



SOCIAL IMPACT ASSESSMENT GUIDELINES

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Abbreviations

ALGA	Australian Local Government Association
DA	Development application
DCP	Development control plan
EIS	Environmental impact statement
LCC	Lismore City Council
LGA	Local Government Area
LEP	Local Environmental Plan
SEE	Statement of environmental effects
SIA	Social impact assessment
SIC	Social impact comment
TOR	Terms of reference
GLBT	Gay, Lesbian, Bisexual, Transgender
CALD	Culturally and linguistically diverse

1. Introduction

1.1. Objective

The objective of the Social Impact Assessment Guidelines is to ensure that social considerations are an integral part of the development assessment process. These guidelines will assist applicants, the community and Council to identify and address potential positive and negative social impacts of any proposed development.

In order to realise this objective the Guidelines seek to:

- Indicate which proposals should include comment regarding social impacts or a detailed social impact statement;
- Provide clear guidelines as to when and how social impact assessments should be conducted;
- Enhance consistency and transparency in social impact assessment;
- Assist applicants and Council staff to improve their understanding and assessment of social issues relating to development.

1.2. Legislative and policy context

Lismore City Council has a statutory obligation under Section 79C of the Environmental Planning and Assessment Act (1979) to include consideration of social impacts of development, where relevant, in determining a development application.

Council also aims to ensure that development reflects and contributes to the six strategic priorities, in particular, to make Lismore a safe, healthy and caring community in which to live. Strategic initiatives to support this aim are:

- Increase social cohesion
- Support villages
- Promote community services
- Encourage sustainable development
- Promote recreation and leisure

These Guidelines should be read in conjunction with the Lismore Local Environmental Plan (2000). This is the principal planning instrument governing development within the Lismore Local Government Area. The proponent of the proposal and council staff member responsible for assessing the project must also address relevant policies and plans, including (but not necessarily limited to):

- Lismore City Council Local Environmental Plan, 2000
- Lismore City Council Development Control Plan
- Lismore City Council Community Strategic Plan, 2008 – 2018
- Lismore City Council Rezoning Guidelines, 2006
- Lismore City Council Crime Prevention Plan 2005 – 2009
- Lismore Rural Housing Strategy, 2002
- Lismore Urban Strategy, 2003 (amended 2005)
- Lismore Village Development Strategy, 1997, Re-edited 2002
- Lismore Contributions Plan, 2004
- North Coast Regional and Environmental Plan
- Far North Coast Regional Strategy 2006 – 2031

1.3. Section 94 contributions

Section 94 Contributions Plans set out circumstances where Council may levy a contribution towards the capital cost of community facilities (such as roads, open space, and community centres). These plans have assessed the impact of various forms of development on the future demand for these services. Developments that are nominated in these Contributions Plans would be expected to make payment towards these services in the manner specified. The social impact assessments of a particular Development Application (DA) will not alter the provisions of the Section 94 Contributions Plans. For some rezoning applications for complex major developments, a special Contributions Plan or Planning Agreement may

need to be made relating to the unique demands of that development.

2. Definitions and Principles

2.1. Social impact

Social impacts are changes that occur in people's:

Way of life	How they live, work, play and interact with one another on a day-to-day basis
Culture	Shared beliefs, customs, values and language
Community	Its cohesion, stability, character, services and facilities
Political systems	The extent to which people are able to participate in decisions that affect their lives
Environment	Air and water quality; availability and quality of food; level of hazard or risk, exposure to dust or noise; adequate sanitation, physical safety, and access to and control over resources
Health and wellbeing	Health is a state of complete physical, mental, social and emotional wellbeing and not merely the absence of disease
Personal and property rights	Particularly where people are economically or otherwise personally disadvantaged
Hope's concerns and aspirations	Their perceptions about their safety, their concerns about the future of their community, and their aspirations for their future and the future of their children

The changes identified above may have significant impacts on people as a result of development and need to be taken into consideration when formulating and assessing DAs.

2.2. Possible types of social impact

There are a number of social impacts that may occur as a result of a development. The list below identifies types of social impacts that could be considered for relevant rezoning and development proposals:

- Demographic and population change (size and characteristics)
- Community services and facilities
- Pressure on infrastructure
- Community structure (severance, cohesion and identity)
- Social equity (displacement, needs of disadvantaged groups)
- Needs of specific social groups (women, aged, persons with disability, GLBTI communities, children, youth, indigenous people and CALD communities)
- Access and mobility
- Housing affordability
- Transport and traffic
- Crime, public safety and risk perception
- Heritage and culture
- Employment
- Health
- Local economic effects
- Impact on future generations
- Leisure and recreation facilities

2.3. What is Social Impact Assessment (SIA)?

Social impact assessment is concerned with the human dimensions of environments. It balances social, economic and environmental objectives, and seeks to predict, anticipate and understand the potential positive and negative impacts of development.

2.4. Key principles of assessing social impacts

To achieve a useful and appropriate framework for assessing social impacts, a number of key principles are important.

- **Development should be socially sustainable**
SIA should seek to support socially sustainable development, contributing to the determination of best policy or development alternatives not just economic benefits at social cost.
- **Context**
SIA should be informed by relevant policy and legislation and integrate policy priorities in the assessment.
- **Reflect the values of local communities**
- **Engage the community**
Persons and groups that may be affected by the proposal should be consulted. Participation is a means of gaining information about the potential positive and negative impacts of a proposal. It should not be seen as a process for gaining consent from the affected community.
- **Use evidence based information and analysis**
- **Consider positive as well as negative impacts**
- **Be practical and action focussed**
When assessing social impacts it is essential to consider how the social effects of change can best be managed. Any assessment needs to be action focussed and practical. The applicant should incorporate practical measures that will enhance the positive impacts, may improve the development, limit any possible negative social

impacts and take responsibility for implementing mitigation strategies.

Council may need to consider conditions of consent where impacts have not been adequately addressed in the development application. Amendments to proposed plans may be required during the assessment process or under the conditions of consent.

- **Consider inter-generational equity**

When measuring social impacts, consideration should be given to the effects of the development on present and future generations.

2.5. Relationship with other possible areas of impact

It is difficult to neatly compartmentalise social impacts from other types of impact. Environmental impacts usually have social dimensions, such as traffic, odour and noise impacts. Social impacts may have negative economic consequences, such as increased crime in a neighbourhood causing businesses to move away. Equally, social impacts may have positive economic consequences resulting from developments that enhance community stability, vibrancy and reputation.

3. Role of Key Stakeholders

3.1. Role of the applicant

- Consult with Council early in the development concept stage on SIA requirements and issues.
- Consult with communities potentially affected by a development. The level of consultation will vary according to the proposal. Applicants should discuss the proposed method of consultation with Council staff before preparing a SIA. This process should conform to the requirements of these Guidelines.
- Prepare SIA and adequately address relevant social impacts, both positive and negative. This will help expedite the processing of the application by avoiding the need for Council to request additional information to enable a proposal to be properly assessed.
- Monitor social impacts.

3.2. Role of the community

- Participate in the rezoning/DA process during the public consultation stage.
- Participate in surveys, community meetings or written submissions.
- Assist in monitoring social impacts.

3.3. Role of Council

- Advise applicants as to whether SIA is required.
- Require SIA early in the rezoning and development assessment process.
- Provide advice when requested on the need for, and extent of, an SIA at an early stage in the design process through pre-lodgement consultation.
- Evaluate all the potential impacts of a development, including social impacts. Council officers may request further information from an applicant if the information submitted is inadequate.
- Be satisfied that the social impacts of a development have been reasonably identified and addressed
- Prepare a report on the application recommending whether a development should be approved, approved subject to compliance with conditions of consent, or refused.
- Monitor social impacts of approved developments where appropriate and budgeted for.
- Undertake the above in a timely and cost effective manner.

3.4. Role of government agencies

- State government agencies may be able to assist applicants with specific advice or information regarding a development.
- In the case of integrated development, certain government agencies will have a designated licensing or approval role.
- Applicants may seek specific advice from Government Agencies/Departments on a development. For instance, the Department of Community Services may advise on the observed impacts of group homes for people with a disability.

4. Levels of assessment of social impact

There are two levels of assessment for developments that require social impacts to be considered:

1. Social Impact Comment in the Statement of Environmental Effects
2. Social Impact Assessment

4.1. Social Impact Comment in the Statements of Environmental Effects

Statements of Environmental Effects (SEE) are required to be submitted with all development applications. DA's are required to address the likely impacts of that development, including environmental impacts on both the natural and built environments, and social and economic impacts in the locality. The Department of Planning has expanded this requirement by specifying that the following matters are to be addressed in the Statement of Environmental Effects as part of the assessment of social impacts.

- The social benefits and costs of the development in terms of:
 - the health and safety of the community
 - social cohesion
 - community structure, character, values and beliefs
 - a sense of place and community
 - community facilities and links
 - the interaction between new development and the community
 - social equity, socio-economic and disadvantaged groups
 - social displacement
 - social change management.
- Would the development provide safety and security in terms of:
 - risk assessment and potential for accident, injury and criminal activity, particularly in residential areas and commercial/ shopping centres
 - measures used for safety, security and crime prevention such as situational measures and environmental design
 - natural surveillance and visibility in public areas, including active uses on adjacent ground floors and building frontages/edges, and lighting

- maintaining the condition and use of public areas, reinforcing territoriality and reducing fear of crime
- access controls and activity management
- making it harder to target specific areas for crime.

DAs that do not require the complete SIA report should address the above matters relevant to the proposal. The SEE should describe how positive impacts are to be maximised, and how detrimental impacts are to be mitigated.

5. Levels of assessment of social impact

5.1. Social Impact Assessment

- Is required for the proposals outlined in Section 5.3.
- Provides an in-depth analysis of positive and negative social impacts in major proposals
- Is usually a stand-alone document accompanying a DA
- Should involve input from Council staff at an early stage
- Will usually require carefully planned community consultation
- Should aim to involve all interested and affected parties
- Will describe the positive social impacts
- Will describe how any potential negative social impacts are minimised or mitigated in the interests of both the users of the project and the wider community

It is strongly advised that suitably qualified social impact practitioners be engaged to prepare Social Impact Statements. An experienced social impact practitioner is likely to be familiar with relevant data and comparative cases. This knowledge may be invaluable in identifying significant impacts that may not be immediately apparent to either the Council or the community.

5.2. Stages of Social Impact Assessment

Stage	Process
Stage 1	Determine whether SIA is required
Stage 2	Proponent to develop the Social Impact Assessment Scope in collaboration with relevant Council staff
Stage 3	Undertake research and community consultation on likely positive and negative social impacts and mitigation measures or options for the proposal
Stage 4	Prepare Social Impact Assessment Report
Stage 5	Decision by Council to approve, approve with conditions of consent or refuse the development application

5.3. Trigger criteria for SIA

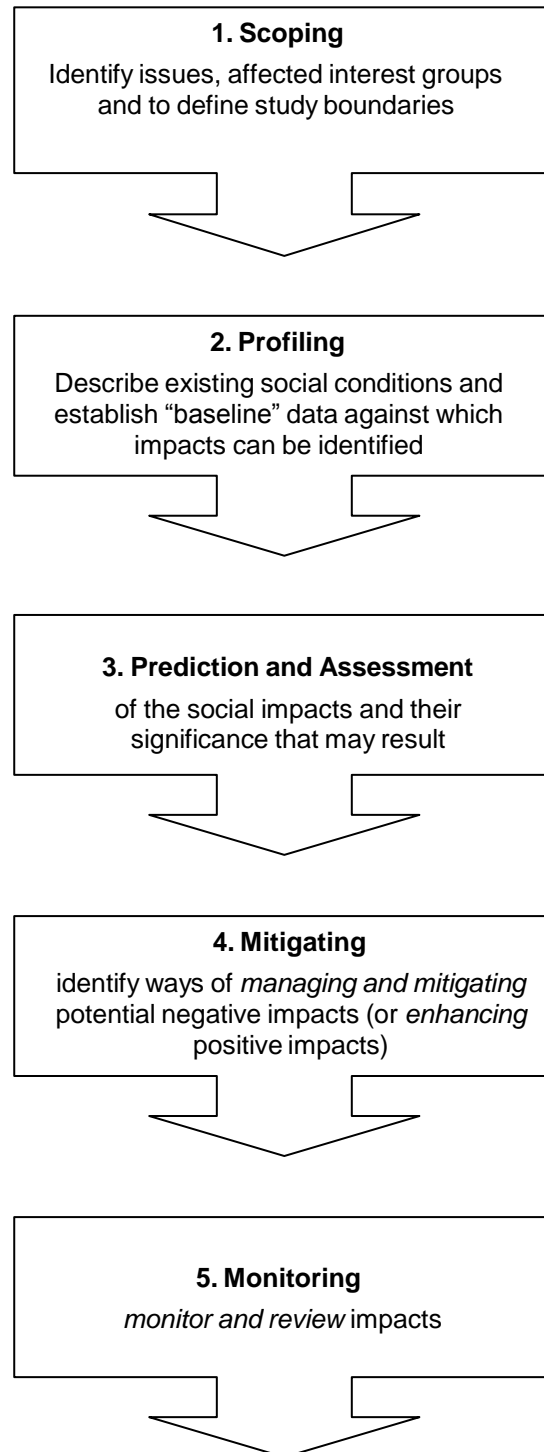
Lismore City Council requires a Social Impact Assessment be completed in the following instances:

1. Rezoning resulting in significant change in land use eg 20 or more dwellings or lots
2. DA for residential development for 20 or more dwellings or lots in an urban area
3. An 'Affordable housing' project for 10 or more dwellings
4. Removal of facilities that are significant to target groups identified in the LCC Social and Community Plan.
5. Manufactured home estates or caravan parks
6. Commercial and retail development with a gross floor area of more than 5,000 sqm.
7. Industrial development with a gross floor area of more than 5,000 sqm.
8. Boarding houses, hostels, group homes, drug and alcohol rehabilitation centres
9. Tourist facilities providing overnight accommodation for 20 or more persons
10. Major new sports facilities
11. Major transport infrastructure and interchanges
12. Restricted premises and brothels
13. Designated Development pursuant to the EPA Act as directed by the NSW Department of Planning

Meeting any of the above criteria does not automatically mean that a development proposal will require a full SIA. Final determination as to whether a SIA will be required (or the extent of social impact assessment) should be made at an early stage in the design phase of a development. Council offers a pre-lodgement advice process to assist intending applicants in determining the extent of documents and studies required to accompany the above types of development applications. Details of the pre-lodgement meeting process are available on Council's website. Applicants are advised that development applications that are not accompanied by required supporting documents to enable proper assessment may be rejected by Council.

5.4. SIA Process

Once an applicant or Council has established that a social impact assessment is required for a particular proposal there are five key steps involved in carrying out that assessment. These are outlined below:



5.4.1. Scoping

Scoping is an initial attempt at establishing the range of issues to be considered and the geographical reach of possible impacts:

- Delineate the study boundaries, including physical, social and economic areas
- Identify surrounding land uses
- Identify data requirements
- Outline public consultation requirements
- Gather background information and documents
- Identify resources required (consultants, staff etc)
- Establish timeline for project

5.4.2. Profiling

A social profile should establish relevant baseline information used for the assessment and ongoing monitoring of the proposal. A good assessment should select data that draws on the issues and locations determined in the scoping step and examine the existing social conditions of the community it will affect. Appendix 1 provides a thorough range of inclusions for a community profile. Not every project will require this level of detail. The extent and detail of the profile will depend on the nature and scope of the development. Data for the profile can be collected from a range of sources (Appendix 2).

5.4.3. Prediction and Assessment

Prediction involves the use of the baseline data to determine the likely impacts of the proposal (Appendix 3). Assessment involves categorisation, prioritisation and evaluation of the identified impacts.

This step needs to address:

- who will be affected
- in what way will they be affected
- how long will the impacts last
- what level of social change will occur

These should be addressed on the basis of the future social environment with and without the proposal.

Impacts can be direct, indirect and cumulative. Some examples of likely impacts include:

- demand for community facilities and services
- accessibility to social and community facilities
- perceived safety of residents within the identified area
- residential amenity
- increased traffic and noise
- change in housing choice, shopping, recreational facilities and services
- changes to the lives of specific groups eg. Aboriginal people, young people, older people, people with disability
- changes to community/group values, traditions, lifestyle/culture
- employment opportunities

- effects on the wider community and economy
- changes in affordability of goods and services eg. housing
- urban infrastructure
- local rate base

Once predicted, impacts should be assessed on their level of importance. This may involve assigning a weighting to the impacts, a cost-benefit analysis or some other form of comparison with similar proposals or previous issues. The assessment will need to include the “do nothing” options for comparative purposes.

The task of measuring social impacts gives rise to a second level of complexity. Social impacts have a number of dimensions that may require some type of measurement or evaluation. These include:

- Directionality: some impacts may be positive for some people, while the same impact may be negative for other people;
- Certainty: the likelihood or probability of occurrence of impact;
- Frequency: how often the impact will occur;
- Severity: the magnitude and/or strength of impact;
- Chronicity: over what time period;
- Locality: area of impact;
- Susceptibility and vulnerability: how susceptible the community/ environment is to impact;
- Mitigability: the potential of the impact to be mitigated and;
- Intractability: effects of other impacts and cumulative potential.

5.4.4. Mitigation

This involves examining and evaluating impacts in order to spell out measures that might help prevent or alleviate negative social impacts. Measures may include:

- noise barriers
- design changes
- financial compensation
- additional community infrastructure and facilities
- employment of community workers
- improved access and accessibility to services and facilities

In relation to Council proposals and policies, measures may include:

- conditions of consent
- Section 94 contribution plans
- caveats, bonds
- review of associated Council policy
- commissioning of special studies (post-occupancy surveys, housing studies, recreational needs study).

In order to investigate possible mitigation measures it is useful to refer to a number of sources:

- previous studies, documents and proposals (where monitoring has been undertaken)
- measures identified during the public consultation process

- measures proposed by Council, other government agencies as a result of consultation

It should be noted that even though the proposal may have negative impacts which cannot be readily overcome, the proposal may be approved or adopted by Council for a variety of other reasons eg economic, environmental, political.

5.4.5. Monitoring

While many social impacts may be experienced on a “stand-alone” basis, impact categories can, and often do, overlap. Hence, any assessment of social impacts should be sensitive to the way in which impacts inter-relate.

As local governments across Australia adopt integrated, long-term planning objectives, SIA can be an invaluable tool for monitoring and managing social change deriving from local and regional growth patterns. The opportunity therefore exists for Council to take a longer term view with respect to the cumulative social impacts of development within Lismore and the region.

Opportunities to review and monitor the cumulative social impacts of development occur in the development and reporting on the following Plans:

- Social and Community Plan
- Community profile
- Management Plan
- Crime Prevention Plan

The public also play an important role in monitoring impacts of specific developments and categories of developments and are encouraged to provide feedback to Council.

5.5. The Social Impact Assessment Report

The social impact assessment report is a summary of the research and conclusions from the social impact assessment research and consultation, together with the means of mitigating any detrimental effects identified. A template has been developed to provide content guidance and to improve consistency across proposals. (Appendix 4)

5.6. How to assess a SIA - Guidelines for Council and applicants

Overall factors to consider include:

- Has the applicant considered all relevant impacts?
- Has a balanced assessment of the project been provided?
- Is the data sufficient to demonstrate the benefits and justify the significance of the impacts?
- Is the data sufficient and reliable?
- Is the proposal reasonable in the context of its overall net benefits to the community?
- Can its impacts be adequately minimised or a net benefit be demonstrated?
- Does it adequately address community concerns?
- Does the application adequately address the social impacts? or
- Will it need ongoing monitoring and consent conditions to enable it to adequately address the social impacts?

5.7. How to get advice

Please contact Lismore City Council for further assistance on when and how to prepare an SIA:

- Customer Contact Centre on 1300 87 83 87
- Integrated Planning Section

Or, visit Council at its administrative building at:

43 Oliver Avenue Goonellabah, during business hours (8.30am – 4.30pm).

Appendix
Appendix 1: Community Profile Considerations

1. HISTORY	<ul style="list-style-type: none"> • boundaries and statement of the historical characteristics of the impacted area • name of community, district; location; population • basic geographical / geological / ecological information • community characteristics
2. SOCIAL DEMOGRAPHICS	<ul style="list-style-type: none"> • population size • ethnic composition • age and dependency ratio • gender ratio • migration rate • current growth • trends / projection • family types and composition
3. ECONOMIC BASE	<ul style="list-style-type: none"> • major economic base • changes in economic base over the past decade
4. EMPLOYMENT	<ul style="list-style-type: none"> • employment status and workforce • wages and salary • occupations • unemployment rate
5. INCOME	<ul style="list-style-type: none"> • average income per capita • degree of poverty • income distribution
6. EDUCATION	<ul style="list-style-type: none"> • educational level of adults • proportion of residents attending university • educational facilities • number of students enrolled
7. SOCIAL WELFARE	<ul style="list-style-type: none"> • services available • services most utilised • special vulnerable groups and problems • proportion of population receiving welfare payment
8. LOCAL GOVERNMENT AND PUBLIC SERVICES	<ul style="list-style-type: none"> • local government and public services available • community relations
9. LAW AND ORDER	<ul style="list-style-type: none"> • patterns of criminal activities and crime rates • specific problems
10. HEALTH	<ul style="list-style-type: none"> • public facilities available • common diseases and health concerns • vulnerable groups
11. TRANSPORTATION	<ul style="list-style-type: none"> • modes of available transportation / public transport • traffic pattern and volume • safety and accidents • road network and conditions
12. HOUSING	<ul style="list-style-type: none"> • current housing stock and types • population distribution by housing type/ income level • demand and supply of housing • land and real estate values • cost of housing: owner/rental, style, bedrooms • specific local concerns

13. SPORTS AND RECREATION	<ul style="list-style-type: none"> • public recreation facilities and opportunities • recreational and sports activity pattern • participation rate • physical setting • shopping and other entertainment activities
14. VALUES AND LIFESTYLE	<ul style="list-style-type: none"> • cultural values as reflected by local issues • community attitudes as reflected by local movements/action groups • dominant lifestyle as reflected by local festivals/events • attractiveness or appeal of community • cultural or historic landmarks • character of community • religious services and activities • presence of cultural diversity
15. COMMUNITY ORGANISATIONS	<ul style="list-style-type: none"> • types and numbers • activities and purposes • community identity and cohesion
16. NATURAL ENVIRONMENT / LAND USE	<ul style="list-style-type: none"> • natural and built environment • historical and existing land use patterns (eg. park land, zoning) • specific local concerns

* This is an exhaustive list which may not be required for every proposed development.

Appendix 2: Data sources

Main sources	
Lismore City Council * Fees apply for this information	<ul style="list-style-type: none"> • Social/community profiles and indicators • Cultural plan • State of the Environment Reports • Community Services Directory • * Historical land use information • * Development approval data • Rates information – dwellings, land use
Australian Bureau of Statistics (ABS) www.abs.gov.au	<ul style="list-style-type: none"> • Census data (demographic, economic/employment, housing) • Manufacturing and retail censuses • Building and construction • Economic and employment/unemployment data • Social trends • Disability • Victims of crime survey • Health • Tourism
NSW Government Agencies	
NSW Bureau of Crime Statistics and Research	<ul style="list-style-type: none"> • Crime statistics for NSW and LGAs • Crime data and comparative trend analysis
Department of Human Services	<ul style="list-style-type: none"> • Supported accommodation information • Child abuse and domestic violence statistics
Department of Education Training	<ul style="list-style-type: none"> • Enrolments in government and private schools • Enrolment of special groups
Department of Human Services, Housing NSW	<ul style="list-style-type: none"> • Housing stock information • Boarding house data
Department of Infrastructure, Transport, Regional Development and Local Government http://www.transport.nsw.gov.au/tdc/travel-facts.html	<ul style="list-style-type: none"> • Passenger travel for all modes of transport • Freight movement • Journey to work data • Future road and public transport networks • Census summary data by LGA □
Department of Planning (including Housing Data and Analysis Service)	<ul style="list-style-type: none"> • Population projections (LGA and regions) • Demographic trend analyses • Urban Development Program (UDP) production data – new release areas • Employment Lands Development Program data • Housing data – quarterly Rent and Sales Report • Regional housing statistics and market analysis

NSW Health North Coast Area Health Service	<ul style="list-style-type: none"> • In-patient statistics (Casemix) • Community health data • Hospital facility data • Waiting list information • Range of health indicators (eg mortality data) • Alcohol and drug dependency data
Police Department	<ul style="list-style-type: none"> • Mapped crime data by local area commands • Local Crime data • Annual customer satisfaction surveys (levels of reporting and police response)
Tourism New South Wales	<ul style="list-style-type: none"> • Visitor numbers (by country of origin) • Tourist expenditure data • Hotel/motel accommodation figures
Valuer General's Department	<ul style="list-style-type: none"> • Average house prices by type of dwelling and locality (based on a 'typical' sale not survey)
<i>Commonwealth Government Agencies</i>	
Centrelink	<ul style="list-style-type: none"> • Number of persons on social security benefits (by postcode or region) – fees apply
Department of Education, Employment and Workplace relations	<ul style="list-style-type: none"> • DEEWR Small Area Labour Market Quarterly Statistics (unemployment rates, labour force data)
<i>Non-Government Organisations</i>	
Northern Rivers Social Development Council	<ul style="list-style-type: none"> • Demographic and economic data • Housing • Aged • Transport

Appendix 3: Possible Social Impacts

Demographic change	changing community needs and expectations significant population changes
Accommodation and housing	low income housing affordable housing housing for older people and those with a disability
Older people	access to services availability of support services
People with disability	access to services availability of support services
Younger people	Childcare children's and young people needs space safety
Aboriginal and Torres Strait Islander people	needs specific to this community
Health impacts	obesity as a result of no space/opportunity for exercise
Cultural issues	needs of people from culturally and linguistically diverse backgrounds religious needs needs of other cultural groups
Neighbourhood and community	neighbourhood safety community identity community dislocation community cohesion
Facility requirements (AMCORD)	need for community services and facilities recreation needs education and health facilities transport
Economic issues	local employment generation unemployment business development
Transport/access issues	is access equitable e.g. aged, disabled, youth? will public transport be accessible? what are the existing arrangements? Safety impacts
Cumulative impacts	redundant facilities and possible re-use affects of similar developments in the locality

Appendix 4: Social Impact Assessment Report

Part A

Part A is to be completed before the scope of the SIA is finalised. Please provide all available information and indicate when the remaining information will be available.

INFORMATION ABOUT THE PROPOSED DEVELOPMENT

1. Site or location of the development.
2. Describe the current use of the site.
3. For the proposed development please specify:
 - a. Total number of dwellings (e.g. 50 units, 60 apartments)
 - b. The size of the dwellings (e.g. 1 bedroom, 2 bedrooms)
 - c. Any community or shared facilities provided on the site
 - d. Whether properties are to be sold or leased for rent (if known)
 - e. Approximate expected market price or rental per week
4. Total population expected to be accommodated (or expected range).
5. The anticipated average number of persons per household
6. Estimated date of completion of development (when residents would be in place, specify stages if appropriate).

FORECAST THE NEW RESIDENT PROFILE

1. Expected demographic and cultural profile of the new residents.
2. Expected socio-economic profile of the new residents.
3. Considering the above, describe the likely needs of these new residents and demands for social support services and infrastructure. Do you anticipate that residents will require:
 - Home and Community Care (HACC)
 - Social support
 - Community Halls
 - Meals on Wheels
 - Community transport
 - Children's Services
 - Maternal and Child Health etc.

Social Impact Assessment Report Part B

ESTIMATE CHANGES EXPECTED IN THE EXISTING NEIGHBOURHOOD

Using baseline data from Council's Community Profile:

- Compare the profile of the new residents for the development against the profile of the surrounding community.
- What is the degree of change expected? How quickly will the changes occur?
- Include a scaled map showing the proximity of the proposed development to existing services and facilities required by the new residents, and which clearly demonstrates pedestrian and transport linkages to these.
- Are existing services and facilities suitable to meet the needs of the new residents (consider supply/capacity, likely demand and utilisation rates, access and equity issues)?

FEEDBACK FROM STAKEHOLDER CONSULTATIONS

Document the results of any consultation with stakeholders, including community groups or individuals. In particular, report their perceptions of:

- Issues
- Social impacts (both positive and negative)
- Other views or concerns

DOCUMENT SOCIAL IMPACTS AND STRATEGIES FOR MANAGEMENT OF THESE IMPACTS

1. Describe the likely social impacts of the development. Please specify:
 - The expected intensity of each impact (low, medium, high)
 - Whether the impact is direct or indirect
 - Any cumulative effects that this development may contribute to over time
 - What are the possible effects of the development on present and future generations
 - Ways to enhance positive impacts and reduce negative impacts.
2. Use Council's social impact variable list to describe how the impacts may influence the achievement of Council's goals for the community.

Council's expectation is that the developer will make as many changes to the proposal as is required to maximise positive impacts and minimise negative impacts.

Appendix 5: Useful references

- Court & Guthrie (1994), *Review of Commonwealth Environmental Impact Assessment – Assessment of Cumulative Impacts and Strategic Assessment in Environmental Impact Assessment*, Commonwealth Environment Protection Agency, Commonwealth of Australia.
- Cox, G. (1994), *Better Communities Through Social Impact Assessment*, Office on Social Policy, NSW Government Social Policy Directorate.
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