

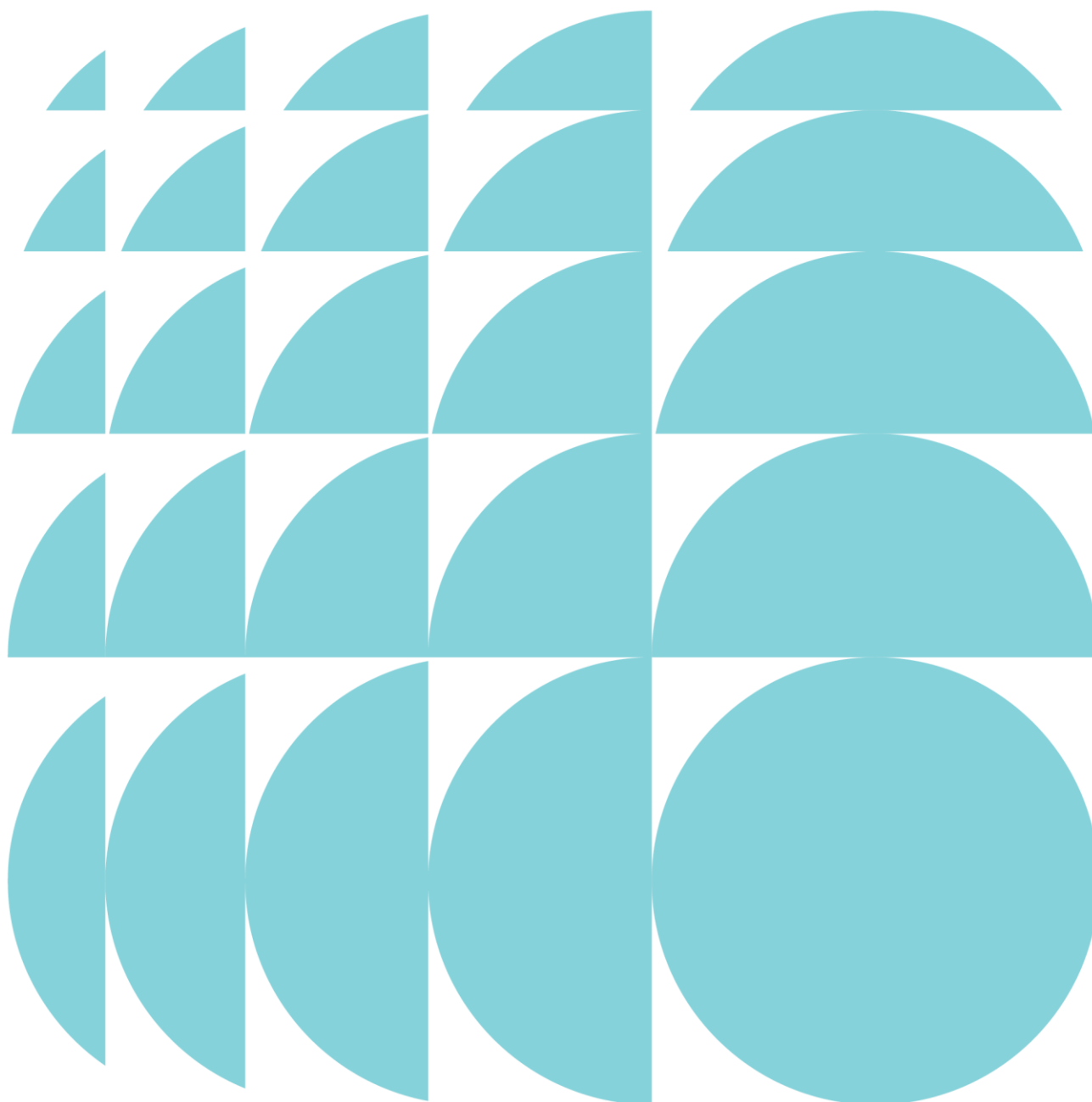
## Social Impact Assessment

Residential Aged Care Facility  
7 Martin Close and 42 Stronach Avenue, East  
Maitland

Social Impact Assessment and social strategy  
directions for seniors living development

Prepared for Fresh Hope Care

June 2020 | 2190970



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## Executive Summary

This Social Impact Assessment and Strategy has been prepared for Fresh Hope Care to support the redevelopment of the existing Green Hills Residential Aged Care Facility at 7 Martin Close and 42 Stronach Avenue, East Maitland. The purpose of this report is to assess the likely social impacts and explain the social drivers for the proposed development at the subject site.

### Background, proposed development and site context

The existing 60 bed Green Hills Residential Aged Care Facility has been operated by Fresh Hope Care at this location since 1984. Fresh Hope Care's East Maitland retirement village was built over 35 years ago and was designed to meet and exceed the standards and expectations for aged care during that period.

Since then, the design of residential care facilities has undergone significant change, driven by advancements in medical research and new approaches to caring for older people, as well as changed community and market expectations. Therefore, Fresh Hope Care intends to substantially reinvest in the existing Residential Aged Care Facility to provide increased capacity for the growing older community of Maitland LGA, in a modern facility that reflects best practice in contemporary aged care.

The proposed development at the site will include 10,508m<sup>2</sup> of GFA over four levels, comprising 160 beds, 8 respite beds, a family room, back of house areas, administration / offices, health and wellbeing areas, communal kitchen, dining and lounge areas, training areas, recreation areas and one ancillary café; a community kitchen; as well as basement and at grade parking for 50 cars.

The site is located in close proximity to Stockland Green Hills Shopping Centre, and within walking distance of social infrastructure including East Maitland Library and bus stops. The site is also close to open space along the Two Mile Creek riparian corridor, which bisects the site.

### Purpose and structure of this report

The purpose of this report is to explain the social drivers and potential impacts of the proposed Residential Aged Care Facility. The report also sets out the social and economic strategy that informs the proposal and enhances the social and economic benefits.

This report is structured as follows:

- **Chapter 1** provides an introduction and overview of the report.
- **Chapter 2** describes the Social Impact Assessment methodology that will be applied in this report, including the purpose, objectives and scope of the assessment.
- **Chapter 3** describes the site context and surrounding development.
- **Chapter 4** describes the proposed development.
- **Chapter 5** sets out the strategic policy context and state and key drivers for renewal of seniors housing.
- **Chapter 6** describes the scheme's social context, including current and forecast population profile, accessibility to social infrastructure, transport and access routes.
- **Chapter 7** provides an overview of the stakeholder and community engagement activities that have been undertaken to date and identifies desired social outcomes for the development.
- **Chapter 8** provides a social assessment of the current development and context, including in relation to delivery of government and community priorities for the precinct and social impacts.
- **Chapter 9** describes the social strategy for the redevelopment including delivery of social benefits.

## Strategic policy context

Review of local and state policies and strategies relevant to this site have highlighted that there is increasing demand for residential aged care facilities, as well as opportunities for residents to age in place in their existing communities, including through implementing age-friendly and dementia-friendly design principles, e.g. connected pedestrian networks, universal design, improving perceptions of safety. The COVID-19 outbreak may also have a long term impact on the design and management of residential aged care facilities, with renovations required to enable social distancing while enhancing social connection between residents, visitors and staff.

East Maitland has been identified as a strategic centre in the Hunter Region, and will therefore be a focus of population growth, which will need to be supported by new and more diverse housing options, including the provision of high quality, contemporary aged care facilities. Market analysis commissioned by Fresh Hope Care has established there is currently seven existing residential aged care facilities within 20km of the site, supplying 616 residential aged care places. Based on a benchmark of 80 residential aged care per 1000 residents aged over 70 years, there is a current (2019) undersupply of 211 places, and there will be a shortfall of 523 places by 2026.

## Community profile

The review of key demographic characteristics of the local community of East Maitland and Ashtonfield, as well as the Maitland LGA, in comparison to Regional NSW highlights the following community profile for the site:

- There will be moderate population growth across Maitland LGA for the next 20 years. The population is projected to become much older, with the share of persons aged 60 and above increasing, while the share of residents aged below 45 years projected to decline. The 70 to 74-year age group is expected to experience the largest increase between 2016 and 2036.
- There will be a growing demand for good quality residential aged care facilities in Maitland East, Ashtonfield and the Maitland LGA, as the area is characterised by an ageing population. There will be a need to consider diverse housing options as well as high quality facilities and services which cater to the ageing population.

## Stakeholder and community perspectives

In June 2019, Fresh Hope Care commissioned Hoyne, a place visioning firm, to undertake consultation with staff and residents of Green Hills Residential Aged Care Facility to understand the values and aspirations of existing residents of the site. The consultation highlighted the following priorities for the future site:

- Residents and staff strongly value the existing facility, in particular the facility's proximity to daily living needs, as well as connection to the surrounding landscape.
- Residents would value increased opportunities to connect with the surrounding community, and with each other, including via night-time activities and gardening.
- Residents and staff would value an increased diversity of spaces within the facility, including smaller spaces for private conversations with family, and semi-private gatherings both indoor and outdoor.

## Social assessment and impacts

The Social Impact Assessment highlighted the following key benefits of the proposed development:

- The proposal has potential to contribute positive social benefits for the local community by providing an increased number of aged care places in a high quality aged care facility close to daily living needs, social infrastructure and open space. This will support residents to maintain social connections as they age.
- The proposal will also contribute social benefits to the local community by providing an aged care facility that reflects contemporary best practice standards in aged care, including indoor/outdoor spaces, increased private and semi-private spaces for residents to connect with each other and visitors, and access to allied health. This has the potential to increase health and wellbeing for residents, as well as facilitating increased community interactions at the site between residents, their families and visitors through access to improved facilities on site (e.g. cafes, community kitchen, family rooms, communal areas, gardens and multipurpose rooms).

Negative impacts of the proposed development primarily relate to the impact of the construction period on residents, staff and visitors and their way of life, which will be disrupted by the redevelopment process. Only a limited number of staff and residents can be retained at the location. It is noted that some accommodation for residents will be provided at The Lodge facility, which forms part of the Green Hills Retirement Village, during the construction period. The remainder of residents and staff will need to be transitioned to other facilities in the local area. Many current residents of the site will be experiencing cognitive decline (including dementia) and disability and are highly sensitive to changes in routine and setting. Disruption to daily living routines has the potential to have significant impacts to wellbeing for these residents.

These impacts can be managed through implementing an effective transition plan to ensure that movement of residents and staff between facilities is as seamless as possible, and disruption to staff and residents is minimised. This has been discussed with Fresh Hope Care who has identified commitment to:

- Effectively transitioning all residents to alternative accommodation, in consultation with their families.
- Support for the wellbeing of existing staff at Green Hills Residential Aged Care facility through a well-developed change management and transition strategy, incorporating employee support programs to assist staff with the changes.

### **Social strategy directions**

The social strategy for the development sets out the following directions for enhancing the social value of the project to the local community:

- Deliver a facility that is inclusive, welcoming and accessible to the community on site, by providing high quality spaces and programming for residents, and ensuring that spaces encourage healthy and active lifestyles and social interaction, while prioritising the care and safety of residents.
- Deliver contemporary aged care services, that support the growth and ageing population of Maitland LGA, aligning with best practice standards that advocate a more “home like” atmosphere for residents – rather than traditional institutional aged care settings. Ongoing consultation with residents, visitors and staff is recommended to ensure that the aged care services on the site align with customer expectations and needs.
- Increase social connections with the surrounding neighbourhood and sustain a connected, cohesive community, including by exploring opportunities to include heritage and storytelling elements to celebrate the site’s connection to the broader East Maitland context.



## 1.0 Introduction

This social impact assessment (SIA) has been prepared by Ethos Urban to support a development application for the proposed development of a Residential Aged Care Facility in East Maitland.

### 1.1 Requirements for the assessment

This report provides a Social Impact Assessment of the proposed works to be undertaken as part of the development application for a 168 bed residential aged care facility in East Maitland. It has been prepared by Ethos Urban on behalf of Fresh Hope Care to accompany the Statement of Environmental Effects.

The assessment has been prepared in accordance with the request from Maitland City Council, requiring the preparation of a social impact assessment which identifies and analyses the potential positive and negative social impacts of the development.

The comprehensive assessment of social impacts provides an assessment and identifies the significance of the potential impacts, both positive and negative, during construction and upon operation of the proposed Residential Aged Care Facility at this location.

Mitigation measures for the likely negative social impacts and enhancement measures for the identified social benefits have been discussed, along with the identification of proposed methods for monitoring the social impacts over time.

### 1.2 Proposed development

As stated in the Statement of Environmental Effects, the Development Application (DA) seeks approval for the following:

- Site preparation and demolition works;
- Construction and use of a new 2, 3 & 4 storey residential care facility, including:
  - Lower ground level/basement parking for 24 cars;
  - 11,377.11m<sup>2</sup> of GFA, comprising 160 beds, 8 respite beds, a family room, back of house areas, administration / officers, health and wellbeing areas, communal kitchen, dining and lounge areas, training areas, recreation areas, a community kitchen and an ancillary café;
- A new entrance driveway and drop off zone from Martin Close and provision of 9 parking spaces;
- A secondary car park entry comprising 19 car spaces at rear of building and loading dock driveway;
- Emergency vehicle access from Stronach Avenue; and
- Associated landscaping works, including management of the adjacent riparian zone.

### 1.3 Background

Churches of Christ Community Care trading as Fresh Hope Care is a not-for-profit community service provider that operates a number of agencies, including residential aged care services, retirement living and community housing has been providing community care services throughout NSW since 1938. Fresh Hope Care operates 7 Independent Living Retirement Villages and 8 Residential Care Services to provide various combinations of aged care services in different locations throughout New South Wales, including Coffs Harbour, Eurobodalla, Albury, the Sydney Metropolitan Area and East Maitland.

Fresh Hope Care's Green Hills Residential Aged Care Facility (RACF) was built over 35 years ago and was designed to meet and exceed the standards and expectations for aged care during that period. The existing 60 bed Green Hills Residential Care Facility was originally constructed in 1984, with a further expansion in 1998. Since then however, the design of residential care facilities has undergone significant change. This has not only been based on medical research and advances for care of the elderly, but also vastly changed community and market expectations for the quality of aged care in Australia. Therefore, Fresh Hope Care intend to inject substantial investment in the East Maitland facility to provide increased capacity for the growing elderly community of Maitland, in a modern facility.

The vision and mission of Fresh Hope Care is:

*Meeting the needs of residents in a holistic way requires an operational model, built on a multiskilled workforce, working closely with Allied Health and medical practitioners to deliver quality outcomes in a purpose-built facility.*

*The care and wellbeing of our residents is at the core of Fresh Hope's values and our service delivery. This will not change and will be strengthened when transitioning from the existing operation into the new facility.*

*We place an emphasises on the resident with their own unique history, experiences, values and culture. The landscaping design and "feel" to the new development is supportive of the transition from rural living to care for many residents in the Maitland area and surrounds.<sup>1</sup>*

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<sup>1</sup> Fresh Hope Care (2020) *Operational Plan of Management for Residential Aged Care Facility at 7 Martin Close and 42 Stronach Avenue, East Maitland.*

## 2.0 Purpose, objectives and scope of the assessment

### 2.1 Social Impact Assessment

The purpose of this Social Impact Assessment (SIA) is to assess the impacts of the development, both positive and negative, for all stages of the project lifecycle for the community and stakeholders. This report supports Development Application (DA) for the redevelopment of the Green Hills Residential Aged Care Facility. The assessment has been prepared by Ethos Urban on behalf of Fresh Hope Care to accompany the Statement of Environmental Effects.

Social Impact Assessment involves the analysis of social changes and impacts on communities that are likely to occur as a result of a particular development, planning scheme, or government policy decision.

### 2.2 Methodology and assessment framework

The SIA involves a number of steps, including the scoping of issues; identifying and assessing potential social impacts; determining the significance of these impacts, and identifying measures to manage or mitigate potential negative impacts and enhance potential benefits.

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

#### Social Impact Assessment methodology

The assessment of social impacts has been based on the NSW DPIE *Social Impact Assessment Guideline for state significant mining, petroleum production and extractive industry development*, September 2017. It also draws on guidelines published by the International Association for Impact Assessment (IAIA), *International principles for social impact assessment* (Vanclay 2003), which defines Social Impact Assessment as:

*'The process of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment.'* (2003, p.5)

The DPIE Guideline classifies social impacts in the following way, which forms the basis for this assessment:

- Way of life, including:
  - how people live, for example, how they get around, access to adequate housing
  - how people work, for example, access to adequate employment, working conditions and/or practices
  - how people play, for example, access to recreation activities
  - how people interact with one another on a daily basis
- Community, including its composition, cohesion, character, how it functions and sense of place
- Access to and use of infrastructure, services and facilities, whether provided by local, state, or federal governments, or by for-profit or not-for-profit organisations or volunteer groups
- Culture, including shared beliefs, customs, values and stories, and connections to land, places, and buildings (including Aboriginal culture and connection to country)
- Health and wellbeing, including physical and mental health
- Surroundings, including access to and use of ecosystem services, public safety and security, access to and use of the natural and built environment, and its aesthetic value and/or amenity
- Personal and property rights, including whether their economic livelihoods are affected, and whether they experience personal disadvantage or have their civil liberties affected
- Decision-making systems, particularly the extent to which they can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms

- Fears and aspirations related to one or a combination of the above, or about the future of their community.

As outlined in the IAIA Social Impact Assessment Guideline (2015), the assessment recognises that social impacts vary in their nature and can be: positive or negative; tangible or intangible (perception based); direct (caused by planned development itself), indirect (occurring as a result of a direct impact) interdependent (affecting each other) and/or cumulative (as a result of the incremental and combined impacts of one or more projects, including the current and foreseeable future projects); experienced differently by different individuals or groups within a community, and experienced differently at the local, regional, state or national level.

Stages in the preparation of the social assessment are as follows:

- Baseline analysis of the existing socio-economic environment, involving:
  - Study area definition, including primary and secondary geographic areas likely to be impacted;
  - Review of relevant background studies and technical reports, along with relevant local and state policy frameworks;
  - Demographic analysis, including current and forecast communities.
- Stakeholder and community engagement: Findings of stakeholder and community engagement undertaken by Maitland City Council have been reviewed to identify community aspirations and values.
- Scoping of issues: Analysis of potential impacts during and post-construction, with each of the directly affected communities and other stakeholders identified in relation to the way they may be affected. Both positive and negative potential issues are identified.
- Identification of impacts as per DPIE Guideline parameters. The social impact assessment ultimately appraises the significance of each identified impact based on its duration, extent and sensitivity of impact 'receivers'. This results in a social risk rating for impacts, as per the social risk matrix shown in Figure 1 below.

			Consequence Level				
			1	2	3	4	5
			Minimal	Minor	Moderate	Major	Catastrophic
Likelihood Level	A	Almost certain	A1	A2	A3	A4	A5
	B	Likely	B1	B2	B3	B4	B5
	C	Possible	C1	C2	C3	C4	C5
	D	Unlikely	D1	D2	D3	D4	D5
	E	Rare	E1	E2	E3	E4	E5
Social Risk Rating			Low	Moderate	High	Extreme	

**Figure 1 Social risk matrix**

Source: NSW Department of Planning and Environment 2017 Social Impact Assessment Guideline (based on matrix used in Vanclay, F., et al. (2015) p.49)

### 2.3 Information sources and assumptions

Information sources used to prepare this SIA include:

- ABS Census of Population and Housing 2016
- Other ABS publications as referenced
- Hunter Regional Plan 2036 (NSW DPIE, 2016)
- State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004 (NSW DPIE, 2004)
- Community Strategic Plan 2018-2028 (Maitland City Council, 2018)

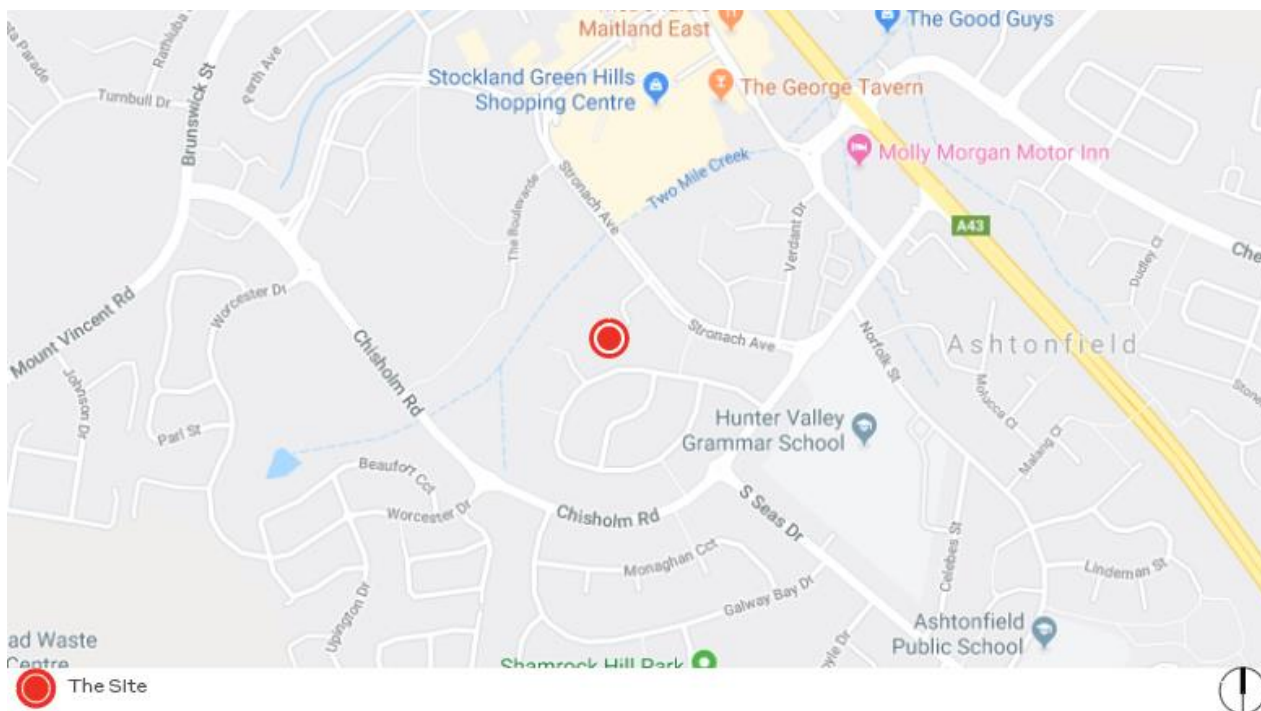
- Maitland Urban Settlement Strategy 2001-2020 (Maitland City Council)
- Community Facilities and Services Strategy (Elton Consulting 2011)
- Assumptions applied to complete this SIA include:
  - Socio-economic data for each study area accurately reflects the community demographic profile;
  - The key findings of the background studies and technical reports are accurate;
  - Outcomes of the community consultation and engagement undertaken to date accurately reflect community views, and
  - All potential social impacts to the local community and special interest groups are identified.

### 3.0 Site context

#### 3.1 The site

The site is located at 7 Martin Close and 42 Stronach Avenue, East Maitland, within the Maitland local government area (LGA). The site is located approximately 250m south of the Green Hills Shopping Centre and approximately 800m north of Hunter Valley Grammar School. The site’s immediate urban context includes low density residential dwellings and Brooklyn Park to the immediate east. Two Mile Creek intersects the site and the Fresh Hope Retirement Village to the north in an east west direction.

The site’s locational context is shown at **Figure 1**.



**Figure 2 Locational context**

Source: *Nearmap / Ethos Urban*

#### 3.1 Site Description

The site is legally described as Lot 57 in DP260833 and Lot 5 in DP258655 with an approximate area of 1.54ha. The site is owned by The Church of Christ Property Trust.

The site has a 90m street frontage to Martin Close and 18m street frontage to Stronach Avenue. The current RACF is accessible off Martin Close which connects to Stronach Avenue.





**Figure 2 Aerial map**  
 Source: Nearmap / Ethos Urban

### 3.2 Existing development

The site currently comprises a 60 bed RACF, originally built in 1984. 42 Stronach Avenue formally comprised a detached dwelling house which has now been demolished via a CDC. It is surrounded by well-established trees and maintained gardens and includes a large on-grade car park. From the carpark, pedestrian access bridge over Two Mile Creek links the site with the Fresh Hope Retirement Village. We note that this does not form part of the site to be redeveloped.



**Figure 3 Green Hills Residential Aged Care Facility, East Maitland**  
 Source: Ethos Urban.



### 3.3 Surrounding development

The following development surrounds the site:

- To the immediate north is Two Mile Creek and the remainder of the Green Hills Retirement Village, connected to the site via a concrete pedestrian bridge. Further north is the Green Hills Shopping Village and low density residential development.
- To the immediate south of the site is low density residential development and Chisholm Road which connects to the New England Highway.
- To the east is low density residential development. Further east is the New England Highway which connects East Maitland to the remainder of the remainder of the Hunter Valley region.
- To the west of the site is Brooklyn Park and a substantial area of bushland extending beyond the Two Mile Creek riparian corridor.

The surrounding development is shown in **Figure 4** and **Figure 5** below.



**Figure 4** Fresh Hope Care Greenhills Retirement Village to the north of the site and Green Hills Shopping Centre, East Maitland

Source: Ethos Urban.



**Figure 5** Surrounding low density development, East Maitland

Source: Google Street View, Ethos Urban.



## 4.0 Proposed development

### 4.1 Description of proposed development

The DA seeks approval for:

- Site preparation and demolition works;
- Construction and use of a new 2, 3 & 4 storey residential care facility, including:
  - Lower ground level/basement parking for 24 cars;
  - 11,377.11m<sup>2</sup> of GFA, comprising 160 beds, 8 respite beds, a family room, back of house areas, administration / officers, health and wellbeing areas, communal kitchen, dining and lounge areas, training areas, recreation areas, a community kitchen and an ancillary café;
- A new entrance driveway and drop off zone from Martin Close and provision of 9 parking spaces;
- A secondary car park entry comprising 19 car spaces at rear of building and loading dock driveway;
- Emergency vehicle access from Stronach Avenue; and
- Associated landscaping works, including management of the adjacent riparian zone.

The facility will feature the following:

- Residential aged care facilities (RACF) providing services to a total of 168 beds, including 160 RAC beds and 8 overnight respite beds.
- The beds will be divided into “household wings” including 16 beds each.
- The respite care units will have capacity for 20 – 25 customers.
- A wellness centre on the lower ground floor level as well as allied health facilities, surrounded by extensive landscaping and a loop maintenance track.

## 5.0 Strategic context

The following section identifies a series of social drivers for the scheme, based on a review of relevant state and local policies and strategies.

### 5.1 Key policy themes and drivers

The following section identifies the key social drivers for this site, based on a review of the key state and local policies and strategies. A summary of the key themes of this review is provided in **Table 1** below. The following documents have been reviewed:

- *Hunter Regional Plan 2036* (NSW DPIE, 2016)
- *State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004* (NSW DPIE, 2004)
- *NSW Ageing Strategy 2016-2020* (NSW FACS, 2016)
- *Community Strategic Plan 2018-2028* (Maitland City Council, 2018)
- *Maitland Urban Settlement Strategy 2001-2020* (Maitland City Council)
- *Community Facilities and Services Strategy* (Elton Consulting 2011)

**Table 1 Strategic policy review themes**

Policy theme	Key implications for social impact assessment	Relevant documents
<b>New release areas across Maitland, and growing demand for social infrastructure</b>	<ul style="list-style-type: none"> <li>• East Maitland, where the site is located, is a strategic centre identified in the Hunter Regional Plan. It is a state government priority to develop compact settlements across the Hunter region by concentrating growth in established strategic centres with access to transport, services, facilities and employment opportunities.</li> <li>• The population of Maitland LGA is forecast to increase by 12,500 residents between 2016 and 2036. The majority of growth in Maitland is taking place in urban release areas, which are distributed throughout the LGA, including surrounding the site at East Maitland.</li> <li>• To support population growth in the LGA, increased housing diversity is required, including increased supply of seniors housing.</li> </ul>	<ul style="list-style-type: none"> <li>• Hunter Region Plan</li> <li>• Maitland Urban Settlement Strategy</li> <li>• Maitland Community Strategic Plan</li> </ul>
<b>Growing demand for seniors living developments</b>	<ul style="list-style-type: none"> <li>• NSW DPIE has developed planning regulations for seniors living developments, which aim to ensure that older people, people with disabilities and those on low incomes have access to affordable and well-designed housing. The State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004 was introduced in 2004, replacing SEPP No. 5 – Housing for Older People or People with a Disability, to balance the growing demand for accommodation for older people and people with a disability with maintaining the character and feel of local neighbourhoods.</li> </ul>	<ul style="list-style-type: none"> <li>• SEPP (Housing for Seniors or People with a Disability)</li> </ul>
<b>Ageing well</b>	<ul style="list-style-type: none"> <li>• It is a state priority to ensure that all people in NSW can “experience the benefits of living longer and enjoy opportunities to participate in, contribute to and be included in their communities”</li> <li>• Older people value staying independent and mentally and physically healthy for as long as possible, and value connections to their friends and family and local neighbourhood.</li> <li>• Affordable, accessible, adaptable and stable housing contributes to the wellbeing of people as they age.</li> </ul>	<ul style="list-style-type: none"> <li>• NSW Ageing Strategy</li> </ul>
<b>Accessibility of social infrastructure</b>	<ul style="list-style-type: none"> <li>• Well-designed communities enrich the quality of life and wellbeing of residents by encouraging physical activity and social connection, including through provision of open space, recreation facilities and community facilities.</li> <li>• Community facilities, including aged care facilities, should be located in areas where there is good access to public transport</li> </ul>	<ul style="list-style-type: none"> <li>• Hunter Region Plan</li> <li>• Community Facilities and Services Strategy</li> </ul>

Policy theme	Key implications for social impact assessment	Relevant documents
	<p>services, and there is co-location with daily living needs, e.g. shops and other services.</p> <ul style="list-style-type: none"> <li>Locating community facilities in areas with like-uses i.e. close to open space, libraries will enable the creation of human activity and provide facilities that are easily accessible. This will also provide opportunities for sharing facilities (e.g. staff or infrastructure).</li> </ul>	

## 5.2 Australia's ageing population

Australia's population is ageing, with the population aged 65 and over growing significantly faster than the total population and working age populations, a trend now reflected in economic and social policy initiatives<sup>2</sup>. As seen in **Figure 4**, the growth of the population aged 65 and over will be significantly faster than the remaining population, with fastest growth for those aged 75 years and over.

**Figure 4 Australia: Population Change by Age, 2011 and Projected 2031**

	2011	2031	% Change
Total population	22,340,024	30,501,192	+ 36.5
15-64 years	15,018,500	19,255,273	+ 28.2
65-74 years	1,681,931	2,878,511	+ 71.1
65+ years	3,087,911	5,705,279	+ 84.8
75+ years	1,405,980	2,826,768	<b>+101.1</b>

Source: ABS Estimated Resident Population and 2031 Projections Series B 2031

Factors contributing to the ageing population relate to fertility rates, mortality rates, migration and the 'ageing in place' of residents. Increased longevity of the population requires consideration of the implication of increased demand for aged care, with a focus on the additional years of life that may be lived with a long-term disability. Literature also shows that older Australians have a high level of attachment to home place, not necessarily the dwelling they occupy but instead the locality in which they live. Therefore, greater importance is placed on ensuring residents are able to remain attached to their local area as their health and support needs change.<sup>3</sup>

## 5.3 Trends in aged care provision

The following section provides a brief overview of the key social issues and trends impacting the provision of aged care facilities at this location, including:

- Demand for residential aged care facilities;
- Ageing in place and age-friendly communities;
- Rising levels of dementia;
- Increased scrutiny on the quality of aged care; and
- Long term impact of COVID-19 on residential aged care facilities.

### 5.3.1 Increasing demand for residential aged care facilities across Australia

In 2013, the Living Longer Living Better aged care reforms were passed into legislation in Australia to deliver more support and care at home, with additional residential care places, responding to the changing needs of older Australians. The passing of the reforms recognised there would be a growing longer-term need for higher care residential services in Australia.

<sup>2</sup> Hugo, G (2014) *The Demographic Facts of Ageing in Australia*.

<sup>3</sup> Ibid.

Further, the prevalence of chronic diseases increases with age: as people age, they are more likely to suffer from multiple illnesses. The need for specialised care is forecast to increase dramatically over the next 50 years, with aged care providers required to assist in these specialised care needs.

The development of the proposed Residential Aged Care Facility at this site is ultimately in keeping with the Living Longer Living Better aged care reforms and trends in the demand for residential aged care.

### 5.3.2 Demand for residential aged care facilities in Maitland LGA

Fresh Hope Care commissioned a *Demand and Supply Assessment* (Marketability, 2019) to residential aged care in East Maitland to inform the development of an aged care facility at this site. This report indicates a strong level of demand for residential aged care places within 20km of the site.

There are currently seven existing residential aged care facilities within 20km of the site, supplying 616 residential aged care places in the catchment. Most of these facilities are older style, and five of the facilities have been extended to meet market demand. There are 111 residential aged care places to be delivered as part of the firm development pipeline.

Based on a benchmark of 80 residential aged care per 1000 residents aged over 70 years, there is a current (2019) undersupply of 211 places, and there will be:

- Shortage of 364 places by 2021,
- Shortage of 523 places by 2026.

### 5.3.3 Ageing in place and age-friendly communities

As reported by the Productivity Commission, in a research paper addressing the Housing Decisions of Older Australians<sup>4</sup>, older Australians prefer to age in place, with assistance for home care less costly than that of residential aged care. *The quality and location of housing can influence the physical and psychological health and social engagement*<sup>5</sup> is therefore an important consideration in the allocation and development of new housing for an ageing population.

Many older individuals have formed attachments to their neighbourhoods or family homes, which provide a significant source of security and comfort. While it has been shown that housing and care needs change as a person ages, there is a significant period in the life of an older person where there is a need for comfortable living in a home where a person can be self-sufficient.

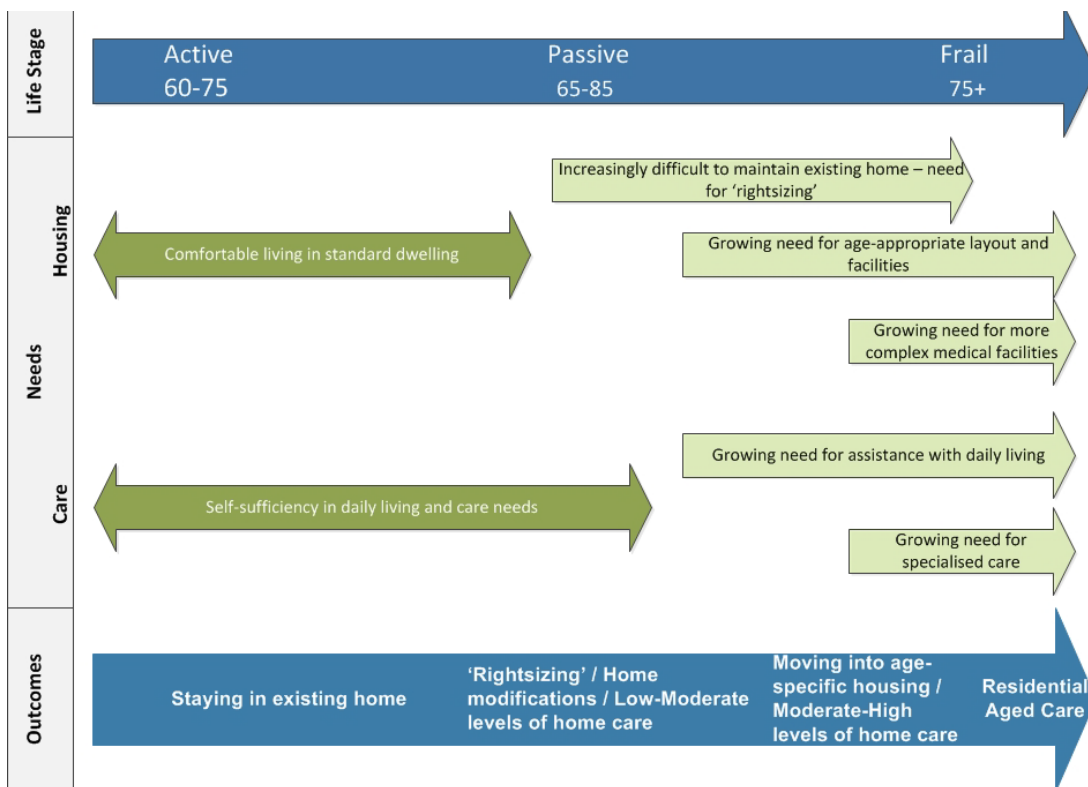
Many people will live in conventional housing for the majority of their life (up to the age of 90 years), with the capacity of a person to age in place determined by the appropriateness of the family home to their changing needs. The study found that many who move to age-specific accommodation do so much later in life.<sup>6</sup>

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<sup>4</sup> Commonwealth of Australia, Productivity Commission. 2015 *Housing Decisions of Older Australians*.

<sup>5</sup> Commonwealth of Australia, Productivity Commission. 2015 *Housing Decisions of Older Australians*. P. 4.

<sup>6</sup> Commonwealth of Australia, Productivity Commission. 2015 *Housing Decisions of Older Australians*.



**Figure 5 Housing and care needs**

Source: Australian Productivity Commission. December 2015 Housing Decisions of Older Australians.

Fresh Hope Care’s services align with the trends in aged friendly communities, assisting people to age in a community setting, connected to their local area. With close connection to the Green Hills Retirement Village, the new facility will support the overall sense of community, providing an environment that will assist residents to remain connected to their surrounding area and social connections as their needs change.

### 5.3.4 Rising levels of dementia

In 2018, there were more than 400,000 Australians living with dementia, and it is the second leading cause of death in Australia. Many residents of aged care facilities have, or will develop dementia, and require specialist care to ensure their quality of life.

Government support and intervention generally focuses on the health and care needs of people with dementia, rather than their social needs. Recent research by Alzheimers Australia has highlighted that many people living with dementia experience social isolation and stigma and give up work and other activities that they enjoy, including hobbies, shopping and sport.

In communities with a high number of older people, there is a need to develop “dementia friendly communities”:

*“The goal is to create places where people with dementia are supported to live a high quality of life with meaning, purpose and value. Every community will look different but may include:*

- *Businesses that have staff who are trained to understand dementia and know how to communicate well with people who have dementia*
- *Volunteering and employment opportunities for people with dementia*

- *Memory cafe's, choirs, walking groups, sporting clubs and social groups that are welcoming and inclusive of people with dementia.*<sup>7</sup>

Some local government areas, including Port Macquarie-Hastings, with high levels of older people are investigating developing "dementia friendly communities".

### 5.3.5 Increased scrutiny on quality of aged care

In the 2017-18 financial year, more than 1.2 million Australians accessed some form of aged care service, including home support, residential aged care and home care.<sup>8</sup> Residential care is the most resource-intensive category of aged care, providing higher level care to older people with complicated medical needs, those in the last years of life, and people who can no longer live independently in their own homes.

A large proportion of aged care residents are 90 and over. This reflects the increasing preference of older Australians to remain in their own homes longer, and only moving into residential care when home care is no longer adequate. Many of these residents are physically frail and vulnerable and may be experiencing dementia or other illnesses that reduce their independence at home and in their communities.

The aged care sector in Australia is large and growing, but currently undergoing significant review. In October 2018, a Royal Commission into Aged Care Quality and Safety was established to hear evidence from families, medical experts, aged care bodies and unions regarding the quality of aged care across Australia. The Commission is currently underway, and initial evidence has highlighted that the sector is seen to be under-resourced and under-paid.

Key issues that have been raised at the Commission include:

- Perceived overuse of chemical restraints to sedate or restrict the movements of difficult residents;
- Many older Australians are fearful of entering aged care, and
- The broader aged care sector is generally under-resourced and poorly paid and requires a significant funding boost.

### 5.3.6 Long term impact of COVID-19 on residential aged care facilities

While the long term impact of COVID-19 on residential aged care facilities is uncertain, communal living, chronic disease and the older age of most residents of aged care facilities very vulnerable to the health risks of COVID-19 and other pandemics in the future.

The Australian Government has recently issued physical distancing guidelines to protect residents of aged care facilities from COVID-19, including:

- No more than two visitors per resident per day
- No children under 16
- No "non-essential" visitors, including hairdressers, allied health professionals, musicians and volunteers' visits should take place in residents' rooms or outdoors

Even as COVID-19 restrictions relax, aged care providers will be forced to balance the health risks posed by COVID-19 with residents' rights to social engagement and the mental and physical health risks posed by loneliness and social isolation, including high blood pressure, cardiovascular disease, disability, cognitive decline, depression and early mortality. Disruption to familiar routines and decreased access to communal and visitors can also have a negative impact on quality of life for residents, particularly those with dementia.<sup>9</sup>

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<sup>7</sup> Alzheimers Australia 2014, *Living with dementia in the community: Challenges and opportunities*, [https://www.dementia.org.au/sites/default/files/DementiaFriendlySurvey\\_Final\\_web.pdf](https://www.dementia.org.au/sites/default/files/DementiaFriendlySurvey_Final_web.pdf)

<sup>8</sup> Donegan & Jeyaratnam 2019, "Nearly 2 out of 3 nursing homes are understaffed. These 10 charts explain why aged care is in crisis," *The Conversation*, May 6 2019 <<https://theconversation.com/nearly-2-out-of-3-nursing-homes-are-understaffed-these-10-charts-explain-why-aged-care-is-in-crisis-114182>>

<sup>9</sup> Laging, B & Doyle, C 2020, "Virtual karaoke and museum tours: How older people can cope with loneliness during the coronavirus crisis," *The Conversation*, March 20, 2020 <<https://theconversation.com/virtual-karaoke-and-museum-tours-how-older-people-can-cope-with-loneliness-during-the-coronavirus-crisis-133771>>

Contemporary residential aged care facilities will need to be flexibly designed to enable physical distancing and minimise other potential long term health risks to residents, while enhancing social connection between residents, staff and visitors.

## 6.0 Local social context

### 6.1 Key findings

The review of the local social context of the site highlights the following considerations for the proposed development:

- There will be moderate population growth across Maitland LGA for the next 20 years. The 70 to 74-year age group is expected to experience the largest increase between 2016 and 2036.
- There will be a growing demand for good quality residential aged care facilities in East Maitland, Ashtonfield and the Maitland LGA, as the area is characterised by an ageing population. There will be a need to consider diverse housing options as well as high quality facilities and services which cater to the ageing population.
- There will be a need to consider services and facilities that meet the needs of significantly older and higher needs people living with dementia and other chronic diseases (the age cohort that will experience the highest proportion of population increase between 2016 – 2036, is those people aged 85 years and over).
- The site is close to a range of social infrastructure that will support residents and staff of the site, including open space, public transport, Green Hills Shopping Centre and East Maitland Library. In addition, the new Maitland Hospital, currently under construction is located in the nearby suburb of Metford. Upon completion the new hospital will provide emergency services, intensive care, medical and surgical services as well as day chemotherapy, mental health, rehabilitation and ambulatory care.

### 6.2 Current community profile

This section provides an overview of the key demographic characteristics of the local community. It considers the population profile for the East Maitland and Ashtonfield and compares them to Regional NSW. The demographic data has been drawn from the Australian Bureau of Statistics (ABS) 2016 Census and has been aggregated from the Statistical Area level 1 comprising the two study areas.

The data analysed in this section provides a general overview of the local demographic characteristics as well as reflecting specific characteristics linked directly to an ageing population, older people and people with disability.

#### Population and age structure

The estimated resident population of East Maitland grew at a rate of 1.1% between 2011 and 2019, from 11,800 residents in 2011 to 12,860 residents in 2019. Over this same period, Ashton also grew but at a lower growth rate of 0.8%. In 2011, the population of Ashton was 5,550 residents and increased to 4,880 residents by 2020.

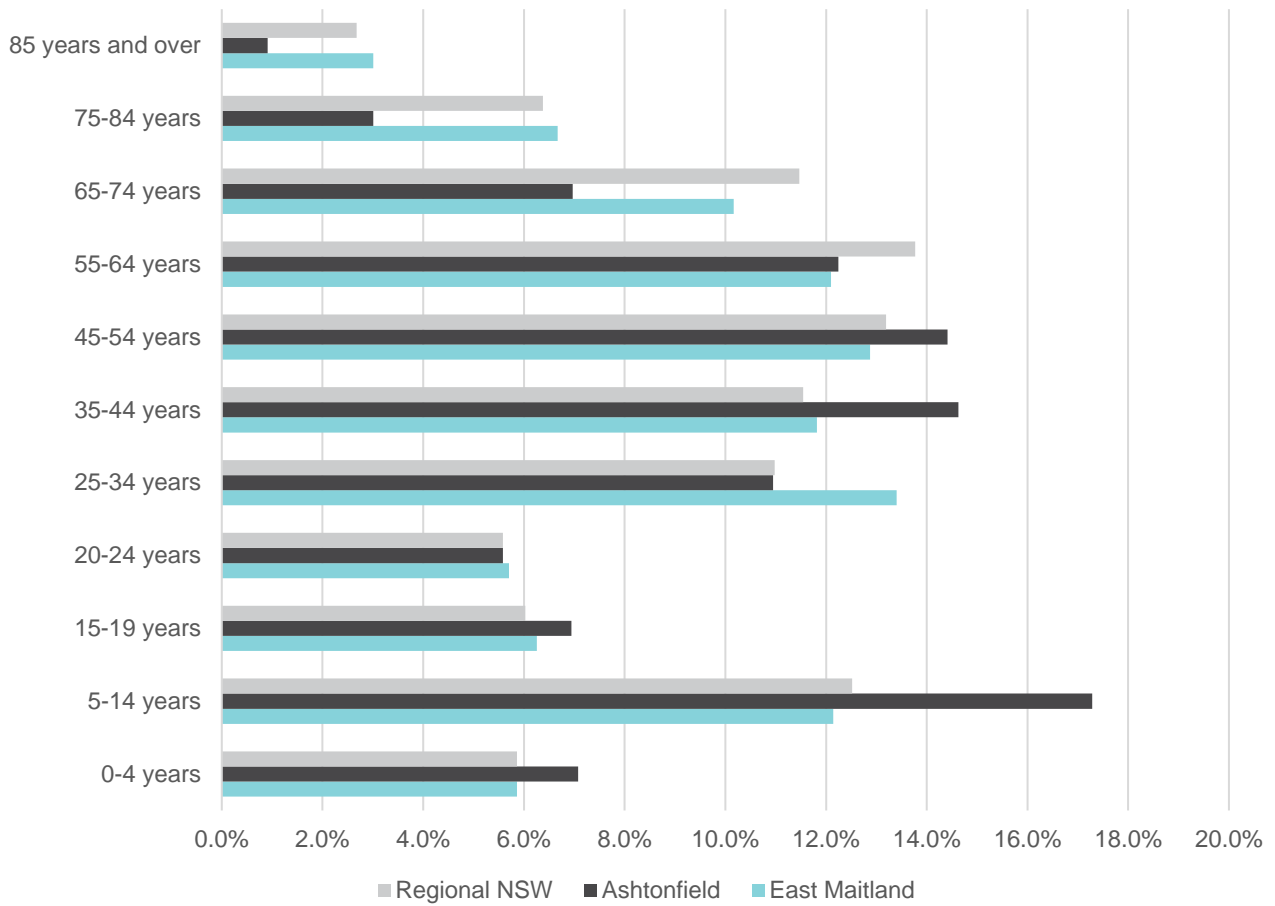
Approximately 48.6% of residents were males in East Maitland, while 49.1% were males in Ashtonfield. This was comparable to the share of males in Regional NSW at 49.2%.

The population of East Maitland is relatively older than Ashtonfield but slightly younger than Regional NSW. In 2016, the median age of East Maitland was 40.1 compared to 36.3 in Ashtonfield and 42.0 in Regional NSW. The age structure of East Maitland, Ashtonfield in comparison with Regional NSW, is shown in **Figure 6**. Key points are as follows:

- 31.9% of residents were aged 55 years and over in East Maitland compared to Ashtonfield (23.1%) and Regional NSW (34.3%).
- Almost a quarter of residents (24.3%) in East Maitland were aged under 20 years old, this was comparable to Regional NSW (24.4%) but well below the share in Ashtonfield (31.3%).



**Figure 6 Age structure, 2016**



Source: ABS Census 2016

A look at the change in age structure between 2011 and 2016, reveals that the population of both East Maitland and Ashtonfield has aged significantly, with relatively large increases in the number of residents aged 65 years and over. This is highlighted in **Table 2** over page.

**Table 2 Age structure 2011-2016 percentage change**

Five year age groups (years)	East Maitland (percentage change 2011-2016)	Ashtonfield (percentage change 2011-2016)
0 to 4	22.8%	-7.3%
5 to 9	26.1%	16.0%
10 to 14	6.8%	10.3%
15 to 19	13.8%	2.9%
20 to 24	9.7%	13.0%
25 to 29	39.1%	-5.8%
30 to 34	30.8%	-3.2%
35 to 39	10.3%	-7.2%
40 to 44	3.3%	6.0%
45 to 49	13.2%	9.1%
50 to 54	7.3%	6.1%
55 to 59	1.3%	17.0%
60 to 64	13.3%	1.1%
65 to 69	28.1%	49.1%
70 to 74	25.9%	26.0%
75 to 79	3.3%	14.7%
80 to 84	17.9%	1.3%
85 and over	-8.4%	21.2%

Source: ABS Census 2016, compiled and presented by .id demographic consultants & Ethos Urban

### Household and dwelling characteristics

The household profile of East Maitland and Ashtonfield is as follows:

- In 2016, East Maitland a little over half of households were family households (66.7%) compared to 84.7% in Ashtonfield. By comparison, the share of household families in Regional NSW was 69.2%.
- The share of lone person households in East Maitland was above average at 30.8%. This compares to 14.1% in Ashtonfield and 27.6% in Regional NSW.
- East Maitland also had a relatively high share of group households at 2.5% compared to 1.1% in Ashtonfield but slightly below that of Regional NSW (3.2%).

The dwellings structure profile of East Maitland and East Ashtonfield is as follows:

- A significant majority of dwellings were separate houses in both East Maitland (76.9%) and Ashtonfield (94.3%). By comparison, the share of separate houses in Regional NSW was 82.9%.
- East Maitland recorded a relatively high share of dwellings that were semi-detached, row or terrace house, townhouse at 15.3%. This was significantly larger than the share in Ashtonfield (5.7%) and Regional NSW (9.2%).

### Cultural and linguistic diversity

In 2016, 3.5% of residents in the East Maitland and 16.2% of residents in Ashtonfield spoke a language other than English at home, compared with 5.5% of residents in Regional NSW. A summary of languages spoken at home other than English is provided in the table below.

**Table 3 Top 5 languages spoken at home other than English**

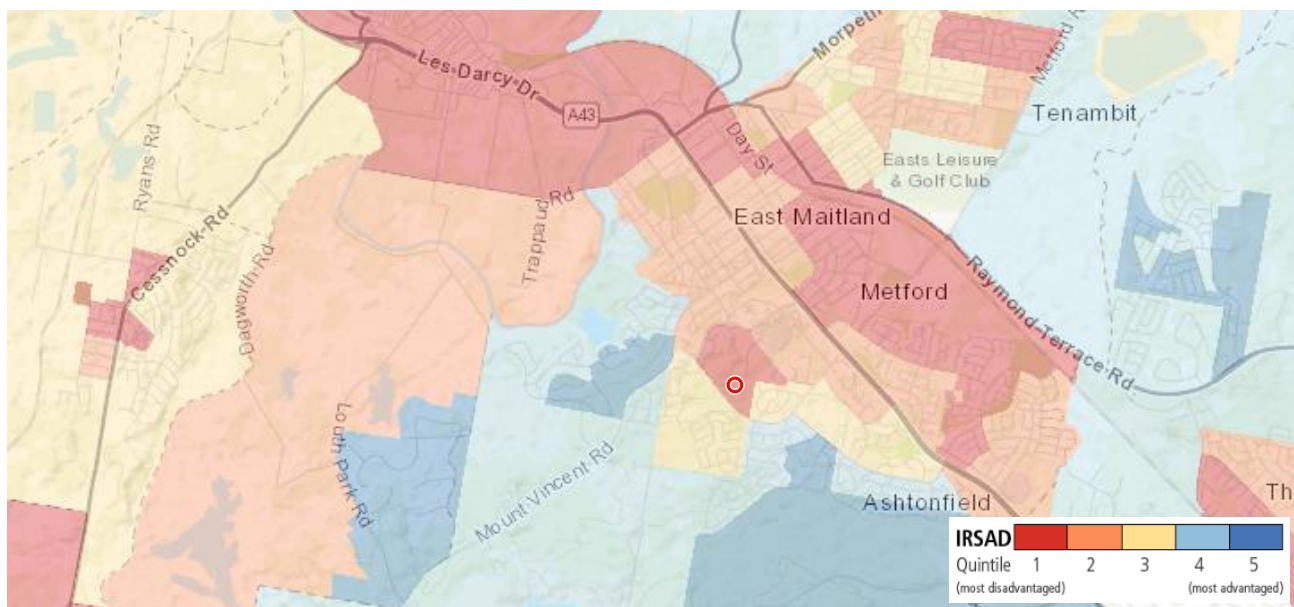
East Maitland	Ashtonfield	Regional NSW
Punjabi (0.4%)	Cantonese (1.4%)	Italian (0.5%)
Mandarin (0.3%)	Urdu (0.7%)	Mandarin (0.4%)
Filipino (0.2%)	Arabic (0.4%)	Macedonian (0.4%)
German (0.2%)	Tamil (0.4%)	Arabic (0.2%)
Cantonese (0.2%)	Vietnamese (0.3%)	German (0.2%)

Source: ABS, 2016; Ethos Urban

In 2016, 92.7% of residents in East Maitland and 90.4% of residents in Ashtonfield were born in Australia, compared to 89.3% of residents in Regional NSW. 4.3% of residents in East Maitland were Aboriginal and Torres Strait Islanders, compared to 3.1% in Ashtonfield and 5.5% in Regional NSW.

### Relative advantage and disadvantage

In 2016, the Maitland LGA had an index of Relative Socio-Economic Advantage and Disadvantage (ISRAD) of 966. Specifically, East Maitland, had an index of 958, while Ashtonfield had an index of 1043. The suburb and broader LGA has a significantly higher level of disadvantage when compared to some parts of Regional NSW, which has pockets of disadvantage, particularly in the north of the state. As shown in **Figure 7**, the Maitland LGA is not homogenous, the area featuring pockets of both advantage and disadvantage. For the site itself, it has an index score of 873, which is among the lowest in the LGA and Regional NSW.



**Figure 7 ISRAD score for site**

Source: Australian Bureau of Statistics SEIFA 2016 & Ethos Urban

### Tenure and housing costs

In 2016, 31.3% and 31.1% of dwellings were owned outright in East Maitland and Ashtonfield, respectively. This share was below that of Regional NSW's share at 38.7%.

A higher share of dwellings were being rented in East Maitland (36.3%) compared to Ashtonfield (22.4%). While this share was slightly above the share of Regional NSW (28.9.1%). Of these dwellings being rented in East Maitland, 18.6% were social housing. Well above the share in Ashtonfield (4.0%) and Regional NSW (13.2%).

### **Weekly household income**

In 2016, median household income in East Maitland was below that of both Ashtonfield but slightly above the median in Regional NSW. The median income of households in East Maitland was \$61,960, which was around 1.2% above that of Regional NSW's at \$61,200. The median household income in Ashtonfield was \$97,800, around 32.3% greater than Regional NSW's median household income, and significantly above the median in East Maitland.

### **Need for assistance**

In East Maitland approximately 6.6% of residents are in need of assistance compared to 4.0% of residents in Ashtonfield.

## **6.3 Forecast community profile**

The following section describes the forecast community profile for the Maitland LGA, based on both forecasts that do not take account of the proposed development, and forecasts that reflect the growth and development associated with the proposed development.

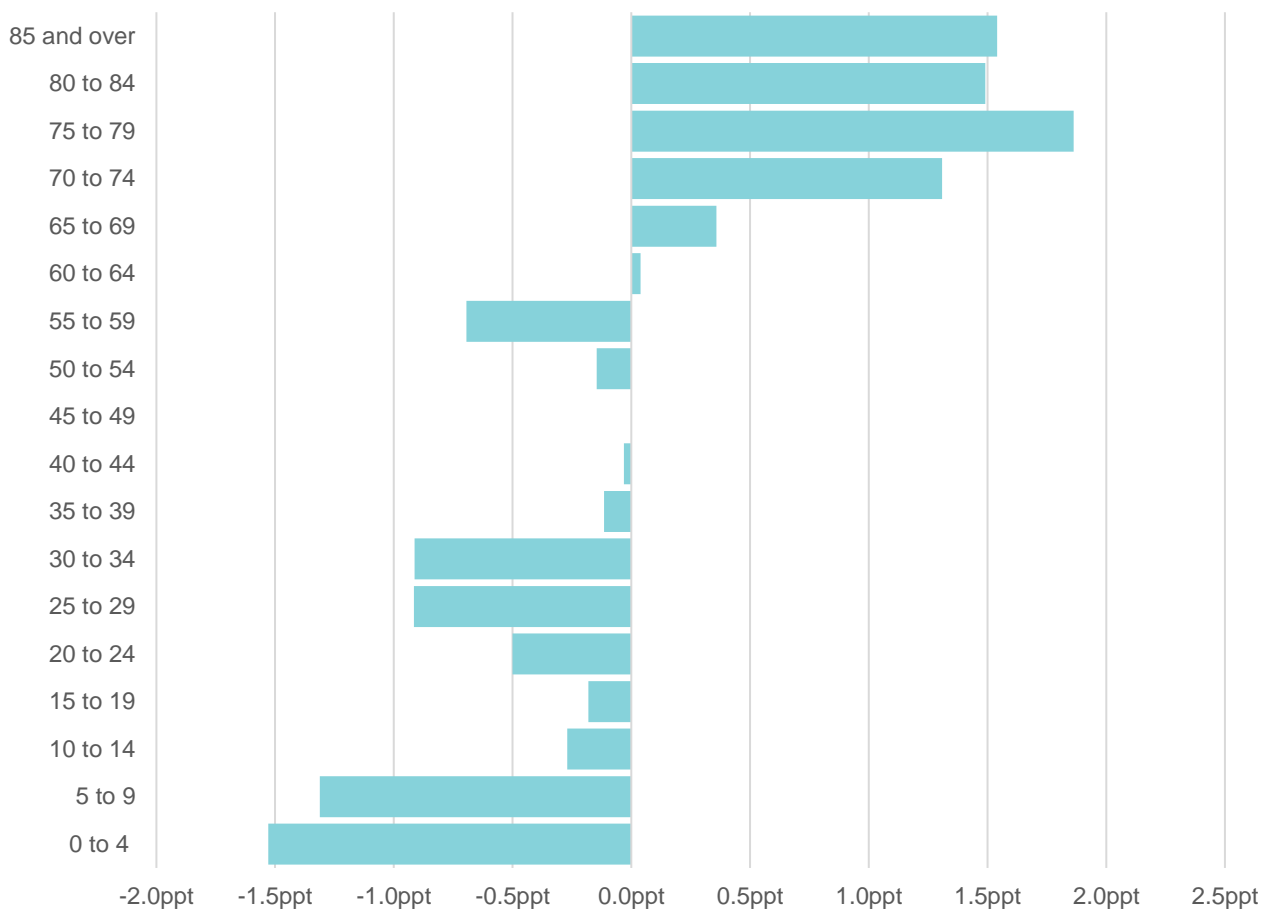
### **Forecast growth and development**

According to NSW Department of Planning and Environment projections, the population of Maitland LGA is forecast to grow from approximately 84,970 residents in 2019 to 107,870 residents in 2036 (an average annual growth rate of 1.4%).

The demographic mix of the Maitland LGA is forecast to change significantly between 2016 and 2036.

The population is projected to become much older, with the share of persons aged 60 and above increasing, while the share of residents aged below 45 projected to decline. Significant declines are in persons aged below 10 years old, which indicates a decline in the number of couple households with children (see **8** below). At the same time, the share of lone person households and couple only households is projected to increase.

The average household size is expected to decrease from 2.6 (2016) to 2.5 (2036).



**Figure 8 Projected change in share of population for each age group (percentage point change, 2016 to 2036)**

Source: Department of Planning, Industry and Environment; Ethos Urban

### 6.4 Local social infrastructure

A review of local social infrastructure has been undertaken to inform this SIA. This review has identified and mapped social infrastructure within a local catchment of 800m from the site, a distance equivalent to a 10-15 minute walk (refer to **Figure 9**). Social infrastructure has been grouped into the following categories:

- Aged Care facilities,
- Health facilities,
- Community facilities,
- Libraries,
- Places of Worship;
- Open spaces and recreation facilities,
- Education,
- Public transport.

#### Aged care facilities

The *Demand and Supply Assessment* completed by Marketability (2019) identified that within a 20km radius of the site, there are seven existing residential aged care facilities (RACFs) comprising a total of 616 places. These are

mainly older RACFs, with one new RACF offering 144 places. Five of the existing facilities have had extensions or refurbishments to meet market demand.

### **Health facilities**

There is health facility within walking distance of the site: Maitland Private Hospital. The hospital provides general surgery, ear, nose and throat specialists, orthopaedics, oncology, rehabilitation, mental health services and other specialities by both inpatients and day patients. The East Maitland – Lower Hunter Community Health facility is located in walking distance of the site, at 58 Stronach Avenue. Community health services are provided along with post-acute care nursing, a day care centre, child and family health service, footcare, dietetics, drug and alcohol services, health promotion activities.

### **Community facilities**

Shamrock Hill Multipurpose Centre is the closest community facility to the site.

### **Libraries**

East Maitland Library is located within 10 minutes' walk of the site.

### **Places of worship**

There is one place of worship within walking distance of the site: Living Hope Maitland Church of Christ.

### **Open space and recreation facilities**

The site is located adjacent to Brooklyn Park, and within walking distance of several other open spaces, including sports fields at Shamrock Hill.

### **Schools**

The site is within walking distance of Hunter Valley Grammar School.

### **Public transport**

There are bus stops adjacent to the site, serviced by Route 181 - Rutherford to Woodberry via Aberglasslyn, Maitland, Stockland Green Hills & Beresfield. This route which connects Green Hills RACF to surrounding local centres.



**Figure 9 Social infrastructure map**

Source: Ethos Urban

## 7.0 Stakeholder and community engagement

### 7.1 Key findings

- Residents and staff strongly value the existing facility, in particular the facility's proximity to daily living needs, as well as connection to the surrounding landscape.
- Residents would value increased opportunities to connect with the surrounding community, and with each other, including via night-time activities and gardening.
- Residents and staff would value an increased diversity of spaces within the facility, including smaller spaces for private conversations with family, and semi-private gatherings both indoor and outdoor.

### 7.2 Stakeholder and community engagement activities undertaken to date

In 2019, Hoyne, a place visioning firm, undertook consultation with staff and residents of the existing Green Hills Residential Aged Care facility to understand the values and aspirations of existing residents of the site. Hoyne hosted three focus groups in June 2019 for the following stakeholder groups:

- Residents of independent living units
- Residents of residential aged care facility (with family)
- Staff.

Fresh Hope Care has also coordinated project meetings and collaboration with Hoyne and Group GSA, the architects for the scheme to ensure that community and stakeholder perspectives are reflected in the scheme.

In May 2020, Ethos Urban also held two stakeholder meetings with Fresh Hope Care to discuss the project in detail and to understand their aspirations for the project.

### 7.3 Outcomes of stakeholder and community engagement to date

Community and stakeholder engagement undertaken to date has identified a range of community values, perspectives and aspirations to be taken into consideration through the design and planning of the proposed development.

The following aspects of the existing development are strongly valued by residents:

- Connection with bushland and gardens, including wildlife watching,
- Walkability,
- Beauty and peacefulness of the site.

The following aspects of the Maitland LGA are valued by residents and staff:

- Proximity to beach, vineyards, the bay, the local shops, and Sydney,
- Proximity to Maitland community, as many residents are involved in local charity work, clubs and associations,
- Proximity to local network of friends and family in the area.

Feedback from stakeholders is summarised in **Table 4** below.

Stakeholder consultation with Fresh Hope Care highlighted that the organisation has a commitment to making the transition from the existing facility to a redeveloped facility as supportive as possible, and they are committed to supporting the community throughout the transition. Fresh Hope Care have indicated they are aware of the impacts during this transition phase but are committed to upgrading the facility to meet current best practice standards.



**Table 4 Stakeholder engagement outcomes**

Stakeholder group	Key themes of consultation	Key “place” opportunities identified
Residents of the Independent Living Units	<p>This group would value:</p> <ul style="list-style-type: none"> <li>• Activities past 5pm, such as happy hour, movie nights.</li> <li>• Opportunities to integrate the community with the site, such as a pool for family and residents, a program with a local school or university, educational talks.</li> <li>• Opportunities to contribute to the onsite community via gardening or a Men’s Shed program.</li> </ul>	<ul style="list-style-type: none"> <li>• Parking across the site has to be addressed especially the ILU residents - long way for visitors to walk across site.</li> <li>• Adding activity to the ground plane. e.g.: mini golf, croquet, boardwalk through the bush or adding incremental exercise opportunities.</li> </ul>
Residents of the Residential Aged Care Facility	<ul style="list-style-type: none"> <li>• Residents love the surrounds and outlook of the existing facility and want to ensure this is retained.</li> <li>• Residents value consistent core staff - helps establish trust and connections.</li> <li>• Residents often see staff stressed and stretched too thin, residents and family drew the conclusion that the place is understaffed.</li> <li>• Some residents take up the activities put on. Residents are keen to see people of all abilities and personality types to participate.</li> <li>• Residents value opportunities to leave the site a few times a week, either as part of trips coordinated by Fresh Hope Care or by their families.</li> </ul>	<ul style="list-style-type: none"> <li>• A variety of small break out spaces to have a private conversation with family, not in your bedroom.</li> <li>• An indoor/outdoor space for all weather.</li> <li>• Integrate a feedback process for activities/food and suggestions.</li> </ul>
Staff	<ul style="list-style-type: none"> <li>• The staff really enjoy working here, they love helping the residents and are motivated by getting to know the residents over many years and seeing the difference they make to their life.</li> <li>• Many of the staff said that the best part of their job is working with people who lend a hand, no matter their role. The feeling that everyone genuinely cares for the residents.</li> </ul>	<ul style="list-style-type: none"> <li>• Places for staff and residents to reflect - a variety of spaces indoors and outdoors for quiet conversations.</li> <li>• Internal bureaucracy, autonomy to make decisions or improvements.</li> <li>• Internal communication: simple improvements in technology could alleviate a number of staff and resident communication issues e.g.: maintenance requests, scheduling, and communication between teams etc.</li> <li>• Creating more tactile places - with texture, colour, sights and smells. e.g.: A barista making coffee for an hour a day.</li> <li>• A gym for residents and staff - wellbeing for both residents and staff is a high priority.</li> </ul>

Source: Hoyne, 2019.

## 8.0 Social Impact Assessment

### 8.1 Introduction

The following section describes the potential social impacts of the development – positive and negative – both during construction and operation.

It is noted that the social impacts of the development will be experienced differently by different parts of the community. Key affected communities include:

- Future residents, workers and visitors to the proposed development;
- Local residents;
- Adjacent neighbours, and
- Broader community in the locality.

It is also noted that this Social Impact Assessment has been developed primarily via a desktop review, also drawing on the outcomes of prior community consultation undertaken to date and refined through targeted discussions with key stakeholders.

### 8.2 Impact assessment framework

This Social Impact Assessment provides a response to the intent, objectives and principles outlined in the International Association for Impact Assessment's (IAIA) International Principles for Social Impact Assessment guideline (2003). This framework has been applied to the identification, consideration and assessment of the social impacts associated with the proposed development.

The IAIA's SIA guidelines set out a series of principles to guide consideration of social elements, within the practice of environmental impact assessment. The document defines Social Impact Assessment as:

*“The process of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment.”*

The document identifies eight key factors as a means of identifying, conceptualising and defining social impacts of a project, these being:

- People's way of life: how they live, work, play and interact with each other on a day-to-day basis;
- Their culture: in terms of their shared beliefs, customs, values and language or dialect;
- Their community: its cohesion, stability, character, services and facilities;
- Their political systems: the extent to which people are able to participate in decisions that affect their lives, the level of democratisation that is taking place, and the resources provided for this purpose;
- Their environment: the quality of the air and water people use; the availability and quality of the food they eat; the level of hazard or risk, dust and noise they are exposed to; the adequacy of sanitation, their physical safety, and their access to and control over resources;
- Their health and wellbeing: health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity;
- Their personal and property rights: particularly whether people are economically affected, or experience personal disadvantage which may include a violation of their civil liberties, and
- Their fears and aspirations: their perceptions about their safety, their fears about the future of their community, and their aspirations for their future and the future of their children.

This SIA responds to the intent, objectives and principles outlined by the IAIA. The social factors identified above have therefore guided the identification, consideration and assessment of the social impacts associated with the project.

### 8.3 Impact assessment

The following provides an assessment of the key potential social impacts and positive benefits of the proposal, with comment on the likelihood of impact, duration, spatial extent, level of significance and severity and scale.

Recommended responses have been provided – including enhancement or mitigation measures that may be taken.

### 8.4 Way of life

#### Potential impacts

##### *During construction*

- Changes to way of life for current residents of the aged care facility, who will be displaced by construction activity to enable redevelopment of the site. Only a limited number of staff and residents can be retained at The Lodge during the construction period, and the remainder of residents and staff will need to be transitioned to other facilities in the local area. Many current residents of the site will be experiencing cognitive decline (including dementia) and disability and are highly sensitive to changes in routine and setting. Disruption to daily living routines has the potential to have significant impacts to wellbeing for these residents.
- Changes to way of life for current staff of the aged care facility, who will need to be transitioned to employment opportunities at other aged care facilities across the local area. This would result in disruption to daily routines, potentially increased inconvenience, longer travel times. It may also disrupt social networks and connections associated with the existing Green Hills Residential Aged Care Facility, particularly where residents have established relationships with staff.
- Changes to way of life for families and friends of current residents of the aged care facility, as existing residents will be transitioned to other aged care facilities in the area, resulting in increased travel times, inconvenience and disruption to daily routines.
- Loss of employment opportunities at the site during the construction period, noting that Fresh Hope Care has committed to transitioning existing staff to other facilities in the area.
- Increased inconvenience and disruption to daily life for neighbours surrounding the site and visitors to Green Hills Shopping Centre, associated with increased noise, dust and vibration due to construction activity, as well as increased traffic movements and congestion.

##### *During operation*

- Positive way of life impacts associated with improved connectivity and access across the site, resulting in increased convenience for residents and staff. The proposed redevelopment would integrate the two sides of the site, enabling improved mobility and access for residents across the site, and an extension of the existing footpath on Stronach Avenue is proposed, to allow for access to the facility and to improve connectivity to the site. Accessible developments assist in fostering inclusive communities, ultimately creating an environment that fosters healthy active living and greater health and wellbeing for local communities. The improved layout of the site will assist in encouraging clear delineation of spaces, pathways and access points, safer street networks to allow for residents (including those with cognitive impairment) to feel safe and secure when navigating the site.
- Positive way of life impacts for residents and staff associated with improved quality of aged care facilities and enhanced layout of the site, which would result in greater convenience and more enjoyment of daily living routines. The proposed redevelopment will deliver a state-of-the-art aged care facility, including an enhanced diversity of indoor and outdoor spaces for programming and socialising, private and semi-private spaces for residents to connect with each other and visitors, rooms with ensuites for improved convenience and enhanced street layouts within the development. These improvements will also enable Fresh Hope Care to align with contemporary best practice standards for aged care, and will enable staff to implement physical distancing and other aged care facility requirements that may arise, noted to be of particular relevance given the recent COVID-19 outbreak.

## Potential impacts

- The development of the proposed Residential Aged Care Facility would increase the quantity and diversity of local employment opportunities, temporarily or permanently. The number of employment opportunities on the site is forecast to increase to 133 FTE a result of the redevelopment.

## Responses / mitigation measures

- Implement transition plan to ensure that movement of residents and staff between facilities is as seamless as possible, and disruption to staff and residents is minimised. This has been discussed with Fresh Hope Care who has identified commitment to:
  - The wellbeing of existing staff at Green Hills Residential Aged Care facility is a priority. Staff will be supported through a well-developed change management and transition strategy as part of the redevelopment and construction of the new facility. This strategy includes the provision of established employee support programs to assist staff with change,
  - Effectively transitioning all residents to alternative accommodation, in consultation with their families. For residents who do not wish to be transitioned, there will be limited accommodation retained onsite, at The Lodge.
- Regularly communicate with residents, their families, and staff to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided.
- During construction, opportunities should be explored to identify key viewing points for members of the public, interested in observing construction operations and progress of the development.
- Develop an operational plan of management to address:
  - Management of residents’ transition between different care types;
  - Regular review and quality audit of aged care services to maintain quality of care;
  - Complaints and comments handling procedures;
  - Programming of communal spaces within the development;
  - Safety and security of residents, including those with dementia;
  - Maximising opportunities for residents to be independent.
- Consider opportunities to enhance pedestrian connections between the site and surrounding social infrastructure to ensure that residents are able to easily access surrounding facilities (e.g. ensuring surrounding walking paths are level and well-maintained, there are frequent resting places).
- Design elements of the redevelopment should also have regard to dementia-friendly design principles, including clear wayfinding, rails and seating and sensory gardens.
- It is essential that any new accessways and connection points to the site are designed to enhance the connectivity to the surrounding neighbourhood (e.g. East Maitland Library, Green Hills Shopping Centre). Consultation has indicated that residents value opportunities to leave the site and visit the surrounding neighbourhood.
- It is recommended that newly developed private open spaces are clearly delineated from the semi-private and public spaces throughout to promote improved perceptions of safety.
- It is recommended that local businesses are encouraged to promote their services to new residents. The redevelopment of the site should promote local contracts for construction.

## Summary

Overall impact	Overall improved access to aged care facilities will create a high positive impact on staff, current and future residents, and older people in the Maitland LGA. The redevelopment of the site, if impacts associated with transition are well mitigated, will ensure positive social outcomes for the community.
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Potential impacts	
	Negative social impacts associated with way of life are high during construction, but low during operation: <ul style="list-style-type: none"> <li>• Construction: B3 (likely moderate)</li> <li>• Operation: D1 (unlikely minimal)</li> </ul>
Duration	Short term construction impacts (including transition of staff and residents) with longer term positive impacts associated with improved facilities and layout.
Likelihood of impact	Most likely to positively impact residents, staff and visitors, as well as surrounding residents.
Spatial extent	Access to improved aged care facilities will impact residents within 20km of the site, as per the market assessment (Marketability, 2019).
Sensitivity/importance	High sensitivity to impacts, as changes to way of life will impact older people, including frail aged residents and people with cognitive impairment, including dementia – a vulnerable group who may be more sensitive to changes to routine.
Severity/scale	Moderate change associated with development of the site as it currently functions as an aged care facility, and the proposal will expand the facility and change its layout.
Ability to adapt	Once practices and programs are revised, particularly considering the wellbeing and daily routine benefits associated with the facility, there is a high ability for residents and staff to adapt to new facilities.

## 8.5 Community, including its composition, cohesion, how it functions and sense of place

### Potential impacts

#### *During construction*

- The construction period will disrupt the existing community of Green Hills RACF, including:
  - Impacts to composition: the majority of existing residents will be relocated from the site, changing the community profile significantly.
  - Impacts to cohesion: as most residents will be relocated from the site, existing social ties between residents and with staff will be disrupted in the short term. As many residents will have limited mobility and independence, it will be hard for them to maintain these ties through social visits etc. after relocation takes place.
  - A change to the local community may be experienced during construction, with increased construction workers in the local area, utilising the neighbouring shopping centre and surrounds.
  - Impacts to how the community functions: the population on the site will decrease significantly in the short term, and existing residents will be relocated offsite or to The Lodge during construction, which will change daily routines and existing community connections.
  - Impacts to sense of place: some residents, staff and their families will have connections, narratives and memories associated with the site that will be disrupted by the redevelopment.

#### *During operation*

- The development will result in a permanent increase in housing diversity in the area, and an increase the number of older persons living with East Maitland suburb. However, there is already a large residential aged care facility at the site, so the proposal will not have a significant impact on the overall community profile of East Maitland.

## Potential impacts

- Enhanced community interactions at the site, which may result in improved community cohesion. Improved permeability and integration with the East Maitland at various scales will allow for greater exchange between residents, visitors and the general public. In particular, the three clearly defined types of spaces, public place, semi-public and private spaces, will allow for residents and visitors to interact and engage with shared amenities. Consultation with residents indicated that they would value increased opportunities to have private conversations and gatherings on site with families and friends.
- Improved integration with East Maitland local centre, potentially result in increased social interactions and strengthening community networks. The site is adjacent to Green Hills Shopping Centre, and the redevelopment will increase connections to this centre and other surrounding social infrastructure for residents, which may encourage them to visit shops and other facilities and interact with the broader community. Consultation with residents indicated that they strongly value opportunities to interact with the community and enter new settings a few times a week, and this is likely to be enabled through the improved layout.
- Increased opportunities to improve community cohesion within facility, for example through programming opportunities and spaces (e.g. small break out areas, lounges and dining rooms) that connect ILU residents and RACF residents. In particular, ILU residents have indicated during consultation they want opportunities to contribute towards the facility e.g. via volunteering, gardening, operating a men's shed for residents.
- Increased opportunities to age in place in Maitland LGA, contributing to enhanced community cohesion. This redevelopment will enhance the capacity of the site and enable older residents of East Maitland to find appropriate accommodation within their suburb. This will support older people to remain close to their established social networks as they age in place.

## Responses / mitigation measures

- It is considered appropriate to ensure effective relocation strategies are in place for existing residents within Green Hills RACF to ensure a smooth transition from the current housing arrangements to the newly developed homes.
- Design concepts should ensure seamless transition of public and private spaces, ensuring the overall objectives of the redevelopment scheme are achieved.
- The creation of shared spaces for residents is encouraged however, careful consideration should be given as to how these spaces are managed.
- Multiple uses of the shared spaces should be incorporated within the design concept, to allow a range of activities at one time.
- Explore opportunities for a broader range of events for residents, including after-hours events (e.g. happy hour), that can be hosted in the facility.

## Summary

<b>Overall Social Risk Rating and social benefit</b>	There is overall positive social benefit to the local and broader community, with negative short term impacts to the community, likely to be felt during construction. The social risk rating is considered high during construction and low during operation, with the overall rating of risk is: <ul style="list-style-type: none"> <li>• Construction: C3 (possible moderate)</li> <li>• Operation: E1 (rare minimal)</li> </ul>
<b>Likelihood</b>	Very likely positive benefit. Possible impact during construction. It is likely that during operation, there would be positive impacts on the community of the facility and their families. While some impacts may be felt to the community during construction, the improvement to the RACF will have a likely positive impact in the long term.
<b>Consequence</b>	The consequence will likely be moderate for construction and minimal for operation.
<b>Duration</b>	Construction impacts are short term, operational benefits are longer term.

Potential impacts	
<b>Severity/ sensitivity</b>	Impacts are likely to be experienced differently by different groups and individuals. The greatest severity of impact is likely to be experienced by residents of the facility (particularly those with dementia and cognitive impairment) during construction.
<b>Extent</b>	The impact during construction is likely to be experienced by the community, including residents, visitors and staff. Some potential impact to the local neighbours in the immediate vicinity.
<b>Potential to mitigate/ enhance</b>	There is a high potential to enhance the positive social impacts of the proposed development through taking account of social issues raised above in its delivery and ongoing operational management.

## 8.6 Access to and use of services and facilities

Potential impacts	
During construction	
<ul style="list-style-type: none"> <li>Negative social impacts associated with the temporary loss of residential aged care beds at this site during the construction period, as existing residents will be displaced due to the redevelopment.</li> </ul>	
During operation	
<ul style="list-style-type: none"> <li>There are positive social impacts associated with the increased provision of more diverse range of appropriate housing and aged care services to support East Maitland and Maitland LGA. Demographic analysis and needs analysis undertaken by Marketability (2019) indicates demand for increased aged care places within 20km of the site, driven by an ageing population and an existing shortfall in places.</li> <li>The current demographic profile and forecast trend shows that the Maitland LGA is forecast to change significantly between 2016 and 2036, with the population projected to become much older. The share of persons aged 60 and above is increasing. As a result, it can be expected there would be increased demand for housing for seniors over the next 20 years.</li> <li>Positive social impacts associated with increased access to aged care facilities in Maitland LGA, leading to opportunities for residents of the proposed development to age in place in East Maitland. Due to the range of housing options and levels of care available (including specialist care for residents with dementia) there are opportunities for residents of the proposed development to remain at this location as they age and their care needs increase, resulting in minimal disruption to the lives of residents and their families and friends.</li> <li>The site is within walking distance to bus transport, social infrastructure, services and retail opportunities (including at Green Hills Shopping Centre). The location of the site will enable residents to access many daily living needs within short walking distance, to maintain their independence, improve physical health and maintain social connections beyond their immediate context. Consultation with residents has highlighted that they value the opportunity to take trips off site several times a week.</li> <li>Future residents and visitors of the redeveloped Green Hills RACF would also be able to access improved facilities on site (e.g. cafés, community kitchen, family rooms, communal areas, gardens and multipurpose rooms), resulting in improved enjoyment of and participation in programs and activities by a broader range of community members on site. Provision of rooms with ensuites, and private and semi-private spaces (e.g. small break out areas, lounges and dining rooms) would also support residents and their families to enjoy increased privacy and greater control over social interactions.</li> <li>The layout will enhance access to the existing riparian corridor adjacent to the site, including via walking paths for residents and visitors to access. Visitors currently cut across this corridor, and there is an opportunity to increase its amenity and safety.</li> </ul>	

## Responses / mitigation measures



## Potential impacts

- Implement transition plan to ensure that movement of residents and staff between facilities is as seamless as possible, and disruption to staff and residents is minimised. Fresh Hope Care is committed to:
  - Securing existing staff at Green Hills RACF alternative employment opportunities at nearby aged care facilities and providing them with an option to return to the site after construction is complete.
  - Effectively transitioning all residents to alternative accommodation, in consultation with their families. For residents who do not wish to be transitioned, there will be limited accommodation retained onsite, at The Lodge.
- Regularly communicate with residents, their families, and staff to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided.
- Continue to undertake engagement with existing residents of Green Hills RACF and their families to identify preferences for communal facilities within the development, and to provide input into the design and layout of the facility.
- Develop an operational plan of management to address:
  - Management of residents' transition between different care types;
  - Regular review and quality audit of aged care services to maintain quality of care;
  - Complaints and comments handling procedures;
  - Programming of communal spaces within the development;
  - Safety and security of residents, including those with dementia;
  - Maximising opportunities for residents to be independent.
- Consider opportunities to enhance pedestrian connections between the site and surrounding social infrastructure to ensure that residents are able to easily access surrounding facilities (e.g. ensuring surrounding walking paths are level and well-maintained, there are frequent resting places). This may include enhancing the amenity and security of the riparian corridor that currently links the two sites.

## Summary

Overall impact	<p>Overall improved access to aged care facilities will create a high positive impact on current and future residents of the facility, their families, staff and older residents of Maitland LGA. The redevelopment of Green Hills RACF, if well mitigated through programming and staffing, will ensure positive and diverse learning development of students.</p> <p>Negative social impacts associated with access to and use of infrastructure services and facilities are high during construction, but low during operation:</p> <ul style="list-style-type: none"> <li>• Construction: C3 (possible moderate)</li> <li>• Operation: D1 (unlikely minimal)</li> </ul>
Duration	Short term construction impacts with longer term wellbeing and community benefit associated with access to high quality aged care facilities.
Likelihood of impact	Most likely to positively impact future residents, staff and their families.
Spatial extent	Access to improved aged care facilities will impact residents within 20km of the site, as per the market assessment (Marketability, 2019).
Sensitivity/importance	High sensitivity to impacts, as changes to access to aged care facilities will impact older people, including frail aged residents and people with cognitive impairment, including dementia – a vulnerable group who may be more sensitive to changes to routine.

<b>Potential impacts</b>	
Severity/scale	Moderate change associated with development of the site as it currently functions as an aged care facility, and the proposal will expand the facility and change its layout.
Ability to adapt	Once practices and programs are revised and considering the wellbeing benefits associated with the facility, there is a high ability for residents and staff to adapt to new facilities.

## 8.7 Culture, including shared beliefs, customs, values and stories and connections to land, places, and buildings (including Aboriginal culture and connection to country)

### Potential impacts

- Demographic profile indicates limited numbers of older residents from culturally and linguistically diverse communities. However, the cultural diversity of Maitland LGA is likely to increase, in line with Australia-wide trends.

### Responses / mitigation measures

- Maitland LGA has a rich colonial and Aboriginal heritage, with many heritage buildings and landscapes, and historical narratives. Redevelopment of the site has the potential to highlight historical narratives in East Maitland through storytelling elements and native planting. There may be opportunities to engage with the Local History chapter of Maitland Library to identify heritage elements that could be showcased on the site.
- To support potential future cultural and linguistic diversity amongst residents of the proposed RACF, it is recommended that culturally appropriate spaces are incorporated in and around buildings within the redeveloped site.
- Maitland City Council coordinates a large network of cultural facilities and events, and there may be opportunities to connect residents of the proposed RACF with programs at Maitland Regional Art Gallery or East Maitland Library, as well as events in East Maitland, such as Bitter and Twisted Craft Beer Festival at Maitland Gaol.

### Summary

<b>Overall Social Risk Rating and social benefit</b>	It is considered the overall social risk rating of the proposal is negative/low with the overall rating of risk is: <ul style="list-style-type: none"> <li>Construction: D2 (unlikely minor)</li> <li>Operation: D1 (unlikely minimal)</li> </ul>
<b>Likelihood</b>	The likelihood of social impact to culture occurring is unlikely/rare.
<b>Consequence</b>	Minimal to minor during construction, minimal during operation.
<b>Duration</b>	Short term impacts with the loss of the use of the facility during construction phases may impact the shared connection to the site. Long term impact may arise if the aged care facility does not incorporate references to East Maitland's heritage.
<b>Severity/ sensitivity</b>	The community has limited sensitivity to the redevelopment of the site, from a cultural perspective.
<b>Extent</b>	Impacts are most likely to be experienced by users of the aged care facility.
<b>Potential to mitigate/ enhance</b>	There is potential to mitigate the negative impacts and enhance the positive benefits of the proposed development by ensuring measures are employed to maintain heritage connection, values and stories to the site, place and building.

## 8.8 Health and wellbeing

The proposed development will deliver new aged care facilities within East Maitland to a range of residents with different care needs and levels of independence, including residents with dementia.

### Potential impacts

- Improved health outcomes associated with increased access to high quality aged care in the East Maitland area, including care for older people with complex needs, including dementia. The proposed development will provide residents with access to health professionals and support, as well as healthy active living facilities (i.e. (e.g. gym, physiotherapy room, podiatry and consultation rooms).
- Improved mental health and wellbeing for residents of the development due to access to opportunities for social connection within the proposed development (e.g. cafés, community kitchen, family rooms, communal areas, gardens and multipurpose rooms) and in the broader East Maitland community due to the proximity of the proposed development to the town centre. Social isolation and loneliness have a significant detrimental impact on health and wellbeing, and opportunities for increased social connection are likely to enhance resident wellbeing. Consultation identified that residents strongly value opportunities to visit other settings.
- Improvements to wellbeing associated with opportunities for residents to maintain their independence as they age, due to the convenient location of the proposed development and proximity to daily living needs, including multiple forms of public and active transport. A sense of independence is key to residents' ongoing wellbeing as they age. In addition, new private and semi-private spaces, and rooms with ensuites will enable residents to retain a sense of privacy and have access to their own space in a communal setting.
- Improved health outcomes associated quality of housing and facility design within the proposed RACF. Many residents of the facility are likely to be frail, and all facilities within the development have been universally designed to reduce risks of fall, trip and injury, while encouraging residents to remain independent. In addition, the new layout of the facility will enable social distancing and other risk mitigation measures that may emerge from the COVID-19 outbreak.

### Responses / mitigation measures

- Consider opportunities to enhance pedestrian connections between the site and surrounding social infrastructure to ensure that residents are able to easily access surrounding facilities, such as Green Hills Shopping Centre and East Maitland Library (e.g. ensuring surrounding walking paths are level and well-maintained, there are frequent resting places along streets, shade along streetscape).
- The development is designed to be dementia friendly throughout, supporting the independence of residents with cognitive impairment.
- It is important that opportunities to enhance physical activity and promotion of healthy lifestyles are sought. These have been discussed with Fresh Hope Care and appropriate design and use of communal spaces has been considered, taking into account the needs of the residents.

### Summary

<b>Overall Social Risk Rating and social benefit</b>	The overall social risk rating is considered low-moderate, with social benefit considered to be high in the contribution to improvements in health and wellbeing of future residents. The social risk rating is considered moderate-low with the overall rating of risk is: <ul style="list-style-type: none"> <li>• Construction: C2 (possible minor)</li> <li>• Operation: D2 (unlikely minor)</li> </ul>
<b>Likelihood</b>	The likelihood level of social impact occurring is possible during construction and unlikely during operation.
<b>Consequence</b>	Minor during construction and operation.
<b>Duration</b>	Short term wellbeing impacts during construction, associated with changes to routine for residents of the site. The social benefits are realised long term, with improved facilities for all and flow on effects to health and wellbeing for future residents and their families.

Potential impacts	
<b>Severity/ sensitivity</b>	High sensitivity to impacts, as changes to the site will impact older people, including frail aged residents and people with cognitive impairment, including dementia – a vulnerable group who may be more sensitive to health and wellbeing impacts.
<b>Extent</b>	Impacts are mostly likely to be experienced by existing residents and staff at the site, and their families, however, the redevelopment may have long term flow on effects with the improved facilities at the site. The proposal is likely to have significant positive contributions in the long term.
<b>Potential to mitigate/ enhance</b>	Ability to enhance positive benefit is high, through an effective engagement and participation strategy that realises the needs of existing stakeholders and redevelops the facility in line with best practice in aged care provision.

## 8.9 Surroundings - amenity

Potential impacts
<p>During construction</p> <ul style="list-style-type: none"> <li>Construction and associated works will likely lead to increased noise, dust and vibration impacts to the local area, including residents of surrounding low density residential development, during the construction period. These impacts will be managed as per the Construction Management Plan (CMP).</li> <li>Likely negative social impacts of increased traffic in the local area during the construction phase, including increased noise and vibration, pressure on parking and potential increased risks to pedestrian safety. It is noted that the site is located in a central location which has a comparatively high degree of traffic due to the presence of Green Hills Shopping Centre.</li> </ul> <p>During operation</p> <ul style="list-style-type: none"> <li>Improved amenity due to the revitalisation of the streetscape along Stronach Avenue and Martin Close which is likely to enhance activation and vibrancy in the area.</li> <li>Negative social impacts associated with increased traffic and congestion in association with the development, due to residents, workers and visitors to the site. However, that older people have different patterns of car use compared with the rest of the community and are less likely to drive. Therefore, the impact of the development of congestion may be limited.</li> <li>Potential negative wellbeing impacts associated with risks of: <ul style="list-style-type: none"> <li>Residents leaving the proposed development and experiencing injury or harassment in the local community, particularly residents with dementia.</li> <li>If access and use of spaces throughout the site is not clearly defined there is a risk that members of the public enter the facility and engage in anti-social behaviours within the aged care facility.</li> </ul> </li> <li>Improved integration of the two sides of the site will improve the accessibility and activation of the site and improve connections to the creek bed.</li> <li>Ensure that operational plan of management that considers measures to enhance the safety of residents and visitors, including: <ul style="list-style-type: none"> <li>Lighting,</li> <li>Presence of a security guard for residents and visitors;</li> <li>Monitoring of access/entry points.</li> </ul> </li> </ul>
Responses / mitigation measures

### Potential impacts

- A CMP is to include strategies to minimise the negative impacts associated with construction activity, including traffic, noise, dust, visual and odour impacts.
- Develop a mechanism for neighbouring residents to provide feedback during construction, such as providing the contact details of site managers.
- Ensure that construction updates are provided to surrounding residents and the local community regarding construction activity.
- Design elements of the proposed RACF should have regard to Safety by Design Principles, including the provision of clearly defined access points, appropriate lighting to improve night-time surveillance and minimise potential hiding spots throughout the site. It is also considered beneficial to introduce events and activities that will increase social connections and strong, positive relationships between neighbours.
- Design elements of the redevelopment should also have regard to dementia-friendly design principles, including clear wayfinding, rails and seating and sensory gardens.

### Summary

<b>Overall Social Risk Rating and social benefit</b>	<p>Low Social Risk Rating, however positive social benefit anticipated in the redevelopment and expansion of existing facilities, having a flow on effect of improving overall amenity for the local area with increased activation of the streetscape and an overall positive amenity outcome.</p> <p>The social risk rating is considered low with the overall rating of risk is:</p> <ul style="list-style-type: none"> <li>• Construction: C2 (possible minor)</li> <li>• Operation: E1 (rare minimal)</li> </ul>
<b>Likelihood</b>	The impacts are likely to be most prevalent during the construction of the facility. However, improved amenity and surroundings is very likely following the completion of the construction.
<b>Duration</b>	The most impacts are likely to be experienced during the short term, during construction.
<b>Consequence</b>	The impact on the amenity is likely to be moderate during construction.
<b>Severity/ sensitivity</b>	The consequences are likely to be moderate during construction but will be reduced during operation as the facilities will be significantly improved.
<b>Extent</b>	Impacts are predicted to be felt by residents and staff, and some nearby residents during the construction phase.
<b>Potential to mitigate/ enhance</b>	High potential to mitigate any negative amenity impacts and enhance positive contributions, through Construction Management Plans and the development of a complaints register that records any issues and establishes whether any action needs to take place.

## 8.10 Fears and aspirations

### Potential impacts

- The redevelopment will cause the displacement of residents and staff currently living and working on the site. Residents may experience uncertainty and anxiety due to changing settings, transitioning to new housing, being relocated to another aged care facility. Residents experiencing cognitive decline will be particularly sensitive to changes to routine and setting. Staff currently working on the site may experience fears related to finding new employment opportunities and transitioning to new settings.

### Responses / mitigation measures

## Potential impacts

- Implement transition plan to ensure that movement of residents and staff between facilities is as seamless as possible, and disruption to staff and residents is minimised. This is recognised by Fresh Hope Care and is of high importance in redevelopment the site. Fresh Hope Care has committed to:
  - Securing existing staff at Green Hills Residential Aged Care facilities alternative employment opportunities at nearby aged care facilities and providing them with an option to return to the site after construction is complete.
  - Effectively transitioning all residents to alternative accommodation, in consultation with their families. For residents who do not wish to be transitioned, there will be limited accommodation retained onsite, at The Lodge.
- Regularly communicate with residents, their families, and staff to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided.
- Continue to undertake engagement and consultation with staff and residents to ensure that their input is reflected in the new layout of the facility.

## Summary

<b>Overall Social Risk Rating and social benefit</b>	<p>Low Social Risk Rating, however positive social benefit anticipated in the redevelopment and expansion of existing facilities, having a flow on effect of improving overall improvements to the area and access to high quality aged care facilities in the area.</p> <p>The social risk rating is considered low-moderate with the overall rating of risk is:</p> <ul style="list-style-type: none"> <li>• Construction: C2 (possible minor)</li> <li>• Operation: E1 (possible minimal)</li> </ul>
<b>Likelihood</b>	The impacts to fears and aspirations are most likely during the construction phase. However, improved facilities are very likely following the completion of the construction.
<b>Duration</b>	The most impacts are likely to be experienced during the short term, during construction.
<b>Consequence</b>	The impact on fears and aspirations is likely to be moderate during construction, and low during operation.
<b>Severity/ sensitivity</b>	High sensitivity to impacts, as changes to access to aged care facilities will impact older people, including frail aged residents and people with cognitive impairment, including dementia – a vulnerable group who may be more sensitive to changes.
<b>Extent</b>	Impacts are predicted to be felt by current residents and staff during the construction phase.
<b>Potential to mitigate/ enhance</b>	Some potential to mitigate any negative impacts to fears and aspirations through developing and implementing an effective transition plan.



## 9.0 Social Strategy

### 9.1 Introduction

This social strategy has been prepared to assist in articulating the social benefits of the proposed Residential Aged Care Facility at 7 Martin Close and 42 Stronach Avenue, and to identify and embed positive social outcomes that can be delivered through the project.

The purpose of the social strategy is to align the development process and outcomes with the social vision and directions for the project – as established through relevant strategic policies and plans and through stakeholder and community engagement outcomes identified in the Social Impact Assessment.

This strategy draws on the perspectives and aspirations expressed through government policy and community and stakeholder engagement to guide the project's delivery of ensure the proposed scheme delivers social outcomes for the existing, emerging and future community of the proposed Residential Aged Care Facility.

### 9.2 Key directions for delivering social outcomes through the scheme

The following social strategy directions are suggested to guide the development:

- Deliver an inclusive, welcoming and accessible community on site.
- Deliver contemporary aged care services, that support the growth and ageing population of Maitland LGA.
- Increase social connections with the surrounding neighbourhood and sustain a connected, cohesive community.

These key themes and directions for the social strategy are explored in further detail below and will inform subsequent refinement and delivery of the masterplan for the site.

#### **Deliver an inclusive, welcoming and accessible community on the site**

The masterplan is an opportunity to deliver a vibrant and activated Residential Aged Care Facility that establishes a new, welcoming and inclusive destination for current and future residents, their families and staff. There are a number of strategies that can be explored to ensure that the site is welcoming and accessible, and encourages social interaction and community connection between residents, visitors and staff:

- Providing high quality spaces and urban design to enable social interactions between residents and surrounding neighbours, while ensuring that the safety of older residents is prioritised (e.g. enhancing the quality of the riparian corridor adjacent to the site),
- Designing public spaces to align with CPTED principles – including high quality design and ongoing maintenance – to ensure that all residents feel safe to access open spaces on site,
- Aligning design of indoor and outdoor spaces with dementia-friendly principles to support residents with cognitive impairment to maintain their independence,
- Exploring opportunities for surrounding community service providers to utilise spaces within the facility for programming and events, and identify opportunities for a broader range of activities on site, including night-time activities (e.g. happy hour),
- Providing spaces and programming that encourages intergenerational connections between residents of the facility (e.g. communal gardening opportunities, gender appropriate spaces, storytelling opportunities and cultural links to colonial and Aboriginal heritage, potentially connected to the improved riparian corridor),
- Ensuring communal spaces are welcoming and accessible, including for the families and friends of visitors, who may be uncomfortable in traditional residential aged care settings,
- Designing spaces and connections that encourage healthy and active lifestyles, including for people experiencing limited mobility.

### **Deliver contemporary seniors housing and aged care services, that support the growth and ageing population of Maitland LGA**

The development of the proposed RACF is an opportunity to align the offering of aged care development on the site with contemporary best practice standards. The proposed development will include high quality design, activation, semi-private and private spaces to encourage social connection, selective social interaction and a more “home like” atmosphere for residents – rather than traditional institutional aged care settings.

The improvements to the facility will also improve the flexibility of the facility to meet changing community demands, including needs for physical distancing that may be implemented after the COVID-19 outbreak.

Ongoing consultation with residents, visitors and staff is recommended to ensure that the aged care services on the site align with customer expectations and needs.

### **Increase social connections with the surrounding neighbourhood and sustain a connected, cohesive community**

An activated, vibrant and permeable RACF, with range of high quality communal and open spaces, a broader range of seniors housing options will support the diversity and social sustainability of the East Maitland community in the long term.

The benefits of delivering a seniors housing community at this site can be maximised by ensuring that residents, visitors and neighbours of all ages are able to interact and meet within indoor and outdoor communal spaces. To enhance opportunities to deliver a connected and cohesive community in the area, the following opportunities could be considered:

- Ongoing engagement and involvement of the surrounding East Maitland community in the planning process to ensure that urban design, housing and community facilities reflect community values and aspirations;
- Exploring opportunities to include heritage and storytelling elements that celebrate local community identity and history,
- Providing informal seating and gathering spaces that encourage new residents to meet and interact, such as the communal lounges and kitchens included in the development. These spaces should be encouraged to be developed in a safe and inclusive way;
- In the longer term, exploring opportunities to enhance connections between the proposed RACF and surrounding social infrastructure, including Green Hills Shopping Centre and East Maitland Library.

## Appendix A – Social policy context

The following section includes a review of state and local policies, strategies and documents that articulate the desired social outcomes for the area. The following documents have been reviewed:

Hunter Regional Plan 2036	
NSW Department of Planning, Industry and Environment	
<b>Purpose and Vision</b>	<p>The Hunter Regional Plan provides the strategic planning framework and land use priorities for the region over the next 20 years. The Hunter Infrastructure and Investment Fund will drive economic change over the next 20 years including, the delivery of new social, cultural, transport and tourism infrastructure. These projects will have a direct impact on the economic growth and liveability within the region. The following vision has been identified for the Hunter Region:</p> <p style="text-align: center;"><i>“The leading regional economy in Australia with a vibrant new metropolitan city at its heart.”</i></p> <p>To achieve the vision, the NSW Government has set the following regionally focused goals:</p> <ul style="list-style-type: none"> <li>• The leading regional economy in Australia</li> <li>• A biodiversity rich natural environment</li> <li>• Thriving community</li> <li>• Greater housing choice and jobs</li> </ul> <p>The Regional Plan emphasises the importance of Greater Newcastle to the Hunter Region’s success, where it is critical to being the leading regional economy in Australia, comprising the closely connected area of Maitland.</p>
<b>Key directions</b>	<p>The Plan contains a number of priorities and actions relevant to the provision of community infrastructure facilities in Maitland. These include:</p> <ul style="list-style-type: none"> <li>• <i>Direction 1 – Grow Greater Newcastle as Australia’s next metropolitan city</i> <ul style="list-style-type: none"> <li>- <i>Action 1.1 – Prepare a Greater Newcastle Metropolitan Plan underpinned by the following:</i> <ul style="list-style-type: none"> <li>- <i>Retain the identity of communities, towns and cities across Cessnock, Lake Macquarie, Maitland and Newcastle</i></li> <li>- <i>Focus development to create compact communities that allow 95% of people to live within 30minutes of a strategic centre.</i></li> </ul> </li> </ul> </li> <li>• <i>Direction 9 – Grow tourism in the area</i> <ul style="list-style-type: none"> <li>- <i>Action 9.1 – Enable investment in infrastructure to expand the tourism industry, including connections to tourism gateways and attractions</i></li> </ul> </li> <li>• <i>Direction 20 – Revitalise existing communities</i> <ul style="list-style-type: none"> <li>- <i>Action 20.1 - Accelerate urban revitalisation by directing social infrastructure where there is growth</i></li> <li>- <i>Action 20.2 – Undertake planning and place making for main streets and centres</i></li> <li>- <i>Action 20.3 Enhance the amenity and attractiveness of existing places</i></li> </ul> </li> <li>• <i>Direction 26 – Deliver infrastructure to support growth and communities</i> <ul style="list-style-type: none"> <li>- <i>Action 26.1 – Align land use and infrastructure planning to maximise the use and capacity of existing infrastructure and the efficiency of new infrastructure</i></li> </ul> </li> </ul>
NSW Ageing Strategy 2016-2020	
FACS NSW (2016)	
<b>Purpose and Vision</b>	<p>The Ageing Strategy is the NSW Government’s commitment to respond to the opportunities and challenges of our older population. The vision of the strategy is: <i>People in NSW experience the benefits of living longer and enjoy opportunities to participate in, contribute to and be included in their communities.</i></p> <p>To develop the Strategy, FACS undertook extensive consultation with older people, including identifying the priorities of people as they age:</p> <ul style="list-style-type: none"> <li>• <i>staying independent and physically and mentally healthy for as long as possible</i></li> <li>• <i>being able to get around on a daily basis for as long as possible.</i></li> <li>• <i>staying financially independent for as long as possible</i></li> <li>• <i>having easy access to a range of transport options</i></li> <li>• <i>maintaining solid social ties and staying in close contact with family, friends and the community</i></li> </ul>

	<ul style="list-style-type: none"> <li>• <i>remaining in their current home for as long as possible.</i></li> </ul>
<b>Key Objectives and Guiding Principles</b>	<p>The Strategy contains a number of priorities relevant to the proposed development, including:</p> <ul style="list-style-type: none"> <li>• <i>Health and wellbeing: Older people in NSW are encouraged to live active and healthy lives with improved physical and mental wellbeing.</i></li> <li>• <i>Working and retiring: Older people in NSW have opportunities to remain in the workforce, are financially secure and independent in retirement, and plan their finances based on their circumstances and needs.</i></li> <li>• <i>Housing choices: Older people in NSW live in affordable, accessible, adaptable and stable housing.</i></li> <li>• <i>Getting around: Older people in NSW travel safely and appropriately to participate in social and economic life and access services.</i></li> <li>• <i>Inclusive communities: Older people in NSW stay connected and contribute to their communities.</i></li> </ul>

**Community Strategic Plan 2018-2028**

**Maitland City Council**

<b>Purpose &amp; vision</b>	<p>Maitland City Council's Community Strategic Plan provides a 10 year vision for the future of the LGA, based on extensive community consultation. The following vision has been identified for the LGA:  <i>"What we want in 2028: We are a vibrant river city, with heritage in our heart. Our people are caring and active, with access to local activities, services, facilities and employment that accommodate our growing city. We care about our environment and maintain a balance between conservation and development. Our many leaders work together to realise the economic potential of our city. We are strong and connected, having pride in our City and celebrating together. Together we make Maitland."</i></p> <p>Public consultation with the community has identified that the biggest priorities for the Maitland community are:</p> <ul style="list-style-type: none"> <li>• <i>Ensuring sufficient infrastructure and housing for the growing population</i></li> <li>• <i>Access to local employment, services and facilities rather than having a convenient way of travelling to these in neighbouring areas</i></li> <li>• <i>Balanced development outcomes through maintaining heritage</i></li> <li>• <i>Protecting wildlife and the environment</i></li> <li>• <i>Focus on health and education, cultural events and festival</i></li> </ul>
<b>Key themes and aspirations</b>	<p>To achieve the vision, the CSP is framed around 5 key themes, each with desired outcomes and supported by specific actions and directions. The key themes and directions that are applicable to the provision of community infrastructure in Maitland are summarised below:</p> <ul style="list-style-type: none"> <li>• <i>Theme 1: Proud people, great lifestyle</i> <ul style="list-style-type: none"> <li>- <i>Statement: Our community, recreation and leisure services and facilities meet the needs of our growing and active city</i> <ul style="list-style-type: none"> <li>- <i>Our recreation., sporting and leisure facilities will keep pace with community needs</i></li> <li>- <i>We will maintain a focus on lifelong learning and collaborating to deliver a range of innovative programs and services</i></li> <li>- <i>We will celebrate and access the Hunter Region for a range of recreation and leisure activities</i></li> </ul> </li> <li>- <i>Statement: together we will celebrate a range of community and iconic events</i> <ul style="list-style-type: none"> <li>- <i>We will host events, festivals, sporting and cultural activities that allow our communities to connect and celebrate</i></li> <li>- <i>We will seek to host major sporting events and new activities in both new and existing local facilities</i></li> </ul> </li> </ul> </li> <li>• <i>Theme 4: A prosperous and vibrant city</i> <ul style="list-style-type: none"> <li>- <i>Statement: Central Maitland is the vibrant heart of our city, creating a strong sense of pride within the community</i> <ul style="list-style-type: none"> <li>- <i>We will continue to enhance the built form and streetscapes of Central Maitland complemented by creative activation and promotional initiatives that make it the vibrant heart of the city</i></li> <li>- <i>A diverse mix of residential, retail, cultural and other services will be found in Central Maitland</i></li> <li>- <i>Central Maitland will be vibrant, safe and easy to get around, whether by visiting by day or night</i></li> <li>- <i>The Hunter River will be integral to the Central Maitland experience</i></li> </ul> </li> </ul> </li> </ul>

**Maitland Urban Settlement Strategy**

**Maitland City Council**

<b>Purpose and vision</b>	<p>The Maitland Urban Settlement Strategy is a strategic document aiming to guide the urban growth in the Maitland LGA. The Strategy was prepared in 2001 to guide growth between 2001-2020. The Strategy is reviewed every 5 years and an annual report is presented to Council that presents data on development in Maitland, including population growth statistics, an estimate of the area zoned, undeveloped land, the area of land developed and the number of dwellings provided by the development industry in that period.</p> <p>The following long term vision is identified within the strategy:</p> <p><i>“a safe and healthy sustainable future, a proud and involved community which enhances our community’s quality of life.”</i></p> <p>Council has developed the strategy to examine the wider implications of new urban development, including the effects on servicing, existing land uses, environmental values and the historic and rural character of the city. In addition, it also examines the level of supply and demand in different parts of the City to ensure there is adequate supply of land zoned for urban purposes.</p>
<b>Key locations for urban development</b>	<p>The Urban Settlement investigation categorised areas as Category 1 or Category 2 to identify a general sequence for development. Category 1 land is identified as land being connected with existing urban areas and is expected to be more easily serviced and Category 2 lands would logically be developed after Category 1 land. Council also identified areas as ‘Preliminary Investigation Areas’. The 2001 Strategy identifies that sites have been assessed following an examination of a number of criteria including the provision of social and physical infrastructure, demographic changes and diversity.</p> <p>The Strategy identifies three sectors within Maitland:</p> <ul style="list-style-type: none"> <li>• The Western Sector extends west of Maitland and southwest of the Hunter River and includes the suburbs of Telarah, Rutherford, Aberglasslyn and Lochinvar</li> <li>• The Central Sector takes in urban settlements north and south of Central Maitland – including the villages of Gillieston Heights, Lorn, Bolwarra and Largs</li> <li>• The Eastern Sector has the largest residential population and comprises East Maitland which includes Morpeth, Raworth, Tenambit, Ashtonfield, Metford, Thornton and Woodberry</li> </ul> <p>The 2016 Annual Report for the Strategy has assessed the rate of demand and development delivery in the areas identified in the 2001 Strategy. The 2016 Annual Report has identified that the vast majority of recent urban growth across Maitland is occurring in ‘Greenfield’ sites as opposed to urban consolidation and urban infill. Based on the 2001 Strategy, the land release areas have been amended as part of the 2016 review.</p> <p>These include:</p> <ul style="list-style-type: none"> <li>• Category 1 (0-5 years): <ul style="list-style-type: none"> <li>- Gillieston Heights (south)</li> <li>- Aberglasslyn Stage 2</li> <li>- Thornton North Stage 3</li> <li>- Anambah URA</li> <li>- Greta R5 Large Lot Residential</li> <li>- Mt Vincent Road East Maitland – Residential</li> <li>- Thornton North Employment Land</li> <li>- Anambah Employment Land</li> <li>- Metford Employment Land (Hospital)</li> <li>- Urban Infill / Extension Sites (including Swan Street, Morpeth and 106 Anambah Road, Rutherford)</li> </ul> </li> <li>• Category 2 (5-10 years) <ul style="list-style-type: none"> <li>- Bolwarra / Largs (rural transition)</li> <li>- Anambah Road R5 – Rural transition</li> <li>- Farley</li> <li>- Lochinvar Fringe (Rural Transition) east</li> <li>- Mt Vincent Road East Maitland – Residential</li> </ul> </li> <li>• Preliminary Investigation Area (+10 years) <ul style="list-style-type: none"> <li>- Louth Park</li> <li>- Maitland Vale</li> <li>- Lochinvar Fringe (west)</li> <li>- Ashtonfield / Thornton Industrial</li> <li>- Farley</li> <li>- Greta</li> </ul> </li> </ul> <p>The current major growth areas are:</p> <ul style="list-style-type: none"> <li>• Thornton North (Chisolm)</li> </ul>

	<ul style="list-style-type: none"> <li>• Gillieston Heights</li> <li>• Largs / Bolwarra</li> <li>• Aberglasslyn</li> </ul> <p>The report identifies that the current major growth areas are evenly distributed between the Eastern, Central and Western sectors. There has also been an increase in dwelling approvals in Rutherford during the 2015/2016 year, illustrating an increase in medium density housing types.</p>
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Community Facilities and Services Strategy	
Elton Consulting (2011)	
<b>Purpose and Vision</b>	<p>The purpose of the Strategy is to provide direction and guidance to assist Council in planning for and developing community facilities and services to best meet the needs of the LGA to support population growth now and into the future. Accordingly, Council is considering new ways to plan facilities and services to better address the community needs.</p> <p>The Strategy covers the following types of community facilities and services including:</p> <ul style="list-style-type: none"> <li>• Community centres and halls</li> <li>• Specific target group facilities including for youth and senior citizens</li> <li>• Libraries</li> <li>• Childcare</li> </ul> <p>They have also considered schools and churches, which are run by organisations.</p>
<b>Key Objectives and Guiding Principles</b>	<p>The key objectives of the Strategy are to:</p> <ul style="list-style-type: none"> <li>• <i>Ensure the timely provision of a full range of community facilities and human services appropriate to the current and changing needs of the community</i></li> <li>• <i>Inform the future Section 7.11 (previously Section 94) Contribution Plan(s) for Community Facilities</i></li> <li>• <i>Audit Council's community facilities and appropriate land holdings to identify current service levels and the potential and relative need for redevelopment of Council's infrastructure to better support the delivery of services to meet local needs</i></li> <li>• <i>Identify gaps in the distribution and range of community facilities across Maitland LGA and to identify preferred areas and specific sites for Council to earmark for future development</i></li> <li>• <i>Enable coordinated planning for a range of facilities and services by public, community and private sector providers to ensure priority needs and outcomes identified in Council's Social Plan are met.</i></li> </ul> <p>These objectives are facilitated by the Guiding Principles which are intended to guide the decisions regarding the location, design and operation of community facilities including:</p> <ul style="list-style-type: none"> <li>• <i>Central to catchment and equitable access</i> - Being central to the catchment and accessible to the population they are serving. In particular in urban growth areas where there is the opportunity to integrate community facilities with key population areas, including major new release areas, designated activity centres and proposed bus and rail connections.</li> <li>• <i>Location to promote accessibility and visibility</i> - To adequately serve social needs i.e. being highly accessible and visible. The community facilities should be located on a main street and be accessible via public transport, ground floor access is ideal.</li> <li>• <i>Clustered</i> – a 'community hub' refers to a range of activities and services that attract human activity and gathering, while also contributing to overall sustainability by reducing the number of trips.</li> <li>• <i>Main street location for optimum visibility</i> – community facilities can be well integrated with town square type development and are an important part of the civic fabric of centres and suburbs.</li> <li>• <i>Contribute to public domain and sense of place</i> – community facilities can create urban vitality, local identity and sense of place. Incorporating public art into the building design is important to create places that are recognised and valued.</li> <li>• <i>Near open space for events and activities</i> – located adjacent to parks and playgrounds this makes community facilities ideal for playgroups and other events such as markets or festivals.</li> <li>• <i>Connected to public transport, pedestrian and cycling networks</i> – community facilities should be located within 400m walking distance of regular public transport, and be linked with pedestrian and cycling networks</li> <li>• <i>Flexibility and multiple use</i> – community facilities should be able to adapt and change as needed. Buildings should be capable of delivering a range of uses.</li> <li>• <i>Sufficient size and design to enable expansion and adaption</i> – it is important to provide some flexibility in the provision of community facility space.</li> <li>• <i>Safety and Security</i> – community facilities should be designed in accordance with the CPTED principles.</li> </ul>

### Community Facilities and Services Strategy

- *Avoidance of conflict with neighbouring uses* – master planning can provide the opportunity to locate community facilities in areas where impacts on residential and other uses can be minimised.