

Client

Landcom

Project

Doonside Residential Area Concept Plan
Social Sustainability Study
Part 2 Social Sustainability Plan

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Executive Summary

program

This report presents the findings and recommendations of the second stage of the social sustainability study for the Doonside Residential Area, located adjacent to the Bungarribee Precinct of the Western Sydney Parklands. The report presents a social sustainability plan for the development, including strategies for the delivery of social infrastructure and measures to enhance the social sustainability of the project.

The report should be read in conjunction with the first stage report of the social sustainability study, which provided a due diligence assessment of the proposed development in terms of social sustainability issues and provided the research base for the social sustainability plan.

The report contains five chapters. Chapter 1 provides a brief outline of the background and scope of the study, and its relationship to the social due diligence assessment report.

Chapter 2 presents revised housing and population forecasts, based upon the dwelling yield and mix proposed in the Concept Master Plan for the residential precinct prepared by Architectus. Based on a yield of about 650 lots, the development will generate a population of about 2,000 people. The proposed lot and housing mix presents an appropriate response to the objective to encourage population diversity, and the need to complement the variety of housing available in the surrounding area in order to enhance the socio-economic profile and social mix of the wider district.

Chapter 3 presents a social infrastructure strategy for the development. Recommendations include:

Facilities	Parks and playgrounds for local passive recreation and community interaction needs
	A community centre to jointly address the needs of both the future Doonside Residential Area and existing Doonside South neighbourhoods
Priorities for service provision	Affordable leisure, recreation and entertainment opportunities
	Health and education services to support family well-being
Processes	Community development strategy
	Community consultation

Chapter 4 considers the social risks and opportunities identified in the social due diligence assessment and outlines strategies to address these issues. Strategies to promote social sustainability within the residential precinct include those to promote safety and security, to manage noise and traffic impacts, to promote residents' health and well-being and to promote convenient access and connectivity within the site. In terms of building a sustainable relationship with the surrounding community, strategies have been identified to promote the physical and social integration of neighbourhoods and enhance community benefit, focusing on goals to facilitate social cohesion and inclusiveness and ensure that existing social disadvantage is not made worse.

Chapter 5 brings together the recommended actions from the social infrastructure and social sustainability strategies to present in tabular form a social sustainability plan for the project. This identifies social objectives, the social initiatives required to achieve desired social outcomes, specific actions to be undertaken by Landcom to implement initiatives, and opportunities for involvement / partnerships with others.

This report presents the findings and recommendations of the second stage of the social sustainability study for the Doonside Residential Area, located adjacent to the Bungarribee Precinct of the Western Sydney Parklands within the Blacktown local government area. The report presents a social sustainability plan for the development, including strategies for the delivery of social infrastructure and measures to enhance the social sustainability of the project.

The report should be read in conjunction with the first stage report of the social sustainability study, which provided a due diligence assessment of the proposed development in terms of social sustainability issues.

The report has been prepared for Landcom, who is assisting the landowner, the NSW Department of Planning, in its consideration of development options for the site. The social sustainability study is one of a number of technical studies being undertaken to support and inform the rezoning and master planning of the site.

1.2 Background

The background to the study and characteristics of the site are described in the separate social due diligence assessment prepared by Elton Consulting in May 2006.

The Doonside Residential Area study is one of the first Landcom projects to test Landcom's new approach to social sustainability, which has been based on the social determinants of health and their application to land use. The Landcom policy proposes that the social sustainability of Landcom developments will rest on:

- Avoiding social exclusion, social isolation, and/or the construction of income enclaves;
- Providing for diversity among new residents, workers and visitors;
- Ensuring accessibility between new and existing residential areas;
- Providing facilities which encourage use by both existing and new residents, workers and other users; and
- Making sure that a new development is a benefit to existing residents and users of adjacent areas, as well as to new residents and workers.

The social due diligence assessment was completed prior to the preparation of the Concept Master Plan for the residential precinct. It described the social context of the site and presented an analysis of the

potential social risks, opportunities and benefits associated with the proposal. Importantly, it provided the research base for the second stage of the study and identified issues to be addressed in the master planning to enhance social sustainability outcomes.

Utilising input from the social due diligence assessment, a draft Concept Master Plan has now been prepared for the Parklands Bungarribee Precinct and adjoining Doonside Residential Area. While the Concept Master Plan incorporates both residential and parkland components, the social sustainability study has been confined to the residential area.

1.3 Scope of this study

This study presents a social sustainability plan for the Doonside Residential Area, building on the findings of the social due diligence assessment and responding to the Concept Master Plan prepared by Architectus, (with input from other technical studies).

The report addresses the key requirements of the project brief by:

- Identifying social infrastructure required to address the needs of the new population,
- Identifying service provision priorities and issues related to service delivery and timing,
- Identifying critical requirements to enhance the social sustainability of the proposed development,
- Providing a social plan which includes specific recommended actions. It identifies the key issues to be addressed, specific objectives and desired outcomes to promote social sustainability and strategic actions to achieve these.

2 Revised Population Forecasts

The social due diligence assessment provided preliminary population forecasts, based upon estimates of dwelling yield and mix provided prior to the preparation of the Concept Master Plan for the precinct. The demographic assessment also identified factors which would encourage and discourage diversity among residents.

Proposed dwelling yield and mix have now been refined, and accordingly the demographic forecasts have been revised, as outlined below.

2.1 Population estimates

The Concept Master Plan proposes 651 lots. More than half of all lots are 500 sqm or larger. The majority of smaller lots are located in the northern part of the site, close to the station. The proposed mix of lots is as follows:

Table 1 Proposed Dwelling Mix

Approximate lot size	Percentage of total	Number of lots
250sqm	8	54
350sqm	18	116
450sqm	19	124
500sqm	30	196
550 sqm	25	161
Total	100	651

Applying the average household sizes proposed in the social due diligence assessment indicates that the population of the residential precinct, at completion, will be in the order of 2,000 people, as shown in the following table.

Table 2 Population Estimates

Dwelling type	Av. Household size	Number of dwellings	Number of people
Small lot / attached dwelling lots < 350 sqm	2.7 persons	170	459
Detached dwelling lots 450sqm +	3.2 persons	481	1539
Total		651	1998

It is recognised that the precise number and mix of lots proposed in the Concept Master Plan is indicative only and may change as more detailed planning for the site occurs. Assessment of social infrastructure requirements has been based upon a dwelling range of 640 to 660 dwellings, which is likely to generate a population of between 1,960 and 2,030 people.

2.2 Population diversity

The social due diligence assessment outlined the importance of housing diversity in generating population diversity, and the importance of population diversity for creating communities that are socially sustainable. It also made recommendations to expand housing mix to encourage greater diversity among residents, in terms of both life cycle and socio-economic factors. These recommendations included:

- Extending the product mix and providing a higher proportion of housing at the lower price (more affordable) end of the second home buyer market to allow greater access for households with lower median incomes living in the Blacktown area;
- The housing mix should contain more smaller housing product, as smaller dwellings will be more affordable to a greater section of the population within the catchment;
- Smaller dwellings will also appeal to growing numbers of smaller households, including couples without children (both young couples yet to start a family and empty nester couples), single people and single parent families;
- There is a need to provide greater housing choice within Blacktown for empty nesters or older people who wish to downsize and move to a more compact or manageable home, to move close to adult children and their families or to enjoy the recreation lifestyle associated with the Parklands;
- Provision of housing choice will ensure that the development does not only cater for 2 parent families with children, although they will be the predominant household form, in keeping with the surrounding area;
- There should be scope for wide choice in format and design within larger dwelling types to respond to changing household needs, including working from home, inter-generational housing, blended families and families from diverse cultural backgrounds.

The dwelling mix proposed within the Concept Master Plan represents a reasonable balance between the objectives of achieving housing diversity outlined above and the realities of the market

assessment, which indicates demand is primarily for 4 bedroom detached family housing. The lot mix and draft DCP also allow flexibility to respond to market conditions as development of the site proceeds.

The small lots (average 250 sqm) allow for integrated housing (eg semi-detached, attached, zero lot line duplex) incorporating 2-3 bedrooms, and would therefore provide a relatively affordable option for lower income and smaller households. While no apartments are proposed in the Concept Master Plan for the development, the draft DCP allows for builders to consolidate lots and build “medium density” dwellings. These might take the form of “mansion houses”, two storey buildings with attic comprising several apartments. The 350 sqm lots would accommodate small detached or semi-detached dwellings, comprising 3 bedrooms. In this way, the Concept Master Plan makes appropriate provision for smaller and more affordable dwellings to encourage population diversity.

The 450-550 sqm lots provide for detached family housing comprising 3-4 bedrooms. There is some flexibility for dwellings for larger / inter-generational households through use of a study / media room as an extra bedroom.

Landcom’s moderate income housing policy aims to achieve 7% of new housing stock as moderate income housing. This objective is applied across the state, rather than being a specific requirement for each new estate. The proportion of housing within the Doonside Residential Area to be provided as moderate income housing is still being considered within Landcom.

In this regard, it is noted that there is already a high proportion of affordable housing, including public housing, in the Doonside area. To help overcome its image as a disadvantaged area, Doonside needs to attract people with the skills and resources associated with a higher socio-economic profile, and this is a key opportunity presented by this site. Accordingly it is considered not appropriate to make special provision for low income housing within the development, additional to Landcom’s moderate income housing provisions, as there is already sufficient supply of relatively affordable housing in the surrounding area.

Landcom also has a policy of encouraging the provision of adaptable, or universal, housing in its developments to expand the supply of housing suited to the varied needs of older people and people with a disability and to provide housing choice for these groups.

Universal housing design aims to provide flexible housing that is suitable for people with varying abilities and at different stages of their lives. It avoids building barriers that create problems for people living in or visiting the home. A universally

designed home can also be readily adapted to meet changing needs. Some of the most significant features of universal design are:

- continuous access between the street and front entry to the dwelling (ie no steps or steep slopes);
- absence of barriers (eg steps) and sharp turns in the approach to the dwelling entry, between the garage and the front door, and thence to main living areas;
- wide hallways and doorways;
- a bathroom/toilet and one bedroom accessible for a person with limited mobility or in a wheelchair;
- simple, logical layout with no obstructions, hazards, or steps;
- lever door handles;
- gently sloped footpaths and driveway; and
- rocker-type light switches.

With an ageing population, more people will develop health and mobility impairments. Adaptability does not mean that a dwelling must be fitted with features and modifications for people with a disability; rather, it provides flexibility for a wide range of existing needs and for future modification as and when needed, avoiding the high costs associated with retrofitting. Its features are also popular with (and helpful to) the wider population (eg doorways wide enough for a stroller.)

A recent study has identified the following significant benefits for residents in dwellings featuring universal design:

- Physical restrictions due to ageing, childbearing and rearing, injury or illness are more readily accommodated as the physical environment can be easily adapted to individual needs.
- A wide range of individuals and families can occupy a dwelling cost-effectively and equitably over the life of the building.
- Residents will benefit from these features throughout their lifetime as their needs change.
- Residents can invite family and friends to visit or stay in their home for extended periods at short notice – regardless of their age or physical capability.
- Homeowners can expect an increase in resale value.

(Source: The Universal Housing Design Working Group for the Office of the Public Advocate – Queensland - Housing Design for All, 2005)

Landcom's policy is that where possible, 10% of dwellings should be provided as adaptable housing. Given that the Doonside Residential Area provides a reasonably level site, there is no reason why this proportion cannot be applied in this development. The 10% (65) adaptable dwellings should be distributed across the site and across all dwelling types where ground floor access is available, to ensure that residents are well integrated into the development. The adaptable dwellings will need to comply with the provisions of AS 4299.

In summary, the proposed lot and housing mix presents an appropriate response to the objective of dwelling mix to encourage population diversity, expressed market demand and the need to complement the variety of housing available in the surrounding area in order to enhance the socio-economic profile and social mix of the district.

- A sense of community and access to community activities which support the establishment of neighbours and friendships and provide a sense of security are also important requirements;
- Establishing character and identity for the estate are also important considerations, through public art and housing design that reflect a nature theme.

2.3 Population needs and attitudes

Since the social due diligence assessment was completed, Landcom has undertaken market research amongst potential buyers to ascertain preferences and attitudes towards the proposed development. Key issues for the social sustainability plan arising from this research include:

- Families with children will be the dominant household type, representing second and subsequent home buyers trading up;
- The key requirement of this sector is for affordable housing in a family friendly environment, with good access to employment opportunities;
- Blacktown is seen as an area in transition, having undergone significant improvement in recent years with new infrastructure and new housing estates that have attracted new groups of residents;
- However, there is perceived stigma attached to Doonside, focused on negative images of its public housing areas. In particular, there is concern about prevailing social issues, especially crime and local schools characterised by social problems. Potential new residents are uncertain about the characteristics of surrounding neighbourhoods and possible negative impacts on their neighbourhood. In this context, safety and security are key concerns;
- Key opportunities of the development are associated with its connection to the Parklands, with access to the natural environment and space, and to a variety of recreation facilities to support a family lifestyle;

3 Social Infrastructure Strategy

3.1 Introduction

The social due diligence assessment identified the following potential needs for social infrastructure to meet the social sustainability objectives of the new residential community. These potential needs were based on the forecast size and characteristics of the new residential population and opportunities to address existing social infrastructure shortfalls in the wider area, and included:

- neighbourhood convenience shops,
- public spaces for meeting and gathering,
- childcare for children aged 0-2 years,
- recreational opportunities for young people and for new residents,
- recurrent funding for health, welfare and support services.

The due diligence assessment also identified that there was sufficient spare capacity in existing schools and childcare services for older children in the surrounding area to meet the needs of the incoming population.

Potential social infrastructure requirements have now been considered in more detail and delivery options identified. Delivery options have included provision of new infrastructure within the development site as well as opportunities to enhance existing infrastructure or deliver it in ways that encourage relative equity and the social integration of new and existing populations.

This chapter outlines the strategy for the delivery of social infrastructure. It also recommends the delivery of a community development strategy to help build the life of the new community.

3.2 Neighbourhood convenience shops

The projected population of the residential precinct has now been estimated at only about 2,000 people. A population of this size is not considered sufficient to support new neighbourhood shops and other commercial services, particularly given the proximity for the bulk of the new population to the Rainbow Shopping Centre at the intersection of Bungarribee Road and Rosenthal St. Accordingly, the precinct will not contain neighbourhood convenience shops, but will rely on existing shops in the surrounding area,

principally the Rainbow Shopping Centre and the shopping centre around Doonside Station.

This recognises that the community is better served by access to a group of shops that provides greater affordability, variety and choice than a single, stand alone corner shop. It also strengthens the business viability of shops in the surrounding area, supporting the local economy, and promotes the social integration of new and existing populations.

3.3 Spaces for meeting and gathering

The development will give rise to a need for spaces where residents can gather and meet and which encourage neighbourhood social activity, community interaction and cultural activity, essential to the well-being of the new community.

It is proposed that these needs be met in the following ways:

- Embellishment of open space to provide outdoor areas for people to come together informally around local activities such as barbecues or children's play. The key area for outdoor civic activity and social gathering will be the heritage park to be developed on the site of the former Bungarribee House. It will be important that this park be embellished to create an identifiable character and sense of place, a community focal point that encourages people to come together for informal social activity and larger community events. Providing quality playground equipment in this park will help this to occur. Other parks within the development will also contain amenities to support community social activity (refer Section 3.4 below).
- Development of a community centre, in conjunction with a heritage interpretation centre, within the Bungarribee House heritage site. As outlined in the social due diligence assessment, the projected residential population of the Doonside Residential Area will not be large enough to warrant provision of new community facilities for that population alone. The proposed community centre is intended to meet demand from a larger population catchment, to include both the Doonside Residential Area and the existing neighbourhood of Doonside South.

Blacktown City Council has an existing proposal for the establishment of a new community centre on a site at the intersection of Douglas Road and Rosenthal St, just to the east of the precinct across Doonside Road. This site has been identified in Council's Section 94 Plan for its existing release areas, and is intended to serve the recent development in Huntingwood Heights and South Blacktown, north of Bungarribee Creek (ie predominantly the neighbourhood of Doonside South

described in the social due diligence assessment). It is understood that while this development has now been completed and section 94 contributions collected, Council has not yet determined the nature or timing of the facility to be provided. Council has, however, acquired the site and zoned it for community purposes.

The Doonside Residential Area population, when combined with the Doonside South catchment, will result in a catchment population of over 5,000 people, sufficient to support a small local neighbourhood community centre.

It is proposed that a community centre for the existing and future populations be combined and consolidated onto one site, and that the designated site be located within the Bungaribee House heritage site.

Providing one community centre to serve the combined catchment population has the following advantages:

- It allows for a larger, more sustainable community centre to be provided, based upon funding contributions from a larger population; and
- It supports the social integration of new and existing populations.

The Bungaribee House heritage site offers the following advantages:

- It provides a use for the heritage site, a large area (7 ha) which is otherwise constrained from development;
- It allows the community centre to be combined with cultural heritage interpretation functions explaining the history of Bungaribee House. This will create a community centre with a broader district cultural heritage role, rather than purely a facility for local community activity;
- It provides a substantial area of open space adjacent to the community centre, providing a civic park for complementary spill-over activities and outdoor community events;
- It will not impact on adjacent residential uses and will result in less intrusion on neighbours than the Douglas Road site.

It is understood that Council staff support this proposal in principle, but would need to undertake a process of consultation with the Doonside South community from which section 94 contributions have been collected to confirm that relocating the proposed community centre to the Bungaribee site would be acceptable.

Accordingly it is proposed that a community centre serving the combined Doonside Residential Area / Doonside South populations be located within the Bungaribee House heritage site, subject to further discussion with Blacktown City Council. The Concept Master Plan reflects this recommendation and indicates a potential location for a community centre, with detailed planning to follow in the next stage of the planning process.

Following adoption of the Concept Master Plan and the in-principle decision regarding the proposed community centre, further discussion will be required with Council to:

- Confirm the process of consultation with the Doonside South residents regarding the siting of the centre,
- Confirm the process of decision-making within Council regarding the provision and siting of the centre,
- Determine design specifications, cost estimates, funding details and timing of delivery in detail suitable to inform a planning agreement.

It is recognised that locating the community centre within the Doonside Residential Area brings significant advantages for Landcom in enhancing the image and amenity, and hence marketability, of the Bungaribee development. However, there is a risk that in placing the proposed centre within the new Precinct, it may be perceived as being part of, and for the exclusive use of, the new development, rather than a resource for the wider community. It will be critical that the existing Doonside South community is actively involved in the planning, design, programming and management of the proposed centre and that its relevance for the Doonside South community is established from the outset, so that it truly becomes a mechanism for social integration rather than resentment and exclusion. Strategies to achieve these objectives will need to be considered as part of the detailed planning of the centre.

Design of the community centre will need to have regard to the Conservation Management Plan (CMP) for the heritage site which limits the size, location and form of any new structures to be established within the heritage precinct. The CMP places significant constraints on development or change to the site, and states that any new development must be sympathetic to the historical uses of the site and historical structures that once existed on it. The community centre will need to be located in an area identified as having the lowest heritage significance and highest tolerance for change. The community centre will also need to be designed to provide a dual cultural heritage function, providing an opportunity for interpretation of the site and its

history and engagement with the public to tell the story of Bungarabee Homestead. In this way, while the community centre will primarily provide an activity / meeting space for local residents, it may also have a history / heritage focus for the wider district.

Arrangements for funding, ownership, management, timing of delivery and the development of programs, services and activities to operate from the centre will be determined in the next phase of the planning process, once the concept and location of the community centre have been confirmed with Blacktown Council.

While the proposed centre will primarily provide space for local activities, groups and programs, discussions with Blacktown Council should consider inclusion of a commercial component such as a café to help provide a recurrent revenue stream to support the management and maintenance of the centre. A café component may be appropriate given that the cultural heritage components will draw users from a wider area, and given the distance to equivalent facilities in the surrounding community. The inclusion of a café would enhance the site as focal point and meeting place, particularly if play equipment was located adjacent, making it an appealing place for parents with children. The feasibility of these ideas will be influenced by the conservation management plan for the heritage site and nature of cultural interpretation strategies to be developed.

3.4 Childcare

Since the social due diligence assessment was undertaken, two more childcare centres have opened in the Doonside area. There is now significant spare capacity in existing childcare centres in the area, including out of school hours care for primary school children. While demand for extra places for 0-2 year olds remains quite high, it would not be feasible to provide a facility for this target group alone.

Blacktown City Council does not support the provision of additional childcare facilities in the Doonside area and would not wish to take ownership of any such facility provided for the Doonside Residential Area through developer contributions. Indeed, Council has advised that it is unlikely to proceed with the childcare centre proposed in the 1980's Release Areas Section 94 Plan for the Douglas Rd site on the eastern side of Doonside Road.

Accordingly, no additional childcare facilities are recommended in the social infrastructure strategy. Using existing facilities in the surrounding area will promote the social integration of new and existing populations and support the viability of existing centres.

3.5 Recreation Facilities

The social due diligence assessment identified a potential need for recreation facilities to meet the needs of the new population and potentially also to address some of the existing shortfall for recreation opportunities for young people in the wider area.

The needs of the wider district and regional populations will be addressed through the facilities and open space areas to be provided within the Parklands. In addition to the expansion of major sporting facilities within Blacktown Olympic Park to the north-west of the site, the Concept Master Plan for the Parklands Bungarabee Precinct proposes a major sports precinct on the western side of Eastern Creek immediately to the west of the residential precinct. Potential facilities within the sports precinct include:

- an indoor sports stadium that might also be used for cultural / entertainment activities;
- multi-purpose courts suitable for netball, basketball, tennis,
- soccer fields and stadium,
- barbecue and picnic shelter facilities.

Further areas within the Parklands just to the south of the residential precinct will provide spaces suitable for large events, for open air activities such as flying kites or model airplanes and for passive recreation. A regional playground is also proposed. Facilities will be linked by a network of paths and trails, providing opportunities for cycling, roller-blading and skateboarding, as well as walking and jogging.

Given the range of recreation opportunities to be provided within the Parklands, the residential precinct will focus on addressing the local recreation needs of its residents rather than also meeting existing shortfalls in the wider region.

As discussed in the previous chapter, the residential population will primarily comprise families with children. Their needs will include:

- Safe parks and playgrounds for children within walking distance of home and providing soft play and fixed play equipment for 0-5 year olds and more adventurous play equipment for 5-10 year olds;
- Places for young people to socialise and gather that have good surveillance and a focus for activity eg half basketball / netball court, basketball hoop, skate ramp, kick around areas;
- Spaces for family activities, informal games and gatherings, barbecue and picnic areas, dog off leash areas;
- Pathways and trails for walking and cycling;

- Passive recreation areas for relaxation and contemplation.

The residential population will not be large enough to warrant the provision of sporting facilities for active recreation, particularly given the abundance of these in the adjacent Parkland. The residential precinct will contain local open space for passive recreation only.

The Concept Master Plan provides over 45,500 sqm of open space within the residential precinct. While a large proportion of this comprises riparian corridors, areas of high ecological value or detention basins which may not be suitable for embellishment for passive recreation purposes, there are substantial areas of unencumbered open space suitable for local passive recreation purposes that will satisfy the needs of the future population.

The nature, quantum and costing of embellishments to be provided within the areas of open space within the residential precinct have been considered in the Landscape Study prepared by EDAW and are subject to further discussion with Blacktown City Council. From a social planning perspective, important considerations in more detailed planning stages include:

- The need for facilities to complement, not duplicate, opportunities available in the adjacent Parklands (particularly with regard to the proposed regional playground). In this regard, the timing of development of Parkland amenities in relation to the incoming residential population may be a consideration;
- Provision of a range of parks of different sizes and styles to meet neighbourhood needs for a diversity of recreation opportunities;
- The need to provide play opportunities for different age groups, including more challenging and adventurous equipment for older children;
- The need to provide spaces and embellishments suited to the needs of young people living in the development. This should include space to meet and socialise that does not impact on adjacent dwellings, and recreation facilities that will provide a focus for gathering as well as providing “something for young people to do” (as outlined above). In meeting the recreational needs of young people, it will also be important that safe and convenient walking and cycling access is provided to the variety of sporting and recreational facilities close by within the Parklands, where the bulk of the recreation needs of young people may be satisfied;
- The importance of passive surveillance over designated activity areas, including playgrounds,

trails and kick-about areas to ensure their safety and security;

- Recognition of walking as the most popular adult recreation activity in Sydney, and provision of a network of paths and trails throughout the development that connect areas of open space and major access points, as well as providing a walking circuit;
- Inclusion of amenities to encourage community use of open space, such as seats, shade, barbecues, picnic tables, toilets and water;
- More formal civic spaces that provide outdoor areas for community events and gatherings and help create a focal point for the development. As outlined above, the open space associated with the heritage site presents a key opportunity to address this objective.

3.6 Funding for health, welfare and support services

As outlined in the social due diligence assessment, while there is a large number of health, welfare and support services in the area surrounding the precinct, these are generally already operating at capacity and will have little ability to absorb demand likely to be generated by the new development.

The needs of the new population for welfare and support services are likely to be very modest, given its small size and likely age and socio-economic profile, and demand on existing services is expected to be quite limited. Government funded services will need to respond to the needs of the new population, once demand has been demonstrated, through regional resource allocation formulae and departmental budgetary processes.

The key requirement will be for family health services, including hospital, community health and GP services. Proposals for the expansion of Blacktown Hospital have been based upon demographic growth forecasts for the region, including infill development such as proposed for the Doonside Residential Area as well as growth sector development. In the context of the very substantial growth forecast for the region over the next 25 years, upon which planning of major public and community health services has been based, the new Doonside Residential Area population is very small.

GP medical services are provided according to market demand rather than government funding. On the basis of the Western Sydney benchmark of 1 GP per 1,500 people, the new population will generate demand for about 1.3 additional GP's, suggesting a need for expansion of existing medical practices rather than establishment of new medical centres.

The new Doonside population will help support the viability or expansion of local commercial GP services, providing entrepreneurial opportunities for doctors in the area. The model of sole practitioners working from home in residential areas is generally no longer sustainable in many areas, and there is a trend for larger medical centres to be established with multiple practitioners in commercial areas. Given that the Doonside Residential Area will not contain commercial areas, it is likely that any expansion of GP services in the area will need to occur outside of the development.

3.7 Telecommunication Services

The study brief required that information and communication technology be considered as part of the social infrastructure of the new development.

At this stage of the planning, it is proposed that the development will have access to conventional telecommunication systems. Options for telecommunication systems will be investigated by Landcom at a future stage of the development.

Trends in ICT and the need to plan for a changing context were considered in Section 5.4 of the social due diligence assessment. That report proposed that while Landcom should seriously consider and plan for the importance of broadband to the future of its communities, it should be very careful not to try to second guess where the demand for ICT services will be in the future. It further proposed that the goal should be to “future-proof” new developments by ensuring that both public and private domains are designed in a manner that will allow the community to adopt technologies and services as they are developed and become affordable over time. Such a strategy will obviate the need to retrofit in the future.

Whatever ICT strategy is ultimately developed by Landcom for the Doonside Residential Area, it will be important that it provide for good broadband internet access, to both meet the needs of growing numbers of home based businesses, people wanting to work from home and those wanting to enjoy the benefits of ready access to information, entertainment and shopping available via the internet.

3.8 Priorities for service provision

The study was required to consider levels of service and models of service delivery required to address relative isolation and social disadvantage amongst residents.

The forecast population, by virtue of affording to live in this development, is not expected to be a socially disadvantaged one. It is recognised however, that particularly in the early years, many households may not have much disposable income by virtue of large

mortgages and high levels of household debt. Access to affordable leisure, recreation and entertainment activities will be a priority. The development will be able to satisfy much of this need through the open space and recreation facilities provided within the development and its proximity to the resources of the Parklands, as well as those in the surrounding area.

Services, programs and activities that support family well-being will also be a priority. The proposed community centre presents an opportunity for development of family support activities, such as playgroups, after-school activities such as ballet or martial arts, parenting classes and social groups. The ways in which the community centre might be activated to provide such activities in response to community needs will be discussed with Blacktown Council in the next phase of the planning process.

Families will also require access to health, education and welfare services in the wider area. As outlined in the social due diligence assessment, spare capacity exists in schools and childcare facilities in the surrounding area. The use of existing facilities will encourage the social integration of new and existing populations. It may also help remedy some of the social disadvantage experienced in these facilities, given the likely higher socio-economic profile of the new population.

In terms of social isolation, groups potentially at risk within the development include:

- Parents of young children not in the workforce, particularly if they do not have access to a car;
- People from culturally and linguistically diverse backgrounds who do not speak English;
- Older people who do not drive, particularly those living with adult children who are at work all day.

Addressing the needs of these groups will require:

- Encouragement for the development of public transport services to and through the site linking with key services and resources in the surrounding area (discussed in the next chapter); and
- Provision of social activities, programs and classes that help build social support networks for these groups. Again, this need will be considered in further discussions to be held about the role and resourcing of the proposed community centre.

3.9 Community development strategy

Social infrastructure for new residential development includes not only physical facilities and the services and programs that operate from them, but also

resourcing for the processes and initiatives that will enhance and strengthen the community during and after the development process. This requires both a community development strategy and a community consultation program.

Landcom's practice has been to implement a welcome program in each of its new residential developments, delivered by contractors (who are usually local community organisations) to provide new residents with essential information about services in the area and to facilitate their early settlement and sense of belonging. Beyond this initial contact through the welcome program, Landcom has also provided some funding in some areas to support local community events, to facilitate residents getting to know each other, and community information newsletters.

However, Landcom has not provided resources for more comprehensive community development strategies or for staffing for community centres. It is understood that the scope of the welcome program and Landcom's broader role as an agent for community development in its projects are currently under consideration. This will influence the scope and resourcing of community development strategies for the Doonside Residential Area.

A community development strategy will be required for the Doonside Residential Area which includes:

- A welcome program, to provide local information and to encourage new residents to get to know their neighbours and form networks;
- Support to start community activities and programs, and for the establishment of community social and interest groups and organisations,
- Strategies to facilitate community participation in decision-making, and community involvement in managing community resources,
- Building the cultural life of the development, through events, celebrations, and community arts projects.

The Doonside development provides some particular issues and opportunities to be addressed as part of the community development strategy. They include:

- The importance of providing initial information and education, through the welcome program, about the environmental sustainability features of the project, and in particular the use and maintenance of the eco-medians and swales and the environmental benefits of walking and cycling;
- Opportunities to develop a sense of stewardship over the eco-medians and other areas of open

space, encouraging voluntary involvement in the development and enhancement of parks, restoration and preservation of conservation areas and riparian corridors through tree planting, bush regeneration and community gardens;

- Links to the Conservation Management Plan for the heritage site, which recommends that the management of the core heritage area include an on-going program of public engagement, designed to maximise public interest and involvement in the heritage values of the site and their interpretation;
- Links to the public art strategy proposed for the precinct. This strategy, to be described in the DCP for the project, will respond to both cultural and natural heritage features of the site and facilitate a strong sense of character and identity for the development. It will provide opportunities for resident involvement in place-making activities and expression of cultural values;
- A need to link residents to facilities, services and networks in the surrounding area and to promote the social integration of new and existing populations, given that the development will not contain its own range of facilities and services and given the potential for social division, especially with the Doonside North neighbourhood.
- The proposed location of a community centre within the site presents opportunities to stimulate the development of a variety of activities and programs in response to the needs of the new community. This is unlikely to happen spontaneously without facilitation and organisation by a person or group charged with this responsibility.

Without a community development strategy, in the form of resourcing for a community development worker or community development organisation, there is a risk that these issues will not be addressed and opportunities for community building will be lost. Community building initiatives are unlikely to happen by themselves without support and facilitation, particularly in the early days when everyone is a stranger, focussed on establishing their own home and getting settled. It will be important that community building initiatives are supported and resourced by Landcom if the opportunities presented by the development are to be maximised.

Further consideration of the nature and resourcing of a community development strategy for Doonside is required, in the context of Landcom's review of its role in community development and the overall commercial feasibility of the project.

A program of community consultation will also be required to ensure existing and new residents are informed and involved in the development process, as part of Landcom's Triple Bottom Line objectives. It is recommended that the community consultation process already initiated by Landcom be continued through all subsequent phases of the planning and development process to provide an opportunity for both existing and new residents to participate in the planning and to reduce uncertainty related to the development process. The community consultation program will also be a key component of the broader community development strategy, in providing a mechanism to foster the social integration of new and existing residents and to facilitate people getting to know each other and the establishment of local networks.

4 Social Sustainability Strategies

The social due diligence assessment identified a number of social risks that needed to be addressed and opportunities to be maximised in the planning of a community which is socially sustainable is to be created within the Doonside Residential Area. These have been loosely grouped as risks and opportunities:

- for new residents within the residential precinct, and
- in the relationship between the new development and surrounding residential area.

This chapter outlines the strategies proposed to address these issues.

4.1 Social sustainability strategies within the residential precinct

4.1.1 Promoting safety and security

Concerns about safety and security focus on the proximity of the development to adjoining neighbourhoods characterised by high levels of social disadvantage, crime, anti-social behaviour and youth unemployment. Enhancing safety and security, both in the public domain and around the home, will be a key priority for the project.

Promoting safety and security have been addressed in the Concept Master Plan by:

- Street design which maximises surveillance from the road and encourages through traffic to promote active streets – for instance by long straight roads, with minimal curves and no cul-de-sacs;
- All open space and public domain areas are fronted by homes and bounded by public streets to enable passive surveillance.

Design details to promote safety and security have been addressed in the DCP. Issues include:

- Providing finishes on structures throughout the public domain that minimise graffiti and vandalism;

- Promoting active streets that encourage pedestrian use, by providing footpaths on both sides that link to the wider path network, providing cycle paths, seating and shade trees;
- Encouragement for housing design features that will promote surveillance of the street, footpath and front gardens, for instance all housing to front the street, dwelling entries on the street, frontages to contain windows from a habitable room, inclusion of features such as verandahs and balconies, front fences to define the boundary between private and public spaces;
- Ensuring personal safety should be a priority in the design of any rear laneways and garages by making them more active places with surveillance from adjoining houses.

Promoting safety and security should also be a priority within the public domain design and landscaping strategy, for instance by:

- Planting and street trees to enable good visual surveillance;
- Pedestrian paths in parks to be located along street frontages;
- Paths through parks to be wide and well lit, with particularly wide entries with lighting to increase visual surveillance from the road,
- Paths along conservation corridors should minimise adjacent revegetation to ensure pathways have minimal concealment opportunities;
- Including appropriate deterrents (such as bollards) to ensure cars and motor bikes do not have access to pedestrian paths through open space and conservation corridors.

The boundary interface with the Parklands should incorporate appropriate management and safety measures to ensure safety for residents and parkland protection. The Parkland itself will need to be designed to reduce its potential to be used for anti-social behaviours. The interface should be designed to promote safety, casual surveillance and active spaces around perimeter. Signage at the perimeter should direct park users to designated access routes to help ensure parkland visitors do not impact on the privacy and security of residents. Design of the Parkland interface should distinguish public and private areas and give clear messages about public access to spaces.

4.1.2 Managing noise and traffic impacts

The social due diligence assessment identified potential impacts on resident amenity associated with traffic noise along the Doonside Road perimeter and traffic from visitors to the Parkland moving through the residential precinct. The Concept Master Plan proposes that these potential impacts be managed in the following ways:

- Traffic noise from Doonside Road will be minimised by means of a buffer along Doonside Road comprising a landscaped mounding. This will provide a more appealing street frontage than sound barriers and fences.
- There will be no road access into the Parklands via the residential area. This will ensure that residents do not experience traffic impacts other than from other residents and their visitors. Appropriate signage will be required to direct Parkland vehicular traffic to appropriate access routes leading from Doonside Road and eastern Road directly into the Parkland.

4.1.3 Promoting residents' health and well-being

The health and well-being of residents will be promoted through urban design and amenity features including:

- Extensive areas of open space for passive recreation, fitness and exercise within the development,
- Encouragement for walking and cycling through the provision of a network of safe paths and trails that link with the surrounding path system,
- Well designed, quality housing designed in accordance with the provisions of the DCP,
- Maintenance of views and vistas, and high quality design and landscaping of the public domain.

In addition, residents will enjoy ready access to the extensive Parkland recreation facilities adjoining the site.

Resident health and well-being will also be promoted by developing a strong and cohesive community, through:

- The recommended social infrastructure strategy (refer previous chapter), which will include parks, playgrounds, and a community centre;

- The recommended community development strategy (also refer previous chapter), designed to enhance community interaction and activity, sense of belonging and the establishment of community networks, initiatives and organisations,
- The related public art strategy, designed to embellish open spaces, to help facilitate community interaction and provide place making and cultural development initiatives to enhance the character and identity of the precinct. The public art strategy has been developed through a separate study and will be presented as part of the DCP for the precinct. The public art strategy will focus on interpreting the history, cultural heritage, natural heritage and environmental significance of the site and its features;
- The housing strategy, described in Chapter 2 of this report. This is intended to provide housing choice and diversity (within the limits of market tolerance) to promote social mix;
- The layout of housing, whereby medium density development will be located in areas of high amenity, fronting parkland or in close proximity to the railway station and shopping centre.

4.1.4 Promoting access and connectivity

The development has been designed to provide a high degree of internal connectivity, with permeable street layout and three main access routes linking to the surrounding road network. All roads will have footpaths that link with the surrounding network and incorporate safe crossings. Bicycle paths will provide direct routes to facilities and entries and appropriate bicycle infrastructure will be provided.

Access from the residential precinct into the Parkland will be provided at three points via pedestrian / cycle paths.

Connectivity with the wider area is critical for enabling access to jobs, schools, shops, and services in the wider area. In this regard, two issues are paramount:

- Safe access for pedestrians to schools, transport and shops located to the east of Doonside Road, which is a busy 4 lane road with roundabouts at key intersections. The most appropriate measures to provide safe pedestrian crossings of Doonside Road have been considered in some detail in the Traffic and Transport Study prepared by Maunsell. In summary, that study has recommended that two signalised pedestrian crossings be located at points along Doonside Road that will provide convenient access for pedestrians leaving the site and needing to walk to schools, shops and the railway station located in Doonside. This study

supports the recommendations of the Maunsell study.

- Secondly, access for residents to resources in the wider area by means of public transport is a key objective in enhancing the social sustainability of the development. Public transport is important to reduce car dependency and social isolation, and promote equitable access to employment, training, facilities and services. Again, this issue has been examined in detail in the Maunsell Traffic and Transport Study.

The extent to which existing local bus services are extended to pass through the site will be a matter for further negotiation with local providers. However, the design makes provision for a viable bus route to loop through the site along the main access road, entering at the Douglas Road intersection and leaving at either the Bungaribee Road or Eastern Road entries to the development. This would place all dwellings within 400m walking distance of the route.

As planning for the development proceeds, Landcom will need to negotiate with local bus service providers to secure early provision of services through the development before travel and commuting patterns are set. It will also be important to secure bus services to local schools in the early stages. In the meantime, provision for bus stops, bus shelters and bicycle parking facilities should be made along the main spine road, on the assumption that bus services will be extended.

Should bus services not be provided to operate through the site, access to the existing bus network will still be available from Doonside Road. Importantly, residents of the northern part of the site will also be within walking distance of rail services at Doonside Station. Accordingly, a reasonable proportion of residents will have access to existing public transport within walking distance, either bus or rail services.

However, without bus services extending through the site, there is a risk that residents in the southern and western sectors of the precinct, and those unable to walk the longer distances to existing transport services, may be disadvantaged in their access to resources and opportunities in the wider area or become socially isolated. For these reasons, the need for public transport services to be provided through the site is stressed as a key strategy to promote the social sustainability of the project.

4.2 Relationship with surrounding area

The social due diligence assessment identified that the new population will have quite a different socio-economic profile to the population of the adjoining

neighbourhood of Doonside North, although it will be reasonably similar to the existing population in the adjacent Doonside South neighbourhood. It identified a risk that the differences between the neighbourhoods could result in social division in the area, particularly if the new population is perceived to have access to advantages and opportunities not available to the existing community. It also highlighted the need for the new development to have particular regard to the physical and social relationship with the Doonside North neighbourhood and to include measures which promote inclusiveness rather than segregation or exclusion. The need to maximise opportunities to develop the site in ways that also benefit the wider community was also highlighted.

In this regard, strategies have been considered in terms of :

- Maximising physical integration,
- Maximising social integration, and
- Maximising wider community benefit.

4.2.1 Promoting physical integration.

Within the limitations imposed by the location of the site adjoining Doonside Road, which is a busy main road, strategies proposed to maximise the physical integration of the Doonside Residential Area with the adjacent neighbourhoods of Doonside North and Doonside South include:

Entry treatments: The precinct will have three entries located at existing intersections to integrate with the existing road network. It is recommended that no gateway treatments be developed which might send messages of segregation or exclusivity or highlight social differences between neighbourhoods. The development should blend as seamlessly as possible into the physical fabric of the area. It is recognised that this may challenge the desire for elaborate entry statements for marketing and promotion purposes or to satisfy the aspirational desires of potential residents who wish to see a differentiation of the estate from the surrounding area. However, portraying the project as more exclusive, "different" or segregated from the adjoining neighbourhoods runs the risk of making it more of a target for anti-social activity. It also gives a message that "outsiders" are not welcome and should keep out. While this may be a desire of new residents, it is not in keeping with objectives to promote wider community cohesion and integration.

Boundary treatments: The same principles apply as outlined above, with the goal being to minimise rather than reinforce existing estate barriers associated with major roads through appropriate boundary treatments. The treatment of the perimeter along Doonside Road (mounded landscaped buffer) has been designed to minimise traffic noise impacts, while also providing permeable

access into the site, rather than presenting as a long boundary fence. The landscaped buffer is also designed to provide an attractive street frontage to enhance visual amenity for surrounding residents and others driving along Doonside Road.

Connectivity and permeability: The project has been designed to promote connectivity and integration with the surrounding road network. Two signalised pedestrian crossings will provide safe access for pedestrians crossing into the development from the eastern side of Doonside Road. The development will not present as a barrier for residents from adjacent neighbourhoods wishing to access the Parklands, as it will provide permeable public access to the Parklands for pedestrians and cyclists (although not for vehicular traffic) by means of the pathway system. Signage will be required to direct pedestrians and cyclists from the wider area to the three access points to the Parkland. Signage and local information (community newsletters, local press articles) will need to reinforce the message that “outsiders” are welcome to walk or cycle through the development to access the Parkland and that the Parkland does not “belong” to the new development.

4.2.2 Promoting social integration and cohesion

Strategies to promote the social integration of the new and existing populations recognise that inequity between the new and established area is unavoidable, given the levels of social disadvantage prevalent in the Doonside North neighbourhood. Planning needs to ensure that social exclusion is minimised as a result of the proposed development and that social disadvantage is not made worse. Proposed strategies include the following:

- Providing resources to be shared with the wider community. The development will provide extensive areas of open space and walking and cycle paths which will be accessible for the wider community. Importantly, it is proposed that a community centre be located within the development that is intended to meet the needs of both Doonside Residential Area and Doonside South neighbourhoods. The community centre will provide a key mechanism for the social integration of these areas (although effective integration will rely on the management and activities of the centre more than the mere provision of a building). The cultural heritage conservation and interpretation strategy for Bungarribee House will also provide a resource to be shared with the wider community.
- Encouraging residents to use existing resources in the surrounding area. The facilities to be provided within the Doonside Residential Area will be very limited, in keeping with the small size of the future population, and residents will rely on

shops, services, programs and facilities in the surrounding area to meet most of their needs. The mixing of new and existing populations in their use of facilities and services will facilitate social integration, for instance through the establishment of friendships and social networks at school and work that transcend estate boundaries. As discussed in the previous chapter, the proposed welcome program should provide information to encourage use of existing services and facilities.

- Implementation of a community development strategy. A key objective of the recommended community development strategy is to develop activities and programs to help build social cohesion and the integration of new and existing residents. This might be done by initiating social activities and community events designed to bring new and existing residents together around issues of common interest or need, for instance through hobby groups, kids activities or celebration of local achievements.

Consideration should also be given within the community development strategy to initiatives which might help address local issues of unemployment, boredom and vandalism among young people in the surrounding area. Strategies to engage local young people in developing the site, for instance through employing them in landscaping and bush regeneration activities, should be considered, on the basis that they may be less likely to engage in anti-social or destructive behaviours within the site later on if they have helped to create it. This should be seen as part of a wider program to involve local young people in the development of the Parklands to provide employment, skill development and training opportunities, through partnerships and links with local youth development, training and environmental organisations (eg Greening Australia, local TAFE College, Blacktown Council).

The recommended community consultation program is also intended to promote social integration, by ensuring that existing residents from the surrounding area are provided with opportunities to participate in the planning process and to express their views and ideas about the development. Understanding what is proposed for the site and having a stake in the planning outcomes will influence attitudes the project and acceptance of newcomers as they move into the area.

4.2.3 Promoting community benefit

Landcom's social sustainability objectives require that new development should bring benefit to existing residents and users of adjacent areas, as well as to new residents.

The potential costs and benefits of the proposed development were considered in some detail in the social due diligence assessment. The main benefit of the project for the surrounding community will come from development of open space, recreation and sporting facilities within the Parklands, to be financed in part through the Doonside residential development.

The development will promote access to the Parklands for pedestrians and cyclists through the residential area. The social and recreation facilities proposed for the residential precinct will also be available to the wider community.

Additional benefits will include:

- Expansion of housing choice in the area, including provision of some smaller dwellings for smaller households, and housing for different socio-economic target groups to enhance the social mix of the area;
- The development will have higher quality infrastructure and residential amenity than existing surrounding neighbourhoods. In this way it will provide a new benchmark for the provision of better planned communities, and enhance the image of Doonside and help reduce the stigma attached to the area.
- The new population will enhance the viability of existing local services and facilities in the surrounding area, by increasing utilisation and making use of the spare capacity which currently exists in some types of facilities. Local shops, commercial services and public transport may benefit from increased patronage, providing stimulus to the local economy. Spare capacity in local schools and childcare facilities might be utilised, making better use of existing investment in facilities and also potentially reducing levels of social disadvantage currently experienced in some local facilities.
- The new development will also enable the Bungarabee House heritage site to be preserved and made publicly accessible, with a heritage interpretation strategy and public art strategy to be implemented. As well as benefiting the wider metropolitan community with an interest in the history and heritage of Sydney, this will benefit the local area by enhancing its identity and character. The heritage site will provide an area of open space for use by the wider community, as well as a community centre with a cultural heritage component.

5 Strategic Social Plan

The study brief has prescribed the broad format for the strategic social sustainability plan. The recommended actions arising from this study are brought together and summarised in the following table. Details of recommended strategies can be found in the preceding chapters. The table identifies:

- objectives to promote social sustainability for the Doonside Residential Area;
- social initiatives required to achieve desired social sustainability outcomes;
- specific actions to be undertaken by Landcom to implement initiatives
- roles and responsibilities of other agencies / partners, where appropriate.

Social objective	Initiatives required to achieve desired outcome	Specific actions for Landcom	Potential partners / others involved
1. Encourage diversity among new residents, in terms of life cycle stage, household type and socio-economic profile	<p>Provide diverse mix of housing type, size and market segment</p> <p>Provide housing which complements supply in the surrounding area to enhance the social mix and social balance of the district</p> <p>Provide housing based on universal design principles to ensure flexibility to meet changing needs</p>	<p>Support the lot/ housing mix proposed in Concept Master Plan</p> <p>DCP to encourage provision of some smaller and more affordable dwellings as medium density housing</p> <p>Implement Landcom's moderate income housing policy within the development</p> <p>Implement Landcom's adaptable housing policy within the development, providing 10% of dwellings as adaptable housing</p> <p>Undertake post-occupancy research to monitor the characteristics of incoming households and adjust the housing mix to achieve population diversity objective</p>	
2. Promote the health, well-being and quality of life of new residents of the development	<p>Provide neighbourhoods with a high level of amenity, good housing design and attractive environments</p> <p>Provide easy access and connectivity throughout the development</p> <p>Develop public domain to encourage walking, cycling and incidental exercise</p> <p>Develop public domain to promote community interaction and active street life</p> <p>Provide convenient access to a range of recreation and social facilities within the development</p> <p>Provide convenient access to the adjacent Parkland facilities</p> <p>Minimise traffic and noise impacts within the development</p>	<p>Address need to ensure good housing design, attractive environment , high levels of amenity and public domain planning through DCP</p> <p>Initiate further discussions with Blacktown City Council to resolve ownership, management, maintenance and nature of embellishment of public domain and open space areas</p> <p>Undertake further discussions with BCC to resolve provision of local community centre</p> <p>Design pedestrian and cycle routes to provide ready access to Parklands, and include appropriate signage</p> <p>Implement recommended noise attenuation measures along Doonside Road</p> <p>Do not provide through road access into the Parklands</p>	<p>Blacktown City Council</p> <p>Blacktown City Council</p> <p>Department of Planning in terms of planning connectivity with and embellishment of the Parklands</p>
Social objective	Initiatives required to achieve desired outcome	Specific actions for Landcom	Potential partners / others involved
3. Enhance personal safety and security within the development	Urban design, housing design and landscaping strategies to incorporate CPTED principles	<p>DCP and landscaping strategy to address safety and security concerns, as outlined in section 4.1.1 of this report.</p> <p>Signage to direct park users to designated</p>	

