

Social Impact Assessment

St Leonards Telstra Exchange

Prepared for Home Apartments



Ethos Urban acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to land, waters and culture.

We acknowledge the Gadigal people, of the Eora Nation, the Traditional Custodians of the land where this document was prepared, and all peoples and nations from lands affected.

We pay our respects to their Elders past, present and emerging.

'Gura Bulga'

Liz Belanjee Cameron

'Gura Bulga' – translates to Warm Green Country. Representing New South Wales.

By using the green and blue colours to represent NSW, this painting unites the contrasting landscapes. The use of green symbolises tranquillity and health. The colour cyan, a greenish-blue, sparks feelings of calmness and reminds us of the importance of nature, while various shades of blue hues denote emotions of new beginnings and growth. The use of emerald green in this image speaks of place as a fluid moving topography of rhythmical connection, echoed by densely layered patterning and symbolic shapes which project the hypnotic vibrations of the earth, waterways and skies.

Contact	Madeleine Beart Associate Director (Social Strategy)	MBeart@ethosurban.com
----------------	---	-----------------------

This document has been prepared by:	<i>Solomon Charles</i>	This document has been reviewed by:	<i>Liesl Codrington</i>
--	------------------------	--	-------------------------

Amy Douglas, Solomon Charles	28/09/2023	Liesl Codrington, Madeleine Beart	28/09/2023
------------------------------	------------	-----------------------------------	------------

Version No.	Date of issue	Version No.	Approved by
1.0 (DRAFT)	29/09/2022	A.2022	AD
2.0 (DRAFT)	06/10/2022	B.2022	AD
3.0 (FINAL)	22/11/2022	C.2022	LC
4.0 (DRAFT)	20/09/2023	D.2023	MB
5.0 (FINAL)	28/09/2023	D.2023	MB

Reproduction of this document or any part thereof is not permitted without written permission of Ethos Urban Pty Ltd. Ethos Urban operates under a Quality Management System. This report has been prepared and reviewed in accordance with that system. If the report is not signed, it is a preliminary draft.

Contents

1.0	Introduction.....	7
1.1	Purpose of this report	7
1.2	The proposed development	7
1.3	Requirement for an SIA	7
1.4	Qualifications of report authors.....	8
2.0	Objectives and scope of assessment	9
2.1	Assessment objectives and framework	9
2.2	Social factors for assessment	9
2.3	Assessment methodology	10
2.4	Assumptions	10
3.0	Site context and the proposed development.....	11
3.1	Walking the site.....	11
3.2	Proposed development.....	13
3.3	Construction staging.....	15
4.0	Social baseline study	16
4.1	Introduction.....	16
4.2	Study area definition: area/s of social influence.....	16
4.3	Area context	17
4.4	Community profile: demographic characteristics	19
4.5	Community health profile.....	22
4.6	Local social infrastructure context	23
4.7	Transport and accessibility	25
4.8	Social issues and trends.....	25
5.0	Community and stakeholder outcomes.....	29
5.1	Engagement overview	29
5.2	Engagement to inform the development.....	29
5.3	Broader engagement outcomes.....	30
5.4	Consistency with the NSW SIA Guideline.....	32
5.5	Data considerations for this assessment.....	33
6.0	Social Impact Assessment.....	34
6.1	Assessment framework and scope	34
6.2	Key affected communities.....	34
6.3	Approaching the impacts: social domains of value to people	35
6.4	Evaluating the significance of social impacts	36
6.5	Accessibility	37
6.6	Surroundings.....	40
6.7	Decision-making systems.....	42

6.8	Community.....	44
6.9	Culture	45
6.10	Livelihoods.....	47
6.11	Way of life.....	48
6.12	Health and wellbeing.....	50
7.0	Social enhancement and mitigation.....	54
8.0	Summary of residual impacts.....	57
9.0	Concluding comments.....	62

Appendices

Appendix A	Demographic profile	63
-------------------	----------------------------------	-----------

Table of Figures

Figure 1	Locational Context.....	11
Figure 2	Site images.....	12
Figure 3	Surrounding development in St Leonards.....	13
Figure 4	Architectural render	14
Figure 5	Study Area Map.....	18
Figure 6	The Socio-Economic Indexes for Areas (SEIFA) – St Leonards.....	21
Figure 7	Social infrastructure context	24
Figure 8	Site location in relation to local transport hubs	25
Figure 9	Example slide from presentation during engagement activities	33

Table of Tables

Table 1	SEARs.....	8
Table 2	SIA Authors' Qualifications.....	8
Table 3	Resident and worker forecasts (2022-2036).....	22
Table 4	Assessment approach.....	35
Table 5	Defining magnitude levels for social impacts.....	36
Table 6	Defining likelihood levels of social impacts	36
Table 7	Social impact significance matrix.....	37
Table 8	Social impacts mitigation measures.....	54
Table 9	Social impact significance ratings with and without mitigation – residual impacts.....	58

Executive Summary

The purpose of this report is to assess the social impacts of a State Significant Development Application (SSDA), and concurrent State Led Rezoning for the proposed redevelopment of the Telstra Exchange site in St Leonards, Sydney, NSW. The proposal intends to facilitate the delivery of a high-quality, mixed-use redevelopment for an isolated and constrained site, that will complement the evolution of the St Leonards Strategic Centre towards a high-density mixed-use character. Specifically, it aims to:

- Create a healthy and inclusive project
- Improve physical activity, mental health, and create a welcoming, fully accessible and inclusive design
- Generate spaces for community activities and services, and public spaces to support gathering
- Deliver activated communal amenity and wellness spaces, and events and networking tailored to the local community.

This Social Impact Assessment (SIA) has been prepared to accompany the SSDA and Planning Proposal for the proposed redevelopment and responds to the Secretary's Environmental Assessment Requirements (SEARS) which outline a need for a Social Impact Assessment, prepared in accordance with the *NSW Social Impact Assessment Guidelines for State Significant Projects*.

Results from the SIA indicate that the proposal will deliver significant social benefits including:

- Increased amenity and improvements to the daily way of life for residents of the site and the broader St Leonards community. This has the potential to contribute to strategic policy goals encouraging the development of vibrant, liveable, and cohesive communities in transit-oriented development. This benefit is enhanced by the social infrastructure offerings for future residents of the site, and the wider community.
- Improving health and wellbeing outcomes for future residents of the site and the broader community, associated with leisure and recreation opportunities on-site and positive contributions to St Leonard's urban amenity.
- Creating opportunities for community gathering, interactions, and the generation of cultural capital associated with the delivery of coworking space, and high-quality vertical neighbourhoods which encourage neighbours to meet and connect.
- Increased livelihood outcomes associated with the construction and operation phase. This has the potential to positively support livelihoods not just directly through job creation, but also extending to local businesses and the overall improvement to St Leonards as a social and economic node.
- Improved livelihood and way of life outcomes for future residents of the key worker units. This has the potential to provide 10 key workers and their household members with affordable housing near to their places of employment, reducing rental stress and/or long commute times.

Key social impacts identified with the proposal include:

- Managing and responding to any temporary construction impacts as they arise, noting the position of the site in the St Leonards town centre and adjacent to social infrastructure and pedestrian activity.
- Managing the social impacts of any potential wind impacts and overshadowing on Christie Street, in the context of surrounding development. It is understood that this impact is being actively mitigated through extensive streetscape improvements and careful consideration through leading practice urban design.
- Considering cumulative impacts of the densification and urban renewal of St Leonards. Enhancing social benefits and ensuring that density is accompanied by an increase of liveability, and designed sympathetically to social needs and community cohesion, will be key to managing St Leonards' transition. While this development in isolation does not bear the onus of addressing this cumulative impact, considering its role in the broader social context of St Leonards and Crows Nest will be important to ensure that outcomes on this site support the broader precinct's social sustainability.

This Social Impact Assessment concludes that the overall outcome, subject to appropriate mitigation of construction and operational impacts, will be positive. Temporary impacts during construction can be managed accordingly through implementation of relevant technical report recommendations, communications strategies, legislative requirements,

and conditions of consent. Engagement with the local community and stakeholders during construction is strongly recommended to minimise impacts on accessibility, surroundings, health and wellbeing, and way of life.

Overall, it is considered that with a range of mitigation measures to manage any risks as well as enhance the positive benefits, the project is anticipated to bring significant public social benefits to the future residents of the site, as well as the broader community of St Leonards.

1.0 Introduction

1.1 Purpose of this report

This Social Impact Assessment (SIA) has been prepared in relation to the State Significant Development Application (SSDA), and concurrent State Led Rezoning for the proposed redevelopment of the Telstra Exchange site in St Leonards, Sydney, NSW. The applicant is Home Apartments. It has been prepared in accordance with relevant federal, State and local policy frameworks and strategic drivers, in particular the *Social Impact Assessment Guideline for State Significant Projects* (NSW SIA Guideline).

This SIA draws on the analysis of the current and forecast social conditions of the defined study area/s, along with details of the proposed development, to assess its likely social impacts. It also draws on the outcomes of community consultation that has been undertaken to date.

The purpose of this report is to analyse the potential social impacts that may arise from the development, during construction and operational phases. It subsequently recommends appropriate social mitigation and benefits optimisation measures.

1.2 The proposed development

The project is for the redevelopment of the Telstra Exchange site and includes a concurrent State Led Rezoning and State Significant Development Application (SSDA) submitted to the DPE under Method 3 of the Priority Assessment Program (PAP).

Specifically, the proposed development seeks approval for a mixed-use development comprising, build-to-rent housing (BTR), commercial and retail land uses. Specifically, the proposed development comprises the following works:

- Retention of the existing Telstra Exchange building
- Construction of a new 42 storey mixed-use development, comprising:
 - 21,472m² of build-to-rent housing across 31 storeys, including 262 dwellings;
 - 3,840m² of non-residential space within an 8 storey podium including ground level retail and short stay accommodation;
 - 721 m² of Key Worker Housing across 1 level, within the podium, delivering a total 10 dwellings to be managed as part of the build to rent development;
 - 2,014m² of community amenity facilities throughout the building.
- Residential lobby accessed via Christie Street and separate commercial use lobby accessed via Pacific Highway;
- Podium car parking and loading area with vehicular access via Christie Street, comprising a 48 space car stacker;
- Associated landscaping and public domain works.

The proposal will be supported by a Voluntary Planning Agreement to provide:

- a monetary contribution to Council of \$3.6 million towards Council's provision of local infrastructure; and
- the provision of 10 affordable housing units for key worker housing;
- local contributions to Council under s7.11 EPA Act (as described below) in the estimated amount of \$6.2 million; and
- a Housing and Productivity Contribution to the State in the estimated amount of \$3 million

1.3 Requirement for an SIA

The proposal is a SSDA as it is development for the purposes of a Build to Rent tower with a capital investment value of more than \$30 million. It is subject to approval by the NSW Minister for Planning and Public Spaces under the NSW *Environmental and Planning Assessment Act 1979*.

The DPE issued Secretary's Environmental Assessment Requirements (SEARs) to the applicant on January 28, 2022, for the preparation of an SIA:

Table 1 SEARs

SEARs	Where addressed
<p>21. Social Impact <i>Provide a Social Impact Assessment prepared in accordance with the Social Impact Assessment Guidelines for State Significant Projects.</i></p>	Throughout this report, see especially Section 6.0.

Additionally, deliverable 4.1.5 of the study requirements issued in relation to the State Led Rezoning proposal include a requirement for a Social Impact Assessment consistent with the requirements provided for in the SEARs.

1.4 Qualifications of report authors

The SIA Guideline requires authors are 'suitably qualified persons' who hold appropriate qualifications and have relevant experience in social science or related areas.

Name of Technical Reviewer: *Madeleine Beart, Associate Director, Social Strategy & Engagement, Ethos Urban*

Date the SIA was completed: **28 September 2023**

I confirm the SIA contains all relevant information, and understand my legal and ethical obligations, and that none of the information in the SIA is false or misleading.

Signed:



Table 2 SIA Authors' Qualifications

Author	Expertise/Qualifications
<p>Liesl Codrington Director, Social Strategy and Engagement</p>	<p><i>BA, MEnvPI</i> Liesl has over 20 years' experience in social planning, social sustainability and stakeholder engagement in both the private and public sectors. Member of Planning Institute of Australia, Member of Property Council's ACT Social Sustainability Committee</p>
<p>Madeleine Beart Associate Director, Social Strategy and Engagement</p>	<p><i>BArch, MUP</i> Madeleine has over 12 years' experience social planning, social research, social sustainability and stakeholder engagement in both the private and public sectors. Member of Social Impact Measurement Network Australia (SIMNA) and Committee Member of the Victorian Organising Committee of SIMNA. Accredited Advanced Social Practitioner (Level 3) through Social Value International.</p>
<p>Amy Douglas Principal Social Strategy</p>	<p><i>Bachelor of Science (Urban and Regional Planning)</i> Social Planning and Community Development – Professional Short Course (UTS)</p>
<p>Solomon Charles Urbanist, Social Strategy</p>	<p><i>BA Hons (Human Geography)</i> Solomon has 2 years' experience in social research and analysis, with a background as a junior academic researcher.</p>

2.0 Objectives and scope of assessment

2.1 Assessment objectives and framework

The assessment of social impacts in this report has been based on the *Social Impact Assessment Guideline for State Significant Projects* (NSW SIA Guideline) released by the NSW Department of Planning and Environment (DPE) in July 2021.

The NSW SIA Guideline is considered by NSW Government to represent best practice in social impact assessment processes and provides a consistent framework and approach to the assessment of social impacts associated with all state-significant projects and developments in NSW.

Social impact assessment (SIA) involves the analysis of social changes and impacts on communities that are likely to occur because of a particular development, planning scheme, or government policy decision. The purpose of social impact assessment is to assess the impacts of the development, both positive and negative, for all stages of the project lifecycle for key stakeholders and the broader affected community.

The assessment of social impacts in this report has been prepared in accordance with the NSW SIA Guideline. The NSW SIA Guideline provides a consistent framework and approach to the assessment of social impacts associated with all state-significant projects and developments in NSW.

As outlined in the NSW SIA Guideline, social impacts vary in their nature and can be positive or negative, tangible, or intangible, physically observable, or psychological (fears and aspirations). Social impacts can be quantifiable, partly quantifiable, or qualitative. They can also be experienced or perceived differently by different people and groups within a community, or over time.

The assessment involves a number of steps, including a baseline analysis of the existing socio-economic environment of a defined study area or areas; scoping of relevant issues; identification and assessment of potential impacts against the specified suite of factors set out in the NSW SIA Guideline; determination of the significance of the impacts, and identification of measures to manage or mitigate the project's potential negative impacts and enhance potential benefits.

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

2.2 Social factors for assessment

The NSW SIA Guideline classifies social impacts in the following way, which forms the core basis of this assessment:

- **Way of life:** *how people live, get around, work, play and interact with one another each day,*
- **Community:** *its composition, cohesion, character, how it functions, resilience, and people's sense of place,*
- **Accessibility:** *how people access and use infrastructure, services and facilities (private, public, or not-for-profit),*
- **Culture:** *both Aboriginal and non-Aboriginal - people's shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings,*
- **Health and wellbeing:** *people's physical, mental, social and spiritual wellbeing – especially for people vulnerable to social exclusion or substantial change, psychological stress (from financial or other pressures), access to open space and effects on public health,*
- **Surroundings:** *access to and use of natural and built environment, including ecosystem services (shade, pollution control, erosion control), public safety and security, as well as aesthetic value and amenity,*
- **Livelihoods:** *including people's capacity to sustain themselves through employment or business,*
- **Decision-making systems:** *the extent to which people can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms.*

Impacts are assessed across each of these factors on the basis of both tangible observable impacts, and community perspectives – i.e., with regard to the expressed fears and aspirations of impacted communities.

2.3 Assessment methodology

Stages in the preparation of this Social Impact Assessment are as follows:

- Baseline analysis of the existing socio-economic environment, involving:
 - Study area definition, including primary and secondary geographic areas likely to be impacted (see **Section 4.2** of this report)
 - Demographic analysis, including socio-economic characteristics of current communities and population forecast (see **Section 4.4**)
 - Review of other factors relevant to an understanding of the social baseline of the relevant study areas (see **Section 4.0**).
- Stakeholder and community engagement: findings of stakeholder and community consultation undertaken by the proponent and the local Council have been reviewed to identify community and stakeholder aspirations and values (see **Section 5.0**).
- Scoping of issues: Analysis of potential impacts during and post-construction, with each of the directly affected communities and other stakeholders identified in relation to the way they may be affected. Both positive and negative potential issues are identified. An SIA Scoping Checklist has been prepared at the outset of this assessment, in line with the specifications of the NSW SIA Guideline. The scoping process has underpinned the social impact assessment in **Section 6.0**.
- Identification of impacts as per the NSW SIA Guideline parameters. The social impact assessment ultimately appraises the significance of each identified impact based on its duration, extent and sensitivity of impact “receivers.” This results in a social significance rating for impacts and benefits, as per the social impact significance matrix shown in **Section 6.0**.
- Identification of mitigation strategies to manage impacts and enhance benefits of the development (**Section 7.0**).
- Summary of residual impacts following the implementation of additional responses and controls (**Section 8.0**).

2.4 Assumptions

Assumptions applied to complete this SIA include:

- The key findings of the background studies and technical reports are accurate.
- Socio-economic data for each study area accurately reflects the community demographic profile.
- Outcomes of the community consultation and engagement undertaken to date accurately reflect community views.
- All potential social impacts to the local community and special interest groups that can reasonably be identified have been included in this report.

3.0 Site context and the proposed development

3.1 Walking the site

The Telstra Exchange site (the site) comprises eight separate allotments and is located on the corner of the Pacific Highway and Christie Street. The site adjoins the existing AMA commercial building to the south, and The Landmark by New Hope residential building to the east.

The four commercial/retail lots are owned by Home with Telstra owning the balance of the site.

The Aboriginal Cultural Heritage Assessment Report (ACHAR) (Comber Consultants) understands that: *'the study area provided the Aboriginal people with diverse plant and animal resources. The salt and fresh water sources provided a rich environment where fish, turtles, crays, shellfish and molluscs could be caught or collected. The ample fresh water sources attracted native animals which were hunted or trapped'* (page 9).

While it may not be an identified place of social, cultural, or spiritual significance for Aboriginal people, considering the purpose of Country will be important in ensuring that future development responds to the Connecting with Country framework, and does not further disrupt underlying connections.

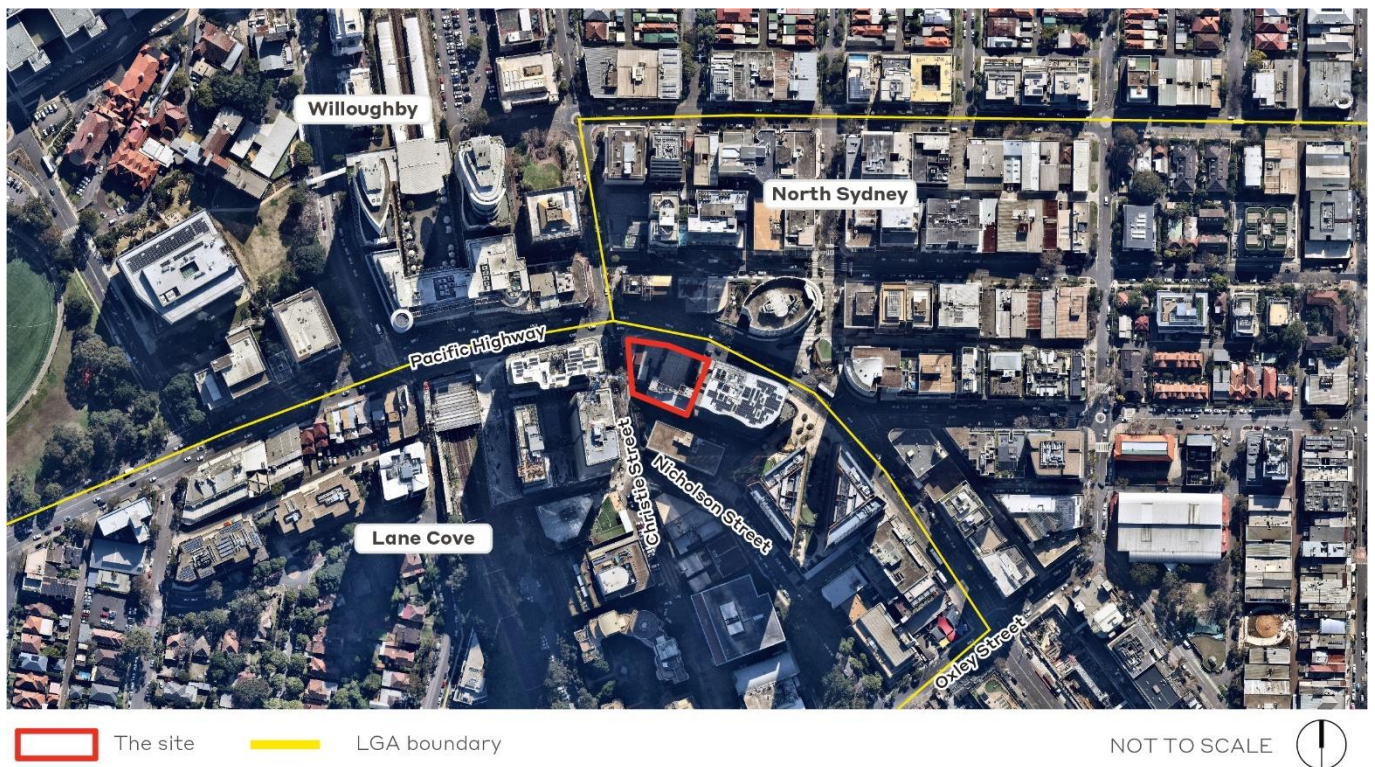


Figure 1 Locational Context
Source: Nearmap / Ethos Urban

3.1.1 Existing development

The eastern portion of the site is currently occupied by the St Leonards Telstra Telephone Exchange. This critical piece of telecommunications infrastructure is the nodal point for Sydney's North Shore, ranking as the second-highest order of significance within the Telstra network. It is understood that the Telephone Exchange cannot be demolished, relocated or used for support in the construction of any new structure. The Telephone Exchange Building is configured as a three-storey red brick building fronting the Pacific Highway with six storeys to the south of the site (refer to **Figure 2**).



Figure 2 Site images

Source: Ethos Urban

The amalgamated site is built to the site boundaries and includes at-grade vehicle parking, accessed from the Pacific Highway. It is noted that the critical infrastructure associated with the Telephone Exchange is housed within the three-storey component of the structure, with an underground cabling network of up to two storeys below, both of which must remain untouched during construction. The western portion of the site is currently occupied by four attached two-storey buildings, which are currently vacant except for one small-scale retail tenant.

3.1.2 Surrounding development

The St Leonards Centre has recently been undergoing a transition from smaller, aging commercial buildings to new multi-storey, mixed-use development. The area immediately surrounding the site is undergoing wholesale renewal. To the north, 'The Forum', the foundation of the urban renewal at St Leonards, now acts as its commercial, retail and transport hub.

St Leonards is growing rapidly in structure as a hub for healthcare, medical research, and educational establishments. Specifically, these include services at or allied to the expanded, multi-billion-dollar Royal North Shore Hospital, the North Sydney Medical College and North Sydney TAFE (St Leonards Campus). This proposal supports the Strategic Centre status through provision of a mixed-use development providing employment and housing diversity.

The St Leonards Centre is in the process of undergoing a transition from an ageing, second-tier commercial precinct, to an active mixed-use area incorporating a mix of commercial and residential land uses. This transition is being supported by current development activity, recent approvals, and future planned development. The immediate surrounds include a range of building forms which are transforming to high-rise commercial and multi-storey, mixed-use residential buildings.



Figure 3 Surrounding development in St Leonards
Source: Ethos Urban

3.2 Proposed development

3.2.1 Built form and massing

The building comprises a 42-storey development consisting of two key components, a podium and a tower. Overall, the proposed building will comprise approximately 28,047m² of GFA.

The podium comprises a total of 8 storeys, which will accommodate non-residential land uses, including commercial, retail and communal open spaces, as well as carparking. A zero-metre setback to Pacific Highway, Christie Street and AMA House [69 Christie Street] is proposed for the podium, with a 6.2m setback from Level 6 proposed to the New Hope building.

The tower is proposed to comprise 34 storeys of build-to-rent housing apartments, 10 key worker apartments, and communal amenity space. The tower is built to the boundary along the Pacific Highway and Christie Street frontage and has an average setback of approximately 16.4m along the eastern boundary fronting the New Hope building. It is setback 1.2m from the southern boundary.

The tower is slender, and a typical floor plate includes nine apartments, with a GFA of approximately 732m² per floor. A total of 272 [Note: this excludes the 10 key worker housing apartments] residential apartments are proposed.



Figure 4 Architectural render

Source: DKO Architecture

3.2.2 Development objectives

The proposal seeks to deliver on the State Government's preferred outcome for St Leonards as a Strategic Centre with increased employment opportunities and mixed-use activities as identified in the St Leonards and Crows Nest Plan 2036.

The proposal intends to facilitate the delivery of a high-quality, mixed-use redevelopment for an isolated and constrained site, that will complement the evolution of the St Leonards Strategic Centre towards a high-density mixed-use character. More specifically, the proposal aims to:

- Facilitate the renewal of a constrained and otherwise underutilised and undevelopable parcel of land at a critical location in St Leonards. Importantly, the redevelopment of the Telstra Exchange site will not encumber or hinder the development potential of the adjoining sites, particularly the Australian Medical Associated (AMA) site. In this case, the proposed scheme achieves a superior built form, design, and environmental amenity outcome without consolidating with the adjoining AMA site.
- Integrate with the contemporary urban landscape of the Pacific Highway frontage established by Mirvac, New Hope and JQZ.
- Provide an integrated mixed-use Build-to-Rent building in an evolving mixed-use precinct.
- Provide key worker housing in a strategic location to support emergency service personnel in St Leonards
- Create a viable commercial presence on the site, at a scale that will meet the future needs of permanent new jobs to support the medical and service-based future role of St Leonards.

- Deliver new build to rent apartments to take advantage of this accessible location, proximity to services and existing and planned rail networks with direct connections to major employment destinations. It is noted that this location is in close proximity to the St Leonards Train Station, future Crows Nest Metro Station, and is well connected to existing employment hubs in the St Leonards Crows Nest Precinct.

Key themes and visions have been identified for this project by the project team. Key principles and/or commitments relevant to this assessment include the following:

- Creation of a healthy and inclusive project
- Improving physical activity, mental health, and creating a welcoming, fully accessible and inclusive design
- Spaces for community activities and services, and public spaces to support gathering
- Activated communal amenity and wellness spaces, and events and networking tailored to the local community and demographics.

3.3 Construction staging

The proposed development will be undertaken and delivered in 8 construction stages, which are summarised below:

- **Stage 1:** Remove and demolish existing structures. Where required, strengthen shoring for below ground perimeter walls.
- **Stage 2:** Install footing strengthening to existing Telstra Exchange building, and commence manual excavation of footings within Telstra.
- **Stage 3:** Bulk and detailed excavation.
- **Stage 4:** Construct conventional insitu up to and above Telstra. The columns within the Telstra building are to be 'jumped' with concrete filled tubes.
- **Stage 5:** Install structural steel bonded over Telstra and establish form.
- **Stage 6:** Install transfer trusses.
- **Stage 7:** Continue tower progression.
- **Stage 8:** Continue tower progression and make alterations to existing Telstra to allow car entry.

4.0 Social baseline study

4.1 Introduction

This chapter provides an overview of the subject site and its current social context, with regard to a defined Primary Study Area (PSA), Secondary Study Area (SSA), and Tertiary Study Area (TSA) or 'area/s of social influence,' reflecting geographies of primary and secondary social impact.

The baseline analysis assesses the existing social characteristics of the community within the identified study area/s to better understand the potential community characteristics and specific communities that may be impacted by the project. It describes:

- **Community profiles** – key demographic characteristics including age, income, employment, cultural and linguistic diversity, household structure, relative levels of advantage and disadvantage, and transport and access, including journey to work travel patterns. *Note: Due to the significance of St Leonards as an employment centre, both resident and worker population have been provided.*
- **Community assets** – both tangible (social infrastructure) and intangible (human and social capital, community cohesion, community values and connection to place, and social issues and trends).
- **Community and stakeholder perspectives** – including the outcomes of community and stakeholder engagement undertaken by Ethos Urban to date which is relevant to this assessment have been discussed in **Section 5.0**. Broader community values and aspirations, based on a review of Community Strategic Plans and outcomes of related research projects have also been provided.

4.2 Study area definition: area/s of social influence

For the purposes of the Social Impact Assessment, study areas have been chosen taking into consideration the need to factor in both local social impacts and those likely to occur on a broader scale. The areas of social influence have been determined for the proposal based on the consideration of:

- The construction activities and operational uses of the proposal.
- The likely scale and extent of potential direct and indirect impacts and benefits of the proposal on the social factors identified in the NSW SIA Guideline. This includes indirect impacts that are generally less tangible and more commonly relate to matters such as community values, identity and sense of connection to place.
- Cumulative impacts that may impact affected communities as a result of other transport, construction and major urban renewal processes underway within or proximate to the corridor or localities.
- The potentially affected built or natural features that have social value or importance located on or near the construction sites, and the social characteristics of the areas likely to be affected by the proposal, as informed by the social baseline study and other technical assessments that inform the Environmental Impact Statement.
- The community and stakeholder groups that would be most likely affected by the direct and indirect impacts, based on stakeholder and community engagement activities, and other available information sources.

Based on the above, this assessment has considered the following 'areas of social influence'. The study areas have been defined using ABS Statistical Area boundaries (SA1 or LGA boundaries) that best reflect the identified geographical areas, presented below.

Primary Study Area (PSA)

For this assessment, a Primary Study Area (PSA) has been defined to represent the local community within the immediate area of the site. For this assessment the residents living within 400m of the subject site have been included.

There are likely to be localised social impacts relating to the immediate surrounds of the site, for example impacts associated with the construction of the new buildings (i.e. amenity values, access, noise, air quality etc). Longer term impacts such as potential noise, traffic and/or increased activity in the area are also anticipated to occur within close proximity to the proposed development, as well as likely changes to perceptions of safety or community sense of place.

Secondary Study Area (SSA)

A Secondary Study Area (SSA) has also been considered necessary for the purposes of this study due to the broader impacts and benefits that the proposed development will likely have on the surrounding community, existing likely interactions with the St Leonards town centre, as well as cumulative impacts associated with wholesale urban renewal processes. This has been defined as residents and workers within the St Leonards Crows Nest Planning Area.

Tertiary Study Area (TSA)

A broader Tertiary Study Area (TSA) has also formed part of the assessment, given the potential for widespread impacts (both positive and/or negative). This has been defined as the Lane Cove, North Sydney, and Willoughby LGAs.

See **Figure 5** below for a map of the Study Areas.

4.3 Area context

Located five kilometres north-west of the Sydney CBD, the St Leonards and Crows Nest area is identified as a strategic centre through a suite of high-level planning documents, including the Greater Sydney Region Plan and the North District Plan. The introduction of the new Crows Nest Metro Station as part of the Sydney Metro City & Southwest – Chatswood to Sydenham project has also presented an opportunity for renewal and activation in the area.¹

The St Leonards Centre has recently been undergoing a transition from smaller, aging commercial buildings to an active mixed-use area incorporating a mix of commercial and residential land uses. This transition is being supported by current development activity, recent approvals and future planned development. The area immediately surrounding the site is undergoing wholesale renewal. To the north, 'The Forum', the foundation of the urban renewal at St Leonards, now acts as its commercial, retail and transport hub.

St Leonards is growing rapidly in structure as a hub for healthcare, medical research, and educational establishments. Specifically, these include services at or allied to the expanded, multi-billion-dollar Royal North Shore Hospital, the North Sydney Medical College and North Sydney TAFE (St Leonards Campus). This proposal supports the Strategic Centre status through provision of a mixed-use development providing employment and housing diversity.

The St Leonards Crows Nest Precinct, more broadly, is expected to experience significant urban renewal for an expanding employment centre and growing residential community. The vision for St Leonards Precinct includes:

The St Leonards core will be revitalised through a balance of commercial and residential development, providing lively and active streets, safe and interesting laneways for people and sunny tree-lined public spaces. The best bits of the surrounding leafy neighbourhoods that locals love will be brought into the heart of St Leonards for residents, workers and visitors to enjoy.²

¹ St Leonards Crows Nest 2036 Plan (NSW DPE, August 2020), p. 1.

² St Leonards Crows Nest 2036 Plan, (NSW DPE, August 2020), p. 5.

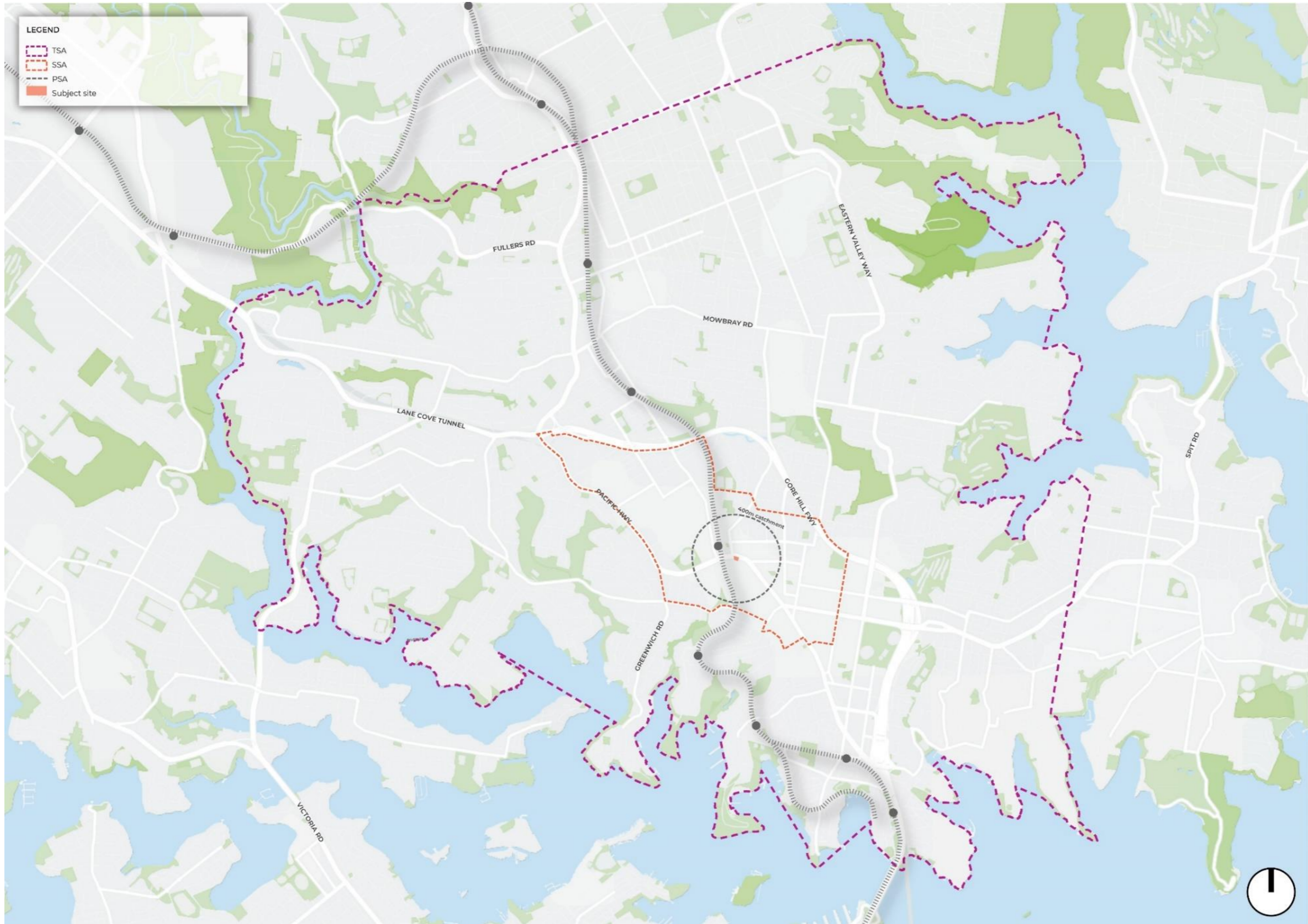


Figure 5 Study Area Map
Source: Ethos Urban

4.4 Community profile: demographic characteristics

A detailed assessment of the key community characteristics of the three study areas is provided below and is based on results from the 2021 ABS Census of Population and Housing. The characteristics of the study areas have been benchmarked against the Greater Sydney average for comparison purposes.

4.4.1 Current community profile

The key demographic characteristics of the population in the SSA and TSA are summarised below based on the ABS Census of Population and Housing 2021. It is important to note that at the time of preparing this assessment, not all information from the ABS 2021 Census is yet available. Where required, relevant information will be supplemented from the 2016 Census.

St Leonards Crows Nest Profile

Detailed community profiles are shown in **Appendix A** and key findings for the SSA, representative of the St Leonards Crows Nest community, are highlighted below.

- **Population:** As of 2023, there were an estimated 15,420 residents living within the SSA, an increase from the 2016 population of 14,010.
- **Age Structure:** The SSA is age diverse, with a median age of 35.9, slightly below the Greater Sydney median of 37.3. In particular, the SSA has a high share of residents aged 25-34 years (28.6%), when compared to Greater Sydney for the same age group at 15.6%. The largest age group within the SSA include residents aged 35-49 years at 29.3%.
- **Young people and families:** Family households account for 56.2% of occupied dwellings, which is significantly lower than Greater Sydney at 72.6%. Of these family households, only a small share at 18.8% are couple families with children. There are 868 0-4 year olds, and 1,000 5-14 year olds living within the SSA.
- **Income:** SSA residents earn a median annual household income of \$135,550, some 24.6% higher than the Greater Sydney median of \$108,750.
- **Household Composition:** The SSA has a diversity of household types. Family households account for 56.2% of occupied dwellings, which is significantly lower than Greater Sydney at 72.6%. Of these family households, only a small share at 18.8% are couple families with children. Most notably, some 37.8% of dwellings are occupied by lone persons, which compares significantly higher than the Greater Sydney average at 23.3%.
- **Tenure Type:** SSA residents have lower rates of home ownership compared to Greater Sydney. Specifically, 39.3% of SSA dwellings are owned either outright or on a mortgage, by comparison to 62.3% in Greater Sydney. Notably, a high share of dwellings within the SSA are rented (59.8%). This tenure type is consistent with an age profile and household composition that is characterised by young couples or singles living within family or lone person settings.
- **Dwelling Structure:** Flats, units and apartments are the predominate dwelling type within the SSA, accounting for 78.8% of dwellings. This compares to the Greater Sydney benchmark at 30.7% and is reflective of the high density built environment within St Leonards and Crow Nest.
- **Educational attainment:** A lower share of residents within the SSA are attending education (19.5%), compared to Greater Sydney at 25.8%. Of those attending education, almost a third are attending university or other tertiary institution.
- **Religiosity:** religiosity is relatively low in the area, with 53% of residents within the SSA identifying as having no religious association (compared to the greater Sydney average of 33%). Of those who do identify with a religion, Christianity is the largest (35%), followed by Buddhism (5%) and Hinduism (5%).

Trends

A review of key changes in the SSA demographic profile can be undertaken by investigating variations that have occurred between the 2016 and 2021 Census. Key findings include:

- **Household incomes have continued to increase** by +12.4%, however at a slower rate than Greater Sydney at +18.0%.
- **The age profile has become slightly older**, with the median age increasing from 33.8 in 2016, to 35.9 in 2021. This is in line with Greater Sydney which also experienced an increase from a median age of 36.4 to 37.3.
- **Higher share of rented dwellings**, increasing from 56.4% to 59.8%. By comparison, the share of rented dwellings in Greater Sydney increased by +1.0% over the period.

- **Increased monthly mortgage repayments**, increasing on average by +12.0%. This is in line with the percentage increase across Greater Sydney of +12.1%.
- **Higher percentage of the population attend formal education**, increasing from 17.9% in 2016 to 19.5% in 2021. This is a high increase than the change in Greater Sydney, which recorded an increase of just +0.6% in the share of residents attending education.
- **A greater share of dwellings are occupied by lone persons**, with the overall share increasing by +4.9%. By comparison, the share of lone person households in Greater Sydney increased by +1.6%.

It is our view that interpretation of small area data from the 2021 ABS Census – that is any geography smaller than a State - should have due consideration for potential outcomes arising from the COVID-19 pandemic. For example, at a small area level trend analysis relative to 2011 and 2016 Censuses should be treated with some degree of caution, as potential changes in demographics/behaviour may reflect temporary rather than structural changes as a result of COVID-19.

In summary, the SSA is characterised by an age diverse population, that are slightly younger, and a more affluent population when compared to Greater Sydney. Many residents are working professionals. Residents typically live in high density dwellings and there is a dominant tenure type of rental properties over home ownership. Households are typically characterised by couples without children, and lone persons.

Primary study area – similarities and differences

The PSA is commensurate with the SSA, although the following key considerations are noted:

- Very high socioeconomic advantage, with the majority of the PSA ranking in the 90-100% quartiles in the SEIFA index (see below). It is noted that there are some pockets or relative disadvantage, although in the broader context of the state average all SAIs are above the state average, with a lowest quartile of 70%.
- Of the over 8000 residents living within 400m of the site (PSA) on census night, there is an underrepresentation of high school aged children and the largest cohort as a total percentage is 25-34 year olds. There is a large number of university students, constituting 37% of residents attending education.
- Mandarin (11.1%), Cantonese (8.0%), and Japanese (4.7%) of the three most spoken languages at home, other than English. This is a higher proportion than both the SSA and TSA, indicating a larger resident population from these East Asian cultural backgrounds. More than half (54.6%) of PSA residents were born overseas.

Socioeconomic advantage and disadvantage

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.

In considering SEIFA scores, the ABS recommends the relative advantage or disadvantage of an area should be used as a contextual variable only. This means that while some SAIs show higher levels of advantage, this does not suggest that all individuals within this area are advantaged, and vice versa.

The Index of Relative Disadvantage factors in issues such as income, employment, occupation, education, housing and English proficiency, and is plotted over the page for the PSA (**Figure 6**).



Figure 6 *The Socio-Economic Indexes for Areas (SEIFA) – St Leonards*
 Source: Ethos Urban, Australian Bureau of Statistics

4.4.2 Resident population forecast

St Leonards is a key destination on the Lower North Shore of Sydney for a range of uses and services. As such, the region accommodates both local residents and local workers as key customer segments on a daily basis.

In total some 62,750 persons are likely to be present within the SSA on an average weekday, including 15,420 residents and 47,330 workers. This weekday population is projected to increase substantially over the next 15 years, including doubling the estimated number of residents to around 30,000 and adding around 11,000 additional workers to result in almost 90,000 workers. Population projections have been estimated with reference to the latest ABS 2021 Estimate Resident Population (ERP) figures, and the DPE projections for the St Leonards and Crows Nest Precinct as outlined within the Social Infrastructure and Open Space Study for the Precinct. For the purposes of this assessment, the mid-range projections have been considered as most appropriate, taking into consideration planned development activity in the area.

Taking into account existing and proposed development that are already known in the area, the worker forecasts outlined in this assessment adopt the upper range of the State Government projections as included in the St Leonards and Crows Nest 2036 Plan for the region.

Reflecting the mixed use nature of the St Leonards and Crows Nest region, as well as the range of other service and amenities including services apartments, educational facilities and hospitals, the precinct would also serve a range of other customer segments to some degree including visitors and students to the area. However, residents and workers will account for the majority of activity on a typical weekday.

A breakdown of resident and workers forecast within the SSA (St Leonards and Crows Nest Precinct) are shown in **Table 3** below.

Table 3 Resident and worker forecasts (2022-2036)

Study Area	2016	2022	2026	2036	Change (2022-2036)
Residents	14,010	15,420	19,180	30,200	+14,780
Workers	44,880	47,330	50,780	59,610	+12,280
Total	58,890	62,750	69,960	89,810	+27,060

Source: NSW DPE, ABS 2021, St Leonards and Crows Nest 2036 Plan

4.5 Community health profile

The secondary study area is situated within the North Sydney Local Health District (NSLHD). The summary below provides a snapshot of the health and wellbeing of the St Leonards and Crows Nest community, based on a review of the *NSLHD Clinical Services Plan (2019-2022)*.

The NSLHD serves 943,908 people that live in the district, representing 11.7% of the total population of New South Wales. The following health trends can be identified within the district:

- NSLHD residents generally experience better health than the NSW average, with the nation's highest life expectancy, lower premature mortality, and highest infant and maternal health scores.
- Risk factors such as smoking, lack of physical activity, fruit and vegetable intake and obesity are less prevalent in the District, comparatively with the rest of New South Wales. The only risk behaviour prevalent is risky drinking that compares with the state average.
- The district falls below the national average for breast and bowel cancer screening, but above the national average for cervical cancer screening.³

Analysis by the Northern Sydney Primary Health Network (NSPHN) and the NSLHD also highlight several mental health issues afflicting the relevant district/regions:

- As of 2019, approximately 40% of the North Sydney Region suffer from some degree of mental health issues, with 3.1% suffering from severe mental health issues. With 8.9% of the region reporting high or very high psychological

³ NSLHD_Clinical Services r1 DIGITAL.PDF (nsw.gov.au)

distress, and 16.6% of those aged over 18 engage in high- risk drinking. Further to this, 2,474 per 100,000 hospitalisations are attributed to mental health, much higher than the New South Wales rate (1,909 per 100,000).

- Higher rate of hospitalisations for intentional self-harm among those aged 15-24 (241 per 100,000), as well as females (112 per 100,000), and Aboriginal people (411 per 100,000).
- People most at risk of poorer health in the North Sydney Region include:
 - Complex and severe alcohol and other drug users
 - People with serious physical and mental health co-morbidities
 - Those experiencing social isolation or homelessness
 - Children, young people, adolescents, and their families
 - Older people
 - Women, particularly those aged 39-45
 - Aboriginal and Torres Strait Islander Peoples
 - LGBTQIA+
 - Culturally and linguistically diverse people
 - Men who live alone.⁴

4.6 Local social infrastructure context

It is important to consider the provision of key social infrastructure to support the project – such as hospitals, emergency services, schools and other social and health services. The workforce on site and future residents will place demand on existing infrastructure and services, and any impacts associated with local social infrastructure networks must be identified.

Existing social infrastructure accessible within 400m (PSA) is shown in **Figure 7**. There is a strong concentration of social infrastructure in St Leonards, commensurate with its role as a transport and commercial centre. This includes a number of local parks (including the significant Gore Hill Oval), medical centres and hospital infrastructure (RNSH), childcare, tertiary education, and a strong cluster of creative industries in the Chandos Street Precinct. It is this infrastructure which is assessed as being potentially subject to direct, localised impacts associated with the Proposal.

Social infrastructure identified within the primary study area includes:

- **Open space and recreation:** there are four parks in the Primary Study Area (Gore Hill Park, Hume Street Park, Nicholson Street Road Reserve and Christie Street Reserve). Additionally, there is one outdoor fitness station (Gore Hill Oval), one sports court (North Sydney Indoor Sports Centre) and are two play spaces (Friedlander place and Newlands Park).
- **Community and cultural facilities:** there is one library in the PSA. Additionally, there are two places of creative participation (Balarinji and Atchison Lane Secret Street Art). There are five places of creatives presentation (Stalker Theatre, White Rhino Artspace, me Artspace, Cre8tive GALLERY and studios and John Griffin Memorial Stage). There are three sites of creative practice (Tanya Pearson Academy, Jazz Workshop Australia and Fine Music Studios). There is one place of worship in the PSA (Northside Church, Crows Nest).
- **Schools and education:** there are two tertiary education institutes in the PSA (ISMT Institute of Science Management and Technology and Sydney Design School).
- **Families, young people, and early years:** there are three childcare centres located in the PSA (Crows Nest Kindergarten, CASS Gumnut Early Learning Centre and Reddam Early Learning School). Additionally, there are two maternal and child health centres (Dr. Colin Walsh- Obstetrician and Mater Hospital).
- **Health and emergency services:** there is one hospital in the PSA (Royal North Shore Hospital). Additionally, there are three medical facilities (Crows Nest Psychology, MedClinic St Leonards Medical Centre and Marren Campbell and Mackie).

Refer to **Figure 7** for a map of the described social infrastructure.

⁴ Northern-Sydney-Regional-Plan-final.pdf (sydneynorthhealthnetwork.org.au)

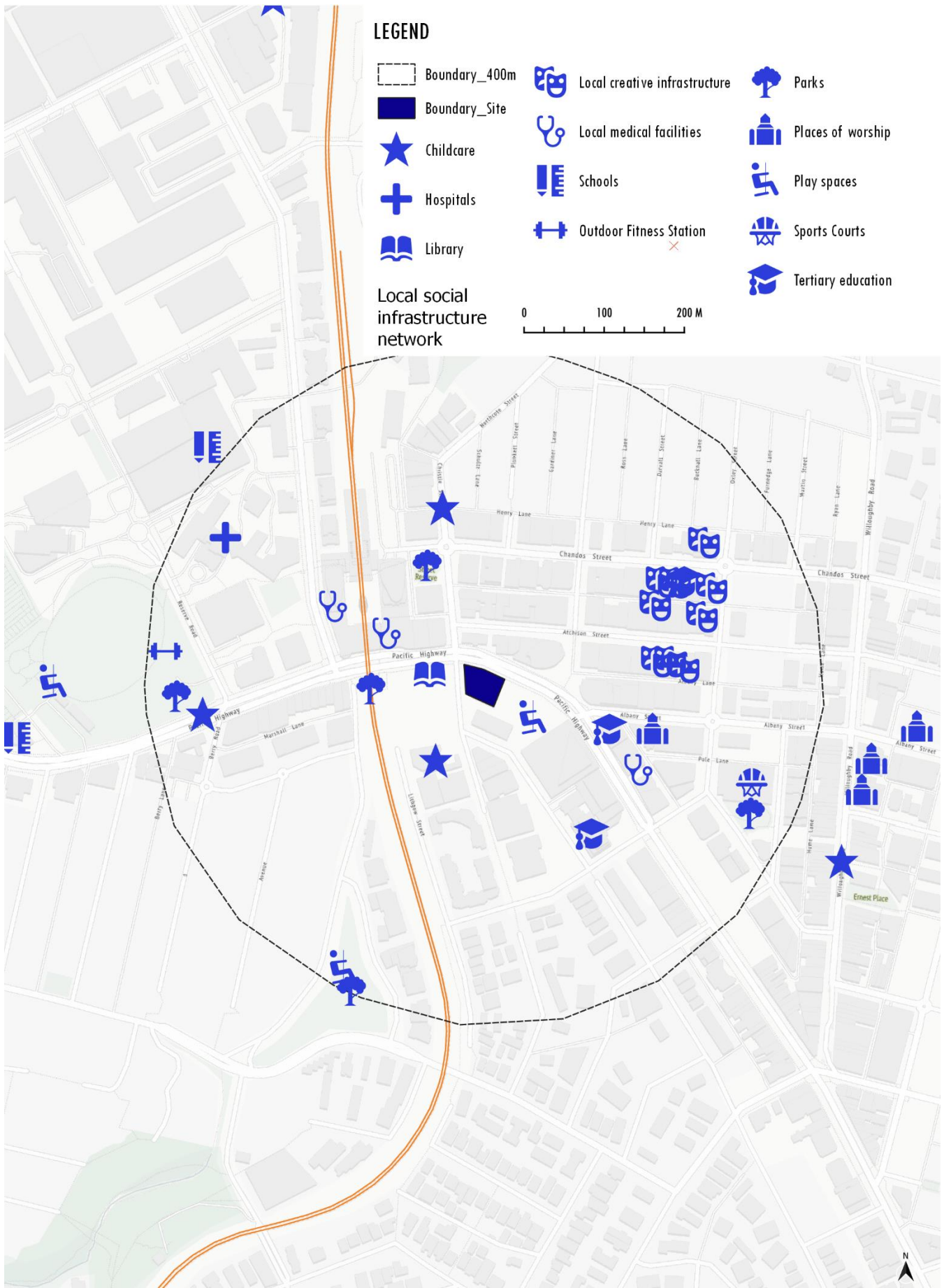


Figure 7 Social infrastructure context
 Source: Ethos Urban, Google Maps

4.7 Transport and accessibility

Located within short walking distance from the site is St Leonards train station and the proposed Crows Nest Metro Station. These transport nodes do and will support a high volume of passenger trips, and generate significant pedestrian and social activity around the station entrances. The existing St Leonards train station connects with the T1 North Shore line, including to Chatswood and the Sydney CBD. The future Metro will also connect to these locations, through a separate alignment and extending further to new population centres along the existing Bankstown Line and recently opened Metro North West.

Adjacent to the site there are numerous bus routes accessible via bus stops on the Pacific Highway, including:

- N90- Hornsby to City Town Hall
- N91- Bondi Junction to Macquarie Park
- 290- Epping to City Erskine Street
- 287- Ryde to Milsons Point
- 291- Epping to McMahon's Point
- 286- Denistone East to Milsons Point
- 261- Lane Cove to City King Street Wharf
- 265- Lane Cove to North Sydney
- 254- Riverview to McMahon's Point
- 252- Gladesville to City King Street Wharf.

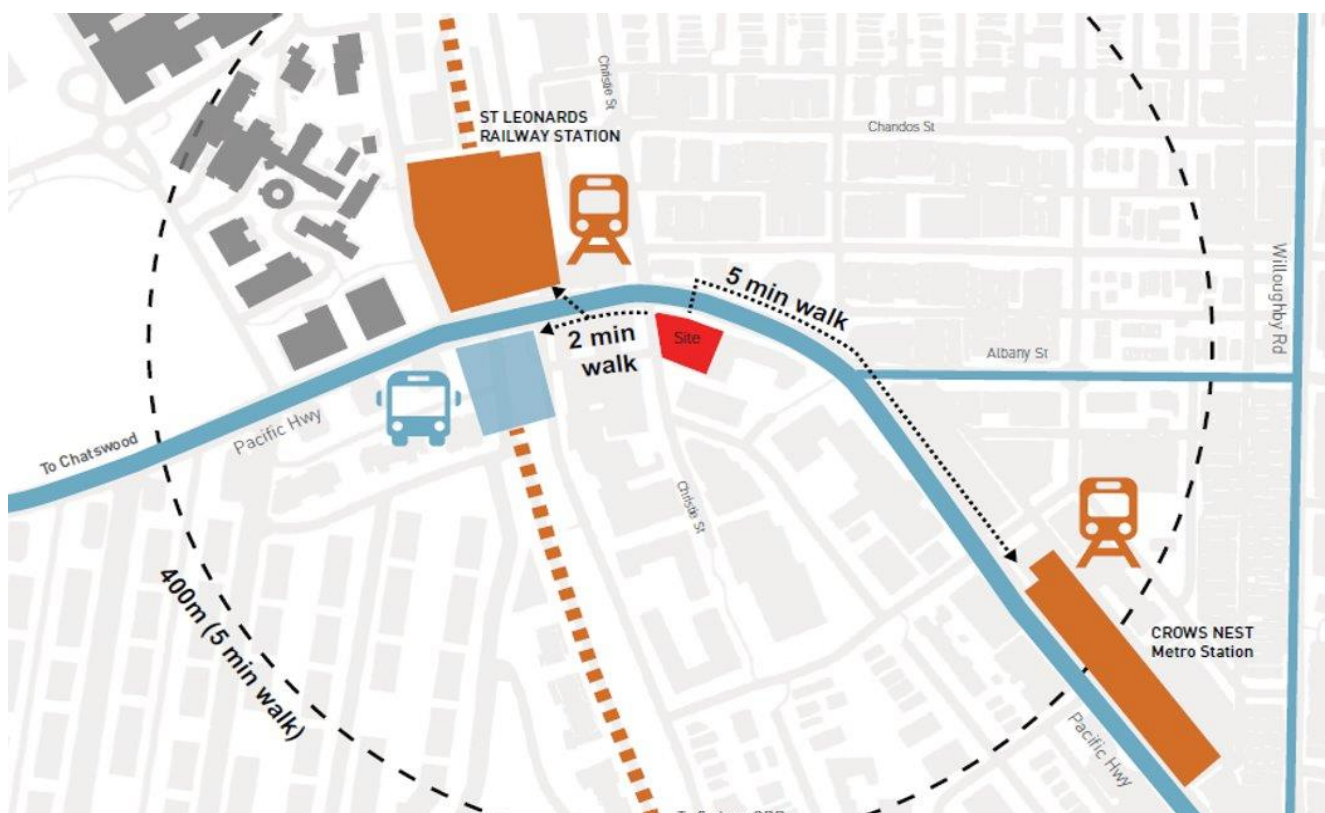


Figure 8 Site location in relation to local transport hubs

Source: Ethos Urban, Google Maps

4.8 Social issues and trends

This section identifies social issues and trends of relevance to the proposal. This includes both macro issues, as well as intangible community assets in the locality (such as human and social capital), community values, and connection to place.

4.8.1 Live and work trends influencing high-density centres

Uncertain futures post Covid-19

St Leonards has been significantly impacted by the Covid-19 pandemic related lockdowns and consequent remote and flexible work arrangements. Coinciding with the significant impacts that the interstate and international border closures have had on the local tourism and related industries, the loss of the two key customer bases have had severe impacts on many St Leonards hospitality and entertainment businesses. The extended period of largely empty streets

and temporary or permanent closures of various small businesses in the area have further exacerbated challenges to local cohesion and social capital in the high-density commercial area as a living and daily working environment.

Key urban thinkers such as Richard Florida believe that the cities will continue to flourish considering the high concentration of amenity and functioning as focal points for people to meet and mingle. Provision of amenity and quality of built environment will be the key to attract future residents, and workforce and visitors back to the city area.

Co-working and hybrid working

Co-working is a major trend in workplace economics which sees workers from different companies assemble in a neutral space, sharing facilities, communal areas, and even desks without long-term leases. Coworking in Australia has emerged as both a fully-fledged real estate sector, as well as a concept that alludes to changing work styles and modern office behaviour. The provision of coworking spaces for the BTR residents is a key part of the communal facilities offered in the project.

With millennials expected to make up three quarters of the Australian workforce by 2025, these digital natives embrace a flexible daily routine and expect that lifestyle to be accommodated within the workplace, as a site for collaboration, digital interacting, life-long learning, and socialising. With a downward effect on the price per desk, up to 4% of current commercial workspace is currently taken up by flexible coworking.⁵

Looking to the future, although COVID-19 caused a temporary decline in the industry, it is rapidly rebounding as employers are equipped with the tools to work more flexibly, and workers demand more flexible spaces but miss the casual interactions and knowledge sharing office spaces provide. With a projected market share of 30% by 2030,⁶ coworking is a dominant trend shaping the character of workplaces in St Leonards.

The rise of Build-to-Rent

Housing affordability in Sydney is currently at its worst and continues to be an ongoing challenge. Home ownership rates have been declining, pointing to the difficulty faced by the population to enter the property market. As a response to this contemporary issue, new housing provision models are being explored including the Build-to-Rent (BTR) model.

As opposed to the traditional residential Build-to-Sell (BTS) model, BTR model refers to a residential development that is designed and built for long-term lease rather than for sale. The property is held in a single ownership structure after its completion and is usually managed and maintained by the owner or operator. Already popular in international markets such as UK, Europe, and the US, the BTR concept is an emerging type of housing development in Australia. In Sydney, the BTR sector is starting to grow with opening LIV Indigo in Sydney Olympic and a new project expected in Sydney CBD.

The BTR model is becoming a popular alternative housing option among residents as it relieves some of the issues associated with other housing models. For instance, provision of facilities and amenities are typically of a higher quality than BTS developments and promotes social cohesion and sense of community with shared and communal spaces. In addition, maintenance works, and upgrades are less complicated to carry out under BTR model due to its single ownership structure than under a strata owned residential model. The BTR model also caters to modern lifestyle choices including the growing preference of younger generations to rent rather than own property, but also provides housing choices in desirable areas for residents who do not have yet the financial capacity to purchase their own homes.

Struggles of essential workers to live near the places they work

The last two-decades of sustained property value growth, particularly in the desirable and well-connected inner-city neighbourhoods of Sydney, has seen the spatial separation many jobs and affordable housing. This phenomenon has affected people with low and middle income most acutely, including key works that support essential services (teachers, emergency service personnel, nurses, etc.). The AHURI-funded study by Gilbert et al. highlights the growing housing stress key works face in Sydney:

⁵ OfficeHub 2019. *The Australian Coworking Market Report 2018/2019*. <https://www.office-hub.com/au/wp-content/uploads/2019/09/The-Australian-Coworking-Market-Report-2018-2019-by-Office-Hub.pdf>

⁶ Property Council of Australia 2020, *How will COVID-19 Change Coworking?*, <https://info.propertycouncil.com.au/property-australia-blog/how-will-covid-19-change-coworking>.

- 52,000 (20%) key workers in Sydney are in housing stress (spending more than 30 per cent of their gross household income on housing)
- 31,000 key workers in Sydney are living in overcrowded homes
- Approximately 40% of the Enrolled Nurses, commercial cleaners, aged and disability carers and child carers renting within 10kms of the CBD are paying rents that put them into rental stress⁷

Providing affordable housing for key workers that is closely located to employment is a growing priority across Sydney, as affordable housing – especially for key workers – acts as vital essential infrastructure vital to the liveability and social sustainability of cities.⁸

4.8.2 Best practice community development with liveable places and community connection

High density communities in the City of St Leonards

The residents of St Leonards have a unique community profile. The St Leonards and Crows Nest Precinct in 2021 was comprised of a dwelling typology where 6.9% of all dwellings were separate houses; 25.2% were medium density dwellings, and 66.7% were in high density dwellings. This density is significantly higher than the greater Sydney average. Based on the 2021 Census results, a greater concentration of higher density dwellings is likely to attract more young adults and smaller households, often in the rental market.

There was a substantial proportion of unoccupied dwellings (10.4%) in St Leonards, which is higher than Greater Sydney (7.9%).

Wellbeing in a high-density context

Workplace design can play a significant role in influencing levels of work stress, which is associated with ill health, including cardiovascular disease and mental illness. Increasingly, businesses, are placing greater emphasis on workplace amenity including “zen rooms” and “wellness hubs” where employees can restore, relax, and concentrate without distraction.

Office design, materials and layout can also have both positive and negative outcomes. For example, the use of natural materials such as wood and stone, rather than concrete and laminates, has been shown to increase creativity, and the integration of indoor plants and views of greenery can improve perceptions of air quality, concentration, satisfaction, and productivity in the workplace.

Other developments in this area, such as those referenced above, include significant investments in worker and resident wellbeing. Redevelopment of this site to include facilities, spaces, and design elements to support occupant wellbeing and satisfaction, as well as access to quality public open space, will enhance the health, wellbeing, and resilience of the occupants at this site.

Social cohesion in a high-density context

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.

High transiency of the St Leonards Crows Nest precinct – a large number of new people moving in and many moving out each year - manifests in low scores of some community cohesion measures. Engagement activities to support the St Leonards Crows Nest Precinct identified that 70% of St Leonards Crows Nest precinct residents surveyed in 2018 felt that they were a part of the community in their local area – implying a substantial 30% who did not feel this connection.

This is likely to be further pronounced in the local PSA and SSA community. For example, lone person households increased from 2016-2021, by 545 households in the SSA, and many (52.7%) of the area residents speak a language other than English at home. St Leonards locality is also characterised by a very large number of workers and visitors in the

⁷ Gilbert C, Nasreen Z, and Gurran N, 2021, Housing key workers: scoping challenges, aspirations, and policy responses for Australian cities, *AHURI*, DOI: [10.18408/ahuri7323901](https://doi.org/10.18408/ahuri7323901)

⁸ Flanagan K, Martin C, Jacobs K, and Lawson J, 2019, A conceptual analysis of social housing as infrastructure, *AHURI*, DOI: [10.18408/ahuri-4114101](https://doi.org/10.18408/ahuri-4114101)

area every day. As local residents form only one proportion of the overall St Leonards area “users”, this is likely to contribute to the anonymous and potentially isolating experience of city living.

Importance of ‘third spaces’ in community building

Third places are a term coined by sociologist Ray Oldenburg and refers to places where people spend time between home (‘first’ place) and work (‘second’ place). They are locations where we exchange ideas, have a good time, and build relationships. The most effective ones for building real community seem 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 several important community-building attributes; informal conversation is the main activity and most important linking function.

Social infrastructure and public space play an integral role in the ongoing social sustainability of the area and can strengthen communities as they grow. Cred Consulting has identified following physical elements or “social connectors” which can facilitate the creation of social capital: Social infrastructure, Street life and meeting places, Sharing spaces and places, Education and learning, and Transport.

Whilst the St Leonards Crows Nest has provided world-class community facilities - such as Crows Nest Centre- in the area, community engagement activities have highlighted concerns that various forms of infrastructure may not be able to meet the needs of the growing population. It is critical to ensure that there is a sufficient supply of well-connected, flexible, and accessible spaces to support the projected population growth.

Driving greener futures

Urban environments that incorporate 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 were recognised by the World Health Organisation (WHO), who link urban green space with better health and wellbeing outcomes by helping combat air pollution, noise, chronic stress, and insufficient physical activity.⁹ The WHO appreciates the link between availability of urban green space and better health and wellbeing for everyone, but in particular for economically deprived communities, children, pregnant women, and senior citizens. Further, the City of Sydney Council identifies that green infrastructure is essential for managing heat and other climate and environmental issues in urban areas, while increasing happiness and reducing incidences of disease and illness.¹⁰

The Government Architect’s Greener Places framework, supported by the Greater Cities Commission 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 5 million trees by 2030, and the Council’s target of 40 percent 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 benefits for the environment, including reducing the urban heat island effect, and helping to increase sense of belonging and thus decrease loneliness, demonstrate the physical, mental health, and social benefits of greening in urban spaces.

Ecologically sustainable building design elements such as energy efficient lighting systems, a high-performance façade system designed to reduce solar heat gains, and passive and biophilic design components, can contribute to workforce and broader community health and wellbeing – as well as the environment. With private property representing 61 per cent of all land use in the City, it will have to provide at least 28 per cent of greening to meet Council targets and make a tangible improvement in the City’s greener future.

⁹ World Health Organization, *Urban green spaces and health; a review of evidence* (2016) Page 40

¹⁰ Greening Sydney Strategy (Draft), City of Sydney, 2021.

5.0 Community and stakeholder outcomes

5.1 Engagement overview

The following section explores the perspectives of key stakeholders and communities, which have a bearing on the proposed development. As required by the NSW SIA Guideline, engagement and public participation undertaken as part of the proposal form a component of the overall SIA.

Key findings – community and stakeholder engagement

- **Traffic impacts** – engagement participants raised concern about the potential for increased traffic and congestion in the area.
- **Wind and overshadowing** – excessive wind is a common issue in this area, as such there is concern that the existing 'wind tunnel' will be exacerbated by the development, as well as potential overshadowing.
- **Operational impacts** – engagement participants were concerned that the proposed development may impact on amenity during operation, particularly around noise, and are interested in how these impacts may be mitigated.
- **Greener places** – local community aspirations include increased open space to accommodate higher density developments, greener streets, and increased tree canopy.
- **Healthier lifestyles** – local community aspirations include better active transport infrastructure, such as walking and cycling networks to key local destinations to encourage uptake. There is a desire to prioritise pedestrians rather than vehicles in planning.

5.2 Engagement to inform the development

Home Apartments together with Ethos Urban and DKO undertook engagement activities to inform this SSDA. The engagement process aimed to identify specific issues that required more in-depth and suitable detail to inform the community and key stakeholders, guided by the knowledge the proponents have gathered from extensive analysis.

This information was made available at each of the stakeholder briefings and at the community information session webinar.

5.2.1 Communities and stakeholders engaged

A series of stakeholder meetings have been undertaken over several months between representatives from Home, DKO and Ethos Urban. The following key stakeholders have been met with:

- DPE, including
 - Infrastructure Assessment Unit
 - Planning Assessment Unit.
- Lane Cove Council [LCC] – technical staff
- AMA House [Southern Neighbour]
- Transport for NSW (TfNSW)
- Telstra.

A Community Information Session Webinar was held on Tuesday 9th August 2022 and attended by representatives from Home, DKO and Ethos Urban and 13 community members and key stakeholders.

The purpose of the community information session webinar was to undertake the following key processes:

- Provide attendees with information about the proposal and seek feedback to inform the Development Application
- Undertake early engagement with the local community and key stakeholders
- Understand key feedback about the redevelopment of the Telstra Exchange site in St Leonards
- To provide key insights from learnings from key stakeholder briefings and areas of highlighted areas for further detailed considerations.

The following questions were put to the community at the end of the webinar to help spark discussion and guide the conversation around some topics that relate to the SIA engagement requirements.

1. How do you feel about the ambitious sustainability targets for this project?
2. How do you feel about incorporating build-to-rent uses here?
3. As a local, is there anything you think the project team should know about this area and the community?

This could be related to the community's needs, vulnerable community members we need to plan for, or the way community members get around or live their lives.

These questions were not intended as a rigid guide, and the live community questions were prioritised as they came through.

5.2.2 Engagement outcomes

Through this engagement process, the following key issues emerged.

- **Transport and traffic:**

- The potential for impacts to car traffic on Oxley Street, Nicholson St, and Christie Street.
- The potential for increases in pedestrian traffic to impact existing accessibility. This was noted particularly in relation to accessibility to the St Leonards station through Sergeants Lane, and across the Pacific Highway.
- It is understood that TfNSW provided positive feedback regarding car movements generally and the interaction with the Pacific Highway.

- **Surroundings:**

- The potential for the existing wind tunnel around The Forum at St Leonards and associated social impacts to be considered and mitigated in this Project. It is understood that Wind studies were an important concern during engagement.
- The potential for shops and restaurants to be under cover given the Pacific Highway has a reputation for being a 'wind tunnel'.
- The potential for shadow impacts, particularly in comparison and cumulation with 'The Landmark' building.

- **Ongoing management of impacts:**

- The potential impacts on nearby residents during construction given the close proximity in a high-density context.
- The management of noise complaints and other disputes.

It is understood that, in response to this feedback, the following mitigation measures will be undertaken:

- Traffic Management Plan
- Construction Traffic Management Plan
- Preparation of a Wind Assessment, Shadow Impact Assessment, and implementation of associated mitigation measures
- The provision of a central contact point that can accommodate and adequately address any issues that arise during construction.

5.3 Broader engagement outcomes

5.3.1 St Leonards and Crows Nest 2036 Plan (DPE, 2020)

The *St Leonards and Crows Nest 2036 Plan* summarises key findings from the engagement activities undertaken to inform the plan. This included the following activities:

- 286 online surveys completed
- 831 stakeholder submissions
- Social pinpoint map - 78 comments and 19,600 social media total reach.

Feedback identified key areas for enhancing local community participation and amenity. Key issues and strengths of Crows Nest and St Leonards Plan identified included:

- More employment floorspace to support new jobs
- More open space to support growth and new development
- Supported greener streets and improved tree canopy cover
- Raised concerns about building heights, density, and overshadowing
- Too many new homes planned, number should be reduced
- Concerned local road networks would not cope with the additional pressure of new development
- Increased active transport links, in addition to work to investigate footpath and cycleway improvements
- Supported proposed protections for heritage conservation areas and key public spaces
- Additional information on the identification of a school site.

Key areas for change included:

- Increase work opportunities in the industrial area of Royal North Shore Hospital and commercial centre of St Leonards
- Improved transport connections with Sydney Metro Crows Nest Station
- Increased tree and canopy cover in parks and public green spaces
- Increased cultural and art offerings
- Improved cycle connections and prioritising pedestrians.

5.3.2 Local Strategic Planning Statement (Willoughby Council, 2020)

Willoughby Council's *Local Strategic Planning Statement* summarises key findings from the engagement activities undertaken. This included:

- 360 comments and submissions
- Consultation on previous strategies and plans.

Feedback identified key areas for enhancing local community participation and amenity. Key strengths of Willoughby for maintenance and improvement included:

- Enhance green spaces
- Protect bushland and wildlife
- Celebrate indigenous and non-indigenous history
- Promote active and healthy lifestyle
- Build and support a night-time economy.

Key areas for change included:

- Resilience to stresses and shocks, by storms and smoke pollution from bushfires
- Physical and virtual connections between the community, as lone person households increase
- Protection of council's assets and data from cyber threat
- Increased resourcing to provide quality parks and public spaces.

5.3.3 Local Strategic Planning Statement (Lane Cove Council, 2020)

Lane Cove Council's *Local Strategic Planning Statement* summarises key findings from the engagement activities undertaken, including:

- 79 submissions
- Series of technical working groups with DPE.

Feedback identified key areas for enhancing local community participation and amenity. Key strengths of Lane Cove for maintenance and improvement included:

- Create diverse range of housing types
- Renew public spaces to improve community's quality of life
- Enhance urban tree canopy, bushland, and waterways
- Transport upgrades, new approach to public transport route design within and from Lane Cove
- Adapt to changing climate and urban hazards by building resilience.

Key areas for change included:

- Leverage the new Crows Nest Metro Station to grow a diverse range of jobs
- Reduce vehicle movements, with greater pedestrian and cyclist accessibility
- Deliver high quality public spaces
- Focus on employment growth in existing Commercial Core land.

5.3.4 North Sydney Local Strategic Planning Statement (North Sydney Council, 2020)

North Sydney's *Local Strategic Planning Statement* summarises key findings from the engagement activities undertaken:

- Public exhibition of draft plan for 42 days
- Community submissions were encouraged to ask questions about draft plan.

Feedback identified key areas for enhancing local community participation and amenity. Key strengths of North Sydney included:

- Open and green spaces
- Sporting facilities: indoor, outdoor and water sports
- Warringah Freeway upgrade: impact on Cammeray Park and tree loss
- Heritage conservation: recognition of First Nations history and culture
- Traffic and parking issues
- Community services and facilities
- Enhancing communications and engagement
- Leadership and transparency.

Key areas for change included:

- Additional public space needed in the centre of North Sydney CBD to support growth of workers
- Consider future use for Waverton Bowling Club in Waverton Park led by community consultation
- Take opportunities to extend open space areas.

5.4 Consistency with the NSW SIA Guideline

The community engagement undertaken by Ethos Urban as part of the SSDA process is considered to deliver on NSW SIA Guideline requirements for this SIA, in particular, Appendix A – Community Engagement, on the basis that:

- Likely affected people have been identified and were provided with an understanding of the project, how it may affect them, and how they can participate. The public was provided multiple opportunities to comment on the proposal – email, toll-free phone number, letters, and a community webinar.
- Specific questions were included in the Question Time section of the community webinar to prompt discussion about how the project will interact with and benefit its local community (see figure below).
- Interests from the public on the project have been outlined and how the impacts may be experienced by them adequately explored. A summary of all raised issues has been identified in the Engagement Outcomes Report to easily direct the reader to the key areas of interest.
- Consideration of the views of people in meaningful ways has occurred and the insights have informed project planning and design, mitigation and enhancement measures, and monitoring and management frameworks.

Detailed written responses have been provided for all questions received – summarised in the Engagement Outcomes Report and Environmental Impact Statement.

- Continued communication with the public has occurred to ensure that people know how their input and views have been considered.
- Assistance in helping people understand how other specialist studies prepared will mitigate social impacts has been provided during engagement activities.

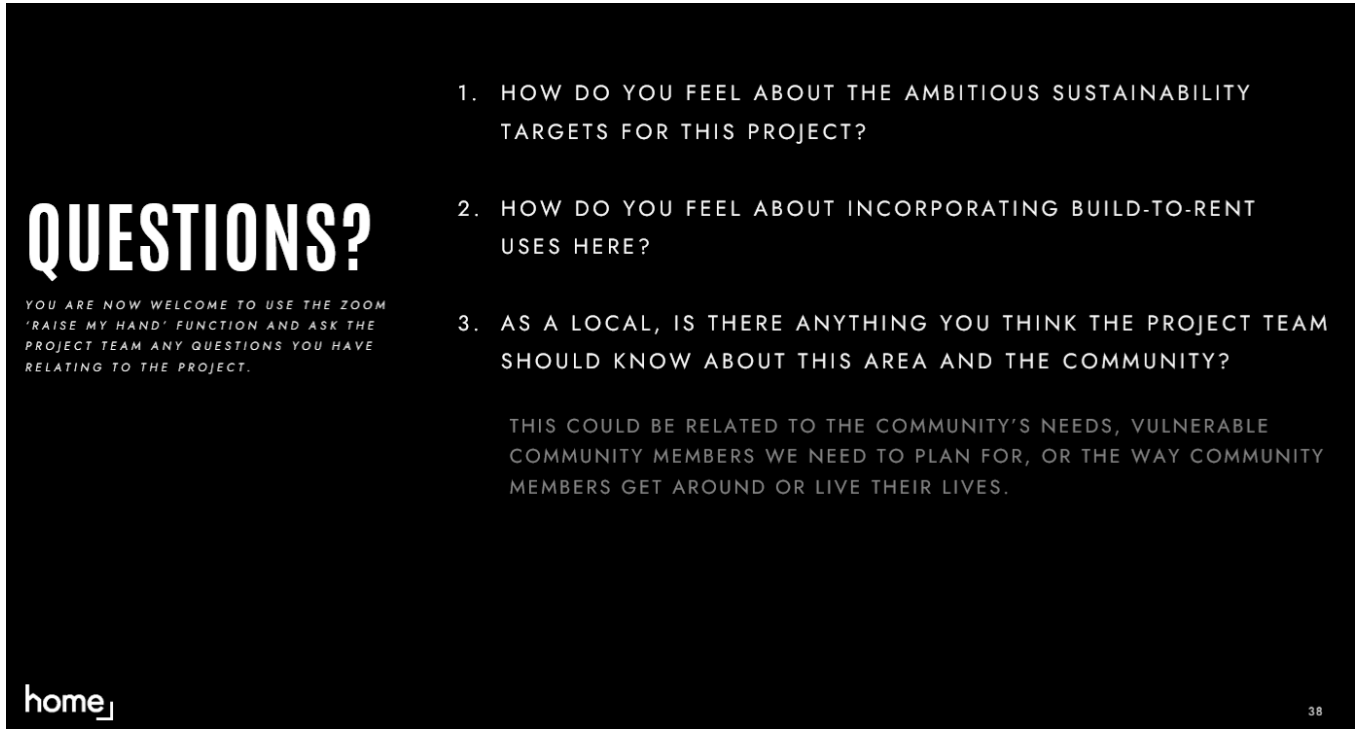


Figure 9 Example slide from presentation during engagement activities
Source: Ethos Urban

5.5 Data considerations for this assessment

We note that the community and stakeholder perspectives are primarily based on engagement activities that require an active interest to participate. This may lead to over-representation of the voices of certain community or stakeholder groups (e.g., older women are more likely to have time and interest to participate in community meetings) and underrepresentation of others and may hence be biased to an extent.

It is considered that the approach undertaken to engagement appears well considered and engagement activities broad enough to gauge and represent a range of community and stakeholder views to adequately inform the Social Impact Assessment.

6.0 Social Impact Assessment

6.1 Assessment framework and scope

This SIA has been prepared based on the NSW SIA Guideline (DPE 2021) to address the SEARs. This assessment considers the potential impact on the community and social environment should the social impacts envisaged occur, compared to the baseline scenario of the existing use of the site and social context.

The purpose of this social impact assessment is to:

- Identify, analyse, and assess any likely social impacts, whether positive or negative, that people may experience at any stage of the project lifecycle, as a result of the project
- Investigate whether any group in the community may disproportionately benefit or experience negative impacts and proposes commensurate responses consistent with socially equitable outcomes
- Develop social impact mitigation and enhancement options for any identified significant social impacts.

Ultimately, there can be two main types of social impacts that may arise as a result of the proposed development. First, direct impacts can be caused by the project which may cause changes to the existing community, as measured using social indicators, such as population, health, and employment. Secondly, indirect impacts that are generally less tangible and more commonly related to matters such as community values, identity, and sense of place. Both physically observable as well as psychological impacts need to be considered.

This study has identified all social factors as potentially relevant to the assessment of social impacts of the project.

6.2 Key affected communities

This assessment covers both the Primary Study Area (PSA), which is expected to experience social impacts associated with the temporary construction activities and some of the future operational impacts, as well as the broader social localities (Secondary Study Area/SSA) that are likely to experience the resulting benefits from the operational phase of the project. Key communities to experience social impacts and/ or benefits of the project can be grouped as follows:

Key communities to experience social impacts and/or benefits of the project can be grouped as follows:

- Local residents
- Local workers – including key workers
- Neighbouring businesses and institutions
- Visitors to St Leonards
- Users of Pacific Highway
- Temporary construction workers in the area
- Future residents and workers on-site.

Note that the scale of impacts of this site may in instances be considered higher in severity and scale due to the high-density nature and very large number of receivers in the area. As described in the social context overview (**Section 4.0**), approximately 47,330 people work and 15,420 reside in the Secondary Study Area alone. The Pacific Highway also draws a significant number of through-commuters daily, either by road or rapid bus transport

Overall, this adds up to a significant number of daily users of the locality, and is likely to include various sensitive or vulnerable groups (children, elderly, people with limited mobility, and others) accessing the area daily - either to visit, work, or as residents.

6.3 Approaching the impacts: social domains of value to people

The following section sets out the assessment of social impacts arising from the proposed development and recommended responses, including measures to enhance social benefits and mitigate potentially negative impacts, across the suite of factors set out in the NSW SIA Guideline. The assessment has been based on the information available to date, and is primarily a desktop study, informed by a review and analysis of publicly available documents relevant to the project

This assessment adopts the following approach to categorising the domains of social impacts, based on the NSW SIA Guideline categorisation of social elements of value to people (see Figure 1 and Section 4.3 of the NSW SIA Guideline). The following table explains the relationships between these domains and how they have been approached in this assessment.

Table 4 Assessment approach

Domain	NSW SIA Guideline Description	Approach
Accessibility	How people access and use infrastructure, services, and facilities.	Specifying: access to social infrastructure, daily services, and access routes.
Decision-making systems	The extent to which people are able to participate in decisions that affect their lives, procedural fairness, and the resources provided for this purpose.	Specifying: channels, both statutory and project specific, for decision-making and specific procedural fairness issues raised by a project's context.
Surroundings	Access to and use of natural and built environment, including ecosystem services, public safety and security, as well as aesthetic value and amenity.	Specifying: detailing built environment and design implications relating to accessing public and private spaces and places, as well as an understanding of aesthetic value derived from visual impact assessment and engagement activities.
Health	People's physical, mental, social and spiritual wellbeing. <i>Assessed concurrently with Wellbeing (below)</i>	Specifying: detailed impacts to physical and mental health based on quantitative and qualitative baseline research and review of technical reports.
Culture	People's shared beliefs, customs, values and stories, and connections to Country, land, water, places and buildings.	Understanding: impacts of a proposal on local culture elements and constellations, understood both specifically and in the abstract.
Livelihoods	Including impacts on employment or business, experience of personal breach or disadvantage, and the distributive equity of impacts and benefits.	Understanding: impacts on livelihoods, understood both specifically in raw terms, and on the level of distributive equity.
Community	Its composition, cohesion, character, how it functions, and sense of place.	Understanding: impacts on community, both quantifiable and specific, and in the abstract.
Way of life	How people live, get around, work, play and interact with one another on a day-to-day basis.	Synthesis: overall impacts to the locality's way of life based on specifying and understanding other social domains.
Wellbeing	People's physical, mental, social and spiritual wellbeing. <i>Assessed concurrently with Health (above)</i>	Synthesis: overall impacts to the wellbeing of affected persons, broadly understood, based on specifying and understanding other social domains.

Source: Ethos Urban, adapting the NSW SIA Guideline.

6.4 Evaluating the significance of social impacts

The evaluation includes a risk assessment of the degree of significance of risk, including the envisaged duration, extent, and potential to mitigate/enhance and likelihood of each identified impact. The social impact significance matrix provided within the NSW SIA Guideline (see **Table 14**) has been adopted for the purposes of undertaking this social impact assessment.

Each impact has been assessed and assigned an overall risk that considers both the likelihood of the impact occurring and the consequences should the impact occur. The assessment also sets out recommended mitigation, management and monitoring measures for each identified matter.

Magnitude of impact generally considers the following dimensions:

- **Extent** – Who specifically is expected to be affected (directly, indirectly, and/or cumulatively), including any vulnerable people? Which location(s) and people are affected? (e.g., near neighbours, local, regional, future generations).
- **Duration** – When is the social impact expected to occur? Will it be time-limited (e.g., over particular project phases) or permanent?
- **Severity or scale** – What is the likely scale or degree of change? (e.g., mild, moderate, severe).
- **Intensity or importance** – How sensitive/vulnerable (or how adaptable/resilient) are affected people to the impact, or (for positive impacts) how important is it to them? This might depend on the value they attach to the matter; whether it is rare/unique or replaceable; the extent to which it is tied to their identity; and their capacity to cope with or adapt to change.
- **Level of concern/interest** – How concerned/interested are people? Sometimes, concerns may be disproportionate to findings from technical assessments of likelihood, duration and/or intensity.

Table 5 *Defining magnitude levels for social impacts*

Magnitude level	Meaning
Transformational	<ul style="list-style-type: none"> • Substantial change experienced in community wellbeing, livelihood, infrastructure, services, health, and/or heritage values; • permanent displacement or addition of at least 20% of a community.
Major	<ul style="list-style-type: none"> • Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time, or affecting many people in a widespread area.
Moderate	<ul style="list-style-type: none"> • Noticeable deterioration/improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Minor	<ul style="list-style-type: none"> • Mild deterioration/improvement, • for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
Minimal	<ul style="list-style-type: none"> • Little noticeable change experienced by people in the locality.

Source: NSW Department of Planning and Environment, 2021, Technical Supplement to support the Social Impact Assessment Guideline for State-significant projects

Table 6 *Defining likelihood levels of social impacts*

Likelihood level	Meaning
Almost certain	Definite or almost definitely expected (e.g. has happened on similar projects)
Likely	High probability
Possible	Medium probability
Unlikely	Low probability

Very unlikely	Improbable or remote probability
---------------	----------------------------------

Source: NSW Department of Planning and Environment, 2023, Technical Supplement to support the Social Impact Assessment Guideline for State-significant projects

Table 7 Social impact significance matrix

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

Source: NSW Department of Planning and Environment, 2023, Technical Supplement to support the Social Impact Assessment Guideline for State-significant projects

6.5 Accessibility

Accessibility
Scope

This section assesses: *how people access and use infrastructure, services and facilities, whether provided by local, state, or federal governments, or by for-profit or not-for-profit organisations or groups. This includes:*

- Impacts on how people use roads and other access routes; severance, restrictions, and/or improvements in access
- Impacts of project (including project-related transport) on pedestrian routes and people's access to schools, medical services, community services, and businesses

Impacts on capacity of services to respond to in-migrating residents.

Social baseline evidence

The following analysis identifies social impacts on accessibility considering community perspectives and the social baseline review.

St Leonards is a strategic centre, hosting a range of social infrastructure. It stands at the intersection between significant road infrastructure, and a significant railway line servicing the T1 North Shore rail line and providing access to Sydney CBD and further north to other major urban areas (e.g., Chatswood, Hornsby and Macquarie Park). Commensurate with its role as a road and public transport hub, there are a number of social infrastructure types concentrated in the centre, including regional health infrastructure in the Royal North Shore Hospital, and a variety of local services and facilities providing for community infrastructure needs.

Sections 4.6 and 4.7 outline in more detail the infrastructure, services and facilities relevant to this assessment. The *Environmental Impact Statement* (Ethos Urban, 2023) identifies that the proposal site would be accessed primarily via a temporary works zone on Christie Street. Construction traffic is likely to utilise The Pacific

Highway, Christie Street, and Chandos Road. It is understood that the construction of the project would occur over a ~2.5 years period, and includes demolition, bulk earthworks, construction and fit-out (Traffic Assessment, TTPA). Construction will occur within the *draft Construction Noise Guidelines* (NSW EPA 2020a). A Noise and Vibration assessment and Traffic and Transport Impact Assessment have been undertaken for the project, which will further inform the extent of impacts and opportunities for mitigation/enhancement.

Construction traffic is expected to include ~10 heavy vehicle movements per day, and light vehicles associated with a peak period of up to 110 construction workers during the 30-month construction period (Traffic Assessment, TTPA). It

is understood that the Traffic Assessment has concluded that operational traffic is expected to primarily utilise 'ingress movements' through the Pacific Highway and Christie Street.

Potential impacts	
<p>Construction Phase</p> <ul style="list-style-type: none"> Construction activities causing noise, dust, vibration, and changes to pedestrian routes has the potential to negatively impact on access to surrounding social infrastructure and community services by reducing the permeability of the local road network, either directly through road closures, or indirectly through reduced amenity and thus discouraging use. <ul style="list-style-type: none"> It is noted that the proximity of this site to Kinkarra, Reddam Early Learning School, the Northern Children's specialist centre, and the new St Leonards Library indicates a heightened potential impact on access to these services. Impacts to access to rail infrastructure may occur, associated with reduced permeability of the local road and pedestrian network. This may impact either access to the at grade crossing of the Pacific Highway, or the future underground connection being delivered adjacent to this Site. Construction activities, including the presence of heavy vehicles, changes to street access, and the delivery of heavy machinery, have the potential to impact on local road users. This includes access to numerous parking stations and underground parking for residents living adjacent to the site. Particularly, it is noted that access for Albany Street, associated with the AMA building, and for residents of 88 Christie Street and Reddam Early learning School, may be affected by potential increases to congestion and road closures. Construction activities, including the generation of additional heavy and light vehicle movements in the locality, has the potential to place pressure on existing parking due to the presence of construction worker vehicles. The potential flow-on-effect is disruption to access to local residential and commercial buildings, businesses, and community services providers and public transport in the area due to a limited access to parking. The Traffic Assessment did not find any unsatisfactory traffic capacity, safety, or environmental related implications – and incorporates a suitable and appropriate parking provision for the use consistent with the objectives of the North Sydney DCP (<i>Traffic and Transport Assessment, TTPA</i>) <p>Operation Phase</p> <ul style="list-style-type: none"> The influx of additional residents associated with the delivery of 272 +10 key worker housing units on-site has the potential to increase the utilisation of existing services, including public transport, local health and medical services, schools, childcare, and the existing open spaces (including Gore Hill Oval and the RNSH grounds). This may place some strain on the accessibility of social infrastructure in the area. The provision of coworking on-site for BTR residents has the potential to increase access to this typology of social infrastructure within the St Leonards Crows Nest Precinct – positively contributing to accessibility for the community. The provision of a high-density mixed-use development adjacent to multiple public transport nodes has the potential to improve accessibility for residents, workers, and visitors to the site to infrastructure, services, and facilities in the secondary and tertiary study areas. The provision of a high-density, mixed-use development adjacent to multiple public transport nodes has the potential to positively increase overall accessibility in the region. This is through the flow-on effects of encouraging active and sustainable transport and improving the provision of higher-density residential dwellings co-located with public transport connections. This reduces the need for residents living on site and in the region to rely on private vehicles, the cumulative impact of which is contribution to the creation of a '30 minute city'. The provision of 10 key worker units for a total of 15 years will increase affordable housing capacity for key workers at a strategic location. The proximity of the Proposal to the T1 North Shore rail line will allow key workers to access major centres (such as Chatswood, and Macquarie Park) and closely located medical facilities (such as Royal Northshore Hospital). Key worker access to these localities will have positive social outcomes, both to the persons 	<p>High – Almost certain moderate (negative)</p> <p>Medium – Likely moderate (negative)</p> <p>Medium – Likely moderate (negative)</p> <p>Low – unlikely minimal (negative)</p> <p>Medium – Possible/Moderate (Negative)</p> <p>High – likely moderate (Positive)</p> <p>High – Almost certain moderate (Positive)</p> <p>High – Almost certain moderate (Positive)</p> <p>High – Almost certain moderate (Positive)</p>

gaining accommodation (e.g., reduction in rent stress and/or commute time) and the facilities/services their labour supports.

Enhancement / mitigation measures

Baseline mitigations

- Implement the Construction Traffic Management Plan.

Further mitigations identified in other technical reports

- Extensive, high-quality end of trip facilities, e-bike charging capacity, and a shared bicycle program have been incorporated into the design of the Proposal to encourage active personal transport.
- Provision of a central contact point that can accommodate and adequately address any issues that arise during construction. [Home has 18/7 concierge during Operation]

Significance and magnitude

Extent and duration

Construction impacts are primarily concentrated on the primary study area, and will vary in intensity over the duration of the 30-month construction period (i.e. associated with road closures and heavy traffic periods).

Severity, scale and intensity

The nature of the site in the centre of St Leonards, a busy and highly frequented town centre, will heighten the number of persons potentially affected by changes to accessibility. The significant number of social infrastructure in the PSA further reinforces the potentially high number of persons impacted.

It is noted that diverse groups of persons access the social infrastructure identified and utilise the busy footpaths to access St Leonards Station and the bus stops along the Pacific Highway, including older persons, persons experiencing disability, and children. These groups may be more sensitive to impacts associated with accessibility to the social and transport infrastructure that they frequent.

Importance and levels of concern

Social infrastructure has a high level of importance to the persons who rely on them. Additionally, St Leonards Railway Station is a vital transport node catering for a high volume of users daily. A degree of concern was expressed by local residents in community engagement undertaken for this project. Engagement participants raised concerns about the potential for increased traffic and congestion in the area.

6.6 Surroundings

Surroundings

Scope

This section assesses *access to, and use of, services that ecosystems provide, public safety and security, access to and use of the natural and built environment, and its aesthetic value and amenity.*

- Impacts on anything provided by the environment and that is useful for people, e.g. food and clean water supply, flood or fire defences.
- Impacts on safety of pedestrians, children, drivers, and cyclists.
- Impacts on levels of crime and violence, perceptions of crime, safety, and security, especially for women.
- Loss or enhancement of public spaces.
- Impacts on the perceived quality and uses of a natural or built area.
- Impacts on the valued features, the soundscape, and aesthetics of a place and how people use or appreciate it.

Ecosystem services include: provisioning services, such as food and water; regulating services, such as flood and disease control; supporting services, such as nutrient cycling, that maintain the conditions for life on Earth; and cultural services, such as spiritual, recreational, and cultural benefits.¹¹

When considering perceptions of adverse impacts on amenity, an evaluation must be made of the reasonableness of those perceptions. This evaluation involves 'the identification of evidence that can be objectively assessed to ascertain whether it supports a factual finding of an adverse effect on amenity...': *Telstra Corporation Ltd v Hornsby Shire Council* [2006] NSWLEC 133.

Social baseline evidence

The existing surrounding environment is highly urbanised, dominated by the low amenity Pacific Highway. Small pocket parks and entranceways dot the surrounding landscape, associated with the recent delivery of high-density residential towers. The St Leonards Forum, and future Interchange Park (delivered by 88 Christie Street), as well as Gore Hill Oval, are significant civic spaces and public parks within proximity of the site with high aesthetic value, amenity, or ecosystem services.

The following analysis identifies social impacts on surroundings taking into account community perspectives, relevant technical studies, and provides enhancement / mitigation measures to minimise negative impacts and maximise benefits:

Potential impacts

Construction phase

- Construction activities, and the presence of scaffolding, creating noise, vibration, dust, glare, and visual impacts, have the potential to reduce the amenity and enjoyment of local streets and public spaces by residents, workers, and visitors to St Leonards. Overall, the construction activities have the potential to reduce the aesthetic value of the area for the duration of the construction period.
- Construction activities have the potential to reduce the enjoyment of the new open space provided by Eighty Eight by JQZ and impacts to the playground delivered as part of Mirvac's St Leonards Square. These spaces have significant aesthetic value, particularly in the context of high-density residential neighbourhoods with limited access to private or communal open spaces.

Operation phase

- The delivery of this project, including its high-quality design and extensive consultation with security specialists, has the potential to positively improve public safety and security through increased consideration of CPTED principles and improvements to the design quality of the streetscape.
- Harris Crime Prevention Services are satisfied that the reviewed drawings for this project 'demonstrate a resolve to minimise potential anti-social and criminal behaviour across the

Medium – Likely Moderate (negative)

Medium – Possible Moderate (negative)

Medium – Possible Moderate (Positive)

Medium – Possible Moderate (Positive)

¹¹ See Millennium Ecosystem Assessment (2005). *Ecosystems and Human Well-Being: Our Human Planet: Summary for Decision Makers*. The Millennium Ecosystem Assessment Series, Volume 5, Island Press, Washington DC.

<p>development form and function footprint by ensuring CPTED principles are intentionally applied to all relevant concept design elements' (CPTED Report, HARRIS, p. 11).</p> <ul style="list-style-type: none"> The construction of a tower with a slender built form and substantial height compared to existing development on the site has the potential to create visual impacts. <ul style="list-style-type: none"> These impacts may be perceived as negative by some receivers (e.g., impacting on surrounding amenity and skyline), and positive by others (e.g., improving the aesthetic quality of the surroundings and improving on current site conditions). This impact has the potential to extend to residents in the SSA due to the height of the tower – however it is noted that this is in the context of an already significant skyline of which this tower is merely a continuation. The <i>Visual Impact Assessment</i> (Ethos Urban) identifies severe-devastating view loss for apartments in the 10 Atchison Street, St Leonards apartment complex. It concludes, however, that these impacts are reasonable in the context of a range of considerations, including strategic planning and the quality of the proposed design. The delivery of an architecturally designed tower in accordance with design excellence principles has the potential to create positive impacts to surrounding and amenity, increasing the aesthetic value of the St Leonards skyline and amenity associated with streets and public spaces in the area. It is noted that this is an improvement on the existing aesthetic value of the shopfronts and Telstra Exchange building, many of which appear dilapidated and rundown – indicating lower aesthetic value to the community. The construction of this building may create negative impacts to persons' enjoyment of surroundings associated with impacts on wind. This includes higher wind activity along Christie Street during summers due to winds being redirected by the neighbouring Landmark Tower and the podium of this proposed development (<i>Wind Microclimate Design Review</i>, RWDI, page 15). This is likely to reduce the level of comfort and enjoyment of the street, noting its extensive use as a major pedestrian thoroughfare. The <i>Urban Design Report</i> identifies very limited overshadowing caused by the Proposal. The <i>Urban Design Report</i> shows that overshadowing of Newlands Park will <u>not</u> occur as a result of the Proposal. However, it is noted that some overshadowing will occur during mid-winter for adjacent residential towers at 88 Christie Street, the AMA Building, and Christie Street. This may result in impacts to the amenity of surroundings for these residents, particularly users of Christie Street. However, it is noted that all relevant amenity standards will be met and shadowing is expected to fall within the acceptable limits. 	<p>Medium – Likely Minor (Negative)</p> <p>Medium – Likely Minor (Positive)</p> <p>Medium – Likely Minor (Negative)</p> <p>Low – Unlikely Minor (Negative)</p>
--	--

Enhancement / mitigation measures

Baseline / regulatory mitigations already in place

- Implement the Construction Management Plan.

Further mitigations identified in other technical reports

- The *Wind Microclimate Design Review* (RWDI) identifies the need to implement additional landscaping elements at the southwest corner of the building to further improve the wind conditions along Christie Street (page 15).
- The *CPTED Report* (HARRIS) identifies a series of additional mitigations and recommendations, relating to enhancing the CPTED related benefits of this proposal.

The *CPTED Report* (HARRIS) identifies a Crime Prevention through Environmental Management (CPTM) which has the potential to ensure that enhancements associated with the integration of CPTED principles into the design of the structure is maintained over time.

Significance and magnitude

Extent and duration Construction impacts to surroundings are primarily restricted to the PSA, and for the duration of the 30-month construction period.

Long term operational impacts are expected to extend to the SSA – due to its contribution to a highly visible skyline.

Severity, scale and intensity As described above, St Leonards is a key social node for a large number of persons – increasing the likely scale of any identified impacts to way of life.

A variety of persons of varying sensitivities may constitute these potentially impacted groups. It is noted that there is close proximity to hospital, indicating that some users may have particular pre-existing health conditions and therefore particular sensitivity to changes to way of life. Additionally, a variety of demographic groups who may have particular sensitivity to way of life impacts are noted to access the St Leonards Centre, including children and young people, older persons, persons identifying from minority backgrounds, and persons of a lower socio-economic background.

Importance and levels of concern

There was a high level of concern with surroundings impacts, identified during community consultation for this project. Consultation identified concern around the following areas:

- **Wind and overshadowing** – excessive wind is a common issue in this area, as such there is concern that existing ‘wind tunnel’ will be exacerbated by development, as well as potential overshadowing
- **Operational impacts** – engagement participants were concerned that the proposed development may impact on amenity during operation, particularly around noise, and are interested in how these impacts may be mitigated
- **Traffic impacts** – engagement participants raised concern about the potential for increased traffic and congestion in the area

The community places a degree of importance on creating greener places, identified in broader engagement activities for local government areas. Local community aspirations include for increased open space in order to accommodate higher density developments, greener streets, and increased tree canopy.

6.7 Decision-making systems

Decision-making systems

Scope

This section assesses: *whether people experience procedural fairness; can make informed decisions; have power to influence decisions; and can access complaint, remedy and grievance mechanisms.*

This includes:

- Capacity of affected people to influence project decisions, including elements of project design.
- Extent to which they can navigate large amounts of technical material and make informed decisions.
- Effectiveness of engagement mechanisms at enabling all groups (especially vulnerable or marginalised groups) to participate in the assessment process.
- Levels of trust in the rigour and impartiality of the assessment process.
- Extent to which people feel empowered to determine their futures, including after a project closes.
- Opportunities for people to have a say in the project's community investment decisions.

Accessibility and effectiveness of complaint and remedy procedures.

Social baseline evidence

Providing ‘increased opportunity for community participation in environmental planning and assessment’ is a core principle guiding the NSW Planning System, embedded in the objects of the Environmental Planning and Assessment Act 1979.¹² Community participation is also an essential part of the assessment of all State significant projects and is integral to improving the design of projects, facilitating ecologically sustainable development, informing decision-making and building confidence in the planning system.¹³

The key mechanisms by which the community can have a say in decision-making relevant to this Proposal include the extensive community engagement informing this SSD, both mandatory public exhibition and targeted community engagement to inform this Proposal.

The following analysis identifies social impacts on decision-making systems taking into account community perspectives, relevant technical studies, and provides enhancement / mitigation measures to minimise negative impacts and maximise benefits:

¹² *Environmental Planning and Assessment Act 1979* (NSW) s 1.3 (j).

¹³ <https://pp.planningportal.nsw.gov.au/major-projects/community/community-participation-assessment>

Potential impacts

Planning phase

- The planning phase of the project has involved stakeholder and community engagement (see **Section 5.0**). It is considered that this aspect of the planning process has had positive impacts on the ability of the community to have a say and participate in the decision-making process.

Medium – Possible/Moderate (Positive)

Construction phase

- A Complaints Management System is proposed for this project, along with a concierge that can accommodate and adequately address any issues that arise during construction. The CMS will be developed and implemented prior to the commencement of construction and be maintained throughout the construction period and for a minimum of six months following completion of the construction program. This will enable nearby residents to notify the project team of issues and concerns related to construction impacts like changed access, dust, or access needs associated with surrounding land uses. This will provide the community with a clear process to resolve issues and feedback to the project team. This may go some way to enabling community members to influence and manage negative impacts during construction.

Low – Possible/Minor (Positive)

Operation phase

- There may be limited opportunity for residents to participate in decision that affect their daily lives, routines, and the shared spaces that they use, due to the absence of a strata-management model or channels for residents to participate in the building's management.

High – Possible/Major (Negative)

Enhancement / mitigation measures

Not identified in other technical reports. See additional recommended social mitigation/enhancement in Section 7.0 below.

Significance and magnitude

Extent and duration

Impacts associated with planning and construction are likely to extend to the secondary study area, for the duration of the relevant phases. Negative impacts associated with the ability for residents to participate in decision-making for their residences is considered to be ongoing, affecting future residents on-site.

Severity, scale and intensity

As described above, St Leonards is a key social node for a large number of persons – increasing the likely scale of any identified impacts to way of life.

A variety of persons of varying sensitivities may constitute these potentially impacted groups. It is noted that there is close proximity to hospital, indicating that some users may have particular pre-existing health conditions and therefore particular sensitivity to changes to way of life. Additionally, a variety of demographic groups who may have particular sensitivity to way of life impacts are noted to access the St Leonards Centre, including children and young people, older persons, persons identifying from minority backgrounds, and persons of a lower socio-economic background.

Importance and levels of concern

Above average levels of concern or importance to the local community was not identified during a review of engagement undertaken for this project and as part of broader strategic planning processes.

6.8 Community

Community
Scope

This section assesses: *the community's composition, cohesion, character, how it functions, resilience, people's sense of place.* This includes:

- **Composition** - impacts on demographic characteristics and community structure. Can be changed by in-migration and out-migration over time, including the presence of newcomers and loss of longer term residents or sections of the community. Also inflow/outflow of temporary residents, e.g. during construction.
- **Character** - impacts on a community's shared identity and attributes, and natural and built features that people value. Can be affected by changes to buildings, vegetation, landscapes, land uses/industries, or land ownership and management.
- **Cohesion and function** - impacts on social connections, interrelationships, networks and interactions, trust and cooperation, participation in community activities and institutions, and the potential for harmony or conflict. Lack of cohesion can result in social dislocation, alienation, division, dispossession, tensions, impoverishment, and crime.

Sense of place - impacts on feelings of belonging in a place, or identity with a place, which may derive from cultural or historical connections.

Social baseline evidence

The community of St Leonards is diverse, with a varied range of neighbourhoods and a complex social fabric. The 15,420 residents living within the SSA in 2023 range from the high density vertical neighbourhoods centring on St Leonards and Crows Nest, the Artarmon Industrial Area, and the leafy, and established, leafy suburbs surrounding.

In summary, the SSA is characterised by an age diverse population, that are slightly younger, and a more affluent population who are working professionals. Residents typically live in high density dwellings and there is a dominant tenure type of rental properties over home ownership. Households are typically characterised by couples without children, and lone persons.

Sections 4.3, 4.4, and 4.8 outline baseline research into the local community of relevance to this assessment factor. The following analysis identifies social impacts on community, considering community perspectives and the social baseline review.

Potential impacts

Construction phase

- The cumulative impact of changes in the area, associated with the delivery of the St Leonards and Crows Nest Plan and accompanying urban renewal, has and will continue to impact on the community. This development has the potential to create negative social impacts as a cumulation of development in the area, including fear around changes in the community's composition, weakening sense of place, and a potential fragmenting of the community between existing and new residents – contributing to community tension.
- The construction of this site has the potential to alter the community's sense of place associated with a change in built form and the removal of community connection to the site, visual character, and existing social networks.

Operation phase

- The introduction of new residents and workers through the delivery of this project has the potential to contribute to a lack of cohesion between old and new community members. This is a cumulative impact in the context of increasing density in St Leonards, potentially creating perceptions of a changing composition of residents and visitors, and a stark contrast between the high density and low-density neighbourhoods with associated potential for demographic and social disconnect.
- The introduction of approximately 542 new residents will change the community composition. This impact can both negatively impact sense of community cohesion and connection to an area or increase the vibrancy and character of a community through the introduction of new community members.

**Low – Unlikely
Minor (Negative)**

**Low – Unlikely
Minor (Negative)**

**Very High –
Almost Certain
Major
(Negative)**

**High – Almost
Certain
Moderate
(Negative or
positive)**

<ul style="list-style-type: none"> The delivery of co-working space on site for residents has the potential to increase community cohesion through networking opportunities and by enhancing the start-up network in St Leonards. Co-working opportunities has the potential to create social connections between residents, positively impacting on the community's cohesion and character. Delivery of 10 key worker units for 15 years has the potential to allow key works to live in the community they provide essential services within. For example, a teacher living in the Project's key worker units may be afforded the ability to live in same community as the students they teach. This has the potential to positively impact community cohesion. The delivery of enhanced community spaces for residents living within this build-to-rent tower have the potential to increase social connections between residents. While this impact is limited to residents within this development, it has the potential to combine with similar social benefits in other projects to positively contribute to overall cohesion for the St Leonards community. 	<p>High – Likely Moderate (Positive)</p> <p>High – Likely Moderate (Positive)</p>
---	---

Enhancement / mitigation measures

Not identified in other technical reports. See additional recommended social mitigation/enhancement in Section 7.0 below.

Significance and magnitude

Extent and duration	Impacts to the community are understood to extend to the SSA as either a cumulative impact or ongoing as a result of delivery of increased capacity for additional residents and workers on site.
Severity, scale and intensity	<p>Cumulative impacts are anticipated to involve a moderate scale, the SSA covering a wide area and a large number of existing residents accompanied by a substantial rate of change in the area.</p> <p>During operation, changes associated with this development are low in the context of the surrounding population numbers, but overall changes based on cumulative densification of which this project contributes is creating high changes to community composition.</p> <p>No particular sensitivities to changes in community composition or sense of place have been identified.</p>
Importance and levels of concern	<p>It was observed that there is a high rate of shop/commercial vacancies and dereliction on the site, as well as a transient nature of businesses in the vicinity. As such high levels of community connection to the site are not likely.</p> <p>Above average levels of concern or importance to the local community were not identified during consultation undertaken for this project and as part of broader strategic planning processes.</p>

6.9 Culture

Culture

Scope

This section assess: *both Aboriginal and non-Aboriginal culture, including shared beliefs, customs, values, and stories, and connections to country, land, waterways, places, and buildings.* This includes:

- Impacts on people's values, customs, and beliefs associated with (or embedded in) the site or locality, e.g. as secondary effects of changes to scenic quality, landforms, or water flows.
- Strengthening of community values and culture through project design elements.

For Aboriginal cultural heritage, the potential for intangible harm through 'cultural or spiritual loss' (i.e., loss or diminution of traditional attachment to the land or connection to country, or loss of rights to gain spiritual sustenance from the land).

Social baseline evidence

The site is located in an area historically known for being a vibrant local centre, forming part of Sydney's belt of historic inner suburbs. It has long been a node of community activity centring on the Pacific Highway and St Leonards Railway Station – indicating the potential for significant cultural ties to this area and connection to the land,

places, and buildings. There is a vibrant cultural and creative community around the Crows Nest area, identified in the *Community Infrastructure Needs Analysis* (Ethos Urban, 2023) prepared for this SSDA.

The following analysis identifies social impacts on local culture, taking into account local perspectives and providing enhancement / mitigation measures to minimise negative impacts and maximise benefits:

Potential impacts	
<p>Construction phase</p> <ul style="list-style-type: none"> The densification of St Leonards has the potential to create cumulative impacts to local values, customs, and beliefs associated with the locality, including with displacement of existing cultural institutions and small businesses and the changing streetscape along the Pacific Highway. The destruction of existing historical structures on this site may accentuate these cumulative impacts associated with changing existing connections to the land, places, and buildings of St Leonards, and shared beliefs associated with the historic character of the St Leonards area for some people. It is noted that the existing structures on this site have not been assessed as having special association with the local area. The following statement of significance is extracted from the <i>Statement of Heritage Impact</i> (Comber Consultants, page 39): <i>524-542 Pacific Highway, St Leonard's is of low significance as evidence of the provision of shop top accommodation for retailers and their families at a primary commercial area within the St Leonard's village then suburb boundaries. The design of Telstra Telephone Exchange is a site-specific utilitarian design for housing telephonic communications in suburban Sydney in the 1950s and 1960s. The provision of retail shops at this and other locations in St Leonards was crucial in the development of the centre due to its proximity to the Railway Station. Both structure typologies point to the importance of suburban expansion in the post WWII Sydney.</i> ACHAR (Comber Consultants) technical report does not identify any Aboriginal Cultural Heritage significance associated with this site, stating that 'the study area does not contain social, cultural, historic, archaeological, aesthetic, representative, or rarity values (page 26). <p>Operation phase</p> <ul style="list-style-type: none"> The influx of new residents and workers associated with the delivery of high-quality rental housing and co-working spaces have the potential to increase the cultural capital in the area and strengthen St Leonard's cultural fabric. The integration and expression of Aboriginal culture through the design of the building and interior spaces has the potential to positively impact on the local communities' expression of shared beliefs and invite connection to Country for both Aboriginal and non-Aboriginal residents, workers, and visitors. 	<p>Medium – Possible Moderate (Negative)</p> <p>Medium – Possible Moderate (Negative)</p> <p>Not identified</p> <p>Medium – Possible Moderate (Positive)</p> <p>Medium – Likely Minor (Positive)</p>
Enhancement / mitigation measures	
<p>Further mitigations identified in other technical reports</p> <ul style="list-style-type: none"> The sustainability principles (Atelier 10, 2023) include commitments to utilise traditional language, cultural stories, and locally native ecologies, include multi-lingual signage incorporating local aboriginal dialects, and art integrating Aboriginal and Torres Strait Islander artists. <p>Implement the recommendations outlined in the <i>ACHAR</i> (Comber Consultants) including an Aboriginal heritage induction to employees, contractors and subcontractors during construction and an unexpected finds and human remains procedure.</p>	
Significance and magnitude	
Extent and duration	Impacts associated with culture are understood to primarily impact the SSA due to the nature of St Leonards Town Centre as a node of social and cultural activity for persons across the direct area.
Severity, scale and intensity	The scale of cumulative impacts is high, affecting a wide range of persons with existing cultural connections to St Leonards. No particular intensity or sensitivity was identified in relation to cultural connections. The scale of impact associated with the changes to local cultural networks due to the influx of residents associated with this project is considered to be low, in the context of the local area.

Importance and levels of concern

Above average levels of concern or importance to the local community was not identified during a review of engagement undertaken for this project and as part of broader strategic planning processes.

6.10 Livelihoods

Livelihoods	
Scope	
<p>This section assesses <i>people's capacity to sustain themselves, whether they experience personal breach or disadvantage, and the distributive equity of impacts and benefits</i>. This includes:</p> <ul style="list-style-type: none"> Impacts on people's livelihoods, e.g. from new employment and business opportunities (positive), or from disruption during construction (negative). <p>For Aboriginal people, rights to land and to gain spiritual and cultural sustenance from the land.</p>	
Social Baseline Evidence	
<p>The social issues and trends (section 4.8) associated with the broader context of the Proposal's development indicates an acute shortage of Key Worker housing in inner-city neighbourhoods across Sydney. 40 percent Key workers within 10km of the CBD experience rent stress, affecting livelihoods,</p>	
Potential impacts	
<p>Construction phase</p> <ul style="list-style-type: none"> The disruption of existing business on-site associated with the demolition of existing shopfronts for this project has the potential to negatively impact on livelihoods for workers and tenants of these businesses. It is understood that most premises are vacant however, therefore the impacts may not be significant. Further, they would be temporary in nature whilst construction occurs. All sites are vacant with the exception of the Vegan Restaurant, which has a break clause in their lease and are continually informed of the projects progress. Construction activities creating dust, noise, vibration, and visual impacts have the potential to negatively impact livelihoods for businesses adjacent or in proximity to the site by lessening amenity and potentially decreasing foot traffic and visitation as a result. Positive outcomes may be associated with the construction phase for this development due to the creation of approximately 260 full time equivalent directly for local workers during construction (<i>Economic Impact Assessment</i>, Ethos Urban). This has the potential to increase job opportunities across the broader secondary and tertiary study areas. <p>Operation phase</p> <ul style="list-style-type: none"> The proposal will deliver 10 key worker units for 15 years. This has the potential to improve the livelihood of future key worker residents by providing affordable housing near to employment, reducing rent stress and travel costs. The proposed facility has the potential to generate 250 FTE jobs through flow-on indirect impacts. The Economic Impact Assessment concluded that the proposed development will not be of a size or scale that will impact on the viability or continued operation of existing or proposed facilities within the region (<i>Economic Impact Assessment</i>, Ethos Urban, page 6). <p>Increased amenity associated with this proposal has the potential to contribute to the economic vibrancy and success of the St Leonards precinct, with flow on effects for businesses within both the PSA and SSA.</p>	<p>Low – Unlikely Minimal (Negative)</p> <p>Low – Possible Minimal (Negative)</p> <p>High – Almost Certain Moderate (Positive)</p> <p>High – Almost Certain/Moderate (Positive)</p> <p>High – Almost Certain/Moderate (Positive)</p> <p>Non-identified</p>
Enhancement / mitigation measures	
<p>Not identified in other technical reports. See additional recommended social mitigation/enhancement in Section 7.0 below.</p>	

Significance and magnitude

Extent and duration	Construction impacts to livelihoods are expected to extend to the tertiary study area, generating significant employment opportunities. Localised impacts associated with temporary reduction in amenity and flow on effects for local business patronage are expected to be limited to the primary study area, for the duration of the 30-month construction period. Operational impacts are ongoing.
Severity, scale and intensity	The scale of beneficial impacts to livelihoods is considered to be high, based on the number of future jobs relative to the potential minimal impacts to existing livelihoods.
Importance and levels of concern	Above average levels of concern or importance to the local community was not identified during a review of engagement undertaken for this project and as part of broader strategic planning processes.

6.11 Way of life

Way of life

Scope

This section assesses: *how people live, how they get around, how they work, how they play, and how they interact on a daily basis*. This includes:

- Impacts on people's daily routines caused by construction activities and/or operational arrangements.
- Impacts on people's commuting/travelling times, their experience of travel, and their ability to move around freely.
- Impacts on people's experience of privacy, peace, and quiet enjoyment, especially if affected by increased noise.

Impacts on people's general experience of life in their community, especially if the project might cause a 'tipping point' of cumulative impacts on their lives, e.g. through property acquisitions, severance of communities, or major disruption during construction.

Social baseline evidence

St Leonards is a meeting place for many people, being a place to access services, work, play, and interact. As a key centre for a number of residents, both within the St Leonards suburb and from surrounding residential neighbourhoods, it is accessed on a day-to-day basis by a large population. For example, it is understood that an average of 35,180 customers used St Leonards Station over a 24 hour period in 2014.¹⁴ Bearing in mind possible impacts from Covid-19, the high populations at least suggests that St Leonards is a key social node that forms a core part of daily way of life for a high number of people.

The St Leonards Crows Nest Precinct, more broadly, is expected to experience significant urban renewal for an expanding employment centre and growing residential community. The vision for St Leonards Precinct as per the St Leonards Crows Next 2036 plan includes:

The St Leonards core will be revitalised through a balance of commercial and residential development, providing lively and active streets, safe and interesting laneways for people and sunny tree-lined public spaces. The best bits of the surrounding leafy neighbourhoods that locals love will be brought into the heart of St Leonards for residents, workers and visitors to enjoy.¹⁵

Planned construction of the project would occur over a 30 month period and includes demolition, bulk earthworks, construction and fit-out. Construction will occur within the *draft Construction Noise Guidelines* (NSW EPA 2020a). A Noise and Vibration Assessment and Traffic and Transport Impact Assessment have been undertaken for the project, which will further inform the extent of impacts and opportunities for mitigation/enhancement. During operation the Project would cater for a combination of residential, commercial, and coworking spaces.

The following analysis identifies social impacts on way of life considering community perspectives and the social baseline review.

Potential impacts

¹⁴ Existing Transport Conditions Summary, St Leonards and Crows Nest Station Precinct Transport Study (Cardno, 2017), p. v.

¹⁵ St Leonards Crows Nest 2036 Plan, (NSW DPE, August 2020), p. 5.

<p>Construction phase</p> <ul style="list-style-type: none"> Construction activities causing dust, noise, and vibration, as well as increased traffic movements, including heavy vehicles, associated with the construction phase, have the potential to impact on the daily way of life routines for some groups of people who access the area on a day-to-day basis. Possible affected groups include: <ul style="list-style-type: none"> Users of Christie Street, including daily walking and vehicular trips made by local residents and workers Users of bus stop no. 206523 Resident and workers' use and enjoyment of lobby space in adjacent residential buildings, including AMA Building, 88 Christie Street, and 504 Pacific Highway. Users of popular gathering places, including St Leonards Square, St Leonard's Forum, the New Open space on Lithgow Street, Mitchell Street Plaza, and the activity zone surrounding Albany Street and Oxley Street. It is noted that these potential impacts to way of life routines come in the context of cumulative construction activities in St Leonards, and may have been experienced by these groups in relation to other development projects. The timing of this project, commencing as some surrounding projects complete the construction phase, has the potential extend the timeframe of cumulative impacts. 	<p>Medium – Possible Moderate (Negative)</p> <p>Medium – Possible Moderate (Negative)</p>
<p>Operation phase</p> <ul style="list-style-type: none"> The delivery of build-to-rent housing in a high amenity vertical village has the potential to create positive impacts to way of life for future residents on site. These impacts are associated with the nature of build-to-rent as encouraging long term and sustainable building design focused on the provision of amenity and quality living environments. The delivery of 10 key worker units has the potential to positively impacts the way of life for future key worker residents. The impacts are primarily associated with the provision of affordable housing near to key workers' places of employment, reducing commute times and/or rent stress The project will deliver substantial amount of communal spaces and amenity within the tower, potentially improving resident's ability to access wellbeing and interact with one another on a day-to-day basis. The expansion of the footpath in line with surrounding development setbacks and the provision of accompanying street trees and through-site links has the potential to positive impact way of life, particularly for pedestrians and residents and workers. By improving the amenity of the public domain in a highly frequented streetscape, this development may contribute to improving the experience of local resident, workers, and visitors' daily routines. <p>Ultimately, the long-term impacts of the densification of St Leonards, of which this development plays a part, may create cumulative positive impacts to the ability for local residents and workers to live, work, get around, and interact socially. The provision of additional amenity in the town centre, and associated social cohesion measures (such as integrated communal spaces and coworking provision), has the potential to contribute to the overall improvements to St Leonards' role as a node of social activity.</p>	<p>High – Likely Moderate (Positive)</p> <p>High – Likely Moderate (Positive)</p> <p>High – Likely Moderate (Positive)</p> <p>High – Likely Moderate (Positive)</p>

Enhancement / mitigation measures

Baseline mitigation

- Implement the Construction Traffic Management Plan.

Mitigations identified in other technical reports

- Implement the recommendations in the Green Travel Plan (TTPA, 2023) for this development, including the provision of infrastructure, ongoing programs, and monitoring and evaluation.

Significance and magnitude

Extent and duration Construction impacts are primarily concentrated on the primary study area, and will vary in intensity over the duration of the 30-month construction period (e.g. certain periods of more intense activity). Operation impacts are ongoing.

Severity, scale and intensity As described above, St Leonards is a key social node for a large number of persons – increasing the likely scale of any identified impacts to way of life.

A variety of persons of varying sensitivities may constitute these potentially impacted groups. It is noted that there is close proximity to hospital, indicating that some users may have particular pre-existing health conditions and therefore particular sensitivity to changes to way of life. Additionally, a variety of demographic groups who may have particular sensitivity to way of life impacts are noted to access the St Leonards Centre, including children and young people, older persons, persons identifying from minority backgrounds, and persons of a lower socio-economic background.

Importance and levels of concern

Above average levels of concern or importance to the local community was not identified during a review of engagement undertaken for this project and as part of broader strategic planning processes.

6.12 Health and wellbeing

Health and wellbeing

Scope

This section assesses *Health and Wellbeing – people's physical, mental, social and spiritual wellbeing – especially for people vulnerable to social exclusion or substantial change, and the wellbeing of individuals and communities.*¹⁶

- Health impacts, and well-founded concerns/fears about health impacts, associated with noise, dust, odour, vibration, lighting, and toxic materials.
- Stress, anxiety, and uncertainty - or hopes - about a proposal, about changes to adjacent uses, and about cumulative change to a neighbourhood.
- Psychological stress and fears/hopes for the future.
- Potential impact of the project on social behaviours such as alcohol/drug use, domestic or other violence.
- Impacts of project elements on ability to sleep, people's general health and wellbeing, and overall community health.

The World Health Organization defines health as a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity. For the NSW SIA Guideline, wellbeing is a state in which people have their basic needs met, can realise their potential, can cope with the normal stresses of life, can work productively and fruitfully, and can participate in their community.¹⁷

Social baseline evidence

The following analysis identifies social impacts on health and wellbeing considering community perspectives and the social baseline review.

NB: This report is not a health impact assessment. Rather, it provides a higher-level overview of health and wellbeing associated impacts on the community, based on the supporting technical advice available for this proposal.

- These impacts can be mitigated through the adoption and implementation of a construction noise and vibration management plan.
- Cumulative high-density projects in close proximity of St Leonards Town Centre have the potential to generate cumulative construction impacts, including:
 - Residents and other users of the area may experience 'construction fatigue', noting particularly that this particular project is timing to start as surrounding projects are completed – extending the overall window of construction impacts.

Residents, particularly pre-existing residents, may experience mental health impacts associated with fear around the changing landscape and concern of property acquisition and loss of existing character.

Potential impacts

¹⁶ NB: This report is not a health impact assessment. Rather, it provides a higher-level overview of health and wellbeing associated impacts on the community, based on the supporting technical advice available for this proposal.

¹⁷ See Smyth, E. and Vanclay, F. (2017). The Social Framework for Projects: a conceptual but practical model to assist in assessing, planning, and managing the social impacts of projects. *Impact Assessment and Project Appraisal*, 35:1, p. 78; Schirmer, J., et al. (2016), Wellbeing, resilience, and liveability in rural and regional Australia: The 2015 Regional Wellbeing Survey, University of Canberra, p. 23; and OECD. (2011). *How's life?: measuring well-being*. OECD Publishing, p. 18: <http://dx.doi.org/10.1787/9789264121164-en>.

Construction phase

- Construction activities creating noise, dust, and vibration, have the potential to impact the health and wellbeing of pedestrians using local roads and residents in neighbouring apartment towers. Disruptions may include to sleep patterns associated with noise and vibration, and adverse physical health impacts associated with dust and lower air quality. Additionally, construction activities may lower the amenity and enjoyment of public and private spaces, with potential negative associated impacts for mental health and psychological stress.
- There may be potential increased sensitivity to health and wellbeing impacts, given the close proximity of the construction site to residential apartments, and proximity to the hospital indicating persons experiencing pre-existing health issues may be accessing the primary study area. Additionally, the scale of health and wellbeing impacts is heightened by the nature of St Leonards as a major centre accessed by a wide range and number of people for daily living needs, public transport, and a variety of services.
- The noise and vibration report (prepared by PWNA) identifies the following:
 - The future design and treatment of all building services associate with the project can be acoustically treated to ensure all noise emissions from the site comply with statutory conditions,
 - Vibration associated with construction of the Sydney Metro is not anticipated to exceed the criteria for human comfort,
 - Construction activities is expected to affect local residential and commercial receivers. Highly noise affected receivers identified, during standard construction hours, include 500 Pacific Highway, St Leonards, 84-90 Christie Street, St Leonards, and 201-203 Pacific Highway, St Leonards,
 - These impacts can be mitigated through the adoption and implementation of a construction noise and vibration management plan.
- Cumulative high-density projects in close proximity of St Leonards Town Centre have the potential to generate cumulative construction impacts, including:
 - Residents and other users of the area may experience 'construction fatigue', noting particularly that this particular project is timing to start as surrounding projects are completed – extending the overall window of construction impacts.
 - Residents, particularly pre-existing residents, may experience mental health impacts associated with fear around the changing landscape and concern of property acquisition and loss of existing character.

Medium – Minor Possible (Negative)

Medium – Minor Possible (Negative)

Medium – Moderate Possible (Negative)

Medium – Moderate Possible (Negative)

Operation phase

- Urban densification associated with this proposal, and in the context of the growth of St Leonards more broadly, has a range of impacts – some positive and some negative. The scale of these impacts is high, noting the significant population projected for St Leonards and Crows Nest, and significant density. The impact of densification will affect residents and workers living or working in the St Leonards Crows Nest area (the SSA). Typical social impacts associated with densification can include:
 - Negative impacts associated with a lack of green space and maintaining active lifestyles, less opportunities for community cohesion and gathering, and an overall lower level of amenity.
 - Potential positive impacts including higher accessibility to daily living needs and social infrastructure concentrated in high density areas, and the cultural and activation benefits associated with high density populations.
 - Enhancing social benefits and ensuring that density is accompanied by an increase of liveability, and designed sympathetically to social needs and cohesion, will be key to ensuring that the impacts associated with densification are positive overall.
- Providing key worker housing and long-term tenancy options as part of the Voluntary Planning Agreement (VPA) for this site will have potential positive impacts for key workers working with the Royal North Shore Hospital and persons looking for rental options in the SSA primarily. These potential impacts include a reduction of social exclusion associated with unaffordable housing markets and with short-term residential tenancies. It is noted that persons renting have on average higher levels of vulnerability. It is understood that

Medium – Moderate Possible (Positive or Negative – depending on receiver)

High – Likely Moderate (Positive)

<p>both build-to-rent housing and the provision of key worker housing is an identified social issue in strategic policy documents, based on the lack of existing provision and increasing social demand.</p> <ul style="list-style-type: none"> The delivery of integrated open spaces and terrace areas within the development, a wellbeing area including gym and pool, and extensive high-quality end of trip facilities (including E-Bike charging capacity, bike workshop, and share bike scheme), has the potential to increase physical and mental health and wellbeing outcomes for residents, workers, and visitors to the site. The delivery of facilities encouraging active lifestyles and wellbeing outcomes on this site has the potential to reduce potential impacts of an increased resident and worker population on this site on access to and utilisation of other open spaces and recreation infrastructure in the area (e.g. particularly Gore Hill Oval and the new open space delivered above the railway line). This has the potential to positively impact on health and wellbeing outcomes for resident and workers in the primary study area by contributing to adequate provision of open space, recreation, and active travel opportunities. The delivery of a structure adjacent to and in close proximity to existing or soon-to-be completed apartment dwellings have potential mental wellbeing impacts for persons who have bought apartment dwellings without an expectation that this site would be developed, and concerns associated with any negative impacts to property value, view, their ability to enjoy their property, and any other losses of expected amenity associated with the project. It is noted that only a small number of residents are likely to experience this impact. If experienced, it is likely to be severe in the short-term, although adaptation is likely to occur over time. 	<p>High – Almost certain Moderate (Positive)</p> <p>High – Almost certain Moderate (Positive)</p> <p>Medium – Moderate Possible (Negative)</p>
---	---

Enhancement / mitigation measures

Baseline / regulatory mitigations already in place

- Implement the Construction Traffic Management Plan.
- Implement the Construction Noise and vibration Management Plan.

Further mitigations identified in other technical reports

- Extensive, high-quality end of trip facilities, e-bike charging capacity, and a shared bicycle program have been incorporated into the design of the Proposal to encourage active personal transport.
- Implement the recommended in the Green Travel Plan (TPPA) for this development, including the provision of infrastructure, ongoing programs, and monitoring and evaluation.

Implement the proposed design measures identified in the *Noise and Vibration Report* (PWNA).

Significance and magnitude

<p>Extent and duration</p>	<ul style="list-style-type: none"> Construction impacts are likely to extend primarily to the PSA, for the duration of the 30-month construction period. The cumulative effect of this project in relation to broader densification will affect the community within the broader SSA, over the longer term. Operational impacts associated with the delivery of this development may have some minor impacts over the short term, however noting adaptation the vast majority of positive impacts will be ongoing.
-----------------------------------	---

<p>Severity, scale and intensity</p>	<p>St Leonards is accessed by a wide range and number of people for daily living needs, public transport, and a variety of services. This is reinforced by the higher populations projected for St Leonards and Crows Nest in significant density.</p> <p>Positive benefits associated with amenity located within the tower has the potential to impact on approximately 542 residents living within the tower. It is also understood that persons renting tend to on average have higher levels of vulnerability than the average population. It is noted that there are generally very high levels of advantage across the area, noted in SEIFA scores.</p>
---	--

**Importance
and levels of
concern**

Local community aspirations identified in Council engagement activities include better active transport infrastructure, such as walking and cycling networks to key local destinations in order to encourage uptake. There is a desire to prioritise pedestrians rather than vehicles in planning.

7.0 Social enhancement and mitigation

The implementation of a project post planning approval should ideally include continuous mitigating, enhancing, monitoring and managing of social impacts, as per the NSW SIA Guideline. This management can help to ensure negative impacts are better mitigated, positive impacts are further amplified and that you maintain and enhance your positive working relationships with communities and stakeholders. The monitoring and adaptive management of social impacts aims to protect and enhance the social environment throughout the life of the project, starting during construction.

This chapter sets out a suite of mitigation and management measures in response to the potential social impacts identified in **Chapter 6**. The mitigation and management of other predicted potential impacts that interrelate with social impacts (such as noise and vibration) would contribute to the mitigation and management of social impacts of the proposal.

Mitigation and management measures identified in other technical papers and chapters of the Environmental Impact Statement relevant to the mitigation of potential social impacts include:

- Consider and implement recommendations contained in the *Community Infrastructure Needs Analysis* (Ethos Urban) prepared for this project
- Implement the Construction Traffic Management Plan (*EIS*, Ethos Urban)
- Implement the recommendations in the *Green Travel Plan* (TTPA) for this development, including the provision of infrastructure, ongoing programs, and monitoring and evaluation
- Implement the design considerations and recommendations outlined in the *CPTED Assessment* (HARRIS) and other technical reports, to mitigate social impact related effects
- Embed Aboriginal and Torres Strait Islander cultural elements into the design of this building (ACHAR).
- Implement a Complaints Management System
- Implement the design recommendations in the *Noise and Vibration Assessment* (PWNA), and prepare and adopt the Construction Noise and Vibration Management Plan
- Implement the design recommendations outlined in the Wind Microclimate Design Review, including landscaping on Christie Street (RWDI, 2023).

Additional measures to mitigate and manage potential social impacts of the proposal are outlined in Table 8 below.

Table 8 Social impacts mitigation measures

Impact/ issue	Impact area(s)	Recommended social mitigation and/or enhancement
Accessibility and inclusivity	<i>Way of life Accessibility</i>	<ul style="list-style-type: none"> • Ensure adequate wayfinding and pedestrian connections to active transport links and public transport. • Identify opportunities to activate publicly accessible space delivered on the site in ways that are welcoming to all community members and can encourage social gatherings and casual social interaction between local workers, residents, and visitors to the site. • Ensure the buildings and proposed open space follows universal design principles and can be enjoyed by people of all ages and abilities.
Social infrastructure	<i>Accessibility</i>	<ul style="list-style-type: none"> • Liaise with relevant service providers of social infrastructure in proximity to the site to establish potential issues and priorities and explore ways to mitigate these during construction. • Deliver appropriate social infrastructure on-site to reduce pressure on surrounding networks, and ensure adequate accessibility for residents and workers on-site. • To maximise social benefits long-term, consider retaining the key worker units indefinitely, beyond the 15-year allocations (after which the units will become regular BTR or short stay units)

Communications	<i>Way of life Accessibility Community</i>	<ul style="list-style-type: none"> • Develop a <i>Communications and Engagement Strategy (CES)</i> that: <ul style="list-style-type: none"> - Outlines and implements a <i>Complaints Management Procedure</i> that would provide a range of avenues for community members to express their concerns or ask questions and would enable the quick resolution of issues during construction. - Outline an approach to communicating with landowners, surrounding residents and businesses, and other key stakeholders. This should include regular updates on key project milestones and timeframes. - Align with the <i>Construction Management Plan</i> to provide communication mechanisms and specifying communication protocol. - Include regular project updates and provide opportunities for the community to share feedback throughout the Project's life cycle. - Include initiatives to promote community understanding and participation in the compensation programs proposed for neighbours and the community during the construction and operational stages. • Build on the engagement activities undertaken to date and take into consideration the needs and aspirations of the community that have already been explored as well as existing relationships and networks within the community.
Cultural and community cohesion	<i>Way of life; Community</i>	<ul style="list-style-type: none"> • Encourage future residents to network through targeted programming of community spaces. • Ensure that spaces within the tower are designed and managed in a way that is conducive to residents inviting non-residents into the tower, enabling the formation of social networks throughout the community, and providing a form of community meeting space within the tower. • Ensure key worker units have access to the same amenities as all BTR unit residents, which will support all residents of the building to form community connections across shared spaces
Enhancing community benefit and amenity	<i>Health and wellbeing; Accessibility; Way of life; Surroundings</i>	<ul style="list-style-type: none"> • Monitor on-site residential use of health and wellbeing facilities on-site. Should under-utilisation occur, consider opportunities to expand access through membership services to residents and workers in the surrounding area. • Liaise with the relevant stakeholders, including Council, to explore future amenity upgrades for Christie Street to mitigate potential surroundings and amenity impacts on the pedestrian experience associated with this development in cumulation with surrounding projects.
Governance	<i>Decision-making systems</i>	<ul style="list-style-type: none"> • Create a management plan that actively considers channels for tenants to participate in the decision-making process for elements of the building. This should include opportunities for residents to participate in decisions surrounding shared spaces, and express their concerns or seek permissions for programs, activities, etc. Additionally, strong channels for grievance and remedy, and communication between building management and tenants, should be implemented.
Culture and sense of place	<i>Community Culture</i>	<ul style="list-style-type: none"> • Incorporate public art on hoardings showcasing local history and culture. This could be connected in with the existing creative network in St Leonards Crows Nest. • Consider liaising with the local Aboriginal community to tailor affordable housing delivered on-site to persons identifying as Aboriginal or Torres Strait Islander. It is understood through liaison with Aboriginal consultants that providing pathways to bring Aboriginal persons back to Country is important to ensuring that it is continued to be cared for, and to ensure that any symbols or thematic naming integrated within the development are truly living and given spiritual expression by the Aboriginal community.

Equity of social benefits	<i>Livelihoods</i>	<ul style="list-style-type: none"> • Adopt social procurement policies for the construction and operation of the facility, to ensure that benefits associated with livelihoods are equitably distributed to groups in need. • Liaise with the existing business-owner to scope capacity for some form of future tenancy at affordable rates in the future building, to ensure that gentrification associated with the development does not 'price out' existing small business owners.
Social monitoring and evaluation	<i>All factors</i>	<ul style="list-style-type: none"> • Prepare and implement a social monitoring and evaluation framework for the vertical village. This will help ensure that identified community benefits are maintained over the long term, and unforeseen social impacts mitigated and tracked where they occur.

8.0 Summary of residual impacts

In accordance with the NSW SIA Guideline, the potential social impacts in the St Leonards locality have been re-assessed following the implementation of additional responses and controls. **Table 9** over page provides a summary of impacts 'without mitigation' (as provided in **Section 6**), along with an assessment of residual impacts following the implementation of the responses and opportunities identified in **Section 7.0**

The following provides a summary of social impacts 'without mitigation' along with an assessment of residual impacts with mitigation.

Table 9 Social impact significance ratings with and without mitigation – residual impacts

Impact	Impact Dimensions			Potential Impact without Mitigation ¹⁸				Potential Impact with Mitigation				Avoidance, minimisation or enhancement approach	Significance of residual impact
	Period	Duration	Extent	Likelihood	Magnitude	Social Significance Rating	Experience	Likelihood	Magnitude	Social Significance Rating	Experience		
Way of Life													
Impacts associated with amenity, e.g., dust, noise, vibration, traffic	Construction	Temporary	PSA	Possible	Moderate	Medium	Negative	Possible	Minor	Medium	Negative	<ul style="list-style-type: none"> Implementation of Construction Management Plan/s Provision of a concierge that can accommodate and adequately address any issues that arise during construction 	Present during construction – while the impact may inconvenience way of life, proactive communications can assist people in the PSA to manage their lives around the disruptions.
Provision of new, high-quality living environments	Operation	Permanent	SSA/TSA	Likely	Moderate	High	Positive	Likely	Moderate	High	Positive	<ul style="list-style-type: none"> Ensure the buildings and proposed open space follows universal design principles and can be enjoyed by people of all ages and abilities. 	Positive impacts remain, with high potential for enhancement to increase the likelihood of these positive impacts occurring.
Public domain improvements and communal amenity	Operation	Permanent	PSA	Likely	Moderate	High	Positive	Likely	Moderate	High	Positive	<ul style="list-style-type: none"> Encourage future residents to network through targeted programming of community spaces. Ensure that spaces within the tower are designed and managed in a way that is conducive to residents inviting non-residents into the tower, enabling the formation of social networks throughout the community, and providing a form of community meeting space within the tower. 	Positive impacts remain, with high potential for enhancement to increase the likelihood of these positive impacts occurring.
Provision of key worker housing	Operation	Long-term	PSA	Almost certain	Moderate	High	Positive	Almost certain	Moderate	High	Positive	<ul style="list-style-type: none"> Consider retaining the key worker units indefinitely, beyond the 15-year period to enhance social benefits generated – pending confirmation of project viability 	Positives remain with potential of the magnate the social impact increasing.
Accessibility													
Impacts to convenience and accessibility, associated with dust, noise, vibration, and traffic	Construction	Temporary	PSA	Likely	Moderate	High	Negative	Likely	Minimal	Low	Negative	<ul style="list-style-type: none"> Implementation of Construction Management Plan/s Provision of a concierge that can accommodate and adequately address any issues that arise during construction 	Present during construction – while the impact may reduce accessibility, proactive communications can assist people in the PSA to manage their lives around the disruptions.
Increased pressure on local social infrastructure networks induced by increased residential capacity on this site.	Operation	Permanent	SSA/TSA	Possible	Moderate	Medium	Negative	Possible	Minor	Medium	Negative	<ul style="list-style-type: none"> Liaise with relevant service providers of social infrastructure in proximity to the site to establish potential issues and priorities and explore ways to mitigate these during construction. Deliver appropriate social infrastructure on-site to reduce pressure on surrounding networks and ensure adequate accessibility for residents and workers on-site. 	Impacts may remain, with potential to mitigate with appropriate on-site infrastructure provision and detailed engagement with Council.
Increased access to social infrastructure for residents on site and broader improvements to creating a 30-minute city.	Operation	Permanent	PSA	Likely	Moderate	High	Positive	Likely	Moderate	High	Positive	<ul style="list-style-type: none"> Provision of an extensive, high-quality end of trip facilities, e-bike charging capacity, and a shared bicycle program Implementation of Green Travel Plan (TTPA) Ensure adequate wayfinding and pedestrian connections to active transport links and public transport. 	Positive impacts remain, with high potential for enhancement to increase the likelihood of these positive impacts occurring.
Increase of key worker housing supply in a strategic locality,	Operations	Long-term	PSA/SSA	Almost certain	Moderate	High	Positive	Almost certain	Moderate	High	Positive	<ul style="list-style-type: none"> Consider retaining the key worker units indefinitely, beyond the 15-year period to 	Positive impacts remain, with high potential for

¹⁸ Note that without mitigation refers to without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

closely located to key worker employment centres												enhance social benefits generated pending confirmation of project viability	enhancement to increase the severity of these positive impacts occurring.
Increased housing supply in strategic location improving access services, transport and employment centres	Operations	Long-term	PSA/SSA	Almost certain	Moderate	High	Positive	Almost certain	Moderate	High	Positive	<ul style="list-style-type: none"> Ensure rental costs are accessible to people median incomes to maximise accessibility across a substantial subset of the socio-economic spectrum. 	enhancement to increase the severity of these positive impacts occurring.
Community													
Impacts to sense of place and community connection during the construction period.	Construction	Temporary	SSA	Unlikely	Minor	Low	Negative	Unlikely	Minimal	Low	Negative	<ul style="list-style-type: none"> Implementation of Construction Management Plan/s Provision of a concierge that can accommodate and adequately address any issues that arise during construction 	Present during construction – while the impact may inhibit sense of place, proactive communications can assist people in the PSA/SSA to manage their lives around the disruptions.
Changes to community size and composition associated with the densification and urban renewal of St Leonards	Operation	Cumulative	SSA	Almost Certain	Major	Very High	Positive or negative	Almost Certain	Moderate	High	Positive	<ul style="list-style-type: none"> Ensure that spaces within the tower are designed and managed in a way that is conducive to residents inviting non-residents into the tower, enabling the formation of social networks throughout the community, and providing a form of community meeting space within the tower. 	Impact cannot be wholly mitigated, however, inclusion of the wider community within the development may enable positive perceptions of this change.
New opportunities for social connection and community cohesion	Operation	Permanent	PSA	Likely	Moderate	High	Positive	Likely	Moderate	High	Positive	<ul style="list-style-type: none"> Encourage future residents to network through targeted programming of community spaces. Ensure that spaces within the tower are designed and managed in a way that is conducive to residents inviting non-residents into the tower, enabling the formation of social networks throughout the community, and providing a form of community meeting space within the tower. 	Positive impacts remain, with high potential for enhancement to increase the likelihood of these positive impacts occurring.
Increased key working housing supply increasing opportunities for key workers to socially integrate into the communities they work within	Operations	Long-term	PSA/SSA	Likely	Moderate	High	Positive	Likely	Moderate	High	Positive	<ul style="list-style-type: none"> Ensure key worker units have access to amenities 	Positive impacts remain, with high potential for enhancement to increase the likelihood of these positive impacts occurring.
Culture													
Disruptions to connections to the site.	Construction	Permanent	PSA/SSA	Possible	Moderate	Medium	Negative	Possible	Moderate	Medium	Negative	<ul style="list-style-type: none"> Implementation of ACHAR (Comber Consultants) recommendations Incorporate public art on hoardings showcasing local history and culture. This could be connected in with the existing creative network in St Leonards Crows Nest. 	Minor potential to mitigate impacts through the implementation of technical recommendations, however, negative impacts will remain
Strengthening of local cultural capital and cultural expression	Operation	Permanent	PSA/SSA	Possible	Minimal	Low	Positive	Possible	Minimal	Low	Positive	<ul style="list-style-type: none"> Utilisation of traditional language, stories, and locally native ecologies Inclusion of multi-lingual signage incorporating local aboriginal dialects, and art integrating Aboriginal and Torres Strait Islander artists 	Positive impacts remain, with high potential for enhancement to increase the likelihood of these positive impacts occurring.
Health and wellbeing													
Impacts to health associated with dust, noise, and vibration	Construction	Temporary	PSA	Possible	Minor	Medium	Negative	Possible	Minimal	Low	Negative	<ul style="list-style-type: none"> Implementation of Construction Management Plan/s Provision of a concierge that can accommodate and adequately address any issues that arise during construction 	Present during construction – while the impact may inhibit health and wellbeing, proactive communications can assist people in the PSA to manage their lives around the disruptions.

Increased health and wellbeing outcomes, and local amenity, for residents on-site and the wider community.	Operation	Permanent	SSA	Likely	Moderate	High	Positive	Likely	Moderate	High	Positive	<ul style="list-style-type: none"> Ensure adequate wayfinding and pedestrian connections to active transport links and public transport. Monitor on-site residential use of health and wellbeing facilities on-site. Should under-utilisation occur, consider opportunities to expand access through membership services to residents and workers in the surrounding area. 	Positive impacts remain, with high potential for enhancement to increase the likelihood of these positive impacts occurring.
For mental health impacts for persons whose properties, including recently purchased in adjacent towers, are affected by this proposal.	Operation	Permanent	PSA	Unlikely	Minor	Low	Negative	Unlikely	Minor	Low	Negative	<i>No additional mitigation or enhancement identified.</i>	Negative residual impact remains, although adaptation is likely in the short-term.
Surroundings													
Impacts on enjoyment of local streets and public spaces during construction period.	Construction	Temporary	PSA	Possible	Moderate	Medium	Negative	Possible	Minor	Medium	Negative	<ul style="list-style-type: none"> Implementation of Construction Management Plan/s Provision of a concierge that can accommodate and adequately address any issues that arise during construction 	Present during construction – while the impact may reduce enjoyment of surroundings, proactive communications can assist people in the PSA to manage their lives around the disruptions.
Improvements to streetscape, public safety and overall aesthetic value	Operation	Permanent	PSA	Likely	Moderate	High	Positive	Almost Certain	Moderate	High	Positive	<ul style="list-style-type: none"> Implementation of recommendations within the CPTED Report (HARRIS) 	Positive impacts remain, with high potential for enhancement to increase the likelihood of these positive impacts occurring.
Associated with wind and overshadowing of Christie Street, noting particularly the extent to which this was raised as an issue of concern by the local community.	Operation	Permanent	PSA/SSA	Likely	Major	High	Negative	Likely	Moderate	High	Negative	<ul style="list-style-type: none"> Implementation of recommendations within the Wind Microclimate Design Review (RWDI) – provision of additional landscape elements 	Minor potential to mitigate impacts through the implementation of technical recommendations, however, negative impacts will remain
Livelihoods													
Impacts on surrounding businesses and livelihoods associated with construction activities.	Construction	Temporary	PSA	Unlikely	Minimal	Low	Negative	Unlikely	Minimal	Low	Negative	<ul style="list-style-type: none"> Liaise with the existing business-owner to scope capacity for some form of future tenancy at affordable rates in the future building, to ensure that gentrification associated with the development does not ‘price out’ existing small business owners. 	Present during construction – while the impact may inconvenience way of life, proactive communications can assist people in the PSA to manage their lives around the disruptions.
Impacts associated with construction jobs benefiting the tertiary study area.	Construction and operation	Permanent	TSA	Almost Certain	Moderate	High	Positive	Almost Certain	Moderate	Very High	Positive	<ul style="list-style-type: none"> Adopt social procurement policies for the construction and operation of the facility, to ensure that benefits associated with livelihoods are equitably distributed to groups in need. 	Positive impacts remain, with high potential for enhancement to increase the likelihood of these positive impacts occurring.
Impacts associated with operation jobs and increased amenity encouraging patronage for local businesses.	Operation	Permanent	SSA	Almost Certain	Moderate	High	Positive	Almost Certain	Moderate	High	Positive	<ul style="list-style-type: none"> Liaise with surrounding businesses and Council to explore future amenity upgrades for Christie Street to mitigate potential surroundings and amenity impacts on the pedestrian experience associated with this development in cumulation with surrounding projects. 	Positive impacts remain, with high potential for enhancement to increase the likelihood of these positive impacts occurring.
Impact associated with improving the livelihood of future key worker residents by providing affordable housing close to employment	Operations	Long-term	PSA/SSA	Almost Certain	Moderate	High	Positive	Almost Certain	Moderate	High	Positive	<ul style="list-style-type: none"> NA 	Positive impacts will endure
Decision-making systems													
Positive impacts on the community's ability to participate in decisions-making	Construction and operation	Temporary	SSA	Almost Certain	Minor	Medium	Positive	Almost Certain	Minor	Medium	Positive	<i>No additional mitigation or enhancement identified</i>	Positive impacts remain.
Limited opportunity for residents to participate in	Operation	Permanent	PSA	Possible	Major	High	Negative	Unlikely	Major	Medium	Negative	<ul style="list-style-type: none"> Create a management plan that actively considers channels for tenants to 	High potential to mitigate negative impacts through the

<p>decision that affect their daily lives</p>				<p>participate in the decision-making process for elements of the building. This should include opportunities for residents to participate in decisions surrounding shared spaces, and express their concerns or seek permissions for programs, activities, etc. Additionally, strong channels for grievance and remedy, and communication between building management and tenants, should be implemented.</p>	<p>implementation of communication channels. If channels are not adequately advertised, some impacts may remain.</p>
--	--	--	--	--	--

9.0 Concluding comments

This SIA provides a valuable analysis of key social considerations impacting the project.

Potential negative social impacts identified with the proposed development relate to:

- Managing and responding to any temporary construction impacts as they arise, noting the position of the site in the St Leonards town centre and adjacent to social infrastructure and pedestrian activity.
- Managing the social impacts of any potential wind impacts and overshadowing on Christie Street, in the context of surrounding development. It is understood that this impact is being actively mitigated through extensive streetscape improvements and careful consideration through leading practice urban design.
- Considering cumulative impacts of the densification and urban renewal of St Leonards. Enhancing social benefits and ensuring that density is accompanied by an increase of liveability, and designed sympathetically to social needs and community cohesion, will be key to managing St Leonards' transition. While this development in isolation does not bear the onus of addressing this cumulative impact, considering its role in the broader social context of St Leonards and Crows Nest will be important to ensure that outcomes on this site support the broader precinct's social sustainability.

The most significant social benefits of the proposal relate to:

- Increased amenity and improvements to the daily way of life for residents of the site and the broader St Leonards community. This has the potential to contribute to strategic policy goals encouraging the development of vibrant, liveable, and cohesive communities in transit-oriented development. This benefit is enhanced by the social infrastructure offerings for future residents of the site, and the wider community.
- Improving health and wellbeing outcomes for future residents of the site and the broader community, associated with leisure and recreation opportunities on-site and positive contributions to St Leonard's urban amenity.
- Creating opportunities for community gathering, interactions, and the generation of cultural capital associated with the delivery of coworking space, and high-quality vertical neighbourhoods which encourage neighbours to meet and connect.
- Increased livelihood outcomes associated with the construction and operation phase. This has the potential to positively support livelihoods not just directly through job creation, but also extending to local businesses and the overall improvement to St Leonards as a social and economic node.
- Improved accessibility and way of life by increasing in housing supply in strategic location with high amenity. This includes transportation links to key employment centres and medical facilities.
- Improved livelihood and way of life outcomes for future residents of the key worker units. This has the potential to provide 10 key workers and their household members with affordable housing near to their places of employment, reducing rental stress and/or long commute times.

This Social Impact Assessment concludes that the overall long-term outcome, subject to appropriate mitigation of construction and operational impacts, will be positive. Temporary impacts during construction can be managed accordingly through implementation of relevant technical report recommendations, communications strategies, legislative requirements, and conditions of consent. Engagement with the local community and stakeholders during construction is strongly recommended to minimise impacts on accessibility, surroundings, health and wellbeing, and way of life.

Overall, it is considered that with a range of mitigation measures to manage any risks as well as enhance the positive benefits, the project is anticipated to bring significant public social benefits to the future residents of the site, as well as the broader community of St Leonards.

Appendix A Demographic profile

Category	Primary study area	Secondary Study Area	Tertiary Study Area	Greater Sydney
Income				
Median individual income (annual)	\$86,080	\$84,400	\$72,540	\$45,930
<i>Variation from Greater Sydney median</i>	87.4%	83.8%	57.9%	<i>n.a.</i>
Median household income (annual)	\$125,630	\$135,550	\$135,400	\$108,750
<i>Variation from Greater Sydney median</i>	15.5%	24.6%	24.5%	<i>n.a.</i>
Individual income				
<i>No income</i>	7.4%	7.0%	9.3%	11.2%
<i>Low</i>	11.9%	13.6%	18.8%	28.7%
<i>Medium</i>	41.6%	41.0%	38.1%	43.1%
<i>High</i>	39.1%	38.4%	33.8%	17.0%
Household income				
<i>No income</i>	2.4%	1.9%	2.0%	2.1%
<i>Low</i>	5.8%	6.1%	8.3%	11.3%
<i>Medium</i>	27.5%	26.1%	26.4%	34.3%
<i>High</i>	64.4%	65.8%	63.3%	52.3%
Age Structure				
0 years	1.4%	1.3%	1.1%	1.2%
1-2 years	2.3%	2.4%	2.2%	2.4%
3-4 years	2.0%	2.1%	2.1%	2.4%
5-6 years	1.7%	1.8%	2.3%	2.5%
7-11 years	2.7%	3.4%	5.7%	6.3%
12-17 years	1.8%	2.8%	6.1%	7.1%
18-24 years	5.5%	5.8%	6.7%	8.8%
25-34 years	32.6%	28.6%	16.7%	15.6%
35-49 years	30.5%	29.3%	24.6%	21.7%
50-59 years	8.1%	9.7%	11.9%	12.0%
60-69 years	6.5%	7.1%	9.4%	9.7%
70-84 years	4.7%	5.2%	9.2%	8.4%
85 years and over	0.4%	0.6%	2.1%	1.9%
Males	49.6%	48.6%	48.0%	49.4%
Females	50.4%	51.4%	52.0%	50.6%
Median Age (years)	34.0	35.9	38.9	37.3
Country of Birth				
Australia	45.4%	51.7%	57.6%	61.1%
<i>Aboriginal and Torres Strait Islanders</i>	0.3%	0.3%	0.4%	1.8%
Other Major English Speaking Countries	12.4%	12.8%	11.6%	7.1%
Other Overseas Born	42.2%	35.5%	30.8%	31.8%
<i>% speak English only at home</i>	56.2%	62.8%	100.0%	61.0%
Household Composition				
<i>Couple family with no children</i>	32.6%	31.2%	27.6%	24.5%
<i>Couple family with children</i>	15.5%	18.8%	28.8%	36.1%
Couple family - Total	48.1%	50.0%	56.4%	60.5%
One parent family	4.3%	5.3%	7.7%	11.0%
Other families	1.0%	1.0%	1.1%	1.1%
Family Households - Total	53.5%	56.2%	65.2%	72.6%

Lone person household	40.3%	37.8%	30.5%	23.3%
Group Household	6.2%	6.0%	4.3%	4.1%
Dwelling Structure (Occupied Private Dwellings)				
Separate house	4.7%	9.8%	28.9%	56.1%
Semi-detached, row or terrace house, townhouse etc.	1.9%	10.9%	9.4%	12.8%
Flat, unit or apartment	92.9%	78.8%	61.5%	30.7%
Other dwelling	0.5%	0.5%	0.2%	0.4%
<i>Occupancy rate</i>	88.9%	88.9%	89.1%	91.8%
Average household size	1.9	2.0	2.3	2.7
Tenure Type (Occupied Private Dwellings)				
Owned outright	14.1%	18.1%	28.5%	28.3%
Owned with a mortgage	17.9%	21.1%	25.5%	34.0%
Rented	66.7%	59.8%	44.2%	36.1%
<i>State or territory housing authority</i>	1.1%	0.8%	0.9%	3.3%
<i>Housing co-operative/community/church group</i>	0.9%	0.6%	0.8%	0.8%
<i>Other</i>	64.7%	58.5%	42.5%	32.0%
Other tenure type	1.2%	0.9%	1.8%	1.6%
Attending Education (% of those attending)				
Pre-school	11.2%	10.6%	8.6%	8.0%
Infants/Primary Total	21.4%	24.7%	29.9%	31.4%
<i>Government</i>	18.4%	19.7%	21.1%	21.5%
<i>Catholic</i>	1.4%	3.4%	4.9%	5.9%
<i>Other</i>	1.6%	1.6%	4.0%	3.9%
Secondary Total	10.7%	14.6%	23.1%	24.9%
<i>Government</i>	7.0%	9.2%	8.8%	13.6%
<i>Catholic</i>	1.6%	2.7%	6.1%	6.3%
<i>Other</i>	2.1%	2.8%	8.2%	5.0%
Technical or Further Educational Institution	13.1%	11.7%	8.5%	10.2%
University or other Tertiary Institution	37.0%	32.0%	25.7%	21.4%
Other type of educational institution	6.7%	6.4%	4.3%	4.2%
<i>% of total population attending education</i>	18.0%	19.5%	24.9%	25.8%
Highest Level of Education Completed (% of population aged 15 years and over)				
Year 12 or equivalent	91.3%	90.7%	88.4%	71.4%
Year 9-11 or equivalent	7.7%	8.3%	10.0%	23.5%
Year 8 or below	0.6%	0.7%	1.1%	3.5%
Did not go to school	0.4%	0.4%	0.5%	1.6%
Need for Assistance				
With Need for Assistance	2.0%	2.1%	3.2%	5.5%
No Need for Assistance	98.0%	97.9%	96.8%	94.5%

Top 10 Countries of Birth	Primary study area	Secondary Study Area	Tertiary Study Area	Greater Sydney
1	Australia (45.4%)	Australia (51.7%)	Australia (57.6%)	Australia (61.1%)
2	China (9.3%)	China (7.0%)	China (7.4%)	China (4.9%)
3	India (5.2%)	England (5.1%)	England (5.1%)	India (3.8%)
4	Japan (4.4%)	India (4.4%)	India (2.9%)	England (3.1%)
5	England (4.2%)	Japan (3.2%)	New Zealand (2.2%)	Vietnam (1.9%)
6	New Zealand (3.2%)	New Zealand (3.0%)	Japan (1.5%)	Philippines (1.9%)

7	Philippines (2.8%)	Philippines (2.1%)	South Africa (1.4%) Korea	New Zealand (1.7%)
8	Malaysia (2.3%)	Korea South (1.9%)	South (1.4%)	Lebanon (1.2%)
9	Korea South (2.2%)	Malaysia (1.9%)	Malaysia (1.4%)	Nepal (1.2%)
10	South Africa (1.6%)	South Africa (1.5%)	Philippines (1.3%)	Iraq (1.1%)

	<u>Primary study area</u>	<u>Secondary Study Area</u>	<u>Tertiary Study Area</u>	<u>Greater Sydney</u>
<u>Top 10 Languages Spoken at home (other than English)</u>				
1	Mandarin (11.1%)	Mandarin (8.5%)	Afrikaans (0.0%)	Mandarin (5.3%)
2	Cantonese (8.0%)	Cantonese (6.3%)	Arabic (0.0%) Australian	Arabic (4.4%)
3			Indigenous (0.0%)	Cantonese (2.9%)
4			Cantonese (0.0%)	Vietnamese (2.3%)
5	Hindi (2.1%)	Hindi (1.8%)	Mandarin (0.0%)	Hindi (1.5%)
6	Korean (1.9%)	Korean (1.6%)	Chinese - other (0.0%)	Greek (1.5%)
7	Spanish (1.4%)	Spanish (1.4%)	Croatian (0.0%)	Spanish (1.3%)
8	Persian (1.3%)	Portuguese (0.9%)	French (0.0%)	Nepali (1.2%)
9	Portuguese (1.1%)	Persian (0.9%)	German (0.0%)	Korean (1.2%)
10	Tagalog (1.0%)	French (0.8%)	Greek (0.0%)	Italian (1.0%)
	Russian (0.9%)	Thai (0.8%)		

Religion

Buddhism	5%	5%	3%	4%
Christianity	33%	35%	44%	49%
Hinduism	5%	5%	3%	5%
Islam	1%	1%	1%	7%
Judaism	1%	1%	1%	1%
Other Religions	1%	1%	1%	1%
No religious association	54%	53%	46%	33%

Provided Unpaid Childcare

Females	20%	22%	28%	29%
Males	18%	20%	25%	24%