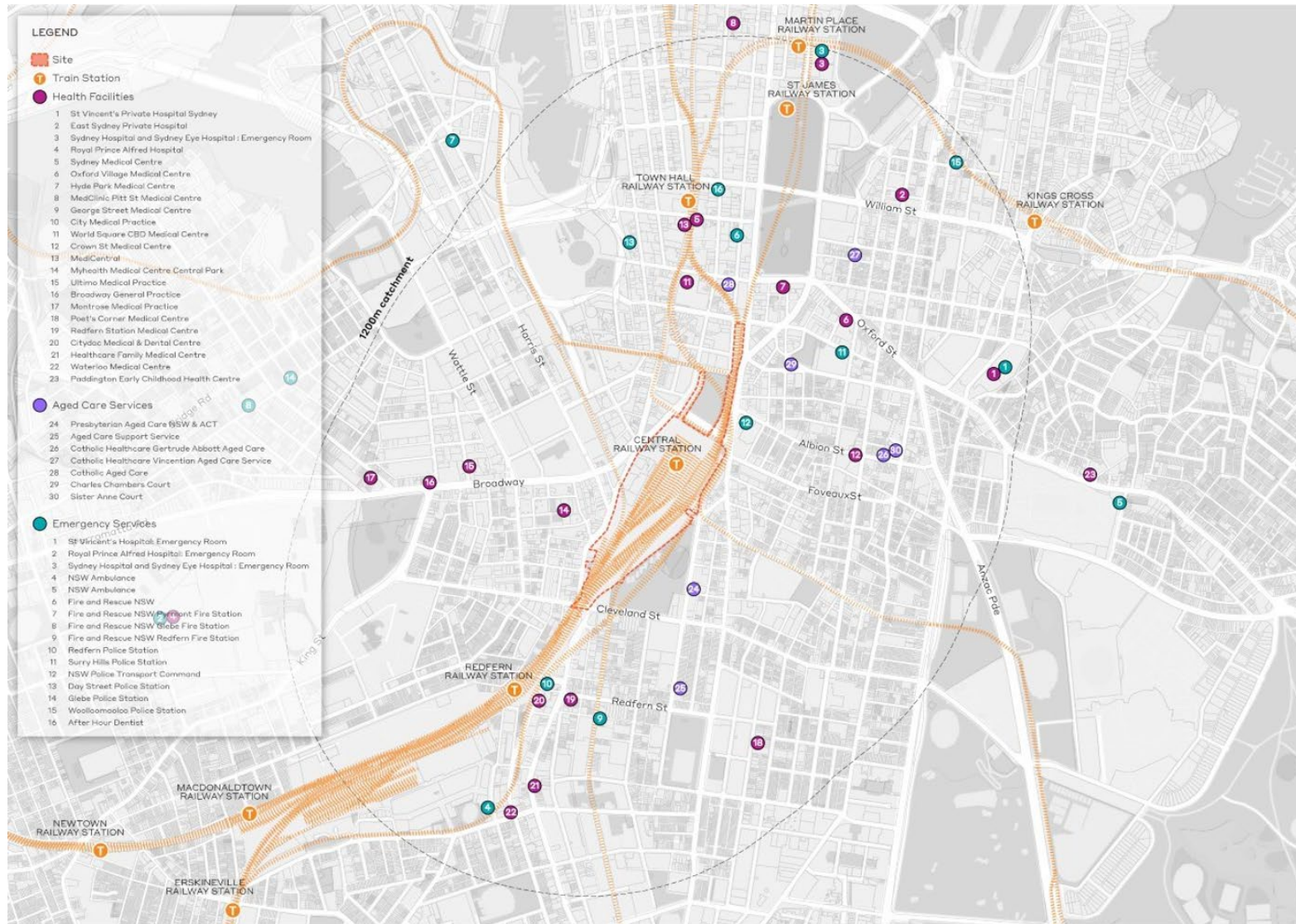


**Figure 61 Central Precinct locality – homelessness services**

Source: Ethos Urban

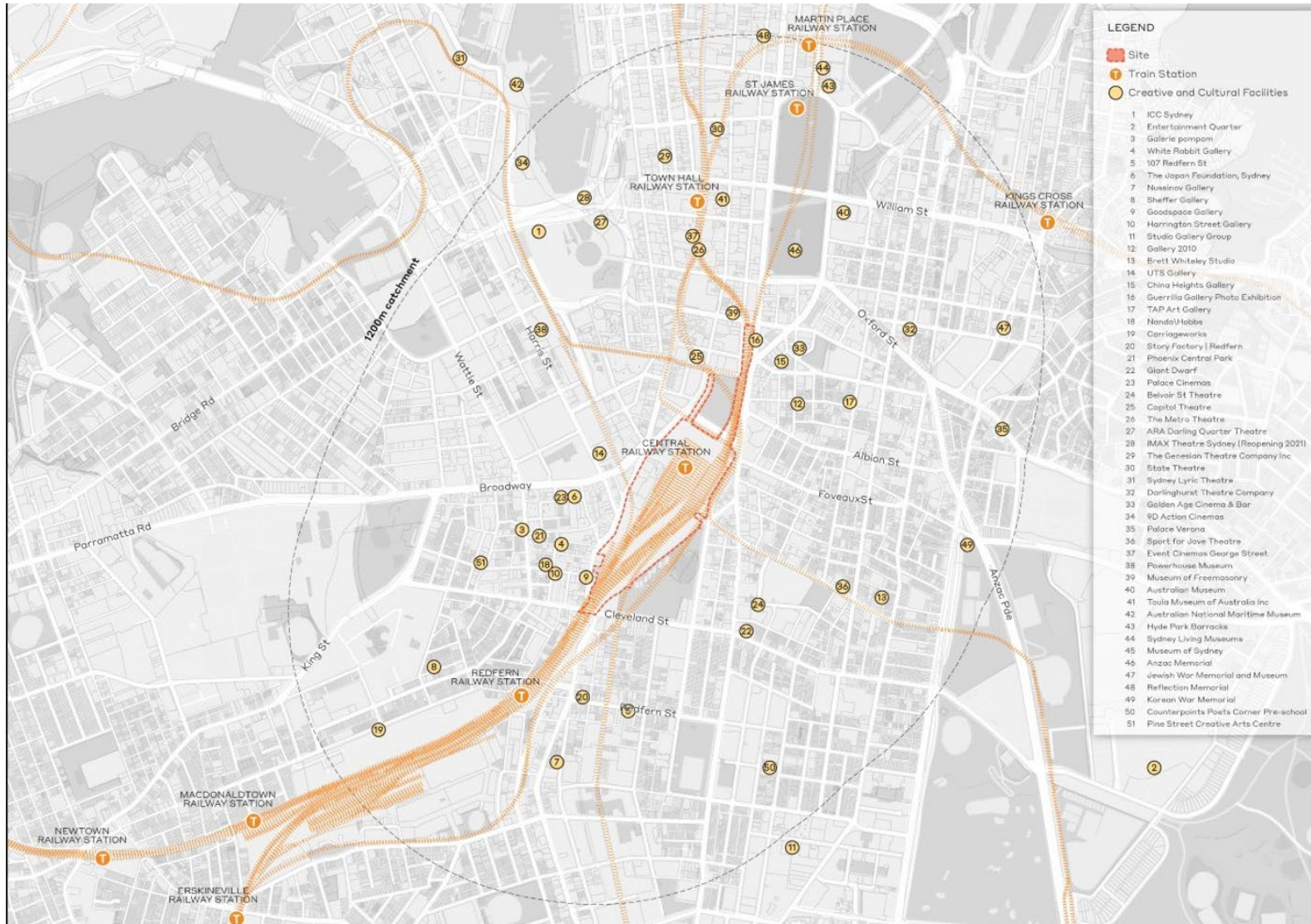


# Transport for NSW



**Figure 62 Central Precinct locality – health, aged care and emergency services**

Source: Ethos Urban

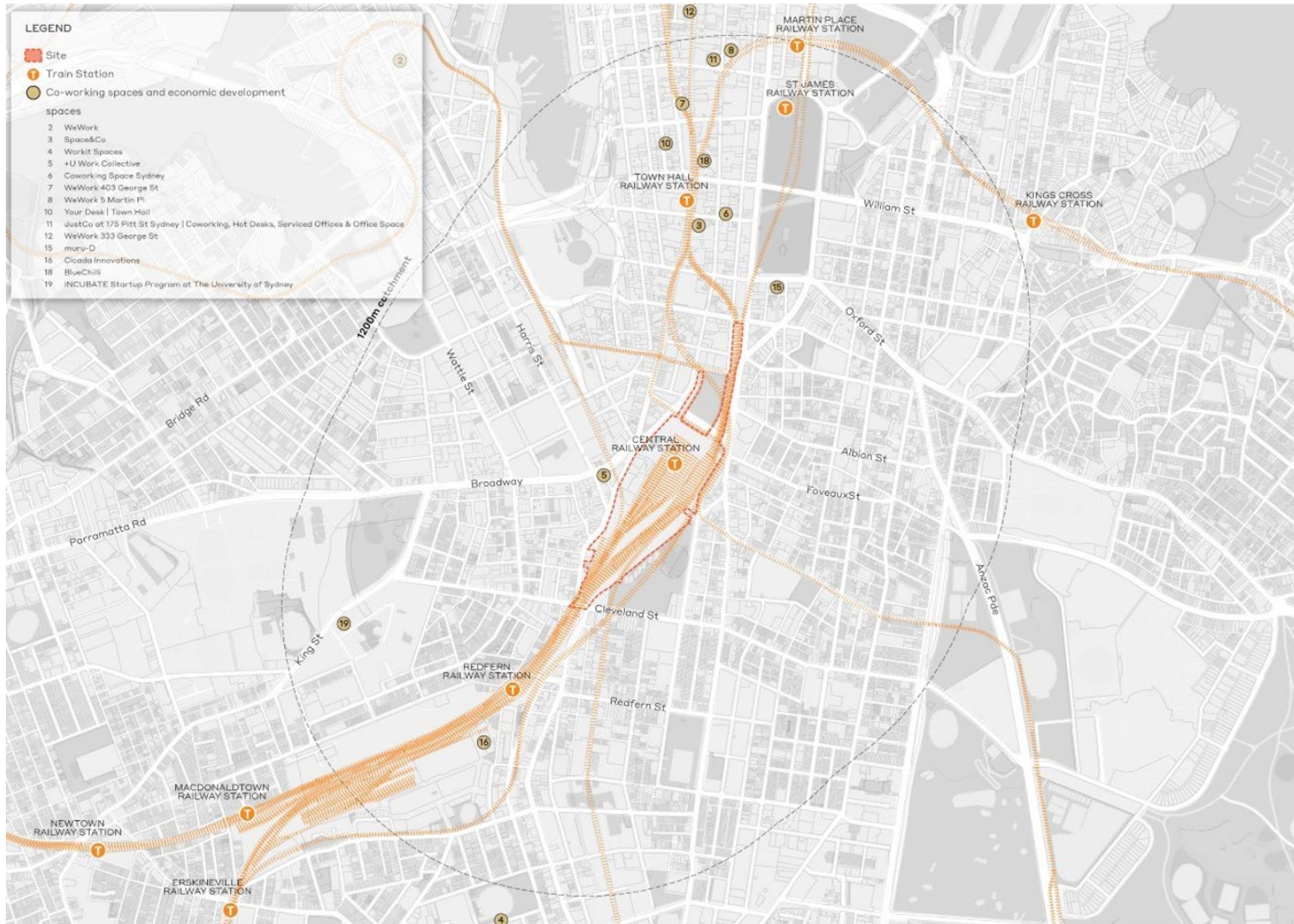


**Figure 63 Central Precinct locality – creative and cultural infrastructure**

Source: Ethos Urban

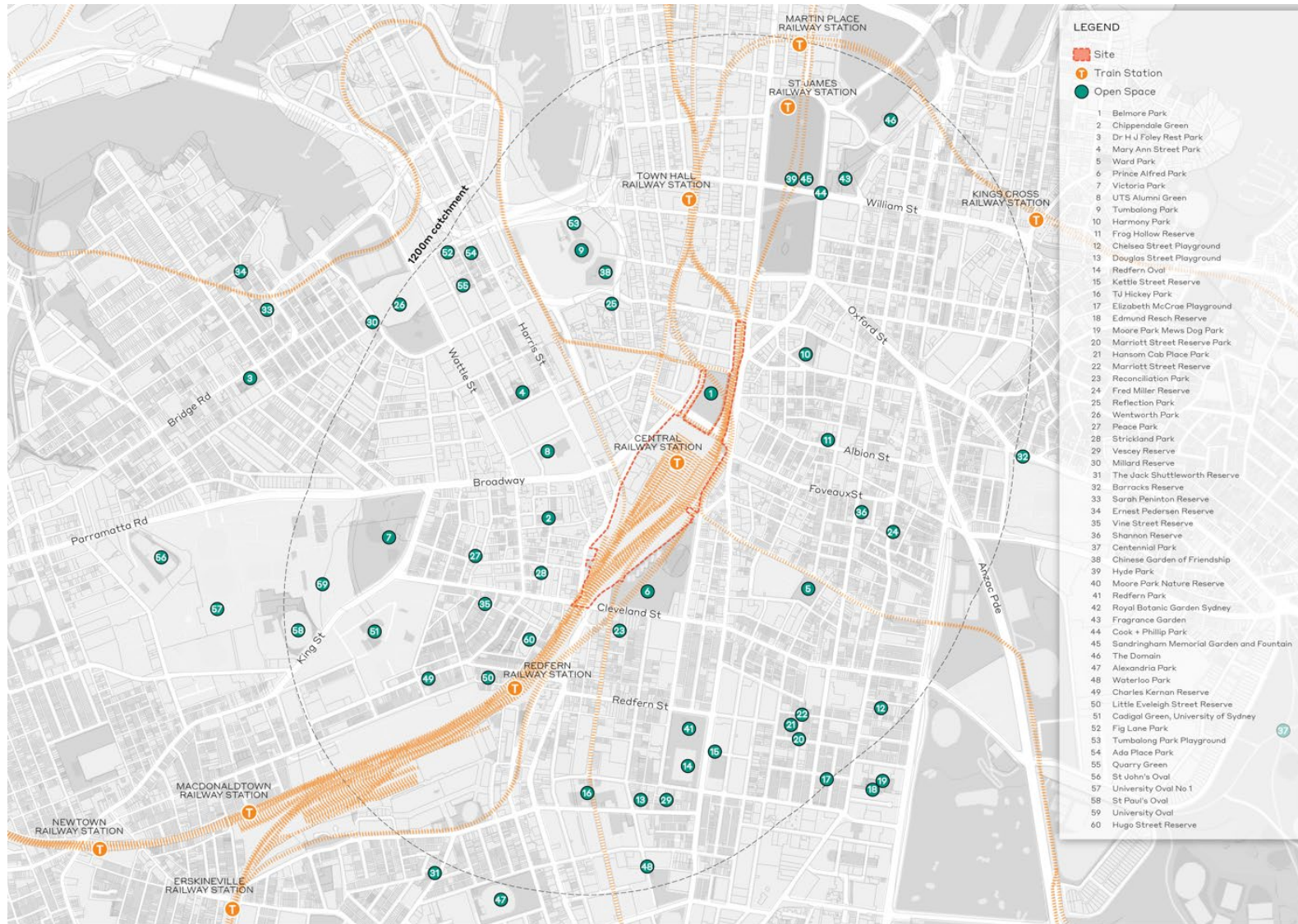


# Transport for NSW



**Figure 64 Central Precinct locality – co-working spaces**

Source: Ethos Urban

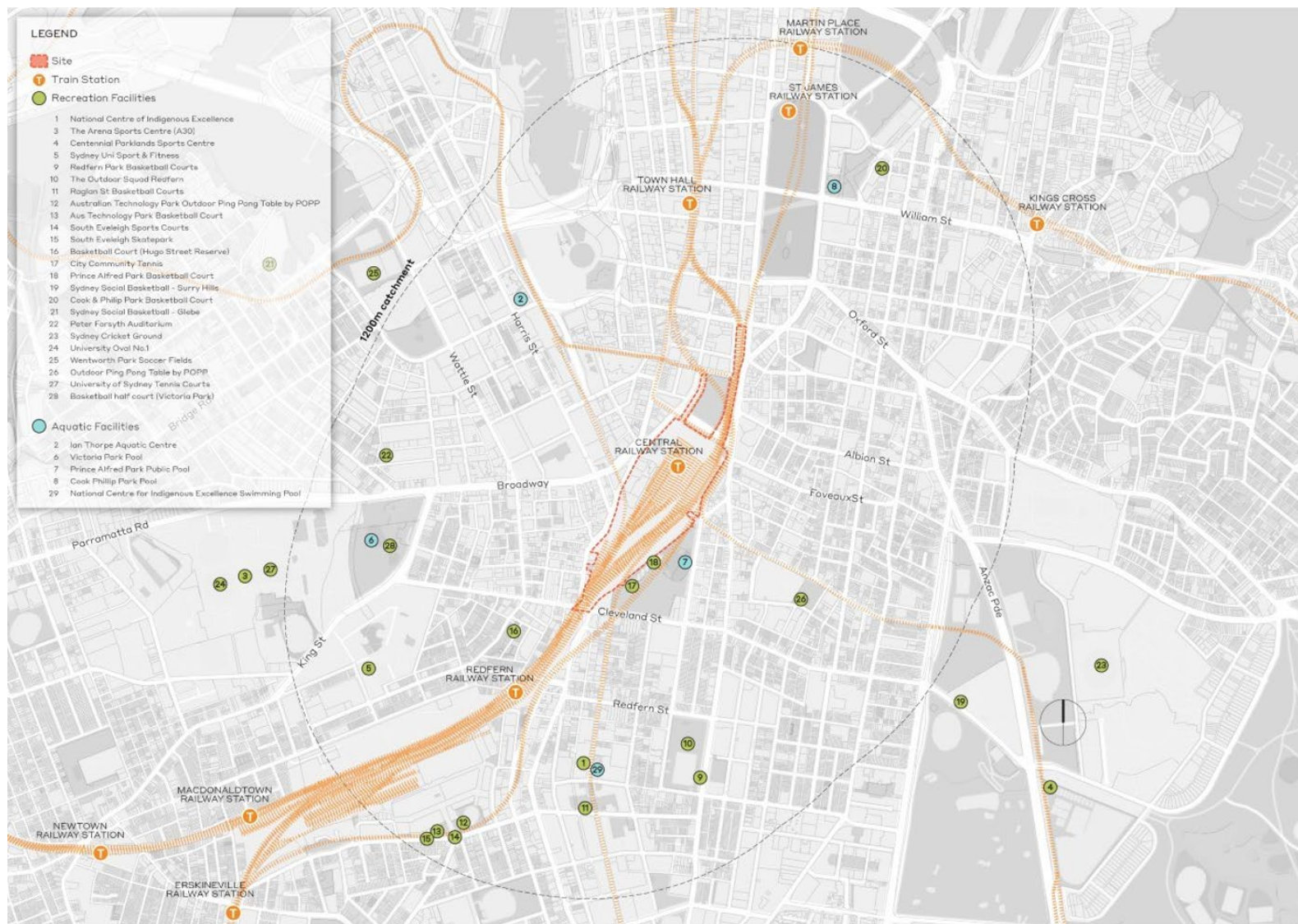


**Figure 65 Central Precinct locality – open space**

Source: Ethos Urban

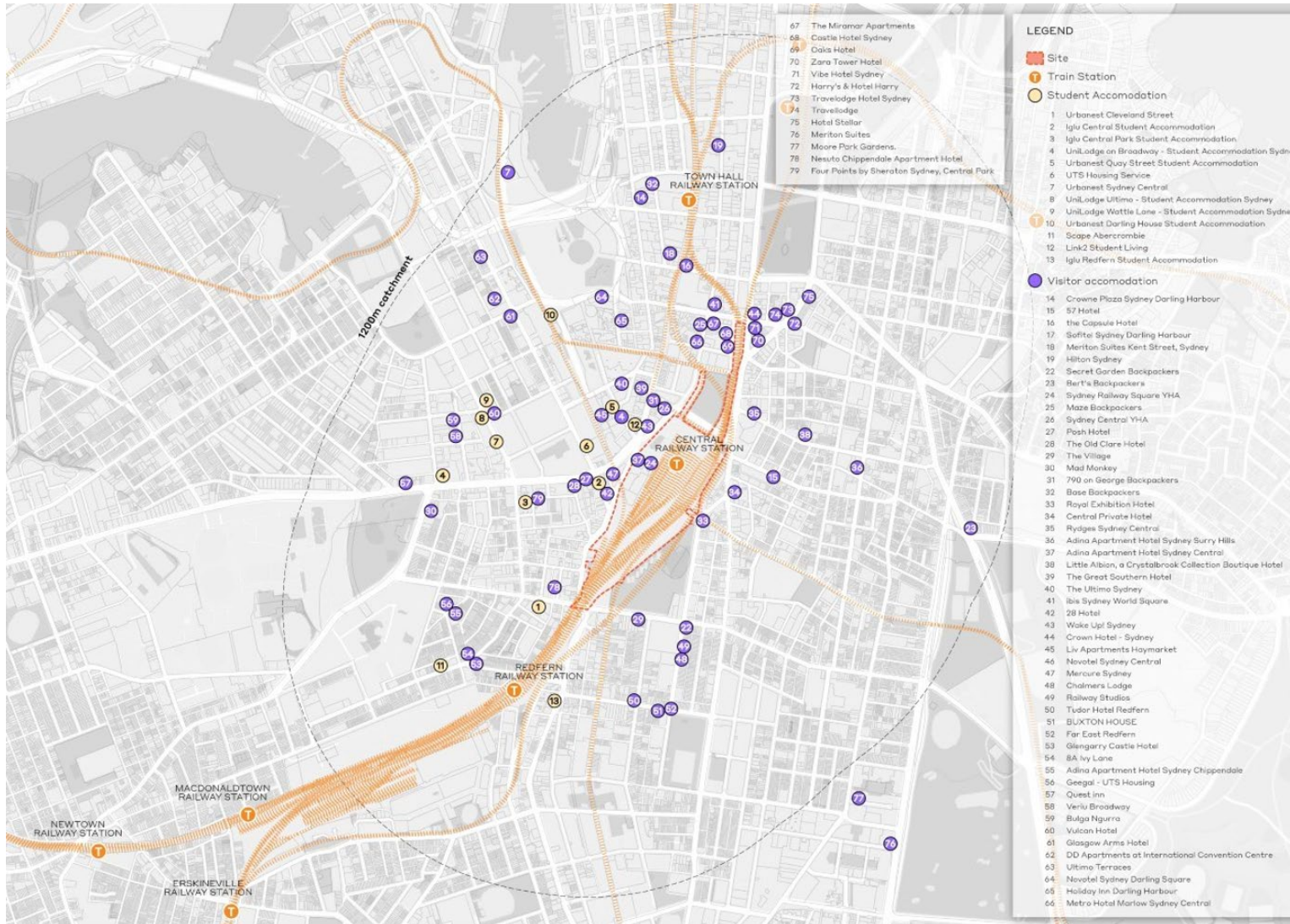


# Transport for NSW



**Figure 66 Central Precinct locality – recreation facilities**

Source: Ethos Urban



**Figure 67 Central Precinct locality – visitor and student accommodation**

Source: Ethos Urban

## Appendix E. Social infrastructure benchmarks



## Local social infrastructure

**Table 23 Local social infrastructure benchmarks**

Infrastructure type	Resident benchmark	Worker benchmark	Size/floorspace	Notes
<b>Integrated multipurpose facility</b>	1: 20-30,000 residents	30% of worker demand	At least 2000sqm	Based on findings of previous studies, workers use library spaces as integrated generalist community facilities. Visitors likely to use these spaces as they are free, provide shelter, bathrooms, WiFi, gathering space.  Assuming that integrated multipurpose facility will include library as anchor use. Visitor usage is assumed, but has been considered on a qualitative basis.
<b>Library</b>	1: 20-30,000 residents	30% of worker demand	At least 1500sqm, increasing with size of the population.	Evidence suggests that workers access library spaces close to their work as generalist community facilities, providing spaces for quiet respite and relaxation. Visitors are also likely to use these spaces as they are free, and provide places to relax, bathrooms, WiFi, and gathering space. Students from surrounding universities likely to access library floorspace at this site for study space. Based on City of Sydney library member data, between 21-56% of members at study area libraries are non-residents. 20% of City of Sydney residents are library members (2019). Darling Square library has high membership, is comparable to Central Precinct in terms of context.
<b>Local community facility</b>	3-4:20-30,000 residents	Assumed these facilities will not be used by workers.	At least 400sqm	Local community facilities are typically unlikely to be used by workers and students, as these facilities require booking and programming by community groups etc. However, some community service providers may wish to book local community rooms for consultation/service provision.
<b>Creative and cultural facilities</b>	No established benchmarks for this infrastructure type.	Assumed that workers will access some of these facilities.	Size depends on the uses, but the facility should be large enough to enable flexibility of uses.	City of Sydney is currently undertaking extensive research and planning in relation to demand for cultural infrastructure and provision models.
<b>Child care places</b>	City of Sydney has undertaken a separate childcare needs analysis to understand resident demand for childcare across the LGA.	City of Sydney has assumed some workers will use childcare facilities close to their workplaces.	Floorspace determined in line with the <i>SEPP (Education Establishments and Child Care Facilities) 2017</i> .	Formula used by City of Sydney for childcare provision is very complex. Refer to City of Sydney Childcare Needs Analysis 2019.
<b>Co-working spaces</b>	No established benchmarks for this infrastructure type.	Assumed that workers will be the main users of this infrastructure type.	Size depends on the uses, but the facility should be large enough to enable flexibility of uses.	Based on COVID trends for home working, there may be an increasing amount of demand for community-based co-working space from local residents keen for options outside the home but close to home.



## Transport for NSW

Infrastructure type	Resident benchmark	Worker benchmark	Size/floorspace	Notes
<b>Aboriginal cultural spaces</b>	No established benchmarks for this infrastructure type.	Assumed that workers will access some of these facilities.	Size depends on the uses, but the facility should be large enough to enable flexibility of uses.	Further information on potential models and approaches at <b>Appendix G</b> . This warrants further exploration with appropriate community advisors and specialists.

*\*It is noted that the visitor demand is considered qualitatively in this study, due to a lack of industry-accepted benchmarks and rigorous metrics for quantifying demand.*

## Open space

**Table 24 Open space benchmarks**

Infrastructure type	Resident benchmark	Worker benchmark	Size/floorspace	Notes
<b>Open space</b>	All dwellings should be within 400m of a local park (0.5-2ha)	-	0.3-2ha	<p>Advise no net loss of open space; open space less than 0.3ha do not provide adequate space for diverse recreation opportunities.</p> <p>Apply GANSW performance criteria re: distribution, accessibility and connectivity, size and shape, quantity, quality, diversity.</p>
	In high density areas, all dwellings should be within 200m of public space (0.15-0.5ha)	All workplaces should be within 400m of public open space	0.15-0.5ha; ideally no smaller than 0.3ha	
	At highest densities, 15% of site area will be required to provide an adequate amount of open space per resident.	-	-	

## Recreation facilities

**Table 25 Recreation facilities benchmarks**

Infrastructure type	Resident benchmark	Worker benchmark	Size/floorspace (where relevant)	Notes
<b>Sports fields</b>	1 multi-use field: 5,000 residents	30% of worker population accounted for through demand analysis	Rugby (Senior) approx. 7,888 sqm AFL (Senior) approx. 22,275 sqm Soccer approx. 4,050-10,800 sqm Cricket approx. 8,151 sqm	Field size and shape will vary and average provision of a multi-use oval requires around 1.6 ha plus additional land for amenities and buffer. Preferred approach is to establish sporting precincts with multiple fields in one location.
<b>Tennis courts</b>	1: 4,500 residents	30% of worker population	Approx. 593.5 sqm for recreational courts	Courts could be provided as part of shared use with schools and on top of built structures such as roof tops.
<b>Netball courts</b>	1: 12,000 residents	30% of worker population	Approx. 465.1 sqm for standard netball court	Outdoor and indoor court provision is similar rate and which current demand for netball is most often expressed for outdoor courts, participation is changing and demand for indoor courts is expected to increase. Minimum of 4 courts per installation to create viable spaces to support sport.
<b>Indoor courts</b>	1: 12,000 residents	30% of worker population	Approx. 420 sqm for standard basketball court	Future provision should focus on multi-court facilities to increase viability and access to school facilities.
<b>Other indoor sport and recreation</b>	1,500m <sup>2</sup> of other indoor sport and recreation space: 5,000 residents	30% of worker population	-	Size of overall facility varies in relation to courts and associated facilities and amenities being accommodated.
<b>Aquatic facility</b>	New district facility to be considered when growth exceeds 60,000 residents within a catchment	30% of worker population	50m pool approx. 1,250 sqm 25m pool will have lane size of 2.5m each, so size will depend on how many lanes.	Size of overall facility varies in relation to courts and associated facilities and amenities being accommodated.
<b>Play spaces</b>	1 locally accessible play space: 1500 residents	-	-	Within 400m safe walking and less for high density.
<b>Youth spaces</b>	1: 7500 residents	-	-	Neighbourhood level within 800m safe walking could include single activations such as a half court or parkour facility, along with water seats and shade. Destination or District facilities should be provided to service several neighbourhoods and should have a major feature such as a large skate park or pump track and provide toilets, water, shade, social spaces and be highly accessible by active and public transport.

## Transport for NSW

Infrastructure type	Resident benchmark	Worker benchmark	Size/floorspace (where relevant)	Notes
<b>Dog off-leash areas</b>	1:1500 residents	-	-	Mix of spaces needed taking advantage of local opportunities for linear or enclosed spaces. For existing and future high density and med-high density areas local provision within 800m safe walking should be prioritised.
<b>Fitness stations</b>	No established benchmarks for this infrastructure type.	Assumed that workers will access some of these facilities.	-	-
<b>Community gardens</b>	No established benchmarks for this infrastructure type.	Assumed that workers will access some of these facilities.	-	-
<b>Regional outdoor recreation hub</b>	10+ hectares within 5-1km of residences	30% of worker population	-	-
<b>Gyms</b>	No established benchmarks for this infrastructure type.	Assumed that workers will access some of these facilities.	-	-

*\*It is noted that the visitor demand is considered qualitatively in this study, due to a lack of industry-accepted benchmarks and rigorous metrics for quantifying demand. Visitors are defined as everyone using the site who is not a worker or a resident.*

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## District and regional infrastructure

**Table 26 District and regional infrastructure benchmarks**

Infrastructure type	Resident benchmark	Notes
<b>Police and emergency services</b>	1:20-30,000 residents	NSW Police undertakes its own demand modelling.
<b>High schools</b>	1: 1,200 students	NSW Department of Education undertakes its own enrolment demand analysis.
<b>Primary schools</b>	1:500 students	NSW Department of Education undertakes its own enrolment demand analysis.
<b>Medical centre (i.e. comprising several GPs)</b>	1:20-30,000	-
<b>Tertiary education campus</b>	1:150-200,000	-

*\*It is noted that district and regional scale infrastructure types are subject to extensive government agency modelling and destination-style size and floorspace requirements. Benchmarks are provided for indicative indications of community need based on future population growth.*

## Appendix F. Social infrastructure gap analysis

This social infrastructure gap analysis quantifies the expected gap between the supply of social infrastructure and demand generated by the existing and future population to 2036. These identified gaps represent a quantitative indication of community need for social infrastructure in the 1200m study area.

**Table 27 Social infrastructure gap analysis – local community facilities, recreation facilities, and district and regional infrastructure**

Social infrastructure type	Current supply (based on 1200m catchment)	Resident benchmark	Worker benchmark	Current demand from residents (2021) 78,700 residents	Current demand from workers (2021) 167,440 workers	Summary gap analysis (2021)	Future demand from residents (2036) 96,100 residents	Future demand from workers (2036) 243,070 workers	Summary gap analysis (2036)
<b>Integrated multipurpose facilities</b>	4 integrated multipurpose facility (including Ultimo Community Centre, Redfern Community Centre, Surry Hills Neighbourhood Centre, East Sydney Community and Arts Centre)	1: 20-30,000 residents	30% of workers will use this facility	3.9	2.5	There is current demand for 6 integrated multipurpose facilities to meet demand from residents and workers. There is a current undersupply of 2 integrated multipurpose facility. This facility will likely support demand from visitors to CPRP.	4.7	3.2	There is forecast demand for 8 integrated multipurpose facilities to meet demand from residents and workers. By 2036, there will be a forecast gap of 4 integrated multipurpose facilities in this catchment. These facilities will like support demand from visitors to CPRP.
<b>Libraries</b>	4 Council-owned libraries (including Town Hall Express service); 1 state library owned library (State Library of NSW) 4 private libraries.	1: 20-30,000 residents	30% of workers will use this facility	3.9	2.5	There is current demand for 6 libraries to meet demand from residents and workers. There is a current undersupply of 2 library. This facility will like support demand from visitors to CPRP.	4.7	3.2	There is forecast demand 8 libraries to meet demand from residents and workers. By 2036, there will be a forecast gap of 4 libraries in this catchment. These facilities will like support demand from visitors to CPRP.
<b>Local community facilities</b>	11 local community facilities including Council-owned and non-Council owned.	3-4:20-30,000 residents	It is assumed workers will not use these facilities, as they are localised facilities generally	11.8	N/A	Current supply of local community facilities in the catchment meets demand.	14.2	N/A	There is demand for three additional local community facility of at least 400sqm in this catchment.

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Social infrastructure type	Current supply (based on 1200m catchment)	Resident benchmark	Worker benchmark	Current demand from residents (2021) 78,700 residents	Current demand from workers (2021) 167,440 workers	Summary gap analysis (2021)	Future demand from residents (2036) 96,100 residents	Future demand from workers (2036) 243,070 workers	Summary gap analysis (2036)
			programmed to support resident needs, e.g. meeting space for community groups.						
<b>Child care (early childhood education and care)</b>	37 early education and childcare places	City of Sydney has undertaken its own childcare needs analysis (2019).		Majority of the gap is based on potential shortage of child care places in Chinatown and CBD South village area, and primarily driven by workers employed in the area that have small children (0-4years) . However, the drivers for this user group are not fully understood, and require further investigation, as many child care providers in the CBD area have reported not operating at capacity.			Figures in the City of Sydney report suggest that there could be an undersupply of 613 long day care places in the four village areas intersecting the 1200m study area by year 2036. Majority of the projected gap is expected to be for child care places in Chinatown and CBD South village area, and primarily driven by projected growth of workers in the area. However, the drivers for this user group are not fully understood, and require further investigation.		
<b>Sports fields</b>	15 sports fields, including the Sydney Cricket Ground and synthetic fields in Centennial Parklands Sports Centre	1 multi-use field: 5,000 residents	30% of workers will use this facility	15.7	10	There is current demand for 25 sports fields across the catchment. There is currently an undersupply of 10 sports fields based on population benchmarks.	18.9	12.6	There is forecast demand for 32 sports fields based in this catchment to 2036. There is a forecast shortfall of 17 sports fields by 2036.
<b>Tennis courts</b>	27 tennis courts	1: 4,500 residents	30% of workers will use this facility	17.5	11.2	There is current demand for 29 tennis courts across the catchment. Existing facilities currently meet demand.	21	14.0	There is forecast demand for 36 tennis courts based in this catchment to 2036. There is a forecast shortfall of 9 tennis courts by 2036.

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Social infrastructure type	Current supply (based on 1200m catchment)	Resident benchmark	Worker benchmark	Current demand from residents (2021) 78,700 residents	Current demand from workers (2021) 167,440 workers	Summary gap analysis (2021)	Future demand from residents (2036) 96,100 residents	Future demand from workers (2036) 243,070 workers	Summary gap analysis (2036)
<b>Outdoor courts (i.e. netball, basketball)</b>	19 outdoor courts	1: 12,000 residents	30% of workers will use this facility	6.6	4.2	There is current demand for 11 outdoor courts across the catchment. Existing facilities currently exceed demand, however it is noted that this catchment includes Centennial Parklands Sports Centre which caters to regional demand for outdoor courts from across Greater Sydney.	7.9	5.3	There is forecast demand for 13 outdoor courts across the catchment by 2036. Facilities in this catchment are forecast to meet demand to 2036. However, it is noted that this catchment includes regional recreation facilities which cater to demand from across Greater Sydney.
<b>Indoor courts (i.e. netball, basketball)</b>	11 courts, including 3 courts at Blackwattle Bay High School, Peter Forsyth Stadium and Sydney Boys High School which are hired to sports clubs.	1: 12,000 residents	30% of workers will use this facility	6.6	4.2	There is current demand for 11 indoor courts across the catchment. Existing facilities currently meet demand.	7.9	5.3	There is forecast demand for 13 indoor courts across the catchment by 2036. There is a forecast shortfall of 2 indoor courts by 2036.
<b>Other indoor sport and recreation</b>	3 major recreation facilities in the catchment which provide indoor recreation space, including National Centre for Indigenous Excellence, Cook and Phillip Park, Sydney Uni Sport & Fitness.	1,500m2 of other indoor sport and recreation space: 5,000 residents; or 0.3sqm per resident	30% of workers will use this facility	23,610sqm	15,070sqm	There is current demand for 38,680sqm of indoor sport and recreation floorspace. This does not take into account current supply.	28,407sqm	18,963sqm	There is forecast demand for 47,370sqm of other indoor sport and recreation floorspace across the catchment by 2036. This does not take into account current supply.

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Social infrastructure type	Current supply (based on 1200m catchment)	Resident benchmark	Worker benchmark	Current demand from residents (2021) 78,700 residents	Current demand from workers (2021) 167,440 workers	Summary gap analysis (2021)	Future demand from residents (2036) 96,100 residents	Future demand from workers (2036) 243,070 workers	Summary gap analysis (2036)
<b>Aquatic facilities</b>	7 swimming pools including 5 x 50m pools and 2x 25m pools	1:60,000 residents	30% of workers will use this facility	1.3	0.8	There is current demand for 2 aquatic facilities in this catchment. Existing supply far exceeds demand, however, some of these facilities are regional facilities which support broader community demand.	1.6	1.1	There is forecast demand for 3 aquatic facilities by 2036. Existing supply will exceed demand.
<b>Play spaces (including playgrounds and informal play spaces)</b>	50 play spaces approx. (including playgrounds and informal play spaces such as junior skate park)* *City of Sydney Open Space, Sport & Rec Needs Study 2016	1 locally accessible play space: 1500 residents	It is assumed workers will not use this type of facility.	52.5	N/A	There is currently significant demand for locally accessible play spaces across the catchment.	63.1	N/A	There is forecast demand for play spaces across the catchment. The site itself will be home to approximately 1,966 residents by 2036, which would generate demand for one play space. Even if many residents will not have children, visitors to and passing through the precinct will also generate demand.
<b>Police and emergency services</b>	14 emergency facilities	1:20-30,000 residents	1:20-30,000 workers	3.9	8.4	There is current demand for 12 police and emergency services. Current supply exceeds demand.	4.7	10.5	There is forecast demand for 15 police and emergency services by 2036. Current supply will not meet demand. It is noted that NSW Police undertakes their own demand modelling for services.

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Social infrastructure type	Current supply (based on 1200m catchment)	Resident benchmark	Worker benchmark	Current demand from residents (2021) 78,700 residents	Current demand from workers (2021) 167,440 workers	Summary gap analysis (2021)	Future demand from residents (2036) 96,100 residents	Future demand from workers (2036) 243,070 workers	Summary gap analysis (2036)
<b>High schools</b>	6 high schools, 1 combined school	1:1,200 students.	Not used by workers	1.7	N/A	There are currently 2,040 high school age students living in the catchment. This indicates demand for 2 high schools. Supply currently meets demand.	2.0	N/A	By 2036, there are forecast to be 2,440 high school age students living in the catchment. There is forecast demand for 2 high schools by 2036. Existing supply will exceed demand. It is noted that NSW Department of Education undertakes their own demand modelling for services.
<b>Primary schools</b>	7 primary schools	1:500 students	Not used by workers	4.1	N/A	There are currently 2,045 primary school age students living in the catchment. This indicates demand for 4 primary schools. Supply currently meets demand.	6.9	N/A	By 2036, there are forecast to be 3,460 primary school age students living in the catchment. There is forecast demand for 7 primary schools by 2036. Existing supply will meet demand until 2036, at which point primary schools in the area will be at capacity (based on current forecasts), unless another is planned. It is noted that NSW Department of Education undertakes their own demand modelling for services, and would provide further nuanced analysis.
<b>GPs' medical centre</b>	22 medical centres	1:20-30,000 residents	1:20-30,000 workers	3.9	8.4	There is current demand for 12 medical centres. Current supply exceeds demand.	4.7	10.5	There is forecast demand for 15 medical centres by 2036. Current supply will exceed demand.

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Social infrastructure type	Current supply (based on 1200m catchment)	Resident benchmark	Worker benchmark	Current demand from residents (2021) <i>78,700 residents</i>	Current demand from workers (2021) <i>167,440 workers</i>	Summary gap analysis (2021)	Future demand from residents (2036) <i>96,100 residents</i>	Future demand from workers (2036) <i>243,070 workers</i>	Summary gap analysis (2036)
<b>University</b>	6 university campuses (includes UTS, University and Sydney campuses of smaller universities)	1:150-200,000 residents	1:150-200,000 workers	0.5	1.1	There is current demand for 1 university. Current supply exceeds demand.	0.6	1.4	There is forecast demand for 2 universities. Current supply exceeds demand.

## Open space assessment

Quantity audit

**Table 28 Social infrastructure gap analysis – local, district and regional open space (quantity audit)**

Typology	Name	Size (Ha)
<b>Regional</b>	Hyde Park	16
	Prince Alfred Park	6.0
	The Domain	34
	The Royal Botanic Gardens Sydney	38
	Victoria Park	9.0
	Wentworth Park	13.0
<b>District</b>	Belmore Park	2.11
	Redfern Park	2.0
	Tumbalong Park	5.0
<b>Local</b>	Cadigal Green, USYD	1
	Chinese Garden of Friendship	1.03
	Chippendale Green	0.96
	Fred Miller Reserve	0.09
	Frog Hollow Reserve	0.3
	Harmony Park	0.74
<b>Local</b>	Hugo Street Reserve	0.23
<b>Local</b>	Mary Ann Street Park	0.46
<b>Local</b>	Peace Park	0.2
<b>Local</b>	Reconciliation Park	0.13
<b>Local</b>	Reflection Park	0.19



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Typology	Name	Size (Ha)
Local	Shannon Reserve	0.33
Local	Strickland Park	0.06
Local	UTS Alumni Green	0.39
Local	Vine Street Reserve	0.13
Local	Ward Park	0.96

### Walkability assessment

The draft Greener Places Design Guide<sup>183</sup> sets out key metrics for provision as follows:

- Local access for high-density areas > 60 dwellings/ha (0.15-0.5 ha public open space)
  - Residents: 2-3 minutes' walk / 200m walking distance to a local park (barrier free)
  - Workers: 5 minutes' walk / 400m walking distance to a local park (barrier free)
  - Schools: 5 minutes' walk / 400m walking distance to a local park (barrier free)
- Local access for medium to low-density areas < 60 dwellings/ha (0.3–2 ha public open space): 5 minutes walk / 400m walking distance to a local park (barrier free)
- District access (2-5 ha public open space): 25 minutes' walk / 2km proximity to a district park
- Regional access (>5 ha public open space): up to 30 minutes travel time on public transport or by vehicle to regional open space / 5–10 km from most houses.
- Trail and path networks: 1000 people per km within 800m.

Relevant metrics are applied at **Table 29** over page.

<sup>183</sup> <https://www.governmentarchitect.nsw.gov.au/guidance/greener-places-guide>

**Table 29 Social infrastructure gap analysis – local, district and regional open space (walkability metrics)**

Walkability metric	Size metric	Evaluation
<b>Residents within 200m walking distance of local open space?</b>		Yes
	<i>0.15 – 0.3ha?</i>	Yes
	<i>&gt; 0.3ha?</i>	Yes
<b>Workers within 400m walking distance of local open space?</b>		Yes
	<i>0.15 – 0.3ha?</i>	Yes
	<i>&gt; 0.3ha?</i>	Yes
<b>Residents and workers within 2km of district open space (2 – 5ha)?</b>		Yes
<b>Residents and workers within 5-10km of regional open space (&gt;5ha)?</b>		Yes

Principles-based assessment

The following table presents a high-level assessment of the Reference Master Plan against key principles outlined in the Greener Places Framework. This assessment should be read in conjunction with the detailed appraisal by Architectus and Tyrrell Studio in the Place Strategy, Urban Design Framework, and Public Domain Strategy for the Central Precinct.

**Table 30 Social infrastructure gap analysis – open space (principles assessment)**

Key principles (as per Greener Places – an urban green infrastructure design framework)	Assessment
<p><b>Integration:</b> this principle proposes to combine green space with urban development and grey infrastructure. It aims to maximise opportunities to deliver green infrastructure along transport routes and enable use of publicly owned assets such as creeks and stormwater channels.</p>	<p>The reference master plan outlines the provision of approximately 20,900sqm of publicly accessible open space which is highly integrated with the OSD.</p>
<p><b>Connectivity:</b> this principle promotes the creation of a network of high-quality open spaces that connect with town centres, public transport hubs, rivers, creeks, and employment and residential areas.</p>	<p>Located above and surrounding Central Station, it is anticipated that this new open space will enhance Sydney’s green network, noting particularly the introduction of new cross-rail connections. Three over-rail connections will enhance access and circulation through Central Precinct, as well as provide pedestrian and bicycle cross connections through the precinct</p>
<p><b>Multifunctionality:</b> this principle represents the ability of green infrastructure to delivery multiple uses simultaneously, designing spaces that foster interaction and stewardship, community identity, sense of connectedness and community capacity.</p>	<p>The new publicly accessible open spaces include careful consideration of the diversity of spaces, providing a range of parkland, civic plaza, and linear open spaces to meet the variety of community uses.</p>
<p><b>Participation:</b> this principle relates to a planning process that is open to all and involves stakeholders in the development and implementation of green infrastructure plans and actions. It involves ensuring equitable access, creating accessible spaces for all members of the community, and encourages the use of currently underutilised open space corridors for community use.</p>	<p>The extensive engagement process for this reference masterplan, social infrastructure study, and throughout future development approval processes, is considered to satisfy this principle. Continuing collaboration at the design phase for new open space, with a focus on creating accessible spaces within these publicly accessible green spaces, is encouraged.</p>

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### Performance criteria assessment

The draft Greener Places Design Guide (2020) provides a range of performance criteria, including:

- **Accessibility and connectivity:** high density areas (>60 dwellings/ha) should be within 200m walking distance (barrier free) to a local park.
- **Distribution:** in high density areas, a local open space of 0.15-0.5ha should be within 200m of most houses and 400m of most workplaces.
- **Size and shape:** in high density areas, the minimum size of a local park is 3000sqm. Smaller pocket parks can provide amenity, but are not adequate for a diverse range of recreational needs.
- **Quantity:** including increasing the capacity of existing parks.
- **Quality:** of design and maintenance, eg., clean, well-maintained shaded, visually appealing.
- **Diversity:** providing a diverse range of recreational opportunities that reflect the diversity of the community.

A detailed appraisal of these performance criteria has been undertaken by Architectus and Tyrell Studio in the development of the Place Strategy, Urban Design Framework and Public Domain Strategy (including the Landscape Plan) for the Central Precinct Renewal Program. The Urban Design Framework and Public Domain Strategy provides a comprehensive urban design vision and strategy to guide future development of Central Precinct and has informed the proposed planning framework of the SSP Study. The key elements of the Reference Master Plan that deliver on this performance criteria are set out at **Section 9.2**.



## Appendix G. Contemporary social infrastructure types

This section provides additional information relevant to the planning of the following contemporary social infrastructure types within the precinct: Indigenous cultural centres/ spaces; community lounges, and health services hubs.

### Indigenous cultural centres/ spaces

#### Indigenous cultural centres – approaches and benefits: a scan of key literature

[Indigenous Tourism in Australia: Profiling the domestic market \(Aus Gov, 2010\)](#)

<https://www.yumpu.com/en/document/read/27176180/indigenous-tourism-in-australia-profiling-the-domestic-market>

Key insights:

- Indigenous tourism is a key segment of the Australian tourism industry. In 2009, spending by Indigenous tourism visitors was valued at \$7.2 billion, representing 12% of total visitor expenditure
- Most popular activities in 2009: View indigenous art, craft, or cultural display (54%), Visit Indigenous site or community (27%), Visit an indigenous gallery (24%).

[Cultural Centre, Destination Cultural Offer and Visitor Satisfaction \(Zeng, B. 2017\)](#)

<https://www.mdpi.com/2071-1050/9/11/1984>

Key insights:

- Quality of experience offered at Indigenous centres is extremely important – impacts visitor satisfaction and likelihood of return.
- Intangible experiences (education, engagement with culture) should be enhanced by tangible resources (products, services, assets).
- Innovative architectural design, creative information provision and vivid local culture engagement can encourage the participation and involvement of indigenous businesses.

[Aboriginal Tourism Action Plan 2017-2020 \(Aus Gov, 2017\)](#)

<https://www.ecotourism.org.au/assets/Resources-Hub-Indigenous-Tourism/Aboriginal-Tourism-Action-Plan-2017-2020.pdf>

Key insights:

- Respect for the laws and customs of the area is essential. For example, some cultural sites may be traditionally women's only or men's only areas.

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- Only local or endorsed Indigenous people can act as guides for their own cultural experiences.
- In the year ending in June 2017, international and domestic (overnight) visitor participation in Aboriginal tourism experiences in NSW increased 31% over the previous year.

The Urban Aboriginal Landscape (Behrendt, L. n.d.) (WSU, 2013)

[https://www.westernsydney.edu.au/\\_data/assets/pdf\\_file/0007/6928/Behrendt\\_Final.pdf](https://www.westernsydney.edu.au/_data/assets/pdf_file/0007/6928/Behrendt_Final.pdf)

*“Aboriginal communities and culture are often invisible in cities to the people who live and work there.”*

“Aboriginal people as only having cohesive communities outside of our cities that finds its genesis in the once orthodox view of that Australia was peacefully settled, with Aboriginal people simply giving way naturally to a far superior (as the story would be told) technology of British civilisation.”

“There is, of course, another dimension to the cohesiveness of Aboriginal communities in the Sydney area and that is the tightly knitted kinship and family networks that exist here. They are just as strong here as they are in more discrete rural and remote areas. And it is an aspect of contemporary Indigenous culture that kinship and family ties bind our communities in a way that reinforces our more traditional obligations but interweave more widely than they once did.

“Once a network of clans within the Eora nation, Sydney now has a large Aboriginal population (second to the Northern Territory) and has clusters of Aboriginal communities in La Perouse, Redfern, Marrickville, Mt Druitt, Penrith, and Cabramatta. Across these enclaves are family and kinship networks that tie them together.”

Key insights:

- Indigenous cultural tourism is a large component of the Australian tourism industry and will likely continue to grow. Tourists are primarily interested in education about Indigenous art, culture, and community practices.
- The quality of cultural venues and the experiences offered within them is crucial to the engagement and satisfaction of visitors, which in turn supports Indigenous communities and businesses.
- As expected, it is difficult to ascertain a benchmark for the delivery of Indigenous cultural centres, particularly in an urban setting. However, it is clear that visibility is a major issue. The general invisibility of Indigenous communities in Australian cities tends to conceal the historical dispossession of Indigenous people and affirm a colonial narrative. The original custodians of the land and Country should be visible to residents, workers, and visitors to a city. The provision of Indigenous cultural centres should be aimed at increasing visibility wherever possible.

## Community lounges/ tech lounges

Community spaces that provide free access to WiFi, computers, other tech hardware.

**Table 31 Community lounges and tech lounges – outline functional brief components**

Social Infrastructure priority	Built form and locational preferences	Floorspace requirement	Outline functional brief	Concept description/ illustration	Delivery imperative/ value proposition
<b>Community Lounge Room</b> <ul style="list-style-type: none"> <li>• Tech spaces</li> <li>• Quiet spaces</li> </ul>	<ul style="list-style-type: none"> <li>• Separation from busy areas</li> <li>• Potential to insulate from broader street/ station noise</li> <li>• Distinctive space (reuse of heritage building?)</li> <li>• Easily accessible from the main Sydney Terminal Building</li> <li>• Accessible from street level</li> <li>• Provision in a central location would make a strong statement about NSW Govt's commitment to provide high quality free space, accessible to the broader community, within the precinct.</li> </ul>	<p>400sq.m +</p> <p><i>A range of sizes could be delivered, this represents a minimum to deliver the concept/ function.</i></p>	<ul style="list-style-type: none"> <li>• Open, semi-flexible space</li> <li>• Natural light/ ventilation</li> <li>• Quiet areas</li> <li>• Spaces suited for particular community cohorts, e.g., older people, young children, mothers &amp; babies.</li> <li>• Lockers/ storage space</li> <li>• Lounges, couches for quiet relaxation</li> <li>• Free WiFi/ charging stations</li> <li>• Provision of desks, computers</li> <li>• Moveable furniture – tables, chairs</li> <li>• Accessible toilet/s</li> </ul>	<p>Contemporary libraries typically include spaces designed as/ including 'Community Living Rooms,' including:</p> <ul style="list-style-type: none"> <li>• Woollahra Library</li> <li>• Marrickville Library</li> <li>• Kings Cross Library</li> </ul>	<ul style="list-style-type: none"> <li>• Strong imperative for NSW Government to provide a dedicated community space that is inclusive (free) and freely accessible to the broader community, as a statement on equity and the inclusiveness of the precinct (i.e., not just a place for global knowledge sector workers, but a place for whole community).</li> <li>• Precinct activation – whole of community spaces/ activities.</li> <li>• Will encourage broader resident community into the precinct.</li> <li>• Goes to the heart of the brand as Sydney's Southern Gateway – a destination for diverse communities (residents, workers, visitors).</li> <li>• Advantages to free access to tech – Wifi and computers – linked with long term community resilience.</li> <li>• Provision of quiet spaces such as this is important to support community wellbeing (mental and physical) and neurological diversity – with attendant flow-on benefits for the effective functioning of the precinct and reduced costs to health and social services.</li> </ul>

## Health and social services hubs

Hubs for health and social services representatives to co-locate and provide consulting and outreach for efficient service delivery in areas of concentrated demand.

**Table 32 Health and social services hubs – outline functional brief components**

Social Infrastructure priority	Built form and locational preferences	Floorspace requirement	Outline functional brief	Concept description/ illustration	Delivery imperative/ value proposition
<b>Services Hub</b>	<ul style="list-style-type: none"> <li>Street frontage/ direct street access</li> <li>Proximity to/ from Belmore Park and main Sydney Terminal Building</li> <li>Access to Haymarket Light Rail station</li> </ul>	<p>400sq.m+ minimum</p> <p><i>Size varies widely depending on uses and community needs</i></p>	<ul style="list-style-type: none"> <li>Office-type space for X number services representatives (can be run as 'hot desks' for different services present on different days)</li> <li>Space to contain small separate offices/ consulting rooms</li> <li>Front reception</li> <li>Kitchenette facilities for staff/ staff amenities</li> <li>Accessible toilet/s</li> </ul>	<ul style="list-style-type: none"> <li>Space for multiple services to locate a 1-3 representative/s to meet/ service clients directly or provide referral pathways</li> <li>Services representatives may vary day to day/ week to week</li> <li>The facility would include separate offices, meeting rooms, consultation rooms for service providers to meet with each other, clients and other stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Improved efficiency and effectiveness of service delivery – noting high density of NSW Govt and nfp social service delivery agencies operating in and around precinct every day.</li> <li>Co-location of service representatives in a single 'service hub' is a contemporary best practice model of service delivery: demonstrated to deliver improved efficiencies and outcomes for agencies and customers.</li> <li>Note model was tested in pop-up fashion in the Sydney Terminal Building in 2018-19 by key NSW Government agencies, homelessness services and City of Sydney as strategy to help address issues associated with rough sleepers living in Belmore Park.</li> <li>Could operate as an extension of the model currently operated Health Districts in the Sydney Dental Hospital.</li> </ul>

## Appendix H. Health Impact Assessment (preliminary)

### Physical activity

**Table 33 Physical activity impact assessment**

Project elements and population groups impacted	Potential impacts and benefits	Responses
<p><b>Project elements:</b></p> <ul style="list-style-type: none"> <li>• Open space (including embellishment)</li> <li>• Active transport connections through the site and to existing networks</li> <li>• Improved east-west connectivity (including connectivity to Prince Alfred Park)</li> <li>• Gyms</li> <li>• Urban design for incidental exercise e.g. steps, siting of public transport etc.</li> </ul> <p><b>Groups impacted:</b></p> <ul style="list-style-type: none"> <li>• Workers</li> <li>• Residents</li> <li>• Commuters</li> <li>• Visitors</li> </ul> <p><b>Sensitive receivers:</b></p> <ul style="list-style-type: none"> <li>• People with limited mobility</li> <li>• People with prams, luggage, belongings</li> </ul>	<p><b>During construction:</b></p> <ul style="list-style-type: none"> <li>• Reduced access/ amenity (associated with dust and noise generated by construction activities) and accessibility of major open spaces in the area (i.e. Belmore Park, Prince Alfred Park)</li> <li>• Reduced perceived safety in the area due to establishment of hoardings that can discourage walking, riding and exercising in the area</li> </ul> <p><b>During operation:</b></p> <p>Potential to encourage physical activity associated with:</p> <ul style="list-style-type: none"> <li>• Safety enhancements of open spaces, including at night (e.g. lighting, passive surveillance)</li> <li>• Access to open space for workers/ residents/ visitors to the Precinct</li> <li>• Potential increased activation of open space due to pedestrian bridges</li> <li>• Supporting active transport to and from workplace</li> <li>• Convenience – therefore increased use of local open spaces (e.g. Alfred Park) by workers/ residents from the western side</li> <li>• Access to private gyms in precinct</li> <li>• Encouraged physical activity as part of daily life</li> </ul>	<p><b>Construction phase:</b></p> <ul style="list-style-type: none"> <li>• Maintain solar access, amenity (i.e. mitigating dust and noise) and accessibility of major open spaces (i.e. Belmore Park, Prince Alfred Park)</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>• Ensure provision of, or easy access to parks and green spaces, open spaces, and recreational facilities</li> <li>• Plan for a walkable precinct to encourage physical activity <ul style="list-style-type: none"> <li>– Provide comfortable, well designed pedestrian connections</li> <li>– Maintain amenity of walking paths/ open space e.g. shading, seating, other climate protections</li> <li>– Consider location of pedestrian connections – correct location etc.</li> </ul> </li> <li>• Provide for secure bike parking</li> <li>• Maintain solar access</li> <li>• Coordinated planning to <ul style="list-style-type: none"> <li>– Increase connections to existing or future active transport networks</li> <li>– Increase connectivity to surrounding neighbourhoods (e.g. bridge/s to Prince Alfred Park)</li> </ul> </li> <li>• Enable programming of open spaces for activities (e.g. yoga, tai-chi): <ul style="list-style-type: none"> <li>– include appropriate amenities e.g. storage, public toilets</li> <li>– enable activities relevant to the many cultural groups in the area</li> </ul> </li> <li>• Enable provision of gyms within the precinct</li> <li>• Ensure active frontages across the precinct – stimulating ground level of buildings that encourage walking</li> <li>• Include staircases as options for level change and other options for incidental exercise both in public spaces and buildings</li> <li>• However, ensure level pathways and elevator connections for users with limited mobility</li> </ul>



Healthy eating

**Table 34 Healthy eating impact assessment**

Project elements and population groups impacted	Potential impacts and benefits	Responses
<p><b>Project elements:</b></p> <ul style="list-style-type: none"> <li>• Food and beverage provision on the site (i.e. Cafes, restaurants)</li> <li>• Retail/ supermarkets on the site</li> <li>• Food services for people experiencing homelessness/ disadvantage in Belmore Park/ Prince Alfred Park</li> </ul> <p><b>Groups impacted:</b></p> <ul style="list-style-type: none"> <li>• Visitors/ commuters</li> <li>• Residents</li> <li>• Workers</li> </ul> <p><b>Sensitive receivers:</b></p> <ul style="list-style-type: none"> <li>• People experiencing homelessness</li> <li>• Residents of social housing</li> </ul>	<p><b>Construction phase:</b></p> <ul style="list-style-type: none"> <li>• Potential disruption to food and beverage operators in the station and surrounding areas due to construction activities and reduced amenity in the area associated with noise, dust and vibration caused by construction activities, demolition of structures, establishment of construction sites, establishment of hoardings</li> <li>• Potential disruption to food services to vulnerable groups due to construction activities and reduced amenity in the area.</li> <li>• People experiencing homelessness will need to maintain access to food trucks.</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>• Opportunity to diversify food and beverage offer on site (daytime/ night time)</li> <li>• Changes to affordability of food in the area (Social inclusion issue)</li> <li>• Changes to access to fresh fruit and vegetables</li> <li>• Opportunity for increased provision of supermarkets in the precinct</li> <li>• Potential changes to if and how people experiencing homelessness have access to food. Will service providers be displaced long term?</li> </ul>	<p><b>Construction phase:</b></p> <ul style="list-style-type: none"> <li>• Ensure continuity of food service provision to disadvantaged users during construction (i.e. Coordinating with City of Sydney to disaggregate food service distribution)</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>• Develop retail strategy that: <ul style="list-style-type: none"> <li>- Ensures there are a range of affordable F&amp;B venues across the precinct</li> <li>- Ensuring there are fresh and healthy food options</li> <li>- Diversity of retail offerings i.e. Not just convenience stores</li> <li>- Supports increased provision of supermarkets at this site</li> <li>- Leveraging the supermarket as a community asset</li> <li>- Longer opening hours for supermarkets</li> <li>- Ensuring that the planning controls for the site enable flexibility for supermarket service offer</li> </ul> </li> <li>• Consider potential inclusion of community gardens within the precinct</li> <li>• Provide drinking water fountains in public places</li> <li>• Determine future of food service provision to vulnerable groups post-construction</li> <li>• Deliver space for breastfeeding mothers in the public buildings, and encourage provision of such spaces in the commercial buildings proposed in the area</li> <li>• Consider potential inclusion of community gardens within the precinct</li> <li>• Provide drinking water fountains in public places</li> <li>• Determine future of food service provision to vulnerable groups post-construction</li> <li>• Deliver space for breastfeeding mothers in the public buildings, and encourage provision of such spaces in the commercial buildings proposed in the area</li> </ul>

Community safety and security

**Table 35 Community safety and security impact assessment**

Project elements and population groups impacted	Potential impacts and benefits	Responses
<p><b>Project elements:</b></p> <ul style="list-style-type: none"> <li>• Lighting</li> <li>• Building frontages at ground level</li> <li>• Design of public domain</li> <li>• Design of pedestrian routes with regard to passive surveillance/ CPTED principles</li> <li>• Licensed venues and liquor outlets</li> <li>• Diversity of night time uses</li> <li>• Service coordination and physical space for this to occur (e.g. health hub)</li> </ul> <p><b>Groups impacted:</b></p> <ul style="list-style-type: none"> <li>• All residents, workers, visitors</li> </ul> <p><b>Sensitive receivers:</b></p> <ul style="list-style-type: none"> <li>• Women</li> <li>• Older people</li> <li>• People with limited mobility</li> <li>• Young people</li> <li>• Students/ international students</li> <li>• Visitors esp. from regional areas (eg who miss their train and get stock overnight)</li> <li>• People experiencing homelessness</li> </ul>	<p><b>During construction:</b></p> <ul style="list-style-type: none"> <li>• The station area is generally considered less safe than many other areas in Sydney. Construction activities may have further impacts on perceptions of safety in the area, e.g. due to reduced sightlines associated with establishment of hoardings, site offices etc, and increased number of construction workers in the area. However it is noted that construction sites are a common occurrence in the Sydney CBD.</li> <li>• Potential impacts to pedestrian safety associated with increased traffic volumes due to construction activities and vehicles in the area</li> <li>• Potential disruption to rough sleepers' preferred locations for gathering and sleeping, recognising the precinct as "home" and place of safety for rough sleepers.</li> </ul> <p><b>During operation:</b></p> <ul style="list-style-type: none"> <li>• Potential to reduce: <ul style="list-style-type: none"> <li>– Direct (physical and mental) health impacts of crime e.g. assaults</li> <li>– Anti-social behaviour</li> <li>– Theft</li> <li>– Perceptions of crime impacting use of area and its perceived desirability as a destination/ accessibility</li> </ul> </li> <li>• Potential to improve perceptions of safety of the area</li> </ul>	<p><b>Construction phase:</b></p> <ul style="list-style-type: none"> <li>• Deliver appropriate lighting across the construction site etc, as per CPTED</li> <li>• Prepare and implement Construction Traffic Management and Pedestrian Management Plan</li> <li>• Communication and coordination with key services providers around issues and responses – during and post construction</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>• CPTED assessment of the whole precinct</li> <li>• Clear sightlines to be achieved</li> <li>• Implement a lighting strategy with safety focus</li> <li>• Activate the night time retail through other offers/ other amenities (e.g. social infrastructure)</li> <li>• Manage night time activity with safety and amenity focus</li> <li>• Programming/ staffing/ management of community spaces (space managers, concierge-like services, skilled social workers)</li> <li>• A concierge-like proactive and skilled service within the Station to support vulnerable people (including but not limited to those experiencing homelessness or living with mental health issues) accessing the station and direct them to appropriate service providers in the area</li> <li>• Training for station staff to aid with passive surveillance and proactively assist vulnerable customers</li> <li>• Community policing – services coordination (e.g. health services hub – ideally located in areas of high activity)</li> <li>• Communication and coordination with key services providers around issues and responses – during and post construction</li> <li>• Access control</li> <li>• Safe storage (lockers) for bikes, other possessions</li> </ul>

Open space and natural features

**Table 36 Open space and natural features impact assessment**

Project elements and population groups impacted	Potential impacts and benefits	Responses
<p><b>Project elements:</b></p> <ul style="list-style-type: none"> <li>• Open spaces</li> <li>• Pedestrian bridges over the railway corridor</li> <li>• Greening of the precinct (e.g. street trees, water features, green walls)</li> <li>• Connection to existing district/regional greenspaces (e.g. Belmore Park, Prince Alfred Park)</li> </ul> <p><b>Groups impacted:</b></p> <ul style="list-style-type: none"> <li>• All residents, workers, visitors</li> <li>• Sensitive receivers:</li> <li>• People with limited mobility</li> <li>• Women</li> <li>• People experiencing homelessness</li> </ul>	<p><b>During construction:</b></p> <ul style="list-style-type: none"> <li>• Reduced amenity and opportunities for enjoyment of the surroundings, due to noise, dust and vibration caused by the construction activities, and establishment of construction sites and hoardings</li> <li>• Reduced access/ amenity (associated with dust and noise generated by construction activities) and accessibility of major open spaces in the area (i.e. Belmore Park, Prince Alfred Park)</li> <li>• Reduced perceived safety in the area due to establishment of hoardings that can discourage walking, riding and exercising in the area</li> </ul> <p><b>During operation:</b></p> <ul style="list-style-type: none"> <li>• Encouraging physical activity – mental and physical health benefits</li> <li>• Supporting mental relaxation and restoration – scientifically proven wellbeing benefits of time spent in greenery</li> <li>• Supporting connection to nature – wellbeing benefits</li> <li>• Providing amenity and enjoyment</li> <li>• Providing space for social gathering, for informal and events, and helping to build social cohesion and connection</li> </ul>	<p><b>Construction phase:</b></p> <ul style="list-style-type: none"> <li>• Maintain solar access, amenity (i.e. mitigating dust and noise) and accessibility of major open spaces (i.e. Belmore Park, Prince Alfred Park)</li> <li>• Display of public art, photos of local heritage etc on hoardings</li> <li>• Ensure accessibility and connectivity for people with limited mobility</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>• Deliver appropriate quantum and quality of open spaces throughout the precinct, through the Reference Master Plan and planning framework, as per recommendations at Section 16 and Appendix F</li> <li>• Programming of open and green spaces to encourage activation/participation/use</li> <li>• Safety considerations at night e.g. lighting</li> <li>• Consider noise impacts for neighbouring properties in relation to use of open spaces</li> <li>• Provide amenity to encourage use e.g. shading, seating, water bubblers</li> <li>• Consider use of parks by rough sleepers – avoid hostile architecture and recognise rough sleepers have a right to sleep in the public domain</li> </ul>

Social (including health) infrastructure (see also Part C)

**Table 37 Social infrastructure assessment**

Project elements and population groups impacted	Potential impacts and benefits	Responses
<p><b>Project elements:</b></p> <ul style="list-style-type: none"> <li>• New community spaces, including:</li> <li>• Community lounge</li> <li>• Community services hub</li> <li>• Public meeting spaces</li> <li>• Education spaces?</li> <li>• Primary health care?</li> <li>• Connection to surrounding neighbourhoods i.e. accessibility of social infrastructure in CPRP for surrounding communities, access to social infrastructure in surrounding neighbour-hoods for workers/ residents of CPRP</li> </ul> <p><b>Groups impacted:</b></p> <ul style="list-style-type: none"> <li>• All residents, workers, visitors</li> </ul> <p><b>Sensitive receivers:</b></p> <ul style="list-style-type: none"> <li>• Women</li> <li>• Older people</li> <li>• People with limited mobility</li> <li>• Young people</li> <li>• Students/ international students</li> <li>• Visitors esp. from regional areas (e.g. who miss their train and get stock overnight)</li> <li>• People experiencing homelessness</li> <li>• Residents from diverse neighbouring communities</li> </ul>	<p><b>During construction:</b></p> <ul style="list-style-type: none"> <li>• Health and wellbeing impacts associated with potentially changed or disrupted access to health facilities and social services in the area (e.g. Sydney Dental Hospital), due to construction activities and vehicle movements in this area.</li> <li>• Reduced or altered access to social infrastructure in surrounding neighbourhoods during construction (due to establishment of construction sites, hoardings, closure or rerouting of existing roads and paths, noise, dust, vibration)</li> <li>• Reduced access/ amenity (associated with dust and noise generated by construction activities) and accessibility of major open spaces in the area (i.e. Belmore Park, Prince Alfred Park)</li> <li>• Potential disruption to food services to vulnerable groups due to construction activities and reduced amenity in the area. People experiencing homelessness may lose access to food.</li> </ul> <p><b>During operation:</b></p> <ul style="list-style-type: none"> <li>• Improved access to social infrastructure due to delivery of new infrastructure as part of the Precinct. Positive social impacts include: <ul style="list-style-type: none"> <li>– Increased spaces to gather, meet each other, interact and connect</li> <li>– Increased opportunities to access services e.g. health care, social assistance, education</li> <li>– Social cohesion benefits – access to free spaces, accessible to all community members</li> <li>– Increased access to space for community service providers</li> </ul> </li> <li>• Night time activation/ diversifying night time economy</li> <li>• Maximising benefit of investment in social infrastructure – due to accessibility of the site</li> </ul>	<p><b>Construction phase:</b></p> <ul style="list-style-type: none"> <li>• Explore opportunities to retain easy access to venues and facilities in the area</li> <li>• Maintain solar access, amenity (i.e. mitigating dust and noise) and accessibility of major open spaces (i.e. Belmore Park, Prince Alfred Park)</li> <li>• Deliver clear communication and wayfinding signage for alternate routes</li> <li>• Ensure accessibility and connectivity for people with limited mobility</li> <li>• Ensure continuity of food service provision to disadvantaged users during construction (i.e. coordinating with City of Sydney to disaggregate food service distribution)</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>• Ensure adequate and timely provision of social infrastructure to meet community needs</li> <li>• Ensure all social infrastructure is accessible/ welcoming to all community members</li> <li>• Programming and design of community facilities to consider: <ul style="list-style-type: none"> <li>– Shelter during extreme weather events (e.g. heat, cold, rain)</li> <li>– Access to WiFi/tech</li> <li>– Free or affordable access</li> <li>– Proactive venue management approaches to maximise activation</li> <li>– Night time activation, weekend activation</li> <li>– Community preferences/need</li> <li>– Programming in collaboration with City of Sydney</li> </ul> </li> <li>• Delivery of social infrastructure in earliest possible stages, to maximise its value in building community cohesion</li> <li>• Design/siting of social infrastructure to consider: <ul style="list-style-type: none"> <li>– Visual prominence/ground floor access</li> <li>– Connection to public and active transport</li> <li>– Connection to open space for indoor/outdoor programming</li> <li>– Flexibility – multiple spaces for different uses</li> <li>– Size/scale appropriate to the precinct/Sydney CBD context</li> </ul> </li> </ul>

Social cohesion and connectivity

**Table 38 Social cohesion and connectivity impact assessment**

Project elements and population groups impacted	Potential impacts and benefits	Responses
<p><b>Project elements:</b></p> <ul style="list-style-type: none"> <li>Public domain</li> <li>Open space</li> <li>Social infrastructure (community facilities)</li> <li>Third places – e.g. cafes, community lounges that enable social mixing</li> <li>Programming</li> <li>Activation and diversity of activities during day and night</li> <li>Digital connectivity</li> <li>Programmatic connectivity with surrounding institutions (e.g. universities linked with tech precinct business activities)</li> </ul> <p><b>Groups impacted:</b></p> <ul style="list-style-type: none"> <li>All residents, workers, visitors</li> </ul> <p><b>Sensitive receivers:</b></p> <ul style="list-style-type: none"> <li>Residents from diverse neighbouring communities</li> <li>Students/ international students</li> <li>People experiencing homelessness</li> </ul>	<p><b>During construction:</b></p> <ul style="list-style-type: none"> <li>Potential changes to social fabric of the area associated with changed access to community gathering places and social infrastructure in the area.</li> <li>Reduced amenity and opportunities for social gatherings in the surroundings of the construction sites, due to noise, dust and vibration caused by the construction activities, establishment of construction sites and hoardings, including accessibility of major open spaces in the area (i.e. Belmore Park, Prince Alfred Park)</li> <li>Potential disruption to rough sleepers’ preferred locations for social gathering</li> <li>Loss of cheaper hotels and boarding houses being redeveloped in the area may have impacts on vulnerable communities in the area, due to potential loss of connection to place and sense of belonging that may impacts both on physical health as well as mental health</li> </ul> <p><b>During operation:</b></p> <ul style="list-style-type: none"> <li>This could be positive or negative depending on appropriateness of design and operation.</li> <li>Potential negative impacts: <ul style="list-style-type: none"> <li>‘Island effect’ of new precinct delivered amidst communities experiencing disadvantage if design/ other features are not inclusive</li> <li>Poor connectivity with surrounding neighbours will contribute to sense of inequality and disconnection – detrimental impact on social cohesion in the study area</li> <li>Lack of activation of precinct</li> </ul> </li> </ul> <p><b>Potential benefits:</b></p> <ul style="list-style-type: none"> <li>Spaces catalyse and sustain social connection among diverse communities</li> <li>Improved opportunities to meet and interact with diverse groups</li> <li>Improved perceptions of safety – generalised trust</li> <li>Overall success of precinct as destination (including economically)</li> </ul>	<p><b>Construction phase:</b></p> <ul style="list-style-type: none"> <li>Community consultation and engagement to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should be provided.</li> <li>Communication and coordination with key community services providers around issues and responses – during and post construction</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>Inclusive design – incl. public domain design for all ages and abilities</li> <li>Deliver social infrastructure as per recommendations of this report</li> <li>Measuring social cohesion over life of project through regular auditing</li> <li>Community consultation and engagement to ensure cohesion between the innovation cluster and surrounding communities, including neighbouring universities, businesses and the diverse resident communities (in order to avoid the island effect)</li> <li>Programming and design elements - advanced amenities, authentic scenes and unique experiences from innovation districts would enhance community engagement and social connectedness</li> <li>Placemaking opportunities to be explored</li> <li>Active venue management (programming public spaces like facilities – encourage activation)</li> <li>Programming the connectivity of this precinct with the broader innovation cluster/ Tech Central – self support the broader ecosystem</li> </ul>



Transport and connectivity

**Table 39 Transport and connectivity impact assessment**

Project elements and population groups impacted	Potential impacts and benefits	Responses
<p><b>Project elements:</b></p> <ul style="list-style-type: none"> <li>• Connection to public transport via Central Interchange (light rail, buses, train, Metro)</li> <li>• Pedestrian and bicycle links, including over the railway</li> <li>• Roads through precinct</li> </ul> <p><b>Groups impacted:</b></p> <ul style="list-style-type: none"> <li>• Workers</li> <li>• Residents</li> <li>• Visitors</li> </ul> <p><b>Sensitive receivers:</b></p> <ul style="list-style-type: none"> <li>• People with limited mobility</li> <li>• People living with a disability</li> <li>• Residents of surrounding neighbourhoods</li> </ul>	<p><b>During construction:</b></p> <ul style="list-style-type: none"> <li>• Disruption to active transport pathways in the area, that would discourage physical exercise.</li> <li>• Disruption to existing public transport stops and services in the area, that may cause inconvenience and confusion for vulnerable users of the interchange, and hinder accessing health services in the area (e.g. health care customers travelling to Sydney from regional areas, access to Dental Hospital adjacent the site temporarily limited)</li> <li>• Changes to wayfinding may disrupt daily living routines and networks of local communities.</li> <li>• People with limited mobility (e.g. wheel chair users, people on crutches, or with walkers) would be disproportionately impacted.</li> </ul> <p><b>During operation:</b></p> <ul style="list-style-type: none"> <li>• Improved permeability, convenience, amenity for users – reduced travel times</li> <li>• Improved east-west connectivity for residents of surrounding neighbourhoods and users of the Sydney CBD</li> <li>• Increased physical activity – walkable design and permeability of the spaces</li> <li>• Increased social interaction and mental wellbeing due to “bump space” in walkable precincts</li> <li>• Increased activation of spaces within the precinct, improved patronage for facilities</li> <li>• Increased passive surveillance improving perceived safety for pedestrians</li> </ul>	<p><b>Construction phase:</b></p> <ul style="list-style-type: none"> <li>• Explore opportunities to retain easy access to venues and facilities in the area</li> <li>• Prepare and implement Construction Traffic Management and Pedestrian Management Plan</li> <li>• Deliver clear communication and wayfinding signage for alternate routes</li> <li>• Ensure accessibility and connectivity for people with limited mobility</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>• Consider wayfinding within the precinct, improved accessibility to existing public transport within the site</li> <li>• Prioritise pedestrian safety through shared zones etc.crosswalks, wayfinding</li> <li>• Consider amenity along pedestrian connections, e.g. shading, rest/ seating, greenery, landscaping</li> <li>• Ensure that pedestrian bridges over rail line feel safe to use at night, and are linear parks in their own right (e.g. goods line)</li> <li>• Explore inclusion of information resources, staffing and programming (e.g. Tourist Info) in the Station building to support visitors arriving from regional areas, interstate, or from overseas</li> </ul>

Housing and accommodation

**Table 40 Housing and accommodation impact assessment**

Project elements and population groups impacted	Potential impacts and benefits	Responses
<p><b>Project elements:</b></p> <ul style="list-style-type: none"> <li>• Housing diversity</li> <li>• Housing affordability</li> <li>• Housing design quality</li> <li>• Housing management</li> </ul> <p><b>Groups impacted:</b></p> <ul style="list-style-type: none"> <li>• Workers</li> <li>• Residents</li> <li>• Students</li> </ul> <p><b>Sensitive receivers:</b></p> <ul style="list-style-type: none"> <li>• Lower income earners (including start-ups/ entrepreneurs)</li> <li>• International students</li> <li>• Young people</li> <li>• Older people</li> <li>• People living with a disability</li> <li>• People living in social housing in surrounding neighbourhoods</li> <li>• Visitors esp. from regional areas (e.g. who miss their train and get stock overnight)</li> <li>• Vulnerable people</li> </ul>	<p><b>During construction:</b></p> <ul style="list-style-type: none"> <li>• Potential health impacts to neighbouring residents and visitor accommodation guests unable to enjoy their homes/ rooms for rest and relaxation in the immediate surroundings of the site due to construction activities generating noise, dust and vibration.</li> <li>• Potential disruption to rough sleepers' preferred locations for sleeping, recognising the precinct as "home" for rough sleepers.</li> <li>• Loss of cheaper hotels and boarding houses being redeveloped in the area will have impacts on vulnerable communities in the area, impacting both physical health as well as mental health, due to potential loss of connection to place and sense of belonging.</li> </ul> <p><b>During operation:</b></p> <ul style="list-style-type: none"> <li>• Changes to social diversity (underpinned by housing diversity) <ul style="list-style-type: none"> <li>– Dislocation due to increased house prices driven by renewal</li> <li>– Homelessness due to housing affordability issues and access to alternative accommodation options</li> </ul> </li> <li>• Wellbeing impacts of housing insecurity (e.g. flow on effects to employment opportunities, socialising, mental health)</li> <li>• Affordability impacts on start-up, creatives and innovation ecosystem</li> <li>• Potential impacts on rough sleepers</li> </ul>	<p><b>Construction phase:</b></p> <ul style="list-style-type: none"> <li>• Deliver a comprehensive Construction Environmental Management Plan to mitigate noise, dust and vibration caused by construction activities in the area</li> <li>• Limit extended construction hours near local residential buildings and sensitive receivers</li> <li>• Communication and coordination with key services providers around issues and responses – during and post construction</li> <li>• Sensitive communication and liaison with homeless people (rough sleepers) and related social services i.e. soup kitchen in and around the precinct during construction.</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>• Deliver affordable housing on site – at least 15% of residential GFA, and seek to contribute to affordable housing delivery elsewhere in the City of Sydney area as part of overall housing supply</li> <li>• Pursue opportunities to deliver social and supported forms of housing in proximity to the precinct, through partnerships with NSW Government agencies and housing and homelessness services providers, as a critical response to homelessness and socio-economic disadvantage in the locality</li> <li>• Ensure diversity of housing options in the final detailed design phases of development <ul style="list-style-type: none"> <li>– By size, price point, tenure type</li> <li>– Range of accommodation options/ tenure lengths – including longer term rental (e.g., Build to Rent)</li> <li>– Hotels</li> <li>– Safe hostel-style accommodation within or adjacent the station to support international students, backpackers, or local people from regional areas that have missed their last connection</li> <li>– Quality and safety of housing and accommodation delivered on site</li> </ul> </li> <li>• Housing management for affordable rental housing: dedicate housing delivered on site to a community housing provider (CHP) for long term asset ownership and management</li> <li>• Deliver a concierge-like pro-active and skilled service within the Station that can support vulnerable people (including but not limited to those experiencing homelessness or living with mental health issues) accessing the station and direct them to appropriate accommodation or housing service providers in the area</li> </ul>

Quality employment

**Table 41 Quality employment impact assessment**

Project elements and population groups impacted	Potential impacts and benefits	Responses
<p><b>Project elements:</b></p> <ul style="list-style-type: none"> <li>• New employment opportunities to be delivered via:</li> <li>• Retail/food and drink</li> <li>• Commercial development (with emphasis on knowledge sector jobs)</li> </ul> <p><b>Groups impacted:</b></p> <ul style="list-style-type: none"> <li>• Workers</li> <li>• Students</li> </ul> <p><b>Sensitive receivers:</b></p> <ul style="list-style-type: none"> <li>• Unemployed</li> <li>• Low socio-economic status</li> <li>• Aboriginal people</li> <li>• CALD, and asylum seekers</li> <li>• International students</li> <li>• Women</li> <li>• Young people</li> <li>• People living with disability</li> </ul>	<p><b>During construction:</b></p> <ul style="list-style-type: none"> <li>• Loss of existing employment opportunities due to renewal of the site – disproportionately affecting low paying service jobs (e.g. in shops within the Station)</li> <li>• Loss of existing employment opportunities due to reduced patronage in nearby businesses due to loss of amenity associated with establishment of a construction site and construction activities in the area generating noise, dust, and vibration</li> <li>• Potential impacts to health and wellbeing associated with uncertainties to local businesses and property managers/ owners in the area (retail, accommodation, food and beverage). May be experienced as cumulative impacts in the context of the impacts that the Covid 19 pandemic restrictions and disruptions have had on the Sydney CBD and other major projects in the area (e.g. Light Rail construction)</li> </ul> <p><b>During operation:</b></p> <ul style="list-style-type: none"> <li>• Support innovation ecosystem – but will depend on access to a broad variety of commercial spaces e.g. co-working, low cost start-up hub space, low cost creative space, space for larger firms</li> <li>• Improved supply of knowledge sector jobs close to major public transport infrastructure</li> <li>• Increased viability of Sydney CBD due to expanded capacity of employment floorspace</li> <li>• Contribution towards realising strategic planning goals regarding Eastern Economic Corridor</li> </ul>	<p><b>Construction phase:</b></p> <ul style="list-style-type: none"> <li>• Consider opportunities for socially sustainable procurement practices during construction of the Precinct e.g. Skills Exchange with Ultimo TAFE to train construction workers, proactively engage members of the Aboriginal community, residents of social housing, and other vulnerable groups</li> <li>• Timely community consultation and engagement to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should be provided.</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>• Leverage connection to surrounding universities to create opportunities for internships/ work experience for students within the Precinct</li> <li>• Maintain diversity of employment opportunities within the Precinct, e.g. retail, commercial, community service roles to ensure that quality employment is accessible to residents in surrounding neighbourhoods</li> <li>• Consider opportunities for socially sustainable procurement practices during operation of the Precinct e.g. Internship programs to involve international students etc</li> </ul>

Culture, both Aboriginal and non-Aboriginal, including shared beliefs, customs, values and stories, and connections to Country, land, waterways, places and buildings

**Table 42 Culture and connection impact assessment**

Project elements and population groups impacted	Potential impacts and benefits	Responses
<p><b>Project elements:</b></p> <ul style="list-style-type: none"> <li>Public domain and landscape elements</li> <li>Built form</li> <li>Specialist social infrastructure – cultural spaces (e.g., Aboriginal cultural centre)</li> <li>Public art</li> <li>Heritage items/ interpretation</li> </ul> <p><b>Groups impacted:</b></p> <ul style="list-style-type: none"> <li>All residents, workers, visitors</li> </ul> <p><b>Sensitive receivers:</b></p> <ul style="list-style-type: none"> <li>Aboriginal communities</li> <li>Residents from diverse neighbouring communities</li> <li>Lower socio-economic status (compounds social determinants)</li> <li>People living and working close to the site</li> </ul>	<p><b>During construction:</b></p> <ul style="list-style-type: none"> <li>Potential changes to connection to place for local residents, workers and visitors.</li> <li>Establishment of a construction site, community may have concerns regarding changed appearance, safety of, and use of heritage buildings or other buildings of architectural value in the 400m locality.</li> <li>Reduced amenity and opportunities for enjoyment of the surroundings, due to noise, dust and vibration caused by the construction activities, and establishment of construction sites and hoardings</li> </ul> <p><b>During operation:</b></p> <ul style="list-style-type: none"> <li>Creativity and cultural expression</li> <li>Connection to Country</li> <li>Connection to place, belonging – wellbeing and mental health impacts</li> <li>Precinct vibrancy and activation</li> <li>Precinct uniqueness – creating a destination</li> <li>Co-location with innovation industries can enhance and support innovation</li> </ul>	<p><b>Construction phase:</b></p> <ul style="list-style-type: none"> <li>Timely community consultation and engagement to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should be provided.</li> <li>Display of public art, photos of local heritage etc on hoardings</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>Connecting/ Designing with Country – First Nations approaches to environmental management and inclusion of cultural elements in the precinct design</li> <li>Creative and cultural spaces delivered within precinct to enable access and support innovation</li> <li>Arts and cultural elements within urban design to be explored including use of Aboriginal artists in any delivery of public art</li> <li>Community engagement to be undertaken where required</li> <li>Quality of open space, heritage preservation, adaptive reuse</li> <li>Explore opportunities to enhance local culture and heritage as well as cultures of neighbouring communities with elements in the station and precinct design</li> <li>Inclusive design and programming to make the area welcoming for all</li> </ul>

Environment and health; environmental sustainability and climate change

**Table 43 Environment and health; sustainability and climate change impact assessment**

Project elements and population groups impacted	Potential impacts and benefits	Responses
<p><b>Project elements:</b></p> <ul style="list-style-type: none"> <li>• Greening – incl. green roofs and walls</li> <li>• Open space – passive and active</li> <li>• Biodiversity</li> <li>• Sustainability elements of development (e.g. natural lighting, ventilation)</li> <li>• Climate protection – e.g. shading</li> <li>• Air quality</li> <li>• Acoustic characteristics of the site (noise)</li> <li>• Sustainable transport options/ broader active transport connectivity</li> </ul> <p><b>Groups impacted:</b></p> <ul style="list-style-type: none"> <li>• All residents, workers, visitors</li> </ul> <p><b>Sensitive receivers:</b></p> <ul style="list-style-type: none"> <li>• People with chronic health issues</li> <li>• Lower socio-economic status (negatively compounds social determinants of health)</li> <li>• Older people</li> <li>• People living with a disability</li> <li>• People experiencing homelessness</li> <li>• People living and working close to the site</li> </ul>	<p><b>During construction:</b></p> <ul style="list-style-type: none"> <li>• Impacts on health and wellbeing of users of all users of the area due to construction activities resulting in dust, vibration and noise. This would disproportionately impact more sensitive users of the area, e.g. residents, visitors and workers that are sensitive to noise or vibration. Construction works may impact on sleeping routines of local residents or hotel visitors, office workers ability to productively work, and general health and wellbeing of local residents and workers.</li> <li>• Reduced access/ amenity (associated with dust and noise generated by construction activities) and accessibility of major green open spaces in the area (i.e. Belmore Park, Prince Alfred Park)</li> </ul> <p><b>During operation:</b></p> <ul style="list-style-type: none"> <li>• Amenity impacts – quality of life affected by quality of air, water, noise, light</li> <li>• Physical health: <ul style="list-style-type: none"> <li>– Chronic diseases</li> <li>– Heat stress</li> <li>– Opportunities to relax and restore in green spaces</li> </ul> </li> <li>• Related mental health impacts (positive or negative)</li> <li>• Wellbeing</li> <li>• Noise conflicts – e.g. residents and workers requiring quiet space vs those using public space for socialising, noise from activated public spaces, entertainment uses, noise from trains and buses</li> <li>• Potential to activate spaces based on environmental quality</li> <li>• Reduction in private vehicle use by users of the area</li> <li>• Contribution to and mitigation of broader climate change impacts, including on human health and overall liveability and viability of spaces</li> </ul>	<p><b>Construction phase:</b></p> <ul style="list-style-type: none"> <li>• Maintain solar access, amenity (i.e. mitigating dust and noise) and accessibility of major open spaces (i.e. Belmore Park, Prince Alfred Park)</li> <li>• Mitigate noise, dust and vibration in surrounding areas, as per adequate construction management principles and measures</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>• Greening (public domain/ buildings) and trees</li> <li>• Open space provision</li> <li>• Quality and quantity of open space</li> <li>• Tree canopy coverage to meet City of Sydney requirements</li> <li>• Green elements – including greening of building inside and out; green roofs and walls to meet City of Sydney ESD initiatives</li> <li>• Planting of native vegetation in any proposed landscaping</li> <li>• Designing with Country – First Nations approaches to environmental design and management</li> <li>• Climate protection – including shading, wind protection, protection from rain and the elements (awnings)</li> <li>• The highest level of NABERS, Green Star, WELL Building standards as a route to quality development to be achieved</li> <li>• Consideration of climate events when designing and planning – i.e. design spaces that can capture or manage, but also recycle stormwater, flooding, heat</li> <li>• Design to reduce noise conflicts for noise-affected buildings</li> <li>• Social infrastructure as a place of respite for community members in the case of extreme weather events</li> <li>• Ensure the delivery of walkable precinct to support active transport and public transport for commuting</li> </ul>



## Appendix I. Delivering social and health outcomes through the planning framework

As per the Study Requirements (**Section 6.1**), this table is intended to “inform and support the preparation of the proposed planning framework, including any recommended planning controls or DCP/ Design Guideline provisions that would deliver an appropriate sustainability outcome.” This section is focused on social infrastructure and affordable housing provision, along with other aspects of land uses, built form and public domain delivery.

Delivery of broader social outcomes through the precinct aligned with the Social Sustainability Framework – including through the masterplan, planning framework and programmatic or operational elements of the delivery of the Central Precinct Renewal Program – are discussed in detail in **Section 19.4**.

**Table 44 Recommendations for masterplan and planning framework delivery of social infrastructure and health impact assessment outcomes**

Item	Rationale/ benefits	Planning control/ guideline
<b>New open spaces (of at least 3000sqm)</b>	Health and wellbeing benefits, recreation opportunities, gathering spaces, environmental impacts	<ol style="list-style-type: none"> <li>1. Min. area of public open space as an LEP/SEPP provision</li> <li>2. Location and area identified within Design guideline</li> </ol>
<b>Protect/embellish existing open spaces</b>	Health and wellbeing benefits, recreation opportunities, gathering spaces, environmental impacts	<ol style="list-style-type: none"> <li>1. Protection of public open space from overshadowing during certain times - LEP/SEPP or design guideline or</li> <li>2. Solar access plane - LEP/SEPP or design guideline</li> <li>3. Embellishment could be delivered through VPA</li> </ol>
<b>Ground floor retail/ other activated uses (e.g., community facilities)</b>	Day/night activation, passive surveillance and security, employment opportunities, convenience and amenity for residents and workers	<ol style="list-style-type: none"> <li>1. Active frontage control with supporting map showing indicative location - Design guideline</li> </ol>
<b>Variety of retail spaces</b>	Need a diverse range of spaces to support different price points and community needs	<ol style="list-style-type: none"> <li>1. Minimum % of tenancy size requirements in design guideline</li> </ol>
<b>Pedestrian bridges across the rail infrastructure to provide east west connectivity</b>	Improving connectivity across the precinct, providing linear public space (e.g. Goods Line)	<ol style="list-style-type: none"> <li>1. Shown as part of public domain (movement) map in design guideline</li> </ol>
<b>Integrated multipurpose facility, including creative space as anchor</b> <b>This facility should be visually prominent, central location, well-integrated with planned street connections, active transport links, green space to enable indoor/outdoor connections.</b>	Social infrastructure gap analysis indicates demand.	<ol style="list-style-type: none"> <li>1. Minimum GFA for community facilities - LEP/SEPP</li> <li>2. Design guideline to outline recommendations i.e. multi-purpose, location etc.</li> <li>3. Multi-purposed community facility could be delivered through VPA</li> </ol>
<b>Local community facility</b>	Social infrastructure gap analysis indicates demand	<ol style="list-style-type: none"> <li>1. Minimum GFA for community facilities - LEP/SEPP</li> <li>2. Design guideline to outline recommendations for a local community facility</li> <li>3. Local community facility could be delivered through VPA</li> </ol>

Item	Rationale/ benefits	Planning control/ guideline
<b>Community health and service hub</b>	Connectivity of the location, demand from service providers in the area	<ol style="list-style-type: none"> <li>1. Minimum GFA for community facilities - LEP/SEPP</li> <li>2. Design guideline to outline recommendations for a social and health services hub</li> <li>3. Social and health services hub could be delivered through VPA</li> </ol>
<b>Creative spaces (both Council and non-Council) These could include makers spaces, performance spaces, exhibition spaces, office space for cultural organisations</b>	Social infrastructure gap analysis indicates demand	<ol style="list-style-type: none"> <li>1. Minimum GFA for creative uses - LEP/SEPP</li> <li>2. Design guideline to outline recommendations for a creative uses - CoS have a draft DCP for creative uses as part of a planning proposal</li> </ol>
<b>Supermarket – including access to affordable fresh fruit &amp; vegetables</b>	Improve convenience for residents and workers; accessibility to fresh food	<ol style="list-style-type: none"> <li>1. Allow as a permissible use under proposed zoning under LEP/SEPP</li> </ol>
<b>Work spaces of a variety of sizes</b>	Support diversity of businesses, including start ups and emerging businesses; broad range of job opportunities	<ol style="list-style-type: none"> <li>1. Design guideline outlining minimum % of employment floorspace for small to medium tenancies</li> </ol>
<b>Child care services (places)</b>	Social infrastructure gap analysis indicates demand	<ol style="list-style-type: none"> <li>1. Subject to City of Sydney's childcare DCP controls</li> </ol>
<b>Affordable housing</b>	Prevent displacement of low and moderate income residents from Sydney CBD, support successful growth and functioning of the precinct and broader Tech Central innovation economy.	<ol style="list-style-type: none"> <li>1. Minimum 15% of GFA for residential accommodation to be for the purposes of affordable housing - LEP/SEPP</li> <li>2. Ref. also <b>Section 9.4</b> for recommendations on other mechanisms for affordable housing delivery</li> </ol>
<b>Diversity of housing forms - for different household types and tenure types</b>	Support a diverse range of households in the Precinct, including families with children, group households, small households. International student housing.	<ol style="list-style-type: none"> <li>1. Apply Section 4.2.3.12 Flexible housing and dwelling mix of Sydney DCP</li> <li>2. Proposed land use zoning to permit student accommodation</li> </ol>
<b>Low cost floor space for community service providers</b>	Prevent displacement of existing community service providers working in the area, create new opportunities to support the diverse community (e.g. consulting rooms for people experiencing homelessness who need to access services)	<ol style="list-style-type: none"> <li>1. Minimum GFA for community facilities - LEP/SEPP</li> <li>2. Design Guideline to outline recommendations for low cost office space for community service providers</li> <li>3. Low cost office space could be delivered through VPA</li> </ol>
<b>Specialist private rooms for the community, e.g. quiet rooms, prayer and meditation rooms, community lounges, mother &amp; baby rooms</b>	Support diversity (cultural, neurological, religious, gender; age; ability) within the community. Support community wellbeing.	<ol style="list-style-type: none"> <li>1. Design guideline to include requirement for specialist private rooms for community as part of design of certain development (i.e. multi-purpose community facility)</li> </ol>
<b>Universal design through precinct to enable accessibility for people of all ages and abilities</b>	Support inclusive access and quality of life for people of all ages and ability	<ol style="list-style-type: none"> <li>1. Refer to Sydney DCP 2012 and Disability Discrimination Act 1992 requires this outcome</li> </ol>



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