

13. Socio-economic

13.1 Existing environment and background

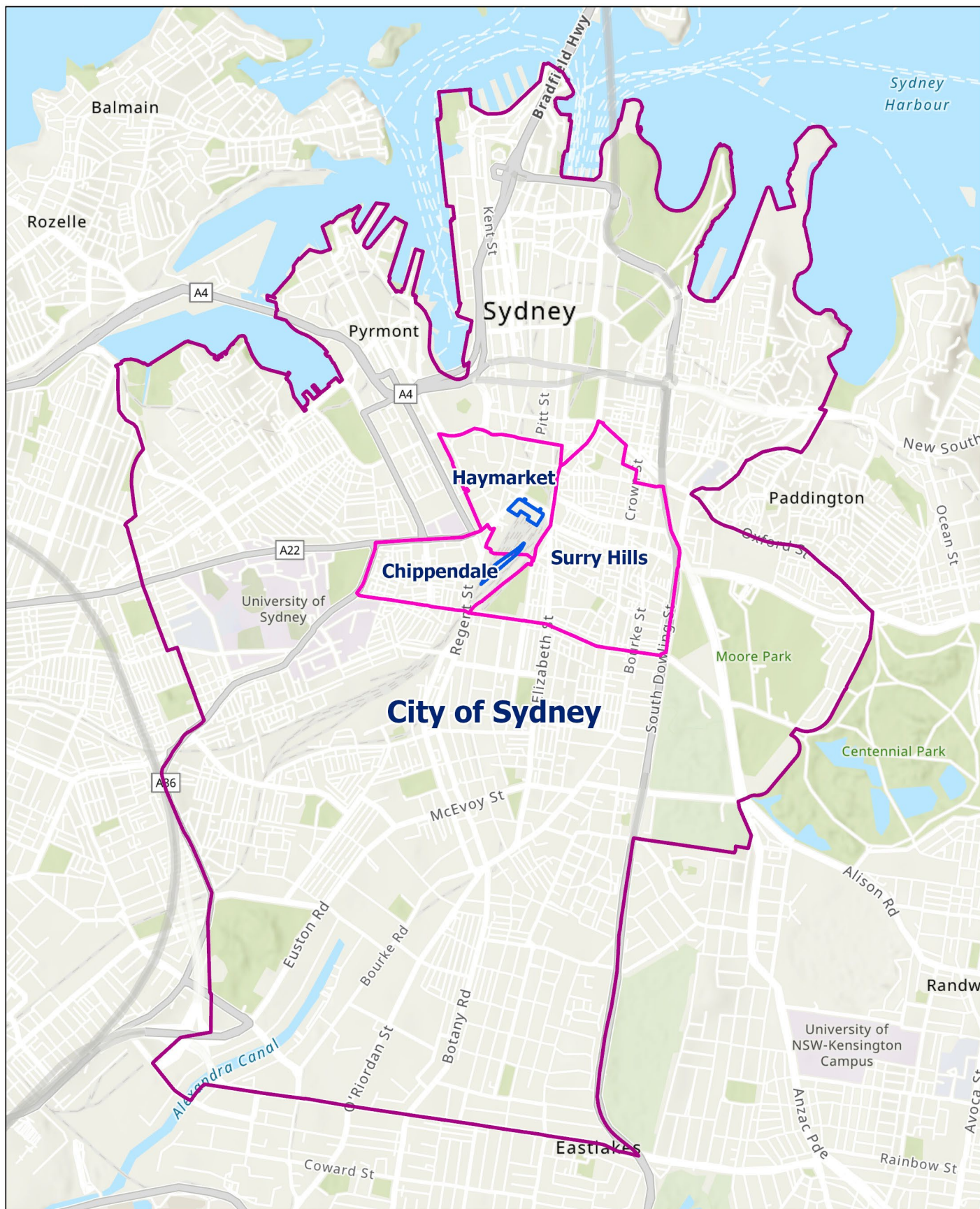
This chapter draws on information from Appendix L (Socio-economic impact assessment).

13.1.1 Overview

The SEIA has been prepared based on the [Social Impact Assessment Guideline](#) (NSW Department of Planning and Environment, 2022d) which considers the potential impact on the community and social environment during construction and operation. Each category defined under these guidelines has been scored in line with the measuring system and precautionary principle outlined in the guidelines which are detailed in Section 4 of Appendix L (Socio-economic impact assessment).

The following sections summarise the existing social environment within and surrounding the project area. Three study areas were used in the social and economic impact assessment (SEIA) in Appendix L (see Figure 13-1):

- **The primary study area** | covering the suburbs of Haymarket, Surry Hills, and Chippendale as defined by the Australian Bureau of Statistics (ABS) boundaries
- **The secondary study area** | covering the City of Sydney local government area (LGA)
- **The wider study area** | covering visitors and commuters from within the Greater Sydney area, the rest of NSW and interstate and internationally who use the Sydney Terminal Building.



Coordinate System: GDA2020 MGA Zone 56



0 Metres
480
960
Scale at A4
1:37,841

Data Source: Esri, HERE, Garmin, Foursquare, METI/NASA, USGS, Esri, Geoscience Australia, NASA, NGA, USGS

Prepared by: GL
Checked by: HM
Approved by: HM

Legend

- Primary study area
- Secondary study area
- Construction footprint

Sydney Terminal Building Revitalisation Project

Figure 13-1: Study area

Project Number: 287415

Drawings / Design Prepared By

ARUP

Client



Transport for NSW

13.1.2 Key users and vulnerable groups

As Central Station is Australia's busiest transport interchange it is used by a wide mix of people from Australia and overseas. There were an estimated 270,000 passenger movements through the station in 2018

There are three key user groups:

- **Community** | those that live and work in the primary and secondary study areas
- **Commuters** | those arriving to or travelling through the Sydney Terminal Building as part of their daily commute
- **Visitors** | those travelling to the Sydney Terminal Building for non-work-related purposes such as tourists, to attend private appointments or events.

There are seven vulnerable user groups that either live in the Central Business District (CBD) and/or use the station:

- **Women and children** | About 46 per cent of people who live in the primary study area are women and seven per cent are children. There is a similar percentage in the Sydney LGA.
This group tends to be influenced by the design of a space in terms of how accessible and safe it is to use and navigate through including factors related to Crime Prevention Through Environmental Design.
- **Older persons and people who need assistance** | There are 2,254 people over 65 in the primary study area (7.1 per cent of the population of this area) and 782 who identify as requiring assistance (two per cent of the population). Around 20,398 older persons live within the secondary study area (9.6 per cent of the population), with 5,812 requiring assistance (2.7 per cent of the population).
This group tends to be particularly vulnerable to mobility and amenity related issues such as a greater sensitivity to noise and air quality. Improving visibility and connection between Disability Discrimination Act 1992 compliant infrastructure within the Sydney Terminal Building would therefore assist this user group in navigating and moving through the space safely and comfortably.
- **Rough sleepers** | There are over 5,000 rough sleepers in the CBD. People sleep in around Central Station because it is a transport hub, a safer place to shelter, and near several community support and health services.
This group tends to be less resilient to impacts and disruptions compared to someone living in a stable environment and could have a higher proportion of health-related conditions (including poor mental health).
- **Aboriginal people** | Around 0.7 per cent of the primary study area and 1.4 per cent of the secondary study area identify as Aboriginal.
The Sydney Terminal Building is a key arrival and meeting place for this community with the regional train service stopping at Central Station, meaning that many Aboriginal people across NSW outside of the primary and secondary study areas also use this space as an important arrival and gathering place before moving on to other areas nearby. Central Station also played a key role in the trauma experienced by the Stolen Generations, particularly at Platform 1 which signified the start of Aboriginal children's journey as they were taken from their families. Aboriginal people also have a connection to the railway industry through employment and the development of activism through union membership.
- **LGBTQIA+ community** | There are several community and health-based services that support members of the LGBTQIA+ community near the project area.
This group tends to be influenced by the design of a space in terms of how inviting and welcoming it is as well as the ability to navigate safely through it.
- **People with long-term chronic health conditions** | There are several people within the primary and secondary study areas that suffer from a long-term health condition, particularly related to mental health, asthma, and arthritis.
This group will likely be more vulnerable to amenity related impacts such as changes in air quality and noise and vibration levels during construction.
- **Socio-economic disadvantaged** | The primary and secondary study areas are more socially and economically advantaged, the exception being Haymarket.
The local population with a lower socio-economic advantage are likely to be more vulnerable to liveability and affordability issues, particularly as the cost of living continues to increase across Greater Sydney. This group may therefore be more sensitive to economic related impacts.

13.1.3 Local community

Detail on the profile of the people that live in the primary and secondary study areas is as follows. This was based on 2021 ABS Census, with the detail provided in Section 5.2 of Appendix L (Socio-economic impact assessment):

- **Population** | About 32,000 people were living in the primary study area, a drop of 1.4 per cent since 2016. About 211,500 people were living the secondary area, an increase of about 1.5 per cent since 2016. The population in the City of Sydney is projected to grow at a slightly higher rate by 2041 compared to the rest of Greater Sydney and NSW.
- **Age** | Most of the population within the primary and secondary study areas were of working age (15 to 64) with a higher number of young adults compared to the rest of Greater Sydney and NSW.
- **Cultural diversity** | Many people within the study areas did not speak English at home. This rate is much higher within the primary study area compared to the secondary study area, Greater Sydney, and NSW.
- **Dwellings and households** | Most people lived in flats or apartments (about 72 per cent) with a low percentage of semi-detached and detached housing reflecting the high density living.
- **Household composition** | The split between family and lone person households was fairly similar within both study areas compared to the rest of Greater Sydney and NSW. There was a much higher rate of family households compared to lone person households. There was also a much higher rate of group households compared to Greater Sydney and NSW.
- **Weekly household income** | A high proportion of households within the study areas earned \$4,000 or more per week. This was much higher compared to the rest of Greater Sydney or NSW. However, there was also a higher proportion of people that have not earned an income or have a negative income (for example, bankrupt) within the study areas compared to Greater Sydney and NSW.
- **Housing tenure and cost** | Most households within the study areas rented. This was much higher than the rest of Greater Sydney and NSW. Rental prices were also typically higher within the study areas compared to Greater Sydney and NSW.
- **Education** | There was a much higher proportion of the population within the primary and secondary study areas that have attained a Bachelor or Postgraduate degree level of education compared to the rest of Greater Sydney and NSW.

This data has informed the impact assessment on who the local community would consist of and how they may be impacted differently.

13.1.4 Local economy

Details on where people work in the study areas, and the types of businesses is described below. The employment information is taken from the 2021 ABS Census with detail provided in Section 5.3 of Appendix L (Socio-economic impact assessment):

- **Employment and labour force** | A large proportion of those living in the study areas were employed full time. This is similar to the rest of Greater Sydney and NSW. However, slightly more of the area's residents were unemployed compared to the rest of Greater Sydney and NSW.
- **Industry** | Jobs in the professional, scientific, and technical services were made up the greatest proportion of jobs in the study areas. This was much higher than the rest of Greater Sydney and NSW. This was followed by financial and insurance services as well as accommodation and feed services which was also higher than the rest of Greater Sydney and NSW.
- **Businesses within the project area** | As of 2022, there are a total of 65 tenancy spaces within the Sydney Terminal Building, 21 of which are occupied by Transport staff, eight are offices, and 36 are retail floor space available for rent. A total of six retail floor spaces were currently occupied in November 2022, most are food and beverage facilities, boutique shops and convenience style shops. However, since "Eddy" was announced, new tenants are setting up along the lower level of the Eddy Avenue frontage.
- **Surrounding businesses** | There is a diverse range of businesses surrounding the Sydney Terminal Building including commercial offices, retailers, food and beverage operators, higher education facilities, accommodation, and entertainment uses.

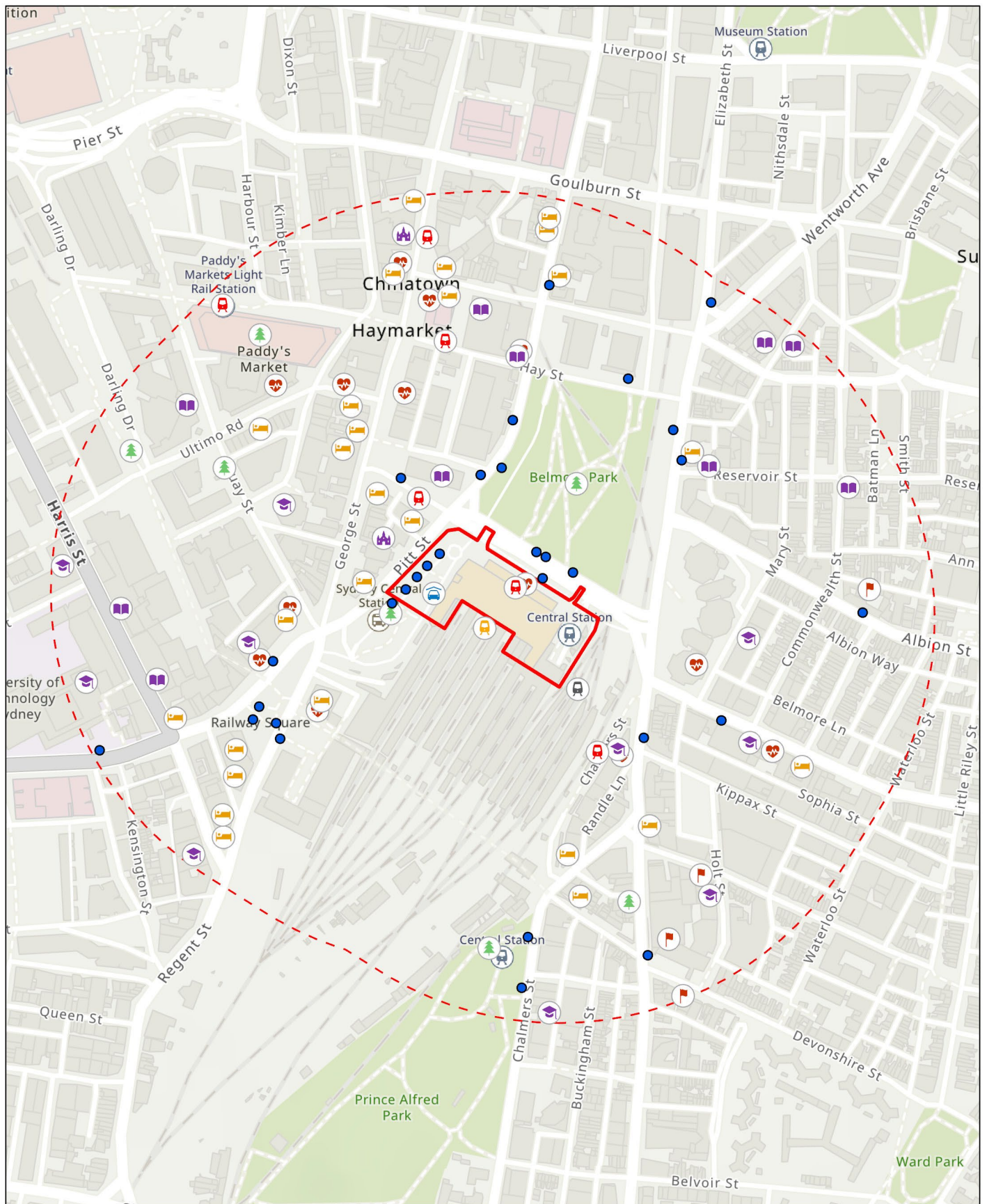
This data has informed the impact assessment on who the potential economic impacts as well as impacts to businesses and livelihoods.

13.1.5 Surrounding social infrastructure

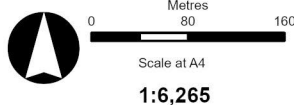
The key social infrastructure within typical walking distance of the project area (that is, 400 metres) are:

- **Health facilities** | Pharmacies, clinics, a wellbeing centre, and dental hospital
- **Non-Government Organisations** | AIDS organisations
- **Community facilities** | Entertainment spaces and galleries
- **Accommodation** | Temporary/short term accommodation, including hotels, hostels, boarding houses, and residential lets
- **Open space** | Belmore Park, Prince Alfred Park, and Goods Line Walk, and Paddy's Market and Chinatown Sydney
- **Places of worship** | Christ Church St Laurence and St Peter Julian's Catholic Church
- **Educational facilities** | Universities and the TAFE
- **Transport and accessibility** | Rail, light rail, Sydney metro, taxi, bus (including charter bus), and active transport services.

These social infrastructure sites are identified in Figure 13-2 and discussed in more detail in Section 5.3.4 of Appendix L (Socio-economic impact assessment). These sites were considered as part of the impact assessment in terms of potential impacts to surrounding businesses, services, health facilities, and places where people live, work and play, as well as how they move around.



Coordinate System: GDA2020 MGA Zone 56



Data Source: Esri Community Maps Contributors, Geoscape, Esri, HERE, Garmin, Foursquare, METI/NASA, USGS, Esri, Geoscience Australia, NASA, NGA, USGS

Prepared by: GL
Checked by: HM
Approved by: HM

Legend

 Operational footprint

 400m buffer

Social Infrastructure

● Bus stop

■ Light rail

■ Railway

■ Sydney Metro

■ Taxi rank / charter bus

■ Education Facilities

■ Places of Worship

■ Open Space

■ Accommodation

■ Community Facilities

■ NGOs

■ Health Facilities

Sydney Terminal Building Revitalisation Project

Figure 13-2: Social infrastructure

Project Number: 287415

Drawings / Design Prepared By

ARUP

Client

NSW
GOVERNMENT

Transport
for NSW

13.1.6 Policy and planning setting

The [Central Precinct Strategic Framework](#) (CPSF) outlines the overall vision and planning priorities for the wider Central State Significant Precinct for which this project forms a part of. The overall aim is for this precinct to help “revitalise southern Central Sydney to create a transport destination that improves connections to surrounding employment, education, health and cultural services and infrastructure”. In addition to considering the planning priorities for the CPSF, a strategic policy analysis was carried out to understand the current and future strategic drivers at a local, regional and state level. This included a review of the following:

- [Central to Eveleigh Urban Transformation Strategy](#) (Urban Growth NSW, 2016)
- [Eastern City District Plan](#) (Greater Sydney Commission, 2018a)
- [Future Transport Strategy 2056](#) (Transport for NSW, 2018)
- [Greater Sydney Region Plan: A Metropolis of Three Cities](#) (Greater Sydney Commission, 2018b)
- [Camperdown-Ultimo Place Strategy](#) (Greater Sydney Commission, 2019)
- Global NSW Strategy (NSW Government, 2019b)
- [NSW Economic Blueprint 2040](#) (NSW Treasury, 2019)
- [Australian Infrastructure Priority List](#) (Australian Government, 2020)
- [Central Sydney Planning Strategy](#) (City of Sydney, 2022)
- [Housing for All: City of Sydney Local Housing Strategy](#) (City of Sydney, 2020a)
- [Local Strategic Planning Statement \(City Plan 2036\)](#) (City of Sydney, 2020b)
- [Practitioner’s Guide to Movement and Place](#) (Government Architect NSW, 2020d)
- [Sydney 24 Hour Economy Strategy](#) (NSW Treasury, 2020)
- [State Infrastructure Strategy 2022–2042](#) (Infrastructure NSW, 2022).

From this analysis, the following key strategic themes were identified for the project area and considered as part of the impact assessment in terms of how the surrounding area may develop in the future and how the project could potentially support that (or identify if it is in contradiction to these aims):

- A strong 24-hour economy
- Create great places
- Improved access, safety, and customer experience
- Liveability and sustainability
- Protect and enhance heritage.

Section 2.2 of Appendix L (Socio-economic impact assessment) provides more detail on the findings from this high-level analysis.

13.2 Assessment of potential impacts

13.2.1 Project impacts

Table 13-1 summarises the overall potential impact during construction and operation against each category, with the following sections providing more detail on these potential impacts.

Table 13-1: Overall potential SIA Impact based on category

Category	Construction	Operation	Overall impact rating
Way of life <i>How people live, get around, work, play and interact each day</i>	Very high	High	Very high
Community <i>Including composition, cohesion, character, how the community functions, resilience, and people’s sense of place</i>	High	High	High
Accessibility <i>How people access and use infrastructure, services, and facilities, whether provided by a public, private, or not-for-profit organisation</i>	High	High	High

Category	Construction	Operation	Overall impact rating
Culture <i>Both Aboriginal and non-Aboriginal, including shared believes, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings</i>	High	High	High
Health and wellbeing <i>Including physical and mental health especially for people vulnerable to social exclusion or substantial change, psychological stress resulting from financial or other pressures, access to open space and effects on public health</i>	High	High	High
Surroundings <i>Including ecosystem services such as shade, pollution control, erosion control, public safety and security, access to and use of the natural and built environment, and aesthetic value and amenity.</i>	High	High	High
Livelihoods <i>People's capacity to sustain themselves through employment or business</i>	High	High	High
Decision-making systems <i>The extent to which people can have a say in decisions that affect their lives, and have access to complaint, remedy, and grievance mechanisms</i>	High	High	High

13.2.2 Construction

This section summarises the potential temporary construction-related impacts.

Social

Table 13-2 summarises the potential social impacts during construction. These are discussed in more detail in Appendix L (Socio-economic impact assessment).

Table 13-2: Potential social impacts during construction

Category	Summary of key impacts
Way of life	<p>How people live</p> <ul style="list-style-type: none"> There are many rough sleepers at the Sydney Terminal Building. Construction activities may affect their amenity more than people living nearby. They would be subject to impacts from noise, vibration, air quality, access within the building and the location of construction activities. This would likely result them needing to seek shelter elsewhere. While there are alternatives near the Sydney Terminal Building, it would still alter their way of life substantially during this time. It would disrupt their connections to people, their safety net, and access to local support services. It is noted that Transport is working closely with services providers and Government agencies including the Department of Communities and Justice, NSW Police and City of Sydney to ensure they are sharing information and responding to issues affecting vulnerable communities in and around the precinct. This would be carried out before and during construction. Construction would impact culturally and linguistically diverse communities which are proportionally high in the surrounding suburbs of Haymarket and Chippendale compared to the rest of Greater Sydney and NSW. The Sydney Terminal Building is also used by international visitors travelling from the Sydney Airport. The temporary changes in the way people move through the Sydney Terminal Building may be challenging for people who do not speak English to understand if signage and wayfinding strategies are only provided in English. Vulnerable groups including people with a disability or long-term health condition, as well as women and children would also be impacted by the changes in how to move through and navigate the space within the Sydney Terminal Building as these routes would not be familiar and would disrupt their daily routine and create undue stress.

Category	Summary of key impacts
	<ul style="list-style-type: none"> Potential impacts to amenity in terms of noise and vibration during construction for sensitive receivers within 350 metres of the construction footprint (see Chapter 12 (Noise and vibration)). <p>How people get around</p> <ul style="list-style-type: none"> Disruption to the way Central Station functions would likely have wide-reaching impacts on the way people move through the Sydney Terminal Building, particularly for people who rely on public transport as part of their daily commute and would therefore use the space regularly. While the project would not impact public transport services (other than the realignment of the light rail track at the Porte Cochere), it would change how people move through the Sydney Terminal Building to access these services. The community, commuters, and visitors may need to adjust their usual routines and allow additional time when interchanging at Central Station. This impact may be exacerbated for people who are less mobile and/or people with a disability and may make the space feel unsafe for vulnerable users such as women and children. Visitors may also be more heavily impacted by this as the changes would be unfamiliar to them, while community members and regular commuters would grow used to the change. <p>How people work and play</p> <ul style="list-style-type: none"> All seven businesses within Central Station are on short-term lease agreements, with all but two set to expire before construction starts. These businesses would therefore need to relocate elsewhere, close temporarily during construction, or close permanently. The temporary amenity impacts at Central Station may discourage people from using the open spaces areas such as Eddy Avenue Plaza and the Grand Concourse. This may temporarily impact how people gather and use the space recreationally.
Community	<p>Community cohesion</p> <ul style="list-style-type: none"> The Sydney Terminal Building serves as a central meeting point for many visitors. It provides a role in bringing people together. Meeting points within the Sydney Terminal Building may be temporarily impacted due to amenity related impacts that could reduce the ease and convenience of meeting people at key points within the project area. There may be temporary amenity related impacts (in particular, noise impacts) to community facilities/services and other social infrastructure sites within 400 metres walking distance from the project area and may therefore discourage people from stay there. <p>Community function</p> <ul style="list-style-type: none"> Temporary amenity related impacts may affect the way the surrounding community in Surry Hills, Redfern, Chippendale, and Haymarket function. Amenity related impacts and changes to how people move through the Sydney Terminal Building could influence the way they move between the Sydney Terminal Building and surrounding suburbs. <p>Resilience</p> <ul style="list-style-type: none"> No construction impacts are identified in terms of potential impacts to community resilience. <p>Sense of place</p> <ul style="list-style-type: none"> There will likely be a temporary disruption to people's sense of place (for example, connection to the Aboriginal and non-Aboriginal cultural heritage associated with the project area) during construction because of the need to upgrade the historic fabric of the building. This will impact the seven key view corridors as discussed in Chapter 11 (Landscape and visual amenity) to the Sydney Terminal Building, and those within it due to the presence of construction related machinery and equipment. The construction period may create short term disruption to access to places of cultural significance for Aboriginal people. Central Station has been a point of connection for Aboriginal communities in the inner city such as Redfern and regional areas across NSW. The experience for visitors when they arrive at Central Station maybe temporarily impacted because of the noise and vibration generated from the construction activities and the visual impact of screening off parts of Central Station to carry out work. The work would also affect people's ability to navigate the space, leading to confusion and frustration, factors that would also affect their arrival experience.

Category	Summary of key impacts
Accessibility	<p>How people access and use infrastructure, services, and facilities</p> <ul style="list-style-type: none"> There are likely to be temporary impacts to how people move through the Sydney Terminal Building due to construction activities requiring people to take alternative routes through the building which could cause confusion, delays and frustration for people. Access the Dulwich Hill light rail would be temporarily disrupted from needing to realign the light rail track at the Porte Cochere removing access to the Central Station stop. This would inconvenience the community, commuters, and visitors. Limited impacts to vehicle traffic and parking as construction activity would be contained within the construction footprint and workers would not be allowed to park on the street. There would also be no disruptions to pedestrian footpaths and cycleways outside the project area. Emergency vehicle access would be maintained however, wayfinding within the Sydney Terminal Building may change throughout the different stages of the project requiring briefing sessions with emergency service providers so that they know how to move through the project area safely and effectively if required. As described in Chapter 5 (Project description), various utilities would need adjusting or relocating. This would result in temporary disruption to transformer rooms and fire hydrant access which may impact access to these services. These utilities are limited to within the construction footprint and would not require the adjustment of any public utilities.
Culture	<p>Connection to Country</p> <ul style="list-style-type: none"> During construction, the layout of the Sydney Terminal Building would change, limiting access and opportunities for Aboriginal people to connect with Country. <p>Beliefs, customs, practices, obligations, values, and stories</p> <ul style="list-style-type: none"> There are two places of worship identified within 400 metres of the project area (a typical walking distance). These are Christ Church St Laurence and St Peter Julian's Catholic Church. There may be some temporary amenity related impacts to these sites in terms of noise, particularly Christ Church St Laurence which is directly across the street from the project area (less than 100 metres). Construction activities may disrupt access to places of cultural significance, meeting places and cultural values, creating short term impacts to Aboriginal people's practices, values, and stories. In terms of non-Aboriginal heritage, construction will create short term impacts to view corridors with limited access and reduced amenity. <p>Places and buildings</p> <ul style="list-style-type: none"> As the Sydney Terminal Building is heritage listed, any works carried out on the building would have an impact to the cultural heritage of the site. Planned upgrades and revitalisation works are proposed for the Sydney Terminal Building, including new entrances, lifts, escalators, and stairs which would impact the built form as well as the view corridors and to these locations as mentioned in Chapter 11 (Landscape and visual amenity). Landscape character zone 1 as defined in Chapter 11 (Landscape and visual amenity) has strong heritage and tourism/entertainment values tied to the number of heritage sites (including the Sydney Terminal Building itself), open space, and community facilities within the area. The use of large machinery and equipment within the project area will have a temporary negative impact on the character of this zone during construction.
Health and wellbeing	<p>Health and wellbeing</p> <ul style="list-style-type: none"> The Sydney Local Health District is a health facility located in the Sydney Terminal Building and is currently operating as a COVID-19 Clinic. The lease on the tenancy ended in August this year and once construction commences, Sydney Local Health District will be required to provide these services from an alternate location which would impact access to health services for the community, visitors and commuters. While temporary amenity impacts can negatively impact human health through issues such as respiratory concerns caused by dust generation, this is unlikely to be an issue here given the limited excavation and the ability to adequately prevent its generation and spread. Vulnerable groups including older persons, people needing assistance, people with long-term chronic health conditions, Aboriginal people, and rough sleepers may be

Category	Summary of key impacts
	<p>temporarily impacted by construction activity disrupting access to local services that support health and wellbeing.</p> <ul style="list-style-type: none"> People living, working, or staying in the local area may experience temporary impacts due to noise associated with construction activity. This could affect their sleep as described in Chapter 12 (Noise and vibration). As noted above, this may be most notable for the area's rough sleepers who are especially vulnerable in the context of this project.
Surroundings	<p>Ecosystem services</p> <ul style="list-style-type: none"> The project would require the removal of eight trees during construction. However, as discussed in Chapter 14 (Biodiversity), this is a highly modified urban environment which would provide limited habitat for fauna. There would therefore be no impact ecosystem services during construction. The project would use materials that have a resource demand. Such resources are sourced from primary industry, where there is an indirect impact on provisioning ecosystem services (for example, sand, wood, aggregate). However, the measures described in Chapter 19 (Resource efficiency) and Chapter 20 (Climate change) to reduce resource consumption and limit climate change impacts through design resilience would also help reduce any indirect demand and impact on ecosystem services. <p>Safety and security</p> <ul style="list-style-type: none"> Construction activity at different times of the day may disrupt access to specific public spaces or pedestrian routes that make people feel safe and comfortable. This would be most notable for vulnerable groups including women and girls, rough sleepers, Aboriginal people, and the socio-economic disadvantaged. Eddy Avenue in particular was highlighted by women and girls as a place that currently feels unsafe to travel through. This sense of being unsafe/vulnerable would continue for women and girls during construction due to the requirement to reconfigure lighting in public spaces which could temporarily disrupt the availability of lighting in this area. <p>Natural and built environment</p> <ul style="list-style-type: none"> There would be temporary changes to the built environment as discussed in Chapter 10 (Place, design and movement), which would impact the view corridors, places of cultural significance and historic landmarks. As discussed above, the project would require the removal of eight trees in Eddy Avenue Plaza which will impact the connection people have to the natural environment and create a temporary loss in the available shade within Eddy Avenue Plaza. <p>Aesthetic value and amenity</p> <ul style="list-style-type: none"> There are potential impacts to amenity associated with air pollution from dust, noise and vibration, as well as impact to the visual amenity of the site as discussed in Chapter 11 (Landscape and visual amenity).
Livelihoods	<p>Businesses and employment</p> <ul style="list-style-type: none"> Most of the existing lease agreements with the businesses within the project area are set to expire prior to construction which is expected to start mid-late 2023. Two of the seven current businesses would, however, still have lease agreements in place during construction which may need to be ended early to accommodate the need to vacate the space to complete construction activities. These businesses would need to relocate which may have an impact on their livelihoods as this alternative location could have higher rental costs and different rates of pedestrian traffic compared to the project area. Due to the need to vacate the Sydney Terminal Building during construction, the opportunity for people to lease retail and commercial floorspace during this time would be unavailable which would impact the community's ability to establish an income within the project area. The project would generate around 100 construction related jobs per year for three years which could be serviced by the community within the primary and secondary study areas. However, there is a limited number of people within this locality that are in the construction industry.

Category	Summary of key impacts
	Rough sleepers and community services <ul style="list-style-type: none"> The project would likely result in rough sleepers needing to relocate during construction. This may impact their ability to access health and community services that they currently use in the project area and its surrounds that contribute to their livelihoods.
Decision-making systems	Consultation <ul style="list-style-type: none"> Stakeholders, including the community, commuters, businesses and visitors have been given the opportunity to engage with the project. As outlined in Chapter 6 (Stakeholder and community engagement), consultation carried out by Transport in relation to the Central Precinct Renewal Program (CPRP) has been used to inform the concept and project design. Consultation carried out as part of this project would also be used to help further refine this design. During construction, a complaints management process would be used to manage stakeholder and community concerns throughout the different phases of the project. The project also has a website which will provide stakeholders access to information on construction updates and the project timeline. Decision making and future planning <ul style="list-style-type: none"> The more people are informed of and understand a topic, the better equipped they are to make appropriate decisions on how to respond in the future. This depends on the degree of certainty in what is proposed. With this information, people would be able to decide if they should travel through this area during construction (for example, how it will affect their normal commute).

Economic

The project would create around 100 construction related jobs per year for three years (see Chapter 5 (Project description)). Both the primary and secondary study areas contain a small proportion of people employed in construction and manufacturing related industries, however given how accessible the study area is, there is a wide labour force catchment, boosting employment opportunities in the construction industry and livelihoods. As the landowner, Transport has a focus on maximising the opportunities for employment within the local region (both businesses and individual staff) as well as participation of women and Aboriginal people.

This may also have flow on economic effects through construction staff purchasing food and drink from neighbouring businesses while working on site. The food and beverage stores currently located in the Sydney Terminal Building will need to vacate the area to complete construction works and therefore will not be available to construction workers, however, there is a large number of food and beverage stores within walking distance (that is, 400 metres) to the project area that can fulfil this role without requiring construction workers to travel far. Through construction staging, the project would aim to keep shops open in sub-precincts that are not impacted by construction and seek to provide food and beverage options throughout construction. Additionally, if this is not sufficient to serve the construction workers, the community, commuters and visitors, temporary 'pop-up' food and beverage stands in Central Station would also be made available on-site during construction, with retailers invited to tender for this position.

Other potential flow on economic impacts during construction include the need to purchase equipment and materials. Transport would source these locally (for example from within the secondary study area) as much as possible but depending on availability, may need to be sourced from other areas within NSW. Some of the cable materials would also need to come from overseas. Materials and equipment sourced close to the project area would decrease the distance and length of time required to deliver them to site. This would help to support sustainability initiatives for the project.

Due to the number of construction projects within the Sydney CBD, including those in close proximity to the project area, there may be competition for construction materials and equipment as well as construction staff during construction. The rise in construction material related costs and supply chain issues currently experienced within the construction industry would also factor into the procurement process for the project.

13.2.3 Operation

This section summarises the potential temporary operation-related impacts.

Social

Table 13-3 summarises the potential social impacts during operation. These are discussed in more detail in Appendix L (Socio-economic impact assessment).

Table 13-3: Potential social impacts during operation

Category	Summary of key impacts
Way of life	<p>How people live</p> <ul style="list-style-type: none"> If rough sleepers return, their way of life may still be impacted by needing to refamiliarise themselves with the changes made as part of the design. If local community services providing support for rough sleepers within and immediately surrounding the Sydney Terminal Building relocate premises during construction (for example, one of the businesses within the Sydney Terminal Building currently is a health facility which would need to relocate during construction), rough sleepers may experience a loss of routine or sense of unfamiliarity with the surrounding landscape which may alter how they interact with and utilise the space. <p>How people get around</p> <ul style="list-style-type: none"> The way people move through the Sydney Terminal Building to access the different transport modes within the project area would be improved through better connectivity with additional entrances to the Sydney Terminal Building provided as well as additional escalators, lifts and stairs. The proposed design would improve customer arrival experience with improved entrances, improved connectivity around the Sydney Terminal Building, and improved signage, lighting, and wayfinding. This would help people better navigate and move through Central Station. It would improve access for all users and user groups, making it easier and more enjoyable place for people to use every day. <p>How people work and play</p> <ul style="list-style-type: none"> A key finding from consultation activities on the wider CPRP is that Central Precinct should be welcoming and inviting for all communities, ages, socio-economic groups and ability. The high-quality design proposed for this project supports this by activating the Sydney Terminal Building to create a vibrant destination with safe public spaces. Once operational, the upgrades to the public space and enhanced retail floorspace would provide new opportunities for people to stay and linger given the high quality new public domain being proposed, fostering social interaction and cohesion. The type of jobs would likely remain the same (for example, food and beverage, and other services to meet the daily needs of the people that use Central Station and its environs, as well as jobs associated with the function of the train station). However, as discussed in Chapter 10 (Place, design and movement), the design includes the provision of additional retail spaces in the Central Electric Building and in Eddy Avenue Plaza, and would therefore generate additional retail opportunities. Transport for NSW staff would also continue to operate from within the Sydney Terminal Building.
Community	<p>Community cohesion</p> <ul style="list-style-type: none"> The proposed upgrades would contribute to improved community cohesion through improvement in the quality of the public domain. As noted above this would make people want to stop and stay in Central Station for longer. This would see more people gather in the area, which would add to the area's wider amenity, fostering community cohesion. <p>Community function</p> <ul style="list-style-type: none"> The proposed upgrades would support how the community functions (for example, where they live and how they move around and interact with others and a space) through better connections within the Sydney Terminal Building created through sightlines, signage, lighting, and decluttering areas. This would improve wayfinding and access making it more convenient for commuters, the community, and visitors.

Category	Summary of key impacts
	<p>Resilience</p> <ul style="list-style-type: none"> The project would improve the resilience of the historic Sydney Terminal Building continuing to function into the future. It would also help position the project area to support the future vision of the wider CPRP. <p>Sense of place</p> <ul style="list-style-type: none"> The refurbishment and revitalisation of the Sydney Terminal Building would help to strengthen the sense of place by reconstruction of some lost historical elements such as recovering the former double-height area of the former Booking Hall through the removal of the mezzanine floor. Changes to some heritage elements would occur due to the plan to build new entrances, and install lifts escalators, and stairs. This could impact people's sense of place due to the changes to the historical built form of the Sydney Terminal Building. These elements have been designed to minimise impacts to view corridors and reflect the character/style of the building. There would be a change in the use of certain elements of the project area from their original purpose such as the Central Electric Building and Western Loading Dock to be retail floorspace which may affect people's sense of place. However, it is noted that the current uses of these areas already differ from the original intention of the site as a railway function. The significance of Platform 1 as a place where Aboriginal children were separated from their families would be acknowledged appropriately through a new memorial and artwork. The form and nature of this memorial that reflects the authentic voice of survivors would be realised through engagement with members of the Stolen Generations community as the project progresses. This would acknowledge, reflect and respect the impact Central Station has had and what the Sydney Terminal Building means to the Aboriginal community. This includes those that live beyond the primary and secondary study areas).
Accessibility	<p>How people access and use infrastructure, services, and facilities</p> <ul style="list-style-type: none"> Improvements to navigation and wayfinding measures would improve access to transport infrastructure and facilities in the Sydney Terminal Building by making it easier for people to know how to move through the Sydney Terminal Building to reach their desired destination effectively. The project would improve access connections within Central Station for the population less mobile and/or who need assistance through removing the changing levels within Eddy Avenue Plaza, installing/upgrading lifts and escalators, and improving sightlines to these facilities. Collectively, this will make it simpler and easier route for people with different mobility requirements to navigate through Central Station more effectively, directly, and quickly. The new and improved retail and commercial floorspace within the project area would create continued opportunities for local services (for example, transport service, public facilities such as seating), that meet the daily needs of the community, commuters, and visitors to take up a tenancy, creating positive impacts to how people access local services.
Culture	<p>Connection to Country</p> <ul style="list-style-type: none"> Reconciliation and Connection to Country is at the core of the design for this project and efforts to include these elements within the design is an ongoing process. Balarinji (2022) prepared the CPRP Connecting with Country Framework for Transport to ensure that local Aboriginal voices are embedded at all points of the project. This process identified 13 themes for integration into the design of the wider CPRP, seven of which are relevant to the Sydney Terminal Building. The project is critical to realising the positive outcomes of Connection to Country reflected through design of the new building. <p>Beliefs, customs, practices, obligations, values, and stories</p> <ul style="list-style-type: none"> There are no expected amenity related impacts during construction to the two places of worship within 400 metres of the project area during construction. The project design includes elements that reflect the history and trauma of the Stolen Generations associated with the Sydney Terminal Building, specifically Platform 1 through the introduction of a memorial piece. This piece is yet to be determined and will be developed in close consultation and collaboration with Traditional Custodians.

Category	Summary of key impacts
	<ul style="list-style-type: none"> Upgrades and refurbishments to the Sydney Terminal Building would have an impact on the heritage value of the building. However, redevelopment is important to help preserve the connection people have to the project area and maintain the role of the Sydney Terminal Building as a key transport interchange for future generations. <p>Places and buildings</p> <ul style="list-style-type: none"> The upgrades would help to improve the overall connection and sense of place people have with the Sydney Terminal Building by restoring previously lost elements to preserve the function of the building for future generations, maintaining connection to places and buildings. The project would improve the public spaces within the Sydney Terminal Building, creating high quality spaces for people to meet and gather. The improvements to amenity, safety, and vibrancy of these meeting places would also encourage people to stay and linger within the project area for longer periods of time, encouraging social interaction and cohesion.
Health and wellbeing	<p>Health and wellbeing</p> <ul style="list-style-type: none"> Public spaces, in particular Eddy Avenue Plaza and the Grand Concourse, would have improved amenity, increased connection to nature through introduction of trees and other largescale planting inside the Sydney Terminal Building, and increased natural lighting from increasing the size of the skylight over the Grand Concourse. This connection with nature through the design elements would have positive impacts on mental health, promote social cohesion by encouraging people to sit and gather and provide a benefit to the community, commuters, and visitors.
Surroundings	<p>Ecosystem services</p> <ul style="list-style-type: none"> The project would include the planting of additional trees and vegetation. The contribution these make to the surrounding ecosystems would be dependent on the species selected. <p>Safety and security</p> <ul style="list-style-type: none"> The upgrades made as part of this project would help to support the aim of providing a more welcoming and inviting precinct as part of the wider CPRP by potentially extending the period of operation for businesses within the Sydney Terminal Building to be 24-hours. This activation at night would contribute to passive surveillance (having more people in the area to act as additional security and to spot unsocial behaviour). This would help people feel safe and invite more vulnerable groups to use and explore Sydney Terminal Building, further increasing the activation at night. <p>Natural and built environment</p> <ul style="list-style-type: none"> The project would provide improved public space areas, in particular Eddy Avenue Plaza and the Grand Concourse by providing additional tree and vegetation cover (including green infrastructure, such as green roofs as described in Chapter 10 (Place, design and movement)). This would provide additional shade cover, better connect the Sydney Terminal Building to its surrounding environment including Bellmore Park, and support people using and engaging with the space and environment. Adopting the <u>Better Placed</u> design and <u>Connecting with Country</u> principles would help transform the Sydney Terminal Building into a destination rather than a transit hub, creating opportunities for social cohesion as the improved public domain at Eddy Avenue Plaza encourages people to meet there. <p>Aesthetic value and amenity</p> <ul style="list-style-type: none"> Overall, the proposed upgrades would improve the visual amenity of the project area by reinstating views previously lost historical elements of the building (such as the ornate ceiling and plaster work of the former Booking Hall through the removal of the mezzanine floor), providing opportunities to enhance people's sense of place as discussed earlier. The project would also help to improve visibility through different areas of the Sydney Terminal Building by removing certain elements (such as the pedestrian ramp in Eddy Avenue Plaza). <p>Sustainability</p> <ul style="list-style-type: none"> Measures to reduce waste production and the use of circular economy principles as discussed in Chapter 19 (Resource efficiency) and Chapter 20 (Climate change), would help to preserve the significant heritage asset of the Sydney Terminal Building for future generations.

Category	Summary of key impacts
Livelihoods	<p>Businesses, jobs, and flow-on economics</p> <ul style="list-style-type: none"> Once operational, businesses would be invited to apply to lease the different retail and commercial floorspaces available within the project area. This includes the additional retail floorspace provided as part of the design, therefore increasing the number of opportunities for people to locate their business within the project area, providing additional employment opportunities for the community to take advantage of. The proposed upgrades to the Sydney Terminal Building and improved amenity of the public spaces available would likely raise the rental costs associated with the project area due to the increase in the quality of the floorspace. This may influence the decision of existing businesses when deciding if they would like to apply for a floorspace once it is made available. The upgraded public spaces may also generate additional jobs to manage the space such as cleaning, maintenance and landscaping jobs. <p>Rough sleepers and community services</p> <ul style="list-style-type: none"> Once the project is operational, it is expected that rough sleepers would return to the project area. The changes to the layout, improved amenity and potential changes to the types of businesses available within the project area would impact their livelihoods in terms of the ability to access services and the costs associated with these services and products which may have risen to accommodate rising rental costs.
Decision-making systems	<p>Governance structure</p> <ul style="list-style-type: none"> A clear governance structure is used to determine the strategic directions of the project and create opportunities for positive economic, social and sustainable outcomes once operational. This includes identifying who is responsible for funding upgrades and maintenance of infrastructure. Transport for NSW and Transport Asset Holding Entity for NSW would remain responsible for the development and management of the Sydney Terminal Building and would interface with other managing parties for the wider CPRP as they come online in future stages.

Economic

As discussed in Table 13-3, the project includes the provision of additional retail floor space, therefore providing the opportunity for an increase in the number of retail jobs available once the project is operational. There is also the opportunity for social enterprises to utilise this retail floorspace. Other opportunities for job creation to support operation include cleaning, maintenance and landscape required to maintain the revitalised public space and increased garden area.

This project would help support the future vision for urban renewal of the wider CPRP and once operational, it is expected that improved quality of the retail and office floorspace would likely increase rental prices. Existing businesses would be given the opportunity to apply for a new tenancy once the project area is operational, provided they meet the retail strategy requirements and leasing standards. As the main function of the Sydney Terminal Building is a transport hub, the types of businesses likely to lease the available floorspace would likely remain the same as they are currently (for example, food and beverage facilities, convenience-based retail). Discussions with current businesses within the Sydney Terminal Building indicate an appetite to continue operating from this space once operational.

An aim of the wider CPRP is to attract start-up businesses which could also choose to locate within the Sydney Terminal Building, particularly the smaller floorspaces along Eddy Avenue which may be more affordable for emerging businesses. The floorspaces along Eddy Avenue would therefore be critical to the economic sustainability of start-up businesses (provided they are within affordable ranges for emerging businesses) within the first few years of operation.

New businesses occupying the floorspace may introduce new economic markets to the project area (for example, new medium-high quality restaurants may be encouraged to operate within the Sydney Terminal Building which would attract people to the project area as a destination point rather than simply as a transit point)

The upgrades made to the Sydney Terminal Building may encourage more people such as those travelling by bus, coach, rideshare, or light rail to enter the Sydney Terminal Building itself even if they are not planning on catching the train. This may help to boost retail spend within the Sydney Terminal Building due to better attracting this potential customer base.

13.3 Environmental management measures

Socio-economic impacts will be addressed in the form of management measures. Measures to minimise impacts related to Aboriginal and non-Aboriginal heritage, consultation, place and urban design, access, reduced amenity from noise and vibration, and air quality, landscape character and visual amenity, land use and property, and utilities are addressed in other impact chapters and have not been included here. Table 13-4 lists the measures to manage socio-economic impacts specifically.

Table 13-4: Environmental management measures – socio-economic

Ref	Impact/uncertainty	Environmental management measure	Timing
SEIA01	Impact Overall impact	A Social Impact Management Plan (SIMP) will be prepared, in accordance with Section 5.2 of the <u>Social Impact Assessment Guideline</u> (DPE, 2022d), 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.	Detailed design
SEIA02	Impact Way of life / health and wellbeing / livelihoods	Opportunities to include community, social and health services will be investigated during detailed design to support vulnerable communities (including rough sleepers). Consultation with local government, relevant government agencies and local community service providers will be carried out to identify opportunities to minimise risk to accessing these services during construction to share information and respond to issues affecting vulnerable communities (including rough sleepers) in and around the precinct.	Detailed design
SEIA03	Uncertainty Livelihood / decision-making systems	Regular consultation with existing businesses owners within the Sydney Terminal Building and those surrounding the project area will be carried out to keep them informed of the project as it progresses and provide them with information to be able to make an informed decision moving forward.	Detailed design / pre-construction
SEIA04	Impact Surroundings	Changes to pedestrian routes during construction will consider both actual and perceived safety factors such as sight lines and lighting.	Detailed design / pre-construction / construction
SEIA05	Impact Livelihood	A project-specific social procurement and workforce development strategy will be developed and implemented to: <ul style="list-style-type: none"> Nominate workforce development and social procurement targets and outcomes in accordance with the <u>NSW Aboriginal Procurement Policy</u> (NSW Government, 2021) Define approaches to achieve nominated targets and outcomes Support job creation and skill development opportunities for the project Investigate opportunities to locally source construction jobs, equipment and materials where possible prior to and during construction to reduce the need to travel longer distances and help boost the local economy. 	Pre-construction / construction
SEIA06	Impact Health and wellbeing	The placement, fencing and lighting around construction equipment and materials will be carefully considered to reduce the potential impact to public safety.	Pre-construction / construction
SEIA07	Impact Accessibility	Signage and other wayfinding methods used to direct people through the Sydney Terminal Building during	Construction

Ref	Impact/uncertainty	Environmental management measure	Timing
		construction will be translated into relevant key languages for the area to help provide directions to culturally and linguistically diverse communities.	
SEIA08	Impact Accessibility	Training exercises and briefing sessions will be provided to emergency services staff and construction staff on how to navigate through the project area in the event of an emergency.	Construction
SEIA09	Impact Economic	Opportunities for activation and economic development will be considered when assessing lease applications.	Operation
SEIA10	Impact Economic	A range of rental prices will be carefully considered and identified for each of the different retail and commercial floorspaces available to allow for a mix of potential uses to help provide a diverse mix of services and products that encourage people to stop and stay for longer periods of time. This also needs to carefully consider the likely affordability ranges for start-up businesses.	Operation