

Chapter 14

Socio-economic impacts



Contents

14.	Socio-economic impacts	14.1
14.1	Approach	14.1
14.1.1	Study area	14.1
14.1.2	Key tasks	14.2
14.1.3	How potential impacts have been avoided or minimised	14.4
14.2	Existing environment	14.5
14.2.1	Demographic characteristics	14.5
14.2.2	Community infrastructure	14.7
14.2.3	Local business characteristics	14.8
14.3	Assessment of construction impacts	14.11
14.3.1	Social impacts	14.11
14.3.2	Business impacts	14.16
14.4	Assessment of operation impacts	14.20
14.4.1	Social impacts	14.20
14.4.2	Business impacts	14.25
14.5	Cumulative impacts	14.27
14.6	Mitigation and management measures	14.28
14.6.1	Approach to mitigation and management	14.28
14.6.2	List of mitigation measures	14.29

Tables

Table 14.1	Summary of key demographic characteristics that can contribute to vulnerability	14.6
Table 14.2	Community infrastructure and facilities within and close to the project site	14.7
Table 14.3	Business and employment profile	14.8
Table 14.4	Social impacts summary – construction	14.11
Table 14.5	Estimate of industrial, commercial or mixed-use properties which may be affected by the project's land requirements	14.17
Table 14.6	Social impacts summary – operation	14.21
Table 14.7	Social and economic impact mitigation measures	14.29

Figures

Figure 14.1	Social impact significance rating matrix	14.3
Figure 14.2	Community infrastructure and facilities – map 1	14.9
Figure 14.3	Community infrastructure and facilities – map 2	14.10

14. Socio-economic impacts

This chapter provides a summary of the social and business impact assessments. It describes the existing environment, identifies potential impacts during construction and operation, and provides measures to mitigate and manage the impacts identified. Further information is provided in Technical Paper 7 (Social Impact Assessment) and Technical Paper 8 (Business Impact Assessment).

14.1 Approach

State significant infrastructure projects can affect people, communities and businesses in many ways, both positively and negatively. Constructing and operating new public transport infrastructure creates access and economic benefits for the community and economy. It can also cause amenity impacts and disturb local communities, particularly during construction. Social and business impact assessments are undertaken to understand how communities and businesses expect to experience impacts, assess the potential for adverse impacts, recommend measures to minimise impacts that cannot be avoided, and identify measures to enhance project benefits.

The social impact assessment has been undertaken in accordance with the *Social Impact Assessment Guideline for State Significant Projects* (DPIE, 2021f) (the 'Social Impact Assessment Guideline'), the key guidance to assessing social impacts in NSW. The Social Impact Assessment Guideline describes how the potential social impacts of State significant infrastructure projects should be identified, evaluated, responded to and, if appropriate, monitored and managed.

The social impact assessment has also been undertaken in accordance with:

- the SEARs (see Appendix A (SEARs compliance table))
- the *Technical Supplement – Social Impact Assessment Guideline for State Significant Projects* (DPIE, 2021g) (the 'Technical Supplement'), which provides additional guidance to support the Social Impact Assessment Guideline.

Due to the number of businesses in the vicinity of the project site, a business impact assessment has also been undertaken. The assessment was undertaken with reference to the *Environmental Impact Assessment Practice Note – Socio-economic Assessment* (Transport for NSW, 2020a).

An overview of the approach to the assessments is provided below. Further information is provided in section 2 of Technical Paper 7 (Social Impact Assessment) and section 3 of Technical Paper 8 (Business Impact Assessment).

14.1.1 Study area

Social impact assessment

The study area for the social impact assessment (referred to as the 'social locality' by the Social Impact Assessment Guideline, Technical Paper 7 (Social Impact Assessment) and this chapter) includes the project site, as described in Chapter 2 (Location and setting), and the surrounding communities that may be affected by the project.

The social locality is predominantly located within the Parramatta LGA, with the exception of a small portion of Melrose Park waterfront land, which is located in the City of Ryde LGA (see Figure 2.1). The social locality also includes surrounding suburbs and planned urban renewal and growth precincts (described in section 2.1 and shown on Figure 2.1).

Business impact assessment

The study area for the business impact assessment also considered the project site and precincts surrounding the site, including the Parramatta CBD.

14.1.2 Key tasks

Social impact assessment

The social impact assessment involved:

- characterising and scoping potential social issues
- confirming the social locality for the purposes of the assessment
- reviewing background information and data relevant to the social locality
- describing the existing social environment, developing a demographic profile for each precinct ('the social baseline'), and identifying and mapping community infrastructure
- undertaking a survey (see below) to understand community concerns, potential social impacts and management options
- undertaking a comparative analysis of linear transport infrastructure projects to review the potential social impacts associated with these types of projects, and recommended management approaches
- reviewing other technical papers prepared for the EIS to understand the nature, scale and significance of the project's potential impacts, and identify the associated potential for social impacts
- assessing potential social impacts and benefits during construction and operation, including:
 - identifying likely significance using the social impact significance matrix provided in the Technical Supplement (see Figure 14.1)
 - considering and classifying impacts according to the social impact categories identified by the Social Impact Assessment Guideline: people's way of life, community, accessibility, culture, health and wellbeing, surroundings, livelihoods and decision-making systems
- identifying and assessing potential cumulative impacts
- recommending mitigation and enhancement measures.

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

Source: *Technical Supplement – Social Impact Assessment Guideline for State Significant Projects* (DPIE, 2021g)

Figure 14.1 Social impact significance rating matrix

Business impact assessment

The business impact assessment involved:

- defining the study area
- preparing a profile of the existing business environment, including land use zoning, amenity and business type
- consulting with businesses and undertaking a business survey (see below) to assist with understanding business characteristics and issues, and how these could be affected by the project
- undertaking a comparative analysis of linear transport infrastructure projects to review the potential business impacts associated with these types of projects, and recommended management approaches
- assessing potential business impacts and benefits during construction and operation
- identifying and assessing potential cumulative impacts
- recommending mitigation and enhancement measures.

Consultation

Consultation with the community and key stakeholders has been conducted prior to, and during, the impact assessment process, as described in Chapter 8 (Community and stakeholder engagement). Key activities that have informed the social and business assessments are summarised below:

- **Social impact and outcomes survey** – this online community survey was available between 24 November 2021 and 28 January 2022 and had 564 responses. The survey sought to understand community concerns about the project, potential impacts on communities, project outcomes, and mitigation measures.

- Business survey – this survey was carried out with a selection of local businesses between 17 and 25 February 2022 with 21 surveys completed in full. The purpose of the survey was to understand business characteristics and potential impacts.
- Have Your Say survey – this online community survey was available between 2 May 2022 and 26 June 2022, and had 1,194 responses. The survey sought to raise awareness of the project in the local community and seek public feedback on the preferred alignment and proposed light rail stop locations.
- Community information sessions – 17 in-person sessions were held along the proposed alignment between May 2022 and June 2022, with 1,200 community members attending to ask questions of the project team.
- Stakeholder meetings involving the social impact assessment team, including with the Greater Parramatta Group, local organisations and stakeholders (including the Transport for NSW Accessible Transport Advisory Committee).

Consultation is ongoing with Aboriginal and Torres Strait Islander stakeholders, including Aboriginal archaeological test investigations, cultural values interviews and assessment (see Chapter 11 (Aboriginal heritage)), and the Designing with Country process (see Chapter 5 (Design development, alternatives and options)). These consultation activities would continue through the public exhibition phase. It is expected the outcomes of these consultation activities would assist with further understanding the potential for cultural and spiritual loss that may occur as a result of the project, as well as the potential to enhance positive impacts for Aboriginal and Torres Strait Islander communities. If required, further assessment would be carried out following public exhibition of the EIS. The outcomes would also inform the social impact management plan (see section 14.6).

Further information is provided in Chapter 8 and Appendix F (Community and Stakeholder Engagement Report).

The outcomes of previous community and stakeholder engagement activities were also reviewed to understand potential impacts and benefits. This included the outcomes of engagement for Parramatta Light Rail Stage 1, as described in Chapter 4 of the Stage 1 EIS (available at: [Parramatta Light Rail – Stage 1 EIS](#)).

14.1.3 How potential impacts have been avoided or minimised

The approach to design development included a focus on avoiding and/or minimising the potential for impacts during key phases of the design process. As described in Chapter 5 (Design development, alternatives and options) a project corridor and alignment options assessment process was carried out to identify the preferred alignment. This process considered a range of factors, including potential community impacts and benefits.

The project location and design has been, and would continue to be, refined to minimise impacts and enhance potential benefits, including:

- locating the alignment and proposed stops with regard to the existing and future communities as described in Technical Paper 1 (Design, Place and Movement)
- modifying the alignment where an alternative route location was available with lower potential for impacts
- maximising use of existing transport corridors
- incorporating the results of community and stakeholder engagement as described in Chapter 8 (Community and stakeholder engagement) and responding to the inputs received as far as practicable (including design refinements to minimise identified impacts (see section 8.3.4))

- siting construction compounds away from sensitive receivers as far as practicable
- designing the project to minimise the potential for amenity impacts as far as practicable.

14.2 Existing environment

The project site crosses multiple suburbs, each with their own character, urban form, residential populations, range of businesses, and community infrastructure. The social impact assessment included developing a detailed social baseline for the social locality. Similarly, the business impact assessment described existing business and employment conditions for each precinct.

Suburb boundaries are similar to the precinct boundaries (shown on Figure 2.1); however, some precincts include parts of several suburbs. For example, the Camellia precinct includes parts of the suburbs of Camellia and Rosehill, and the Carter Street precinct includes parts of Lidcombe and Sydney Olympic Park.

A summary of key social characteristics and community infrastructure in the social locality is provided in sections 14.2.1 and 14.2.2. An overview of the business environment is provided in section 14.2.3. A detailed description of the social baseline for each precinct, including demographic characteristics and community values, is provided in section 5 of Technical Paper 7 (Social Impact Assessment). A detailed description of the business environment is provided in section 4 of Technical Paper 8 (Business Impact Assessment).

14.2.1 Demographic characteristics

The social locality, and Parramatta LGA as a whole, are transforming. Population growth, new housing, jobs, and infrastructure are changing the area from a suburban centre to the centre of services, infrastructure, and employment for Western Sydney. The precincts within the social locality are home to many unique neighbourhoods and have their own distinct demographic qualities.

A summary of key demographic characteristics for the social locality is provided below, including comparisons with the Parramatta LGA and Greater Sydney statistical area as a whole (where relevant). A detailed demographic profile is provided in section 5 of Technical Paper 7.

Population characteristics

In 2016 the population of the social locality and Parramatta LGA was 19,808 and 225,811 people respectively. The population of the Parramatta LGA is expected to increase by about 204,000 people by 2041 – an annual growth rate of 3.5 per cent. The social locality is expected to account for a significant amount of this growth, with the population estimated to increase to about 112,300 people by 2041 – an annual growth rate of 23 per cent.

The Sydney Olympic Park and Carter Street precincts are forecast to experience the highest growth, with their combined population increasing from 2,910 people in 2015 to about 35,300 people in 2041.

Economic characteristics

The working age distribution differed across the precincts, with the Sydney Olympic Park and Carter Street precincts having the highest proportion of working age people (both at 88 per cent of the population). The Rydalmere East (66 per cent) and Ermington (68 per cent) precincts had the lowest proportion of a working age population, comparable to Greater Sydney (67 per cent) and the Parramatta LGA (69 per cent).

The Camellia precinct had the highest proportion of unemployed people (nine per cent), followed by the Rydalmere East precinct (eight per cent).

The Wentworth Point precinct had the highest workforce participation rate (71 per cent), which was noticeably higher than that of the Parramatta LGA and Greater Sydney (both 62 per cent). Workforce participation rates were lowest in the Rydalmere East precinct (56 per cent).

Housing

A significantly higher proportion of residents live in medium and high-density apartment dwellings in the Wentworth Point, Sydney Olympic Park and Carter Street precincts compared with the rest of the social locality, the Parramatta LGA and Greater Sydney.

There was a greater distribution of family households in the Melrose Park (78 per cent) and Ermington (76 per cent) precincts compared with other precincts.

Vulnerable communities

A summary of the key demographic characteristics for the social locality that can contribute to vulnerability is provided in Table 14.1.

Table 14.1 Summary of key demographic characteristics that can contribute to vulnerability

Demographic characteristic	Key characteristic summary
Culturally and linguistically diverse (CALD) community members	<ul style="list-style-type: none"> The Camellia, Sydney Olympic Park and Carter Street precincts had the highest proportion of people born overseas (58 per cent), compared with Melrose Park (28 per cent), the Parramatta LGA (48 per cent), and Greater Sydney (35 per cent). The Sydney Olympic Park and Carter Street precincts had the highest proportion of residents who speak a language other than English (56 per cent), compared with 43 per cent for the Parramatta LGA as a whole.
Older persons and very young children	<ul style="list-style-type: none"> The Rydalmere East and Melrose Park precincts had the highest proportion of older people aged 65 years and over, accounting for 14 per cent of the population. The Ermington, Camellia and Wentworth Point precincts had a higher proportion of very young children aged 0 to 4 years (nine, eight and eight per cent respectively), which is slightly higher than the Parramatta LGA (seven per cent) and Greater Sydney (six per cent).
Social and community housing and low-income householders	<ul style="list-style-type: none"> The Rydalmere East (32 per cent) and Ermington precincts (18 per cent) had a higher proportion of the population living in social housing compared with other precincts, the Parramatta LGA and Greater Sydney, where the percentage living in social housing was five per cent or less. The Rydalmere East (24 per cent), Ermington (18 per cent) and Camellia (18 per cent) precincts had the highest proportion of low-income households, compared with 15 per cent for the Parramatta LGA.
Residents needing assistance	<ul style="list-style-type: none"> The Rydalmere East precinct had the highest proportion of residents who required assistance with daily activities (six per cent), compared with an average of below three per cent for the Parramatta LGA.
Aboriginal and Torres Strait Islanders (First Nations Australians)	<ul style="list-style-type: none"> The Rydalmere East and Ermington precincts had a higher proportion of First Nations residents (both 1.7 per cent), compared with 0.7 per cent for the Parramatta LGA and 1.4 per cent for Greater Sydney.
Vehicle ownership	<ul style="list-style-type: none"> The percentage of households that own a private vehicle was relatively high across all precincts, ranging from 84 per cent in the Camellia precinct to 96 per cent in the Carter Street precinct. 15 per cent of people in the Wentworth Point precinct do not own a private vehicle.
Socio-economic disadvantage	<ul style="list-style-type: none"> The Australian Bureau of Statistics (ABS) Index of Relative Socio-Economic Disadvantage ranks the Rydalmere East precinct at decile three, which means it has a high level of socio-economic disadvantage. This compares to the Parramatta LGA as a whole, which is ranked at decile six. The Melrose Park, Wentworth Park and Sydney Olympic Park precincts are all ranked at decile nine, which means they have a very low level of socio-economic disadvantage.

14.2.2 Community infrastructure

Community infrastructure includes services and facilities identified as having social value to the community. Facilities within or close to (within 50 metres of) the project site, identified based on a desktop review of available information, are listed in Table 14.2. These facilities, and others within about 50 to 200 metres of the project site, are shown on Figure 14.2 and Figure 14.3.

Further information on community infrastructure in the social locality, including figures showing the locations of facilities near the project, is provided in section 5 of Technical Paper 7 (Social Impact Assessment).

Table 14.2 Community infrastructure and facilities within and close to the project site

Facility type	Facility name	Location (suburb)	Location relative to the project site
Open space, parks and reserves	Eric Primrose Reserve	Rydalmere	Partially within and adjacent to the project site
	Bretby Park	Rydalmere	About 30 m from the project site
	Broadoaks Park	Rydalmere	Within the project site
	Ken Newman Park	Ermington	Partially within and adjacent to the project site
	Hughes Avenue Reserve	Ermington	Adjacent to the project site
	Melrose Park/Playground	Melrose Park	Adjacent to the project site
	Koonadan Reserve	Melrose Park	Partially within and adjacent to the project site
	Archer Park	Melrose Park	Partially within and adjacent to the project site
	Newington Nature Reserve	Sydney Olympic Park	About 50 m from the project site
	Millennium Parklands	Sydney Olympic Park	Partially within and adjacent to the project site
	Cathy Freeman Park	Sydney Olympic Park	Adjacent to the project site
Public recreation/sports facilities	Parramatta Valley Cycleway (part of the Parramatta River Walk)	Rydalmere, Ermington, Melrose Park	Crosses the project site in Rydalmere and Melrose Park
	Ermington Boat Ramp	Melrose Park	Within the project site
	River Walk	Wentworth Point/Sydney Olympic Park	Crosses the project site
	Louise Sauvage Pathway	Sydney Olympic Park	Crosses the project site
	Various facilities (see Table 13.2)	Sydney Olympic Park	Partially within and adjacent to the project site
Child care	Being Early Education Ermington	Ermington	Adjacent to the project site
	Tiny Scholars Childcare and Preschool	Ermington	Adjacent to the project site
Education	Rydalmere Public School	Rydalmere	Adjacent to the project site
	Rydalmere East Public School	Ermington	Adjacent to the project site
	Melrose Park Public School	Melrose Park	Adjacent to the project site
	Western Sydney University Sydney Olympic Park Campus Student Central	Sydney Olympic Park	Adjacent to the project site

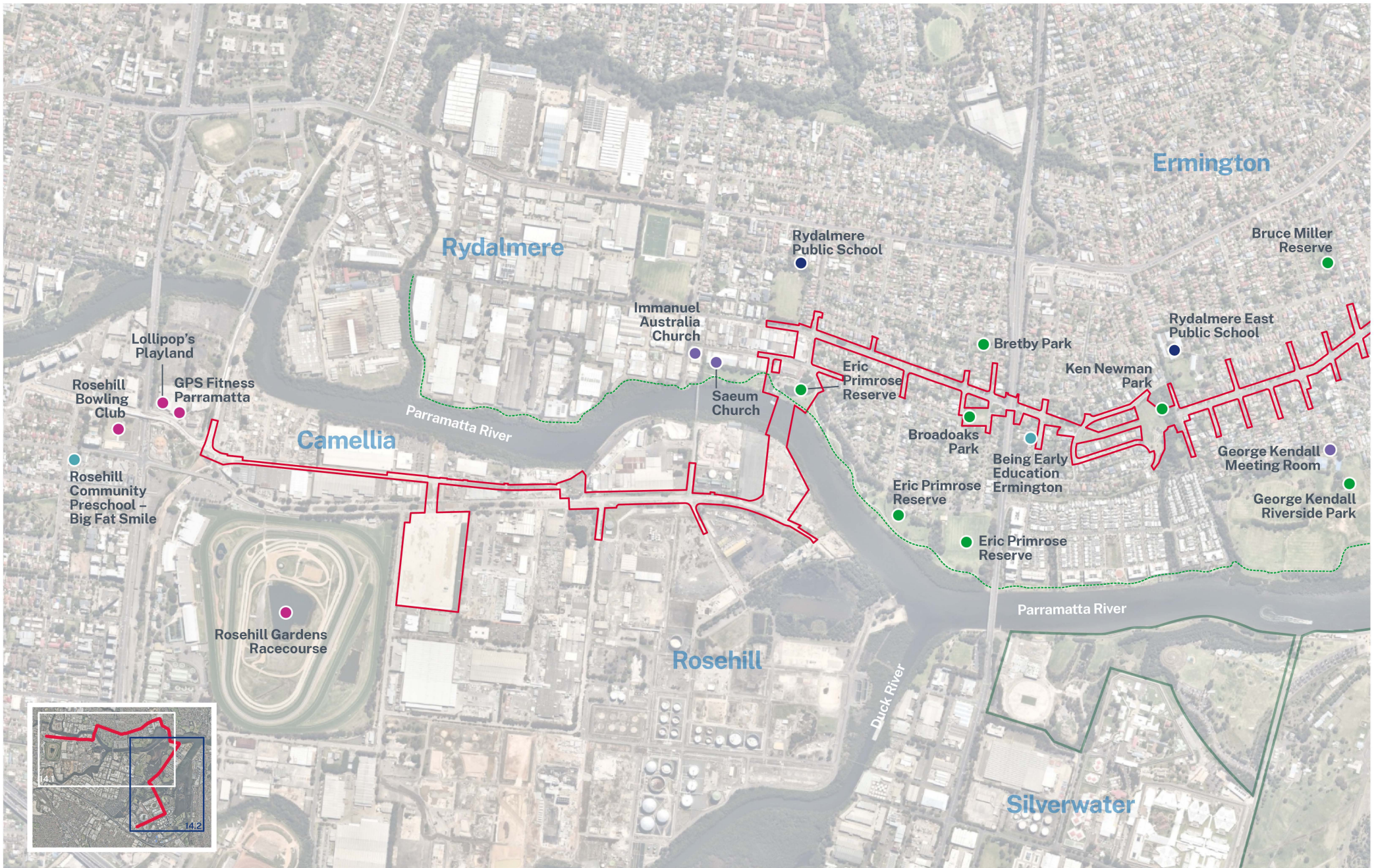
Facility type	Facility name	Location (suburb)	Location relative to the project site
Community and cultural facility	The Potter's House Christian Church Melrose Park	Melrose Park	About 30 m from the project site
	Saeum Church	Rydalmere	About 50 m from the project site
Health	Rainbow Dental Practice	Sydney Olympic Park	Adjacent to the project site
	Chemist Warehouse	Sydney Olympic Park	Adjacent to the project site

14.2.3 Local business characteristics

Key business and employment characteristics for each precinct and the Parramatta CBD are summarised in Table 14.3.

Table 14.3 Business and employment profile

Precinct	Estimate of number of businesses	Employment estimate	Main employment industries in the precinct by industry code
Parramatta CBD	4,649	55,179	Public Administration and Safety Financial and Insurance Services Professional, Scientific and Technical Services
Camellia	188	5,427	Transport, Postal and Warehousing Construction Wholesale Trade
Rydalmere East	116	758	Construction Other Services Wholesale Trade
Ermington	20	827	Construction Retail Trade Health Care and Social Assistance
Melrose Park	75	2,881	Basic Chemical and Chemical Product Manufacturing Wholesale Trade Financial and Insurance Services
Wentworth Point	159	1,726	Construction Professional, Scientific and Technical Services Wholesale Trade
Sydney Olympic Park	183	27,208	Professional, Scientific and Technical Services Financial and Insurance Services Accommodation and Food Services
Carter Street	10	1,132	Transport, Postal and Warehousing Food Product Manufacturing Retail Trade



LEGEND

- | | | | | | | |
|---|--|---|---|--|--|---|
|  Project site |  Open space, parks and reserves |  Community and cultural facility |  Education |  Child care |  Recreation/sports facilities |   |
| |  Parramatta Valley Cycleway |  Millennium Parklands | | | | |

Figure 14.2 Community infrastructure and facilities-map 1



Figure 14.3 Community infrastructure and facilities - map 2

14.3 Assessment of construction impacts

The following sections present a summary of social and business impacts that may occur during construction. A detailed description of potential impacts is provided in Technical Paper 7 (Social Impact Assessment) and Technical Paper 8 (Business Impact Assessment).

14.3.1 Social impacts

The main potential for impacts and benefits to people and communities during construction would occur as a result of:

- the effects of the project’s land requirements and the need for residential property acquisition
- changes to access arrangements and connectivity
- changes to residential and community amenity as a result of noise, vibration, dust, traffic and visual changes
- impacts on community infrastructure, including recreation and open space facilities
- employment generation and training opportunities.

A summary of the results of the assessment is provided in Table 14.4. This includes a summary of identified impacts, the stakeholder groups potentially affected by these impacts, the location of the potential impacts (precincts), the category of the potential impact (in accordance with the categories specified in the Social Impact Assessment Guideline – see section 14.2), and the significance of impacts (ranked as shown on Figure 14.1).

A description of the key findings of the assessment is provided in the following sections.

Table 14.4 Social impacts summary – construction

Social impact summary	Stakeholders affected	Affected precincts in social locality	SIA impact category ¹	Significance of impact
Residential property impacts				
The acquisition and relocation process would generate demands on time for residents and their families. This could reduce the time that people can spend with family or engaging in leisure activities. People may not be able to relocate to a similar property in the same neighbourhood, depending on their individual circumstances. If relocating out of the area, residents may experience a loss of social ties, and may need to travel further to access employment, services and facilities.	Landowners and residents of properties that would be fully or partially acquired	Rydalmere East Ermington Melrose Park	Way of life Community Health and wellbeing Decision-making systems	High Negative
Potential loss of social ties due to relocation of several households in a neighbourhood.	Neighbourhoods where multiple households relocate	Ermington Melrose Park	Community	Medium Negative
Uncertainty associated with property impacts, and the acquisition and compensation process, including property values, may cause frustration, stress and anxiety for some property owners/residents. This has the potential to impact health, wellbeing, and quality of life.	Landowners and residents of properties that would be affected by the project’s land requirements	Rydalmere East Ermington Melrose Park Sydney Olympic Park	Health and wellbeing Decision-making systems	Very high to high Negative

Social impact summary	Stakeholders affected	Affected precincts in social locality	SIA impact category ¹	Significance of impact
Access and connectivity changes				
Inconvenience due to property access changes and reduced parking spaces as a result of construction activities. These changes would be short term during construction in most locations.	Residents close to construction activities	All precincts	Way of life	High Negative
Disrupted lifestyles and routines resulting from access changes and loss of on-street parking spaces.	Residents close to construction activities	Rydalmere East Ermington Melrose Park	Way of life	High Negative
Access and connectivity changes during construction could affect local communities' way of life as they may need to allow more time for travel and continually adapt to changing environments.	Communities close to construction activities	All precincts	Way of life	High Negative
Amenity impacts				
Increased noise, vibration, dust, traffic and visual changes may impact residents close to construction activities, which could affect people's quality of life, disturb daily activities, and result in wellbeing impacts. Some residents may be more vulnerable to these changes, such as older people, people with disability, children, and people with existing health issues.	Residents close to construction activities	All precincts	Way of life Health and wellbeing Surroundings	High Negative
Access and connectivity changes, combined with amenity impacts from the project and other projects, could result in construction fatigue in surrounding communities.	Communities close to construction activities	All precincts	Way of life Surroundings	High Negative
Community infrastructure				
Users of directly affected community and recreation facilities may experience interrupted access and reduced amenity. Some users may need to or choose to access other facilities due to restricted access, disturbance and reduced enjoyment. Most of these changes would be short term during construction.	Users of community and recreation facilities directly impacted by construction activities	Rydalmere East Ermington Melrose Park Wentworth Point Sydney Olympic Park	Way of life Accessibility Surroundings	High Negative
Users of Rydalmere Wharf, Parramatta Wharf, Ermington Boat Ramp, and some other wharves upstream of the bridge work areas would experience disrupted access during construction of the bridges over the Parramatta River. These disruptions may deter some users of the Parramatta River ferry, who may need to find alternate modes of travel. This could increase travel times. Users of the boat ramps may also be deterred from participating in recreational boating and water sports due to the inconvenience of needing to use alternative ramp facilities. These disruptions may affect wellbeing for some.	Users of public and private wharves and jetties	Rydalmere East Melrose Park Parramatta CBD	Accessibility Health and wellbeing	High Negative

Social impact summary	Stakeholders affected	Affected precincts in social locality	SIA impact category ¹	Significance of impact
Users of community and recreation facilities close to work areas may experience interrupted access and reduced amenity. Some community facilities (e.g. education, child care, health) may cater to vulnerable user groups, which would increase their sensitivity to potential impacts. Most of these changes would be short term during construction.	Users of community and recreation facilities close to construction activities	All precincts	Way of life Accessibility Surroundings	High to medium Negative
Economic and employment benefits				
Construction employment opportunities for the skilled and unskilled workforce, and vulnerable communities would support livelihoods and wellbeing.	Skilled and unskilled workforce in the region	All precincts	Livelihoods	Medium Positive
Combined and cumulative impacts				
Some residents may experience combined impacts over a longer duration due to property, access and amenity impacts. This is most likely to occur in residential areas where new light rail stops and bridges would be constructed. Combined impacts may reduce quality of life, and health and wellbeing.	Residents close to construction activities with multiple impacts	Rydalmere East Ermington Melrose Park Wentworth Point	Way of life Health and wellbeing Surroundings	High Negative
Some residents may experience cumulative or concurrent construction activities due to other projects being constructed nearby. This could also lengthen or increase the effects of construction activities, which can contribute to construction fatigue. This may affect some people's quality of life, and health and wellbeing.	Residents close to overlapping or concurrent construction activities	Melrose Park Wentworth Point Sydney Olympic Park Carter Street	Way of life Health and wellbeing Surroundings	Medium Negative

Note: 1. Category of potential impact according to the *Social Impact Assessment Guideline for State Significant Projects* (DPIE, 2021f)

Social impacts of residential land requirements

The project's land requirements, and the potential property and land use impacts of these requirements, are described in Chapter 13 (Land use and property). It is estimated that about 15 residential properties may need to be fully acquired to construct the project. These properties are located in Rydalmere (two properties), Ermington (nine properties) and Melrose Park (four properties). Further information on the project's property impacts is provided in section 13.4.2.

Residents of these properties would need to relocate. The involuntary nature of acquisition and subsequent relocation can disrupt lifestyles and increase demands on people's time. Working through the project's acquisition, compensation and negotiation process, finding and purchasing a new home, and moving has the potential to cause stress and anxiety for affected residents. Additionally, people may not be able to relocate within the same neighbourhood and may experience a loss of the social ties. Depending on where people relocate to, they may also have to travel further to access employment, services and facilities.

The severity of these impacts would vary depending on the individuals and their circumstances, noting that vulnerable households (including residents of social housing) may be more sensitive to potential impacts and could experience these impacts at a higher level of intensity. There is potential for some individuals to experience higher levels of disruption and loss of social ties and support than others who are less vulnerable.

In addition to the need to fully acquire some properties, it is estimated that up to about 21 residential properties in Rydalmere, Ermington, Melrose Park and Sydney Olympic Park have the potential to be affected by partial property requirements. As described in section 13.4.2, the project may also require adjustments to some property improvements/infrastructure.

For a small number of properties, permanent changes to access arrangements could be required to accommodate project infrastructure.

The social impact and outcomes survey found that respondents in several precincts considered potential property impacts to be a significant issue during construction, with this being the most significant potential impact identified by respondents in the Rydalmere East (64 per cent of respondents) and Ermington (59 per cent of respondents) precincts.

The approach to managing property acquisitions and adjustments, and mitigation measures to manage the potential impacts identified, are described in section 13.7. These measures, together with the additional measures provided in section 14.6, would assist in managing the potential for social impacts associated with the impacts on residential property.

Access and connectivity

Residents, workers and visitors close to the project site would have the potential to experience changes to local access and connectivity during construction. Chapter 9 (Transport and traffic) considers potential impacts as a result of increased construction traffic, temporary and permanent road changes, and changes to parking, public and active transport.

These changes could affect how communities move around their local areas and may increase travel times for daily commutes and other trips (e.g. to access services and facilities). This may impact people's way of life as they may need to allow more time for travel, or continually adapt to changing environments.

The social impact and outcomes survey found that more than half of respondents ranked traffic as the second most significant potential construction impact (59 per cent). Respondents in the Wentworth Point (57 per cent) and Sydney Olympic Park (60 per cent) precincts indicated that access during construction is a key concern. Almost half of survey respondents (49 per cent) also raised the potential effects on access to social infrastructure as a key impact.

Whilst some on-street parking would be reinstated following construction, the permanent impacts on on-street parking along roads affected by the project (see sections 9.3.6 and 9.4.5) have the potential to disrupt affected resident's lifestyles and daily routines, particularly for households that rely on on-street parking if they are multi-car households or need parking for visitors. The Have Your Say survey found that 'traffic, parking or impacts to local roads' was the top concern for respondents (43 per cent).

Changes to traffic and transport conditions near the project site could affect the time and route taken to travel to community facilities. This may impact people's way of life as they may need to allow more time for travel, or continually adapt to changing environments.

Amenity

Amenity refers to the pleasant or normally satisfactory aspects of a location that contribute to its overall character and enjoyment. Construction may result in the following impacts, which could affect amenity for people living or using facilities near work areas:

- increased noise and vibration levels as a result of works and the movement of construction plant, equipment and traffic
- changes to the visual outlook near compounds and construction work areas
- increased dust.

These potential impacts, and measures to manage the impacts identified, are considered in Chapters 9 (Transport and traffic), 10 (Noise and vibration), 15 (Landscape and visual impacts) and 20 (Air quality).

The social impact and outcomes survey found that impacts on local amenity, including noise, air quality, landscape changes (e.g. clearing of trees or vegetation) and visual changes (e.g. views of machinery and night time illumination), featured as the most significant potential impacts during construction across a range of precincts.

Many residents with the potential to be affected by amenity changes are located in quiet suburban areas, and residents are likely to be used to, and value, a quiet environment, which may increase their sensitivity to these changes.

There is potential for the social impacts of amenity changes to be greater on vulnerable groups who may have less capacity to adapt to changes.

Community infrastructure

As described in section 13.4.1 and summarised in Table 13.2, the following facilities would be directly affected by the project's permanent land requirements, with these impacts commencing during construction:

- Eric Primrose Reserve
- Ken Newman Park
- Archer Park
- Koonadan Reserve
- Millennium Parklands and other facilities in Sydney Olympic Park.

A number of the above facilities would also be affected by the project's temporary (construction) land requirements. In addition, Broadoaks Park would be affected during construction only, as it is proposed for use as a construction compound. Potential impacts on these facilities and how they are used are described in Table 13.2.

The following active transport and public facilities would also experience temporary impacts as a result of access disruptions and temporary detours:

- Rydalmere Wharf
- Ermington Boat Ramp
- Parramatta Valley Cycleway
- River Walk
- Louise Sauvage pathway.

In addition, a number of bus routes/stops would be affected. Potential impacts on these facilities are considered in section 9.3. As described in section 9.3, detours around construction work areas would be provided to maintain access along the cycleway/paths.

As described in section 13.4.1, areas that would be affected during construction only would be restored and returned to public use when works are complete.

Amenity impacts may also affect the use and enjoyment of community facilities close to the project site. Changes to amenity may temporarily affect the use and enjoyment of outdoor areas and may deter some users from using facilities located close to work areas.

Changes to traffic and transport conditions could affect the time and route taken to travel to community facilities.

In summary, potential social impacts associated with impacts on community infrastructure include:

- disruption to use and community activities
- reduction in the availability of open space/recreation areas to the local community
- potential for safety concerns
- reduced enjoyment and opportunities for visitation
- increased travel times for users due to changed access.

Further information about the potential for impacts at individual facilities and how they are used is provided in Table 13.2 (in Chapter 13 (Land use and property)) and section 8.2.2 and Table 8.2 in Technical Paper 7 (Social Impact Assessment).

Employment and training benefits

Communities in the social locality and beyond to Greater Sydney are expected to benefit from increased construction employment and training opportunities. The construction workforce requirements would vary over the construction period in response to the activities underway and the number of active work areas. As described in section 7.6.3, it is estimated that construction is expected to require up to about 750 to 1,000 workers at peak periods, including trade and construction personnel, subcontracted construction and engineering personnel, and administrative staff. Additional indirect jobs would be generated through the construction supply chain. Construction would lead to increased job and income generation opportunities available to residents across Greater Sydney.

Increased construction employment was recognised by almost half of social impact and outcomes survey respondents across all precincts as a positive impact.

Transport for NSW has several policies and plans in place to support workforce opportunities and skills development, including for vulnerable sectors of the community. These strategies would be implemented during construction to enhance the benefits of the project (see section 14.6).

14.3.2 Business impacts

The main potential for impacts and benefits to businesses during construction would occur as a result of:

- the project's land requirements and associated requirements for acquisition, affecting businesses located at these properties
- changes to access arrangements and connectivity, including the availability of on-street parking
- amenity impacts
- any disruption to utilities during relocation/protection work
- increased demand for goods and services such as the purchase of materials or labour for construction or purchases made by construction workers.

Impacts of land requirements

The project's land requirements, and the potential property and land use impacts of these requirements, are described in Chapter 13 (Land use and property). Land requirements for the project would affect business interests as follows:

- partially affect a property where part of a site is required, requiring removal of, adjustments to, or relocation of, facilities to other parts of the site

- fully affect a property if the entire site is required.

These potential impacts would commence prior to or during construction as properties are acquired.

Table 14.5 provides an estimate of the number of properties, where there is a current industrial, commercial, or mixed-use, that would be affected by the project's land requirements, such that leasing, or acquisition of a property is required.

Table 14.5 Estimate of industrial, commercial or mixed-use properties which may be affected by the project's land requirements

Location (precinct)	Type of affected uses/businesses	Level of acquisition	Number of properties affected
Camellia	Industrial and manufacturing (concrete manufacturing)	Whole	1
	Hospitality and retail (cafe)	Whole	1
	Industrial and manufacturing (bitumen production, cement manufacturing, resource recovery)	Partial	7
Rydalmere East	Industrial and manufacturing (plastics manufacturing, cement manufacturing, sign production, chemical production)	Whole	6
Melrose Park	Industrial and manufacturing (carpet and flooring, production of scaffolding, tools)	Whole	4
	Industrial and manufacturing (warehouses for the manufacture of medicines, building materials, air conditioners, plastics, cabinetry, scaffolding and tools)	Partial	5
	Professional and technical services (geotechnical laboratory)	Partial	1
	Mixed-use (cafe and car mechanic)	Partial	1
Sydney Olympic Park	Hospitality and retail (multiple food and retail outlets on ground floor, multi-storey hotels)	Partial	2
	Professional and technical services (office space including sport management)		
Lidcombe (Carter Street)	Industrial and manufacturing (refrigeration logistics)	Partial	1
	Future residential development (Vivacity and Broader Meriton Land (Phase 3 and 4))	Partial	2
Total			31

The significance of property acquisition or lease cessation on business interests would vary in scale across the precincts, depending on:

- the number of businesses acquired
- their contribution to the local economy
- their ability to re-establish in the local area
- the ability of the remaining businesses to absorb the changes.

For example, at one property in Camellia, partial acquisition may require a large percentage of their site (greater than 50 per cent), which would potentially impact the ability of the business to absorb the change.

The properties in Sydney Olympic Park and Lidcombe (Carter Street precinct) listed in Table 14.5 accommodate multi-storey buildings with multiple businesses. These properties would be impacted by partial strip acquisition to allow for widening of the road reserve, construction of light rail stops and/or intersection upgrades. The main buildings on the properties are not expected to be affected, and the businesses occupying these buildings are likely to be able to continue to operate in their existing location. This would also be the case for the three properties/industrial warehouses that are anticipated to be subject to partial acquisition on Waratah Street in Melrose Park.

The remainder of properties in Camellia, Rydalmere East and Melrose Park (see Table 14.5) have a single or small number of businesses per property that may be impacted. Some (mainly those subject to lease arrangements that would need to be terminated as a result of the project's land requirements) would not be able to continue to operate in their existing location. The termination of leases and/or relocation of businesses may have the following effects:

- disruption to business operations
- inconvenience and loss of revenue and productivity during relocation
- stress and anxiety relating to finding and leasing or purchasing a new site
- difficulty finding alternative properties, particularly for those businesses with specific requirements
- expense of relocating or purchasing another property
- changes to trade catchment areas.

The property acquisition process is described in section 13.4.2.

The approach to managing property acquisitions and adjustments, and measures to manage the potential impacts identified, are provided in section 13.7. These measures, together with additional measures provided in section 14.6, would assist in minimising potential impacts as far as possible.

Access and connectivity

Temporary changes to public transport provision, roads, parking availability and active transport networks have the potential to affect customer travel patterns, and access to, and servicing of, businesses. These changes are described in section 7.7 and the potential impacts of these changes are described in Chapter 9 (Transport and traffic). As described in section 7.7, the project would require a number of temporary changes to the road network to facilitate construction.

Potential impacts on businesses as a result of changes to access and connectivity during construction include:

- temporary inconvenience for employees, customers, distributors, and servicing and delivery providers due to extended travel distances and times
- changes to parking arrangements and loss of street parking in a number of areas (see section 9.3.6), which can affect employees and reduce the incentive for customers to visit a business
- increased competition for on-street parking due to additional construction workers in the area
- changes to employee and customer access affecting business productivity and personal time
- loss of passing trade for retail and hospitality businesses.

The results of the business survey indicated that potential access impacts were rated as 'very significant' by 67 per cent of respondents. The results also indicated that businesses have varying degrees of potential sensitivity to impacts. Generally, there was a high perceived dependency amongst the businesses surveyed on trade from passing foot traffic (76 per cent) and businesses that rely on on-street parking for trade (52 per cent). The majority of businesses surveyed (95 per cent) rely on vehicle access for deliveries or services, with customers and employees using private vehicles as their primary transport mode to access the business.

A detailed description of how potential access and connectivity changes could affect businesses in each precinct is provided in section 7.3 of Technical Paper 8 (Business Impact Assessment).

Potential access and connectivity impacts would be temporary and minimised as far as possible with the implementation of the measures provided in Chapter 9. Additional measures to manage potential impacts on businesses are provided in section 14.6.

Amenity

Changes to amenity can affect the enjoyment and desirability of the business environment, influencing how customers choose businesses in the study area. Businesses close to the project site may experience changes to amenity when construction activities occur in the vicinity of their property.

Businesses close to the project site would have the potential to experience an increase in noise and vibration levels during construction. This could affect worker productivity, employee health and wellbeing, and business revenue, and may also cause increased stress and anxiety for customers.

Businesses may also experience changes to the visual outlook for properties with views over/towards construction work areas and compounds or experience a reduction in customer experience from dust generation.

Impacts on amenity have the potential to discourage customers and clients from visiting businesses near work areas. This is more likely for businesses relying on pleasant environments for services such as outdoor dining and personal services (e.g. businesses along Australia Avenue in Sydney Olympic Park).

Further information on amenity-related impacts and relevant mitigation measures is provided in Chapters 10 (Noise and vibration), 15 (Landscape and visual impacts) and 20 (Air quality). A detailed description of how potential noise and vibration and visual amenity impacts could affect businesses in each precinct is provided in sections 7.4 and 7.5 (respectively) of Technical Paper 8 (Business Impact Assessment).

Amenity impacts would be temporary and managed by implementing the mitigation measures provided in chapters 10, 15 and 20.

Disruption to utilities

Businesses depend on the availability of utilities, particularly the supply of communications, electricity and water. Any disruption to these services, even for short periods, can inconvenience employees, interrupt business operations, and reduce revenue. Disruptions would also affect utility providers, who would be required to handle customer complaints and redirect employees to assist with service alterations or repairs.

To some extent, all businesses may be affected by accidental disruption of services. However, some businesses may be particularly sensitive to disruptions, including accommodation and food services, retail, and manufacturing. The longer the outage, the greater the potential impact on productivity and revenue. While businesses would be sensitive to disruptions, they can adapt, particularly if advance warning is provided or outages are scheduled for off-peak periods

Impacts on utilities are likely to be temporary and would be managed in consultation with the relevant utility service providers.

To minimise the potential for impacts and inconvenience to businesses, interruptions to utilities would be planned and communicated in advance to affected premises.

Economic benefits and impacts

Expenditure and multiplier benefits

Construction benefits the economy by injecting economic stimulus into local, regional, and state economies. The economic benefit of construction is multi-dimensional, including:

- increased expenditure at local and regional businesses through purchases by construction workers
- direct employment associated with on-site construction activities (see section 14.3.1)
- direct expenditure associated with on-site construction activities
- indirect employment and expenditure through the provision of goods and services required for construction.

Property values, rent return and revenue

Property and rent values have a tendency to change in response to various positive and negative influences in a given area. Extended periods of construction, whether individual or cumulative due to other developments, can place downward pressure on prices and returns in the short term. However, general market forces remain the key influence in the medium to long term.

The impact of construction on property values or rent returns would be based on the perceived project benefits or impacts. Perceived impact is based on uncertainty and is difficult to quantify. The more information people have about the risks to business, property and their immediate environment, the less of a risk it is perceived to be.

As buyers become aware of the temporary nature of construction and the longer-term strategic objectives of the project, the potential impact on property values would be minimised, with the market more likely to reflect broader trends. However, a long-term multi-staged construction project can affect marketability to predominantly long-term investors.

14.4 Assessment of operation impacts

The following sections present a summary of social and business impacts that may occur during operation. A detailed description of potential impacts is provided in Technical Paper 7 (Social Impact Assessment) and Technical Paper 8 (Business Impact Assessment).

14.4.1 Social impacts

The main potential for impacts and benefits to people and communities during operation would occur as a result of:

- improved public transport facilities, with benefits to access and connectivity
- changes to residential and community amenity
- impacts on community infrastructure, including recreation facilities/open space, as a result of the project's permanent land requirements
- economic and employment benefits.

A summary of the results of the assessment is provided in Table 14.6. This includes a summary of identified impacts, the stakeholder groups potentially affected by these impacts, the location of the potential impacts (precincts), the category of the potential impact (in accordance with the categories specified in the Social Impact Assessment Guideline – see section 14.2), and the significance of impacts (ranked as shown on Figure 14.1).

A description of the key findings of the assessment is provided in the following sections.

Table 14.6 Social impacts summary – operation

Social impact summary	Stakeholders affected	Affected precincts in social locality	SIA impact category ¹	Significance of impact
Access and connectivity changes				
Improved access and connectivity for local communities due to active transport connections, and new links between areas north and south of the Parramatta River. New and enhanced connections are expected to support social cohesion and health and wellbeing outcomes. The inclusion of lifts and ramps at the upgraded bridge over Silverwater Road is also expected to improve accessibility for vulnerable communities.	Communities close to the project site	All precincts	Way of life Accessibility Health and wellbeing	High Positive
Improved access to community and recreation facilities close to the project site, particularly those located close to light rail stops. This would benefit facility users, whilst also supporting opportunities for participation in community activities, active and passive recreation.	Users of community and recreation facilities close to the project site	All precincts	Way of life Accessibility Health and wellbeing	High Positive
Amenity impacts				
Some residents may be concerned about changes to the character of their neighbourhood and changes to views from their properties. This may reduce enjoyment of their homes and affect quality of life for some; however, most residents are likely to adapt to these visual changes over time.	Residents living in residential areas close to the project site	Rydalmere East Ermington Melrose Park	Surroundings	Medium Negative
Some residents may perceive overall changes to their neighbourhoods positively due to urban design improvements and additional vegetation. This may enhance pride in their homes and neighbourhoods.	Residents living close to the project site	All precincts	Surroundings	Medium Positive
Some residents living close to the project may find noise and vibration from operation annoying, which may reduce their quality of life and affect some resident's wellbeing.	Residents living in residential areas close to the project alignment	Rydalmere East Ermington Melrose Park	Surroundings Health and wellbeing	Medium Negative
Some residents may be concerned about the overall changes to their neighbourhoods due to combined amenity impacts and loss of parking, and may experience feelings of reduced privacy and safety due to increased pedestrian activity outside their homes.	Residents living in residential areas close to the project site	Rydalmere East Ermington Melrose Park	Surroundings Health and wellbeing	Medium Negative

Social impact summary	Stakeholders affected	Affected precincts in social locality	SIA impact category ¹	Significance of impact
Some residents may notice increased noise and vibration due to the cumulative impacts of Parramatta Light Rail Stage 1 and project operations. However, most residents are expected to adapt given they would have been exposed to Stage 1 operations for around six to seven years.	Residents living close to shared track for Stage 1 and the project	Parramatta CBD	Surroundings	Medium Negative
Increased noise and vibration may be noticeable for users of facilities close to the project site. However, this is not expected to interrupt activities and deter users.	Users of community and recreation facilities close to the project site	All precincts	Surroundings	Low Negative
Community infrastructure				
Increased access to open space where some residual land would be repurposed as new open space and recreation facilities, or to increase open space. This would further support social cohesion and wellbeing outcomes.	Communities close to residual lands	Multiple	Way of life Accessibility Health and wellbeing	Medium Positive
Cumulative noise and vibration for some community facilities located close to the shared track for Parramatta Light Rail Stage 1 and the project. Noise mitigation may be required pending the outcome of detailed investigations.	Users of community facilities close to shared track	Camellia Parramatta CBD	Surroundings	Medium Negative
Economic and employment benefits				
Direct and indirect employment opportunities for skilled and unskilled workforce would support livelihoods and wellbeing.	Skilled and unskilled workforce in the region	All precincts	Livelihood	High Positive
More efficient and reliable journeys and reduced travel times are expected to support access to jobs, education and services, and enhance social interaction and community wellbeing.	Regional communities	All precincts	Way of Life Community Accessibility Health and wellbeing Surroundings Livelihoods	Very High Positive

Note: 1. Category of potential impact according to the *Social Impact Assessment Guideline for State Significant Projects* (DPIE, 2021f)

Access and connectivity

Accessibility and connectivity form part of the foundation elements for the design of the project. The project would:

- provide frequent and reliable services to jobs, education, and services
- enable the vision for GPOP as a connected and liveable city to be realised, building on the benefits of Parramatta Light Rail Stage 1 and Sydney Metro West, and the planning and investments in places and precincts across GPOP
- address growing connectivity needs and improve cross-river connectivity, providing frequent and reliable public transport in the eastern areas of GPOP, and providing additional active transport links
- improve transport choice for people living and working within suburbs along the route
- improve public transport accessibility, attracting people away from the use of cars and reducing congestion

- complement the existing transport network, and other proposed network and active transport improvements, to support growth and respond to the growing travel demands within and beyond the GOP area
- improve active transport access and connections.

Further information about the access and connectivity needs that the project would address is provided in Chapter 3 (Strategic context and need). Project benefits are summarised in Chapter 24 (Justification and conclusion).

The project would improve access for people of all ages and mobility levels. During operation, community access and connectivity are expected to improve through the provision of efficient public transport and accessible stop designs. The project would provide new connections between communities on either side of the river, increase access to open space, and expand opportunities for commuter and recreational cycling opportunities.

The social impact and outcomes survey found that most respondents across all precincts (83 per cent) felt that improved active transport links would be a desirable outcome of the project. Survey findings indicated that the project would support local aspirations for more pedestrian and cycling infrastructure in local areas in the next five to 10 years.

Creating new and enhancing existing connections between communities is expected to support social cohesion, whilst supporting increased active travel opportunities, which may lead to improved health and wellbeing outcomes.

The project would deliver overall improvements to access and connectivity for communities across all precincts. The project would enable customers to more frequently and reliably access jobs, education, and services throughout the precincts, and support communities to participate in community activities. This is expected to support social interaction and community wellbeing.

More public transport options and improved connectivity was the most common reason survey respondents felt positively about the project, as reported by almost half (42 per cent) of survey respondents. In addition, when asked to rate the significance of project outcomes, improved connectivity was the most significant outcome across the social locality.

Improved access to public transport is expected to improve equity and support community cohesion, particularly for groups who currently experience transport or mobility difficulties.

Amenity

The project has the potential to result in both benefits and impacts on residents and community amenity. Operation may result in the following impacts, which could affect amenity:

- increase in noise levels as a result of the operation of light rail vehicles
- changes to the visual outlook for residents with views over/towards project infrastructure.

Depending on the viewpoint, residents may experience changed views due to the new light rail alignment and light rail stops. Some residents living close to the Parramatta River in Rydalmere (e.g. located on John Street, Antoine Street and some intersecting streets) and Melrose Park (e.g. located on Wharf Road and Lancaster Avenue) would also have views of the new bridge crossings.

The project aims to offset any negative changes to landscape character with the addition of vegetation and public domain works/urban design finishes. Some residents may perceive these changes positively, as they may contribute to an improvement in the overall visual experience of their neighbourhoods. The social impact and outcomes survey found that providing a high quality public domain and green space is an aspiration for local communities across many precincts.

However, some residents may be concerned about changes to views from their properties, which has the potential to reduce enjoyment of their homes. While this may impact some resident's quality of life, it is likely most residents would adapt to these visual changes over time.

Potential noise and vibration impacts are described in Chapter 10 (Noise and vibration). Noise and vibration has the potential to disturb residents who live close to the project. Even with mitigation measures in place, some residents may find noise and vibration annoying, which may reduce their quality of life and affect their wellbeing. Some residents may be more sensitive to noise and vibration effects, such as vulnerable residents, and therefore may have less capacity to adapt. Residents in lower density residential areas are expected to be more sensitive to these changes than residents in higher density areas.

As described in section 9.4.5, there would be a reduction in the availability of parking in some areas. Loss of parking would reduce the amount of parking available for residents and may disrupt affected resident's lifestyles and daily routines, particularly for households that rely on on-street parking.

There is potential for residents living close to the alignment to be concerned about overall changes to their neighbourhoods due to the combination of visual changes, increased noise and vibration, loss of parking, and increased activity outside their properties during operation. In particular, residents with light rail stops close to their homes may experience feelings of reduced privacy and safety due to increased pedestrian activity and the presence of light rail infrastructure close to their homes. This is likely to be most noticeable in quieter, lower density residential areas. Residents of properties in Ermington located on Heysen Avenue and Tristram Street may also be concerned about loss of privacy due to the presence of light rail behind their properties through Ken Newman Park. These would be long term changes to these residential areas, and some residents may find it difficult to adapt, particularly if they value the existing character of their neighbourhoods.

Further information on the potential for parking, noise and visual impacts, and measures to manage the potential impacts identified, are provided in Chapters 9 (Transport and traffic), 10 (Noise and vibration) and 15 (Landscape and visual impacts).

In line with community aspirations for well-planned and attractive urban environments, the project has the potential to enhance local amenity and character in some areas. This could occur as a result of improvements to access and connectivity (described above) and the proposed public domain works and enhancements, including to areas of open space affected by the project (see section 6.8).

Community infrastructure

As described in sections 13.4.1 and 14.3.1, the project's permanent land requirements would result in permanent direct impacts on some recreation facilities/areas of open space and how these are used. These impacts, which are described in Table 13.2, would commence during construction.

Some areas within existing parks and reserves would be permanently affected as a result of the location of project infrastructure, with these areas no longer available for direct use. However, as described in sections 6.4 and 6.8, the project includes provision of active transport infrastructure for the community, new and improved open spaces and recreational facilities, and repurposing some residual land. This would offset the areas of open space directly impacted by the project's land requirements. Further information on the proposed public domain works and new and improved open spaces is provided in section 6.8.

No additional direct impacts on these properties are expected during operation. Potential impacts and benefits on community facilities would mainly be associated with local amenity and access changes. While users of parks and reserves adjacent to the project may also experience noise and vibration from light rail operations, this is not expected to interrupt most passive recreation activities.

Technical Paper 2 (Noise and Vibration) has identified several community facilities where noise mitigation may be required as a result of cumulative airborne noise from the operation of Parramatta Light Rail Stage

1 and the project. Further information about potential operational noise impacts and how these would be managed is provided in Chapter 10 (Noise and vibration).

Recreational users of the Parramatta River close to the proposed bridges may experience amenity impacts during operation. This may reduce enjoyment of the river for users close to the bridges. However, most users are expected to adapt to these changes over time.

Further information about the potential for impacts at individual facilities is provided in section 9.2.2 in Technical Paper 7 (Social Impact Assessment).

Overall, the project is expected to improve access to community and recreation facilities for users, particularly facilities close to light rail stops. Communities would benefit from improved access to higher order facilities in Sydney Olympic Park and Parramatta, such as university campuses and other higher education facilities, sporting and event facilities. This is expected to benefit users of these facilities by providing more efficient travel times, whilst supporting opportunities for participation in educational opportunities, community activities, and active and passive recreation.

Economic and employment benefits

The project is predicted to benefit communities across all precincts, and beyond to Greater Sydney, due to its contribution to the regional economy and creation of job opportunities.

The project would support the aspirations of local communities, with the social impact and outcomes survey demonstrating respondents are interested in thriving local economies and job opportunities in the next five to 10 years for their local areas. This also supports the policy objectives and aspirations related to supporting access to meaningful employment and local economic benefits outlined in local and state strategic planning and policy documents, including those described in Chapter 3 (Strategic context and need).

14.4.2 Business impacts

The main potential for impacts and benefits to businesses during operation would occur as a result of:

- the project's permanent land requirements
- changes to access and connectivity
- amenity impacts
- economic impacts and benefits.

Land requirements

The majority of business impacts as a result of the project's land requirements would occur during construction (see section 14.3.2). Some of the land would only be required during construction. Following construction, land affected by construction only would be reinstated to the pre-construction use and condition (or as agreed in consultation with the landowner/landholder) in accordance with the rehabilitation strategy. Chapter 13 (Land use and property) provides further information about the project's land requirements and impacts on property.

Access and connectivity

Potential ongoing effects on businesses include changes to access arrangements for employee and customer and service vehicles due to road and signal alterations, and the permanent reduction in the availability of on-street parking in some areas. Changes to services, delivery, employee and customer access was rated as the top potential operational impact in the business survey, in addition to how this would affect business revenue.

Key operational impacts were considered to include the loss of on-street parking and alterations to road configuration, including the introduction of 'no right turns', left-in left-out, and signalised intersections (a description of these changes and potential impacts is provided in sections 6.6 and 9.4, respectively). Alterations to traffic signals and road arrangements could affect access for customers and deliveries, with the potential for longer detours to access some businesses.

Convenient and accessible parking plays an important function for many businesses. Changes to the availability of on-street parking (see section 9.4.5) can affect customer access to businesses that are reliant on passing trade and/or ready access to nearby parking.

Improvements to pedestrian and cyclist access as a result of the proposed improvements to active transport have the potential to benefit passing trade and visibility for some businesses. Improved safety and accessibility of businesses via new accessible paths and cross-river connections could also facilitate improved access to local businesses, encouraging people to visit more often, and increasing the likelihood of additional expenditure.

Integration with other public transport services would increase the range of travel options available for journeys for employees, customers and visitors, reducing reliance on the private car, and the need for parking.

The access and connectivity benefits that the project would provide (see section 14.4.1) would benefit businesses in the study area.

A detailed description of how access, parking and active and public transport changes could affect businesses in each precinct is provided in section 8.1 of Technical Paper 8 (Business Impact Assessment).

Amenity impacts

The potential for operational noise and vibration impacts is considered in Chapter 10 (Noise and vibration). Businesses can be sensitive to noise if it exceeds comfortable levels or continues for extended periods of time. An exceedance of comfortable noise levels can affect employee health and wellbeing, employee productivity, the ability to communicate and interact, and workplace ambiance.

The project is generally expected to have a positive impact on businesses from a visual amenity perspective, with new and amended infrastructure, public domain improvements, landscaping and urban design improving amenity.

A detailed description of how noise and vibration and amenity changes could affect businesses in each precinct is provided in sections 8.2 and 8.3 of Technical Paper 8.

Economic impacts and benefits

Expenditure and multiplier benefits

The project is unlikely to have a discernible impact on the sustainability of any industry sector. Most industries would be able to absorb or adapt to any changes, both positive or negative, and generally the level of significance would be negligible.

Other benefits

The project is anticipated to help stimulate a range of development, jobs, and other economic activity. As described in Chapter 3 (Strategic context and need), the project is central to realising the NSW Government's vision for GPOP as the vibrant, sustainable, and healthy connected heart of Greater Sydney. The realisation of the GPOP vision is critical to rebalancing access to jobs and housing to Western Sydney.

The project provides the opportunity for more vibrant communities (including local businesses) by:

- supporting additional housing growth
- supporting the development of identified urban renewal areas and improving connectivity and access to and from these areas
- providing a catalyst for business investment, jobs, and the expansion of the night time economy
- facilitating upgrades and improvements to the public domain, existing parks, and through the creation of new active transport connections.

14.5 Cumulative impacts

The cumulative operational benefits of this and other projects, such as Parramatta Light Rail Stage 1 and Sydney Metro West, is expected to result in a substantial overall benefit for regional communities, and further enhance the socio-economic benefits associated with improved connectivity and access to public transport. Potential cumulative socio-economic impacts during construction could include:

- further impacts on amenity from additional construction noise for some residents, businesses and employees close to construction activities
- access and connectivity impacts, which could cause annoyance and reduce the time that people can spend on leisure or other activities
- potential for construction fatigue where people experience impacts over an extended period of time from multiple projects
- business owners may have greater difficulty attracting and retaining employees and customers, which could lead to stress and worry
- further impacts to businesses that are affected by the ongoing Covid-19 pandemic.

Cumulative benefits associated with constructing the project concurrently with other projects include job and income generation opportunities.

The project, together with other public transport projects in the study area, would complement existing urban renewal initiatives (described in Chapter 3 (Strategic context and need)). As a result, the following cumulative impacts could occur during operation:

- increased housing density, population increases and demographic changes as the projects provide improved connections and greater reach within Sydney
- changes to amenity and character
- changes to access, connectivity, and community cohesion
- changes to community infrastructure and service provision due to population increase and increased opportunities for communities to access infrastructure.

14.6 Mitigation and management measures

14.6.1 Approach to mitigation and management

Approach to managing the key potential impacts identified

Comprehensive and appropriate communication and engagement with the community and other key stakeholders would play a key role in managing potential social and business impacts during construction and operation. Effective communication and engagement are fundamental to reducing risk and minimising potential impacts. Identifying, engaging and effectively communicating with stakeholders is critical to the successful delivery of the project.

Transport for NSW would continue to engage with stakeholders and the community in the lead up to, and during, construction. A Community Communications Strategy would be prepared for the project as described in section 8.4.2. In relation to the potential for social impacts, the strategy would include approaches and protocols to:

- communicate with potentially affected residents, other community members, businesses, and other key stakeholders to provide information about the project, and the likely nature, extent and duration of changes during construction
- identify and engage with vulnerable persons that might be affected by the project, including families with children, people who require assistance, older people, people with disability, and culturally and linguistically diverse people
- communicate information about potential access changes and delays (including changes to public and active transport facilities)
- engage with owners and tenants of properties that would be impacted by acquisition.

In accordance with the Community Communication Strategy, engagement plans would be developed and implemented by the construction contractor(s) (see section 8.4.2) to define the specific requirements for engagement during delivery of the project.

Further information about engagement during project delivery is provided in Chapter 8 (Community and stakeholder engagement).

A project-specific social procurement and workforce development strategy would be prepared and implemented, building on learnings from Parramatta Light Rail Stage 1, to enhance the positive employment benefits of the project. The strategy would identify pathways to achieve workforce development and social procurement outcomes, and support job creation and skill development opportunities as a result of the project.

Other key mitigation measures, which have been developed with consideration of learnings from other projects (as described in section 11 of Technical Paper 7 (Social Impact Assessment) and section 10 of Technical Paper 8 (Business Impact Assessment)) include using place managers to work with the local community and businesses, and developing and implementing a social impact management plan (SIMP), business management and activation plan, and small business support program.

The SIMP would provide a plan for how the social impact mitigation and enhancement measures would be managed. It would also include relevant additional social impact mitigation strategies identified as a result of ongoing consultation during the exhibition phase, particularly with Aboriginal stakeholders, which may identify impacts to culture (as per the Social Impact Assessment Guideline categories). The SIMP would outline roles and responsibilities for management strategies, as well as appropriate monitoring and reporting requirements. The SIMP would also include an update to the social baseline with 2021 ABS Census data.

Approach to managing other impacts

Implementing other relevant measures provided in Chapters 9 (Transport and traffic), 10 (Noise and vibration), 13 (Land use and property), 15 (Landscape and visual impacts) and 20 (Air quality) would minimise the potential for access and amenity impacts. These include, but are not limited to, developing and implementing a traffic and access management plan, noise and vibration management plan, air quality management plan, operational noise and vibration review, residual land management plan, rehabilitation strategy and urban design requirements, and appointing Personal Relationship Manager(s) for property acquisitions.

Other measures are provided in Table 14.7.

14.6.2 List of mitigation measures

Measures that will be implemented to address potential socio-economic impacts are listed in Table 14.7.

Table 14.7 Social and economic impact mitigation measures

Impact/issue	Ref	Mitigation measure	Timing
<i>Socio-economic impacts, communication and engagement</i>	SE1	<p>Transport for NSW will prepare an overarching Community Communication Strategy to guide the management and delivery of community and stakeholder engagement in the lead up to and during construction and ensure that:</p> <ul style="list-style-type: none"> • accurate and accessible information about the project is provided • feedback from the community is encouraged • opportunities for input are provided • community members and stakeholders with the potential to be affected by construction activities are notified in a timely manner about the timing of activities and potential for impacts • enquiries and complaints are managed (see mitigation measure SE3), and a timely response is provided for concerns raised. <p>In relation to the potential for socio-economic impacts, the strategy will include approaches and protocols to:</p> <ul style="list-style-type: none"> • communicate with potentially affected residents, other community members, businesses and other key stakeholders to provide information about the project, and the likely nature, extent and duration of changes during construction • identify and engage with vulnerable persons that might be affected by the project • communicate information about potential access changes and delays (including changes to public and active transport facilities) • engage with owners and tenants of properties that will be impacted by acquisition. <p>Engagement plans will be developed and implemented to define the specific requirements for engagement consistent with the Community Communication Strategy. The engagement plans will define tools and activities, timing and responsibilities, and monitoring requirements.</p>	Pre-construction, construction

Impact/issue	Ref	Mitigation measure	Timing
	SE2	Dedicated place managers will be available in the lead up to, and during, construction to listen to concerns and answer questions from the community and businesses. Place managers will provide a single point of contact for people (including business owners/operators) wanting to find out more about the project, including the impacts of construction, and the measures that will be implemented to minimise these impacts as far as possible.	Pre-construction, construction
	SE3	Enquiries and complaints management systems will be developed, outlined in the Community Communication Strategy, and implemented before and during construction. The complaints management systems will be maintained throughout the construction period and for a minimum of 12 months after construction finishes.	Construction
	SE4	A social impact management plan (SIMP) will be prepared, in accordance with Section 5.2 of the <i>Social Impact Assessment Guideline for State Significant Projects</i> (DPIE, 2021f), to manage the implementation of the proposed socio-economic mitigation measures, and detail the specific management actions and targets that will be developed in response to these measures. The SIMP will define specific actions, roles and responsibilities, and a monitoring, reporting and adaptive management framework for construction.	Pre-construction, construction
Impacts on community facilities and infrastructure	SE5	Access to community facilities and infrastructure will be maintained during construction as far as practicable. Where alternate access arrangements need to be made, including changes to access for public and active transport facilities, these will be developed in consultation with relevant stakeholders and service providers, and communicated to users in accordance with the engagement plan. Changes to access arrangements will be managed in accordance with the traffic and access management plan (mitigation measure TT8).	Construction
	SE6	Transport for NSW will continue to consult with relevant key stakeholders (including facility managers) in relation to community infrastructure with the potential to be directly affected (by the project's land requirements) and/or indirectly affected (for example, as a result of amenity impacts or access changes). Consultation will be undertaken in accordance with the engagement plan and will assist with identifying measures to minimise the potential impacts of the project on community infrastructure as far as possible. Stakeholders to be consulted will include, but not be limited to, City of Parramatta Council, City of Ryde Council, NSW Maritime, the Department of Education, and Sydney Olympic Park Authority.	Pre-construction, construction
	SE7	Transport for NSW will continue to consult with relevant councils and Sydney Olympic Park Authority to offset the direct impacts of the project's land requirements on open space (parks and reserves) through the provision of active transport infrastructure, new and improved open spaces and recreation facilities, and repurposing some residual land.	Pre-construction, construction

Impact/issue	Ref	Mitigation measure	Timing
<i>Employment and training benefits</i>	SE8	<p>A project-specific social procurement and workforce development strategy will be developed and implemented to:</p> <ul style="list-style-type: none"> • nominate workforce development and social procurement targets and outcomes • define approaches to achieve nominated targets and outcomes • support job creation and skill development opportunities for the project. 	Pre-construction, construction
<i>Impacts on businesses</i>	SE9	<p>A business management and activation plan will be prepared and implemented for businesses with the potential to be affected by the project, including those located on roads impacted by construction.</p> <p>The plan will identify businesses with the potential to be impacted by the project. It will detail feasible and reasonable measures, developed in consultation with affected business owners/operators to:</p> <ul style="list-style-type: none"> • minimise disruption for customers and deliveries as far as possible • maintain vehicular and pedestrian access during business hours, including alternative arrangements for times when access cannot be maintained • maintain visibility of the business to potential customers during construction, including alternative arrangements for times when visibility cannot be maintained • respond to other identified impacts as far as possible, including specific measures to assist small businesses with the potential to be adversely affected during construction. <p>The plan will also include:</p> <ul style="list-style-type: none"> • measures identified as an outcome of the small business support program (measure SE11) • maintaining a phone hotline that enables businesses to find out about the project or register any issues • establishment of business reference groups to provide information on the project and assist with the development of management measures • a feedback and monitoring mechanism to assess the effectiveness of measures. 	Pre-construction, construction
<i>Impacts on access to businesses</i>	SE10	<p>Alternative arrangements, including for pedestrian and vehicular access will be developed in consultation with affected businesses and implemented before any changes are made to existing access.</p> <p>Adequate wayfinding to businesses will be provided before, and for the duration of, any disruption. Wayfinding will be provided in consultation with the City of Parramatta Council, City of Ryde Council, Sydney Olympic Park Authority and/or relevant road authority, and as outlined in the business management and activation plan (mitigation measure SE9).</p>	Pre-construction, construction
<i>Supporting small business during construction</i>	SE11	<p>A small business support program will be established to provide assistance to small business owners with the potential to be impacted by construction. The program will assist local businesses develop proactive business strategies, including:</p> <ul style="list-style-type: none"> • marketing and promotion • business diversification and business planning • engagement of specialists to provide training. 	Pre-construction, construction