

Social Impact Study – Marrickville Metro

Prepared for AMP Capital Investors

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urbis

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Executive Summary

Introduction

Urbis Social Planning has been engaged by AMP Capital Investors (AMPCI) to prepare a Social Impact Study to accompany a Concept Plan Application under Part 3A of the *Environmental Planning and Assessment Act 1979* for the proposed redevelopment of the Marrickville Metro Shopping Centre. The development is being considered under Part 3A of the Act as it satisfies the criteria described in Schedule 1 of the Major Projects State Environmental Planning Policy (Major Projects SEPP).

AMPCI is looking to expand the retail offer of the Marrickville Metro through an expansion of the site to adjoining Smidmore Street. The proposal will include an additional discount department store, supermarket, mini major and specialty retail space. The concept incorporates a vision to enhance the town square together with improved street activation, pedestrian connections, additional parking and the relocation of the bus terminal to Edinburgh Road. The proposal includes the closure of Smidmore Street between Edinburgh Road and Murray Street in order to create a new pedestrian plaza including a two storey retail link and car parking access.

AMPCI's vision is to re-vitalise the Marrickville Metro Shopping Centre precinct and create a town centre for the surrounding community. The proposed development has the potential to create significant benefits including:

- Meeting the local shopping and service needs of the surrounding population.
- The creation of vibrant new community spaces.
- Better connection of the centre with the adjacent open spaces and community facilities.
- Physical improvements to the shopping centre and the way it interacts with its immediate surrounds.
- Improving public transport access and improvements to the local road system.

This study assesses the potential impacts and benefits associated with the redevelopment and identification of possible measures to minimise any associated negative impacts. In addition, an audit of existing social and community infrastructure has been conducted to ascertain any shortfalls in service provision in the local Marrickville community, particularly in light of future demographic changes in the area.

Consultation with Marrickville Council and local community agencies formed an important part of the study. It assisted in identifying key community groups to be further engaged in the planning and design phases together with recommendations for community infrastructure to be incorporated into the development.

Methodology

The following tasks have been undertaken as part of this study:

- Site visit on 18 February, 2010.
- A summary of the current population, socio-demographic profile and forecasts of estimated resident population for Marrickville suburb against the wider Marrickville LGA and Sydney SD.
- Review of key background documents and relevant State and Council strategies and policy documents.
- Assessment of studies relating to issues such as: local employment generation; community safety; traffic and parking impacts; connectivity with existing neighbourhood; public transport and accessibility; cultural and population group relevance.

- An audit of the existing supply of social infrastructure within Marrickville suburb and mapping of these facilities including:
 - Open space and recreation
 - Community facilities (libraries, community centres, halls)
 - Schools and childcare centres
 - Health and social service facilities (medical centres)
 - Retail facilities
- Consultations with Marrickville Council officers and community organisations to investigate and review likely impacts and current gaps in community service/facility provision.
- Consultation with Marrickville Metro Centre Management to ascertain aspirations for the centre and understand current community initiatives.
- Identification of key social infrastructure opportunities including recommendations for community contributions to be considered as part of the redevelopment.
- Assessment of potential social impacts (positive and negative) resulting from the redevelopment and the identification of any mitigating actions or monitoring mechanisms to minimise negative impacts or enhance positive outcomes.

Summary of Potential Social Benefits and Impacts

This assessment has identified the following potential social benefits and impacts that may be associated with the redevelopment and revitalisation of Marrickville Metro:

- *Attractiveness of the Development, Revitalisation of the Area and Greater Retail Choice* - the redevelopment will improve the overall legibility of the facility for customers providing clear pedestrian and road links to the centre in addition to providing greater choice of retail and service options to the local community and those who use the centre as a convenient one-stop shopping point.
- *Employment and Training Opportunities* - Among opportunities for value-adding to the social capital of the Marrickville community, education and employment presents strongly. Marrickville Metro currently employs 650 persons. The proposed redevelopment will generate an additional 777 (approx) ongoing jobs in the new retail businesses once opened and an additional 598 jobs during construction. This will have positive flow-on effects as these wages are spent in the local economy.
- *Community Contributions and the Provision of Community Space and an Enhanced Town Centre* – Marrickville Metro is an active member of the local community and is contributor to multiple community and environmental sustainable initiatives. In addition, the new scheme provides an opportunity to integrate the activities of the centre with the local community by providing social and community facilities and services that fill existing gaps and/or offer greater choice and improved access for local residents.
- *Traffic, Parking and Access* - the redevelopment will have positive impacts on accessibility and convenience with the improved dilution of traffic around the site. This will be achieved through: the relocation of the bus terminal and introduction of a new entrance at Edinburgh Road; additional car parking. However, concern was raised during consultation around the potential increase in traffic that may be generated from increased usage of the site and how this will be managed. The need to improve public transport links to the Centre more broadly was also a recurring issue raised during consultation.
- *Impact on Local Retail Shopping Strips* – Marrickville Council officers and a number of community organisations raised concern over the potential for the Marrickville Metro expansion to adversely impact the financial viability of local businesses along the Marrickville and Illawarra roads shopping

strips. An independent Economic Impact Assessment was prepared by Pitney Bowes Business Insight (2010) to assess the demand and market scope for the expansion of Marrickville Metro, and also consider the likely economic impacts that would result from the expansion of the centre.

- *Affordability and Risk of Price Rise* – results from a community attitudes survey commissioned by AMPCI highlights the appeal of the Marrickville Metro because of its ‘low cost shopping’ options. There is concern that the revitalisation of Marrickville Metro will lead to a rise in the rent of retail tenancies potentially forcing some of the lower cost retailers out of the market and/or causing prices more generally to increase. This will exclude a considerable segment of the local market who patronise the centre because of its variety of affordable goods.

Opportunities for Community Contribution and Social Infrastructure

The following initiatives are offered by way of suggestion for AMPCI to further enhance the role of the Marrickville Metro in the local community. They are consistent with Council’s vision for Marrickville and reflect the aspirations of Council staff, key stakeholders and the local community members consulted. A detailed listing of potential community infrastructure and service opportunities for inclusion in the redevelopment is provided at Section 6 of this report. Examples include:

- Community meeting rooms, small function rooms, a self-serve/ digital library and reduced retail rental spaces for local NGOs to operate.
- Promoting employment opportunities for local residents - developing training and employment placement links with local job networks; devising a human resource policy to incorporate a certain quota of staff from the local community; and targeting specific demographics/groups such as Indigenous Australians, CALD communities and secondary school students for possible work experience. The possibility to include local contractors within the development stage would also be beneficial for the local economy.
- Improving transport links to and from Marrickville Metro, especially within Marrickville LGA.
- Providing an imaginative and well designed civic square that encompasses and expresses the diversity of the community. This may be seen through integrated public artwork, an entertainment space, food stalls or markets as well as an arts or exhibition space. This process could also encourage community involvement in ultimately instilling a sense of ownership and place within Marrickville Metro.
- Ensuring good physical access and moveability within and around Marrickville Metro; encouraging sustainability initiatives including bicycle racks and well designed pathways and linkages. Accessibility for people with disabilities and for older people with limited mobility is also encouraged.
- Providing a safe public domain that all ages can appreciate and ensure that safety and security measures are integrated throughout the entire development.
- Supporting local community organisations and events (e.g. sponsoring a local sporting team, supporting community transport services, funding a community development worker position).
- Ensuring that wherever possible ESD principles are adhered to, in design, construction and site management phases.

Conclusion

This Social Impact Study has presented an analysis of the magnitude of potential social benefits and impacts that may occur as a result of the Marrickville Metro redevelopment proposal. Conduct of this assessment has included both qualitative and quantitative research and has taken into account a broad range of suggestions from Marrickville Council officers and local community organisations. Outcomes of the social assessment were regularly communicated to the consultant team throughout the project development phase. This process of reporting and advising the consultant team of the potential social impacts and opportunities for the integration of community infrastructure has contributed favourably to

inform the final design of the shopping centre. Plans have been extensively reviewed and modifications made to take into account a variety of valuable stakeholder suggestions.

Based on the review undertaken, some of the most likely social issues and considerations required in relation to the redevelopment of the shopping centre will include:

- Consideration of employment and training opportunities for the local community;
- Provision of improved public transport links to the Centre;
- Consideration of access facilities particularly for the elderly and mobility impaired;
- Traffic impacts resulting from changes to Smidmore Street and location of car parking and loading dock entrance/egress points within close proximity on Murray Street and Smidmore Street.
- Potential economic impacts on smaller retailers in the Marrickville Road and Illawarra Road shopping strips;
- Inclusion of community facilities and services such as community meeting rooms, portable library dispenser, performance and public exhibition space as part of the development;
- Inflation and price hikes of retail goods sold at the Centre thereby excluding a large segment of the local community who currently use the facility because of its 'low cost' options.

Overall, we believe that the proposed redevelopment of the Marrickville Metro shopping centre will have limited social impacts on the immediate, local or wider community. Marrickville Metro is a social hub and community meeting place for many local residents. The proposed redevelopment seeks to provide improved convenience retail and service offering within a new and revitalised shopping facility. Early engagement with Marrickville Council, key community organisations and the local community has sought to inform the preliminary planning process and to identify possibilities for community facilities and services to be included in the development.

1 Introduction

Urbis was commissioned by AMP Capital Investors (AMPCI) to carry out a Social Impact Study of the Marrickville Metro redevelopment proposal. This report will accompany a Concept Plan Application under Part 3A of the *Environmental Planning and Assessment Act 1979* for the proposed redevelopment of the Marrickville Metro Shopping Centre.

Note: this assessment is not an economic impact assessment and therefore does not assess the current turnover performance and potential future market shares and turnover that the centre could achieve through redevelopment nor the trading impact on individual centres and retail strips from a cost analysis perspective. Refer to the Economic Impact Assessment report prepared by Pitney Bowes Business Insight for a detailed analysis of the likely trading impacts that can be anticipated following the expansion of the centre.

AMPCI is looking to expand the retail offer of the Marrickville Metro through an expansion of the site to adjoining Smidmore Street. The proposal will include an additional discount department store, supermarket, mini major and specialty retail space. The concept incorporates a vision to enhance the town square together with improved street activation, pedestrian connections, additional parking and the relocation of the bus terminal to Edinburgh Road. The proposal also includes the partial closure of Smidmore Street and the creation of a public space with active retail.

Traditionally a working class suburb with a high migrant population, the Marrickville community has changed remarkably over that last 10 years with an increase in young professionals and a continuing trend of gentrification. These changes have resulted in a decrease in the average family size, an increase in house and rental prices which has resulted in a younger wealthier community moving into the area. However, despite these dominant changes, Marrickville still remains a culturally rich and diverse inner city suburb with a diverse group of residents from a variety of socio-economic strata. In addition, the industrial land and warehouses that surround Marrickville Metro have attracted collectives of artists to this part of the LGA leading to the creation of a very strong creative arts industry.

The purpose of this study is to carry out an assessment of potential social benefits and impacts associated with the revitalisation plan for the Marrickville Metro Shopping Centre. This involves a detailed and independent analysis of impacts, both negative and positive that relate to the redevelopment and the identification of prospective mitigation measures. In addition, recommendations for consideration by AMPCI have been made regarding community contributions and options for how the redevelopment may address current gaps in community infrastructure and service provision in the area. This process was informed by in-depth key stakeholder interviews and discussions with Marrickville Council officers and community organisations complemented by a desk-top audit of key community facilities within close proximity to the site.

As such the aim of this study is to:

- Independently assess, predict and evaluate the potential social impacts and benefits associated with the proposed Marrickville Metro redevelopment (ie. amenity, safety and security, noise, traffic, employment) including recommended measure for mitigation;
- Consult with local council, local community organisations and other key stakeholders to enable concerns and suggestions raised to inform the final proposal; and
- Identify opportunities for the inclusion of social infrastructure and ongoing community engagement in the refinement of future designs thereby contributing to community cohesion and promoting a sense of place.

1.1 The Proposal

AMPCI proposes to upgrade and expand Marrickville Metro Shopping Centre to accommodate additional retail floor space, improved facilities and services, as well as enhance convenience and accessibility for the community.

The proposal has three key elements:

- An extension of retail floor area at first floor level above the existing shopping centre building with further additional roof top parking above;
- Redevelopment of the existing industrial land south of Smidmore Street (13-55 Edinburgh Road) to create a two level retail addition to the shopping centre with car parking above.
- The closure of Smidmore Street between Edinburgh Road and Murray Street in order to create a new pedestrian plaza including a two storey retail link and car parking access.

The additional retail floor area will primarily accommodate a discount department store, supermarket, mini major and specialty retail space. The development will incorporate additional car parking as well as improved vehicle access and loading facilities.

The proposal will create a new urban plaza in Smidmore Street and will be complimentary to an enhanced public space fronting Victoria Road. The proposal will include works to the public domain in order to improve the pedestrian, cycling and public transport connections to and from the site and enhance pedestrian and patron safety.

Owing to the scale of the project and the need to undertake the development whilst maintaining a safe and functional retail centre, it is proposed that construction will occur over at least two discrete stages.

Stage 1 will involve the redevelopment of the industrial site at 13-55 Edinburgh Road to accommodate the new two level retail centre including car parking above. This work will also incorporate the creation of the pedestrian plaza and retail extension across Smidmore Street linking the two retail buildings and the refurbishment of the existing shopping centre building fronting the northern side of Smidmore Street.

Stage 2 will involve the first floor level retail extension over the existing shopping centre building with the proposed additional car parking at roof top level.

1.2 Methodology

The following tasks have been undertaken as part of this study:

- Site visit on 18 February, 2010.
- A summary of the current population, socio-demographic profile and forecasts of estimated resident population for Marrickville suburb against the wider Marrickville LGA and Sydney SD.
- Review of key background documents and relevant State and Council strategies and policy documents.
- Assessment of studies relating to issues such as: local employment generation; community safety; traffic and parking impacts; connectivity with existing neighbourhood; public transport and accessibility; economic needs and retail analysis; cultural and population group relevance.
- An audit of the existing supply of social infrastructure within Marrickville suburb and mapping of these facilities including:
 - Open space and recreation
 - Community facilities (libraries, community centres, halls)
 - Schools and childcare centres
 - Health and social service facilities (medical centres)
 - Retail facilities
- Consultations with Marrickville Council officers and community organisations to investigate and review likely impacts and current gaps in community service/facility provision.

- Consultation with Marrickville Metro Centre Management to ascertain aspirations for the centre and understand current community initiatives.
- Identification of key social infrastructure opportunities including recommendations for community contributions to be considered as part of the redevelopment.
- Assessment of potential social impacts (positive and negative) resulting from the redevelopment and the identification of any mitigating actions or monitoring mechanisms to minimise negative impacts or enhance positive outcomes.

1.3 Site Location and Context

Marrickville Metro Shopping Centre is located within an established residential and industrial precinct in the eastern part of Marrickville Local Government Area (LGA), approximately seven kilometres from the Sydney CBD. The centre provides a buffer between the industrial estate to the south and the residential neighbourhoods located to the north and west.

Marrickville LGA contains some of the earliest suburban neighbourhoods to be developed in Sydney and contains several areas of Victorian-era heritage housing. The LGA also contains a mix of industrial and commercial areas. In recent years the LGA has been subject to urban consolidation and gentrification.

The main centres of retailing are Marrickville Metro, the Marrickville Road/Illawarra Road retail strip in Marrickville and the King Street/Enmore Road retail strip in Newtown. Each of these centres contains a diverse mix of retail and non-retail uses.

Marrickville Metro is defined as a subregional shopping centre serving the shopping needs of Marrickville LGA residents and adjacent suburbs.

The centre includes a single retail level and is internally-oriented, with rooftop car parking. Access to the retail malls is provided via travelators from the roof, while pedestrian access is also provided from Smidmore Street and Victoria Road. The shopping centre provides a mix of food and non-food retailing including the major tenants of Kmart, Aldi and Woolworths and a range of speciality stores.

Marrickville Metro is accessible by bus or train with three bus routes providing inner-city links and St Peters railway station, 800 metres to the south-east of the site.

Figure 1 (below) shows the three sites that form the basis of proposed redevelopment. They include the existing site, Marrickville Metro(1) located at 34 Victoria Road, Marrickville, the site (2) located to the south of Marrickville Metro at 13-55 Edinburgh Road, and the section of Smidmore Street immediately to the south of Marrickville Metro, between Murray Street to the east and Edinburgh Road to the west (3).

Figure 1 – Aerial Site View



1.4 Site visit

On Thursday 18 February, 2010 a site visit was conducted of the proposed site to be redeveloped. A number of observations were made at this time including:

- Notable pedestrian traffic and street activation with customers accessing the shopping centre on foot from Victoria and Smidmore streets;
- Victoria Street is well linked to the Marrickville Metro with a nice tree lined streetscape and good pathways to local streets and Enmore Park;
- Smidmore Street entry point and streetscape appeared run-down and industrial-like. This is the main street for transport pick up/drop off with the bus stop, taxi rank and loading zone located here. No pedestrian crossing was observed along this street;
- The set-back of the shopping centre along Victoria Street has minimal impact on the residential properties along the north side and is well protected by Old Vickers Mill façade;
- The carpark and upper level rooftop of the shopping centre is partially visible from residences along Bourne Street;
- Parking is predominantly located on the upper levels of the shopping centre, however, Victoria and Smidmore streets also offer street parking.

1.5 Marrickville Metro: Retail Offer and Consumer Preferences

AMPCI has commissioned significant research into retail and consumer demands over the past 5 years to assess the feasibility of the expansion of Marrickville Metro. This work has included:

- Exit interviews of over 500 customers using Marrickville Metro over a one week period, undertaken by Directional Insights Pty Ltd to determine the primary, secondary and tertiary trade area for Marrickville Metro;
- A telephone survey undertaken by Urbis to examine the shopping habits of people living within the trade area. The survey revealed that people use a wide range of centres for both their everyday and weekly shopping needs, including centres within Marrickville and others located further a-field;
- Retail demand assessment prepared by MapInfo Dimasi Pty Ltd;
- A survey of retail floorspace and shop composition for the commercial strip shopping centres of King Street Newtown and Marrickville Road and Illawarra Roads, Marrickville by Urbis; and
- An economic impact assessment prepared by Urbis in 2005/2006.

Below is a brief summary of the findings of a number of these studies relevant to this assessment.

1.5.1 Metro shoppers - residential location and purpose of visitation

In 2005 exit interviews of over 500 customers using Marrickville Metro over a one week period was undertaken (by an independent market research company) to establish the residential address of shoppers and to define the trade area for Marrickville Metro. The survey revealed that the primary shoppers to Marrickville Metro resided in the local area around the centre, including the suburbs of northern Marrickville, Sydenham, St Peters, Enmore and parts of Petersham and Lewisham.

A telephone survey was also conducted in 2005¹ to understand which shopping centres residents used for their main shopping. The findings showed that:

- Marrickville Metro was used by the primary shopping group (as identified above) for their food and grocery shopping, while a small proportion (17%) of residents use the Marrickville Road retail strip as it is close to their home and provides a convenience factor.
- Local residents who predominantly use Marrickville Metro for their food and grocery shopping have a strong preference for shopping in the Sydney CBD for non-food items, which is used by 42% of respondents. However, nearly 30% of respondents said they used Marrickville Metro, while only 4% used Marrickville Road retail strip for non-food shopping.

1.5.2 Community Attitudes Survey

In 2009 twoblindmice (Market Research Company) were commissioned by AMPCI to research local attitudes towards the current retail offer (services and facilities) and proposed expansion of Marrickville Metro. This research was completed through 1200 telephone interviews and 11 focus groups. Overall, the majority of residents (80%) expressed enthusiasm towards the proposal and would be supportive of the expansion depending on the final concept, while 20% were resistant to change of any kind.

The 11 focus groups included people from a diverse age cohort as well as social and cultural background. The study focused on four categories of shoppers: 'Marrickville Metro shopper', 'Strip Shopper', 'Outside LGA Shoppers' and 'Male Shoppers'.

In terms of shopping in Marrickville, most residents believed there was a fairly wide range of shopping available to them in the area, including:

- Grocery shopping;

¹ UrbisJHD, Marrickville Telephone Survey, November 2005

- Specialised cuisines;
- Homewares;
- Gift shopping; and
- Clothing (to a lesser extent).

Common to all shopping groups (Marrickville Metro shoppers, Strip shoppers and Outside LGA shoppers) was the importance of low cost shopping in the area.

In relation to the current state of Marrickville Metro, there were a number of polarising attitudes expressed. Some respondents said that the older style of the Centre provided a 'comfy' and familiar experience, while the majority felt the Centre was rundown, outdated and underperforming. Key concerns raised about the Marrickville Metro included:

- Dark and unsafe at night;
- Budget feel;
- Ambience;
- Confusion with the layout of the centre;
- Hard to access via public transport;
- Not a lot of undercover car parking; and
- A 'fragmented' shopping experience.

Conversely, residents liked the following attributes of the Centre:

- Convenient shopping experience;
- Types of food on offer;
- Good value centre;
- Familiarity;
- Free parking; and
- A relaxed environment.

There was an overwhelmingly positive response by residents with regard to any proposed expansion of Marrickville Metro. What they would like to see as part of the redevelopment is improved quality and variety of shops (eg, Medicare, MBF, Commonwealth Bank, a better food court), an improved atmosphere/environment and community services and facilities (eg, child care, after school care and community gardens). However, some residents were concerned that a larger centre would have negative impacts, including:

- increased traffic;
- increased food prices;
- loss of local feel; and
- the centre becoming too busy.

2 Review of Relevant Policy and Planning Documents

The purpose of this section of the report is to identify current local and state policy – statutory, non-statutory and strategic, that is relevant to the proposed development and contextualise the broader socio-economic and planning environment of Marrickville LGA.

2.1 Marrickville Council strategies and planning controls

2.1.1 Marrickville Community Plan 2025 and Marrickville Strategic Plan 2006 – 2011

The *Marrickville Community Plan 2025* (Community Plan) and *Marrickville Strategic Plan 2006-2011* (Strategic Plan) are closely linked and work together to provide guiding principles and key objectives and strategies that are designed to respond to future challenges and opportunities within the LGA. The Community Plan outlines the goals and objectives for the LGA informed by consultation with Marrickville residents while the Strategic Plan is an action plan to realise these goals and objectives.

The *Marrickville Community Plan 2025* outlines the vision and key goals of the Marrickville community with principles that will guide the deliverance of future planning within the LGA. The Plan focuses on working with the community to ensure that Marrickville is a great place to live in 2025.

The key goals include:

- To support and promote the community's well being, cultural diversity and inclusiveness;
- Promotes ecological sustainability and environmentally sensitive principles through education, planning, programs, cooperation and promotion, individually and as a community;
- Creating and maintaining clean, green and attractive public open spaces;
- Deliver a community that is liveable, safe and accessible by all;
- Promote vibrant street life, that encourages interaction, engagement, and flourishing local businesses and attractive and sustainable local village shopping precincts;
- Have Marrickville recognised as a leading learning and creative arts centre of Sydney;
- Plan, promote and lobby for a sustainable and integrated transport system;
- Maintain the vibrancy and liveability of Marrickville by having balanced and guided development, clean industry and work; and
- Keep Marrickville Council as a leading local government organisation.

The proposed redevelopment of Marrickville Metro should complement and support these key goals through appropriate social, cultural and planning measures.

The *Marrickville Strategic Plan 2006-2011* outlines Key Activity Areas to be put into action in accordance with the Community Plan.

Community consultation was undertaken as part of the development of the Community and Strategic plans to provide an insight into resident views of how they currently feel about their neighbourhood and potential changes that could occur in the future. Results showed the three major concerns for residents over the short, medium and long term are:

- Development issues;
- Traffic; and
- Environment and pollution.

2.1.2 Marrickville Social Plan 2004

The *Marrickville Social Plan 2004* considers all social issues facing the residents of Marrickville and its diverse community. It aims to ensure that Marrickville is a better place to live for current and future generations. The major overarching theme of the document is to ensure that citizens feel a sense of belonging and place within then LGA.

Council's vision for the community is:

- A community that is safe, culturally enriching, accessible and ecologically sustainable;
- An environment where residents feel secure in their belief that their quality of life is improving and their contributions valued;
- A community where there is a strong spirit of co-operation and trust, and pride in the rich diversity of people; and
- A community keenly involved in managing local issues and contributing to broader community affairs and challenges facing Sydney as a whole.

As part of the community consultation process (which informed the plan) key priorities nominated by residents were considered and implemented into this Plan by Council. The five key priorities are:

- Strengthening the community of Marrickville;
- Making Marrickville fairer;
- Co-operative approaches and innovation;
- Improving facilities and programs; and
- Creating spaces and places for current and future generations.

While the Marrickville Social Plan was prepared in 2004 and strategies were proposed to meet these identified gaps in facility and service provision, it is worthwhile noting the areas of need in the local community at the time as they may be still current and considered by the proponent as part of their redevelopment planning process. These included:

- Increasing the provision of childcare places and spaces for multipurpose use;
- Improving access to library's free internet facilities;
- Improving access to community care services, transport services and recreation and leisure activities for older people;
- Implementing relevant infrastructure provisions for people with disabilities to improve accessibility to local facilities and services;
- Providing opportunities for young people to access employment and training;
- Extending the provision of local leisure programs and services by supporting leisure organisations and agencies;
- Providing affordable and accessible office and meeting spaces for community groups.

2.1.3 Marrickville Urban Strategy 2007

The *Marrickville Urban Strategy 2007* provides the planning context for development across Marrickville LGA. It focuses on a range of directions relating to planning, the community and the environment. This Strategy focuses on ensuring short, medium and long term strategic planning goals are met.

The Marrickville Urban Strategy vision acknowledges the diverse and vibrant community which lives there and states that Marrickville Council is committed to working with the people of Marrickville Council to ensure, maintain and build upon those elements of the community that are valued and guaranteeing

this continues up to 2025 and beyond. The redevelopment of Marrickville Metro is envisaged to provide an appropriate space and place that is welcoming of all cultures within the community.

The Strategy delves into six themes of importance to continue sustaining a diverse and vibrant community. These six themes are:

- Housing and Living;
- Employment and Economy;
- Transport and Access;
- Community and Diversity;
- Recreation and Natural Environment; and
- A healthier Marrickville.

The delivery, implementation, monitoring and evaluation of this Strategy will also be the key to its success.

All these themes are of particular importance to the proposed redevelopment of Marrickville Metro due to the current use, location and importance of the site to the community.

The vision put forth for the redevelopment is to provide a sense of stewardship and belonging for local community members. This may be seen through cultural and educative events that may be held within the Centre or as part of the proposed adjoining public space. It is intended that there will also be numerous economic benefits and employment opportunities for Marrickville LGA. The Centre will be a cultural hub for socialising and interaction providing business owners and residents with a sense of urban place. The anticipated benefits associated with the redevelopment are further explored in Section 5.

2.1.4 Safety in Marrickville (Crime Prevention) Plan 2008-2011

The *Safety in Marrickville (Crime Prevention) Plan 2008-2011* outlines key community outcomes and strategies and provides a detailed response by Council in relation to community safety and crime prevention.

This Plan aims to prevent and reduce crime as well as focus on safety within the LGA through a range of strategies. These strategies focus on events, programs and initiatives by Council to educate, promote and provide requirements for development, design and planning in the LGA.

The plan outlines the recorded criminal incidents in Marrickville LGA for offence categories between 2001 and 2007. The total number of criminal offences recorded in the Marrickville LGA for 2007 was 16,315, an increase of 4.3% over the 2006 statistics. There has been a gradual increase in incidents from 2004 to 2007, however, this remains well below the higher levels seen between 2001 and 2003. In regards to the most common criminal incident, driving offences had increased significant from 2001 (4,130) to 2007 (6,297). Offences against property had lowered significantly from 8,016 in 2001 to 5,381 in 2007. Offences against the person and drug and other offences have also lowered in number between 2001 and 2007. Public order and justice offences have had a sporadic increase and decrease in statistics between 2001 and 2007.

In regards to offences against property and offences against the person, apart from driving offences the most common offences in the Marrickville area were steal from a motor vehicle, malicious damage to property and break and enter of a dwelling (between 1999 and 2007). A Crime Prevention through Environmental Design (CPTED) assessment has been prepared by Urbis as part of the Part 3A application process. This report assesses the final plans based on the key CPTED principles of natural surveillance, access control, territorial reinforcement and maintenance and management to explore the public safety implications of the development upgrade in its entirety and to provide guidance to support a design process that is responsive to community safety requirements, and proactive about limiting crime in the vicinity.

2.1.5 Marrickville Youth Strategy 2009 – 2011

The *Marrickville Youth Strategy* outlines a strategic direction considered and implemented by Marrickville Council to ensure the correct planning decisions are made for the current and future young people living within the area. The focus of Council is to provide opportunities to help and encourage young people to participate within the local community. This Strategy provides key themes and actions to be instigated by Council to engage young people in education, the workforce, community events, recreation and cultural life.

The key themes of the Strategy are as follows:

- Youth participation;
- Co-ordination and planning of services;
- Education, training and employment;
- Art, culture and recreation; and
- Safety, health and wellbeing.

These overarching themes provide specific direction for actions to be initiated and applied by 2011.

To further promote and establish these fundamental themes Council has identified a number of actions to ensure the best possible outcomes are achieved for young people. Those that may be considered and/or relevant to the redevelopment include:

- Coordinate and provide, together with young people a program of activities during Youth Week;
- Encourage young people to provide input to the development of programs and services that impact on their lives;
- Consult and communicate with young people utilising appropriate technology, language and style of publication;
- Friendly information about employment and training opportunities, health and wellbeing, recreation, art and culture;
- Recognise and actively promote the positive contribution young people make to the community;
- Involve young people and young performers from the local area in community events such as Australia Day celebrations and the Marrickville Street Festival;
- Involve young people in the planning of and changes to public space including parks;
- Develop and manage community facilities and leisure opportunities to ensure young people have access to affordable recreation, leisure and social opportunities;
- Continue to support access to local street art opportunities as a medium for developing artistic skills and entering the arts economy; as well as reducing the impact of illegal “tagging”;
- Support the development of youth friendly spaces and services within libraries;
- Continue to provide employment and training opportunities for young people at Council and advocate for increased employment opportunities and pathways in the local business sector; and
- Support education opportunities for all young people.

2.2 State Planning Policy

2.2.1 Sydney Metropolitan Strategy (2005)

The Sydney Metropolitan Strategy is a strategic planning initiative by the NSW Government that addresses future planning within the Sydney area. The Strategy 'supports continuing economic growth while balancing social and environmental impacts. It is based on anticipated population, economic and demographic trends, and has been developed with five aims: enhance liveability, strengthen economic competitiveness, ensure fairness, protect the environment, and improve governance'². The Strategy has five aims related to; anticipated population, economic and demographic trends. These aims are:

- Enhance liveability;
- Strengthen economic competitiveness;
- Ensure fairness;
- Protect the environment; and
- Improve governance.

A key component of the Sydney Metropolitan Strategy has been the preparation of subregional plans, to provide detailed objectives and actions to guide development. The Strategy has divided the Sydney metropolitan area into nine distinct subregions. The Marrickville Metro lies within the South Subregion.

2.2.2 Draft South Subregional Strategy (2007)

The proposed redevelopment of the Centre lies within the South Subregion of the Strategy. This region is made up of Marrickville, Canterbury, Hurstville, Kogarah, Rockdale and Sutherland and is home to approximately 650,000 people.

The Vision is that by 2031 the south subregion will:

- Retain its high quality environmental, tourism, and lifestyle attributes;
- Provide superior lifestyle and amenity, allowing residents to live, and work within the subregion;
- Support the function of the Global Economic Corridor;
- Have a diverse community with a greater range of housing choice; and
- Have greater public transport use through a series of rail infrastructure improvements and encouragement of walking and cycling.

There are also a number of key directions that are stated within the Strategy related to Marrickville LGA and consequently the proposed redevelopment. The Strategy states that there will be an increase in population size, dwellings and employment capacity within the region up to 2031. Key directions that relate directly to Marrickville LGA and the Marrickville Metro shopping centre in particular include:

- Retaining strategic employment lands – the protection and up-keep of Marrickville Metro will be integral in ensuring that the appropriate use of this employment land is met. This redevelopment will also provide extra jobs within the region helping to reach the employment targets of the subregion by 2031.
- Identify and investigate renewal areas for the south – the Marrickville Metro has been targeted as a specific area for renewal within the south subregion.

² NSW Government, Department of Planning, 2005, Sydney Metropolitan Strategy, viewed at <http://www.metrostrategy.nsw.gov.au/dev/ViewPage.action?siteNodeId=28&languageId=1&contentId=-1>

- Recognising the diversity across the region – Marrickville LGA has one of the most diverse cross-sections of persons from different cultural backgrounds within the south subregion. Recognising the diversity of those who use the Centre as well as live close by will be an important consideration in the preliminary planning stage of the development.

2.3 Implications of Policy and Planning Documents for Marrickville Metro

It will be important that the redevelopment of the Marrickville Metro contribute to the overarching objectives identified in Marrickville Council's strategic planning, community and social plans, as well as the vision of the subregion. Therefore, it will be important that the proposal consider the following key themes in the final planning and design phase of the shopping centre:

- Access
 - Provides equitable access to the Centre (eg, through increased public transport) and considers the functional mobility, sensory and intellectual needs of the community;
 - Places an emphasis on the redevelopment becoming part of the wider community through appropriate design and the provision of community facilities and increased retail options.
- Amenity and safety
 - That the amenity and safety of the area is enhanced as a result of the proposal.
- Recognition of diversity
 - Ensure that the centre provides opportunity for all members of the local community (young people, elderly) to participate in, and access the services offered;
 - Ensure that there are shops within Marrickville Metro that cater for the diverse population that live within Marrickville LGA.
- Employment and training opportunities
 - Provide employment opportunities to the local Marrickville community during and post construction.
- Enhancing the vibrancy of the area
 - Consider the inclusion of community and public spaces and facilities in the redevelopment that encourage community interaction; and
 - Ensure that public open space and or community facilities/services that form part of the redevelopment cater for all groups including children, youth, elderly, CALD and those with disability.

3 Community Profile

This section provides a detailed assessment of the make-up of the local Marrickville community (Marrickville suburb) comparative to Marrickville LGA and Sydney SD. The data and information in this section has been derived from the ABS 2006 Census, CData and Marrickville Council's key social and strategic planning documents. This demographic analysis aims to correlate specific population characteristics of the Marrickville area with the need for the redevelopment and expansion of Marrickville Metro Shopping Centre.

3.1 Demographic profile

Marrickville LGA is one of the smallest LGAs across the Sydney Metropolitan area covering a total of 17km². Marrickville is located less than 10km from the Sydney CBD and is located within the Sydney Metropolitan Strategy's 'Global Economic Corridor'. The area is culturally diverse and is one of Sydney's oldest and densely populated suburbs. While there are a number of residents who work within the LGA, many also commute to the Sydney CBD.

3.1.1 Population and age

According to the 2006 Census, there were a total of 23,159 residents living within the suburb of Marrickville, 1.9% identifying as Aboriginal and Torres Strait Islander. The total population of Marrickville LGA at the time of the 2006 Census was 71,812 persons, a decrease of 1,314 (1.8%) persons since the 2001 Census.

The median age of Marrickville suburb residents is 36 years old compared with Marrickville LGA and Sydney SD both at 35 years old. Of the total population in the Marrickville suburb, 49.4% are male and 50.6% female. This split is similar to the average across Marrickville LGA and the Sydney SD.

At the time of the 2006 Census, the population of Marrickville suburb, Marrickville LGA and Sydney SD was as follows:

Table 1 – Age of residents in Marrickville suburb, Marrickville LGA and Sydney SD

Age	Marrickville Suburb	Marrickville LGA	Sydney SD
0 and 19	20.1%	19.6%	26.0%
20 and 39	35.4%	40.3%	30.1%
40 to 59	27.4%	27.1%	26.9%
60 years and over	17.1%	14.1%	17.0%

Overall, it is evident that:

- The majority of persons living in both Marrickville (suburb) and Marrickville LGA are aged between 20 and 39 years of age (35.4% and 40.3% respectively);
- Marrickville (suburb) and Marrickville LGA have a considerably smaller population of persons aged 0 to 19 years compared to the Sydney SD (20.1%, 19.6% and 26.0% respectively); and
- Marrickville LGA has a slightly smaller population of persons aged 60 years and over (14.1%) compared to Marrickville (suburb) and Sydney SD (17.1% and 17.0% respectively).

Population Projections:

Marrickville LGA forms part of the South Subregion defined within the Sydney Metropolitan Strategy by the NSW Government as one of Sydney's smallest LGA's in area yet one of the most densely populated. The Draft South Subregional Strategy states that due to relatively high population densities

in parts of the subregion and restricted land area to provide more jobs than the majority of existing Employment Lands need to be retained³. The proposed redevelopment of Marrickville Metro will complement this key direction within the Strategy to retain employment lands and provide opportunities for future growth and stability.

The New South Wales State and Regional Population Projections, 2006-2036 statistics released in 2008⁴ states regional growth rates of which Marrickville LGA falls within the Sydney region. The population of the Sydney region is expected to increase in size from 4.3 million in 2006 to 6.0 million by 2036, this is a total increase of 1.7 million over the 30 years or 40%.

The Australian Government's Department of Health and Ageing provides statistical Local Area Population Projections from 2007 to 2027⁵ by State or Territory and LGA. The following Table outlines the predicted population projections for Marrickville LGA from 2007 to 2027.

Table 2 – Marrickville LGA Population Growth 2007-2027 (at 5 year intervals)

Year	Population (No.)	Population Increase (No.)	Population Increase (%)
2007	76,306		
2012	79,153	+2,847	3.7%
2017	81,654	+2,501	3.2%
2022	84,103	+2,449	3.0%
2027	86,488	+2,385	2.8%
Total		+10,182	13.3%

Source: Department of Health and Ageing, Australian Government

Table 2 above shows that there is a slight increase in population size in Marrickville LGA from 2007 to 2027. Table 2 shows the increase over five year intervals up to 2027 with the most significant increase in percentage of population at 3.7% occurring within the current five year period from 2007 to 2012. Overall, it is predicted that there will be an increase of 10,182 persons (13.3%) over the 20 year period (2007 – 2027) within Marrickville LGA.

3.1.2 Birth place and language

At the time of the 2006 Census, 49.7% of Marrickville suburb residents and 53.3% of Marrickville LGA residents stated they were born in Australia. The other most common responses were Vietnam (7.2%) and Greece (5.9%) for Marrickville suburb and Greece (3.6%), England (3.4%) and Vietnam (3.3%) across the LGA. Comparatively, 60.4% of residents within the Sydney SD stated they were born in Australia with other common responses being England (3.5%), China (2.6%) and New Zealand (2.0%).

Approximately 46% of persons usually resident in the Marrickville suburb speak English at home compared to 58.4% and 64.0% for Marrickville LGA and Sydney SD respectively. The most common

³ New South Wales Government, Department of Planning, Draft South Subregional Strategy, 2007, Context South West Subregion, viewed at: http://www.planning.nsw.gov.au/metro/SRS_SOUTH_WEB_1_Introduction.pdf

⁴ New South Wales Government, Department of Planning, New South Wales State and Regional Population Projections, 2006-2036, 2008, viewed at: http://www.planning.nsw.gov.au/population/pdfs/nsw_state_regional_population_projections_2006_2036_2008release.pdf

⁵ Australian Government, Department of Health and Ageing, Statistical Local Area Population Projections, 2007-2027, Revised, 2009, viewed at: <http://www.health.gov.au/internet/main/publishing.nsf/Content/BDE33326FE4D5460CA2576BD00833800?OpenDocument&SUBMITCHECK=on&SUBMIT=View+documents>

languages spoken at home other than English across the Marrickville LGA include Greek (6.4%), Vietnamese (2.9%) and Arabic (2.9%).

3.1.3 Income and employment

Unemployment in Marrickville (suburb) is slightly higher, at 6.5%, in comparison to 5.1% for Marrickville LGA and 5.3% for Sydney SD.

The following table demonstrates the workforce characteristics of the Marrickville suburb compared with Marrickville LGA and Sydney SD.

Table 3 – Workforce characteristics of Marrickville (suburb), Marrickville LGA and Sydney SD
(Employed persons aged 15 years and over)

Occupation	Marrickville (suburb)	Marrickville LGA	Sydney SD
Professionals	27.4%	32.6%	23.8%
Technicians and trades workers	11.9%	10.4%	12.7%
Clerical and Administrative workers	15.4%	15.7%	16.7%
Community and Personal Service Workers	8.2%	8.1%	8.0%
Labourers	9.6%	6.9%	8.1%
Sales Workers	8.0%	7.5%	9.5%
Managers	11.4%	12.8%	13.2%
Machinery Operators and Drivers	5.6%	4.1%	6.0%

Table 3 above provides an overview of workforce characteristics for the nominated areas. The most common occupation for employed persons in both Marrickville (suburb) and Marrickville LGA are Professionals at 27.4% and 32.6% respectively. This is considerably higher than Sydney SD, at 23.8%. The second and third most common responses for occupation type in Marrickville (suburb) were Clerical and Administrative workers (15.4%) and Technicians and Trades workers (11.9%) compared with Clerical and Administrative workers (15.7%) and Managers (12.8%) for Marrickville LGA and Clerical and Administrative workers (16.7%) and Managers (13.2%) for the Sydney SD respectively.

The majority of people residing in Marrickville (suburb) work in Cafes, Restaurants and Takeaway Food Services (4.5%), compared to Tertiary Education (4.4%) for Marrickville LGA and School Education (4.0%) for Sydney SD.

The median weekly household income in Marrickville (suburb) is \$1,048 which is slightly lower than the average for both Marrickville LGA (\$1,160) and Sydney SD (\$1,154).

3.1.4 Housing and housing tenure

There were a total of 5,727 families in the Marrickville suburb at the time of the 2006 Census compared to 17,126 families within Marrickville LGA and 1,063,384 families within the Sydney SD.

Table 4 – Family Characteristics for Marrickville (suburb), Marrickville LGA and Sydney SD

	Marrickville (suburb)	Marrickville LGA	Sydney SD
Couple families with children	41.9%	38.5%	49.3%

Couple families without children	36.5%	41.7%	33.2%
One parent families	18.7%	16.7%	15.6%
Other families	3.0%	3.1%	1.9%
Total families	5,727	17,126	1,063,384

Table 4 above shows that:

- Sydney SD has a higher proportion of couple families with children compared to Marrickville LGA;
- There are a higher number of couples without children residing in Marrickville (suburb) and Marrickville LGA than that of Sydney SD;
- Marrickville suburb has a slightly higher percentage of one parent families when compared to both Marrickville LGA and Sydney SD (18.7%, 16.7% and 15.6% respectively).

In relation to tenure type of occupied private dwellings, Marrickville suburb and Marrickville LGA have similar statistics. Marrickville (suburb) has a total of 25.6% persons who fully owned their property compared to 22.8% for Marrickville LGA, 24.5% of persons currently purchasing compared to 25.9% respectively. Marrickville LGA has a considerably higher percentage of persons residing in rental accommodation at 40.2% compared to only 29.7% in Sydney SD.

The Sydney SD is considerably different with a higher percentage of persons owning their own property (30.1%), a higher percentage of persons currently purchasing their own property (31.1%) and a considerably lower percentage of renters (29.7%).

In terms of public housing, Marrickville LGA has a significantly lower percentage of public housing, at 6.7%, compared to Sydney SD at 15.3%.

3.1.5 Key characteristics of the Marrickville community

The following summarises the demographic features of the Marrickville residential community:

- The majority of residents are aged between 20-30 years old;
- The population will increase steadily between 2007 and 2027 (by 10,182 persons or 13.3%);
- Marrickville has a population of diverse linguistic and cultural backgrounds with a high number of persons born in Greece and Vietnam;
- Marrickville (suburb) had a higher percentage of persons who are unemployed compared to Marrickville LGA and Sydney SD;
- The majority of the Marrickville labour force identified as Professionals;
- Marrickville (suburb) has a slightly lower weekly household income than Marrickville LGA and Sydney SD;
- Marrickville has a lower percentage of couple families with children and a higher proportion of one parent families; and
- A large proportion of the Marrickville community reside in rental accommodation.

Traditionally a working class suburb with a high migrant population, the Marrickville community has changed remarkably over that last 10 years with an increase in young professionals and a continuing trend of gentrification. These changes have resulted in a decrease in the average family size, an increase in house and rental prices which has resulted in a younger wealthier community moving into the area. However, despite these dominant changes, Marrickville still remains a culturally rich and diverse inner city suburb with a diverse group of residents from a variety of socio-economic strata.

The industrial land and warehouses that surround Marrickville Metro have attracted collectives of artists to this part of the LGA leading to the creation of a very strong creative arts industry.

4 Community and Social Infrastructure Audit

This section considers the current supply of community facilities and services in the Marrickville area. It summarises the audit of social infrastructure that has been undertaken from an initial desktop search and consultation responses from Council and local service providers.

Stakeholder consultation sought to understand current issues in the locality, the benefits and potential impacts of the Marrickville Metro expansion and to identify broader social opportunities and contributions for the local and broader Marrickville community for inclusion in the redevelopment. Appendix A provides a list of stakeholders consulted and a detailed summary of responses.

The following targeted stakeholder engagement activities formed part of the consultation process and have informed subsequent sections of this report:

- Consultation with Marrickville Council staff on potential impacts (positive and negative) associated with the redevelopment and identification of any community service gaps/opportunities in the immediate area that may be incorporated into the proposal;
- Consultation with key local community service/facility providers to ascertain current usage levels, facility demand and areas of need in the provision of local community infrastructure;
- Consultation with Marrickville Metro Centre Management to assess current usage patterns and identify the future vision for the centre as well as potential impacts and benefits related to the proposed redevelopment.

As part of the key social infrastructure audit the following suburbs were included in study: Marrickville, Newtown, Enmore, St Peters, Dulwich Hill, Sydenham, Tempe, Stanmore and Petersham.

The full audit of facilities is located at Appendix B with specific attention given to key facilities located within a 1km radius of the Marrickville Metro Shopping Centre site. These facilities have been grouped by service type and mapped (Appendix C) within a 500m and 1km radius of the subject site. The analysis below, however, takes into consideration the wider study area including surrounding residential suburbs beyond the 1km radius of Marrickville Metro.

4.1 Community Facilities

4.1.1 Community Halls, Centres and Facilities

There are a number of halls and centres providing a range of services for the community, although most are situated beyond the 1km radius of the site. These range from community halls that can be hired by the public to dance, art and cultural centres that provide educational and recreational activities for all ages and backgrounds.

The closest community facility located near Marrickville Metro is the contemporary art space and theatre on King Street, Newtown. In addition, the Addison Road Community Centre offers a number of halls and facilities particularly targeted for youths and is located alongside many other community facilities located approximately 2km from the site near Marrickville Road and Illawarra Road, including Marrickville PCYC, Marrickville Council and Marrickville Legal Centre.

4.1.2 Libraries

There are four libraries located within the study area of which all are situated more than 1km from the site, two within the suburb of Marrickville, one in Dulwich Hill and one in Sydenham. The library services offered include a variety of events, activities and initiatives for adults, young people and children including storytime, online tutoring, book clubs, internet courses, HSC lectures, school holiday activities, a home library service, computer and internet access.

4.1.3 Places of Worship

There are approximately 21 places of worship in the study area covering a wide range of denominations including; Catholic, Anglican, Greek Orthodox, Jehovah's Witness, Seventh Day Adventist and non-denominational churches and organisations. To meet the culturally diverse nature and needs of the community many places of worship offer sermons in several different languages. In addition to sermons many of these places of worship provide additional services and activities such as youth groups, arts and craft classes and music groups.

There are two places of worship within a 500m radius of the site; Marrickville Catholic Church and the Jehovah's Witness's Church. Furthermore, there are another five places of worship between 500m to 1km from the site; Seventh Day Adventist Church, St Luke's Anglican Church, Spiritualist Church of Enmore, Assemblies of God in Australia and the Anglican Church. Beyond the 1km radius there are a number of religious affiliated buildings and facilities within the suburb of Marrickville (Marrickville Road and Illawarra Road). Marrickville Council as well as many of these places of worship provide community based events and celebrations for all residents.

4.1.4 Post Office

There are a total of three post offices within the study area, including one within the current Marrickville Metro. The other two post offices are located outside the 1km radius within the suburb of Marrickville.

4.1.5 Aged Care Facilities

Within the study area there are a total of 15 aged care facilities, including private, non-government and government supported services. Bethesda Nursing Home is located within close proximity to the site (less than 500m) and is operated by the Salvation Army Property Trust. It provides skilled nursing and aged care facilities for the elderly. The remaining aged care facilities within the study area are located outside the 1km radius of the site, with the majority along Marrickville Road. Many of the aged care facilities cater for the culturally specific needs of the diverse Marrickville community including religious affiliation.

4.1.6 Medical Centres/Health Services

There are a total of eight medical and health related services and centres within the study area. Most of these services are located outside the 1km radius with the exception of the current Medical Centre in Marrickville Metro and Guthrie House approximately 900m north-west of Marrickville Metro in the suburb of Enmore. Marrickville Metro Medical Centre is open seven days and provides X-rays, general practice, dental, physiotherapy and pathology services. Guthrie House is a residential rehabilitation and transition service for women and their pre-school aged children who are involved in the criminal justice system. The next closest medical centre is located in the suburb of Marrickville on Marrickville Road, 2km directly east of the site.

4.1.7 Emergency Services

There are three emergency services located in the study. They include: State Emergency Service (SES), Marrickville Fire Station and Marrickville Police Station. These are all located approximately 2km from the site and serve all of the suburbs within the Marrickville LGA.

4.2 Education

4.2.1 Childcare Centres

There are nine childcare facilities operated by Council or privately owned that are located in the study area. The services offered include long day care, out of hours, out of school care and vacation care. Many are located adjacent to open spaces and parks as well as being affiliated with certain religions. There is one childcare facility located within a 1km radius of the site; ABC Developmental Learning

Centre which is located on the grounds of Marrickville Public School and is open 6am till 6pm with a focus on its bilingual staff offering.

4.2.2 Schools

There are a total of 10 primary schools and five high schools within the study area. Two primary schools are located within a 500m radius of Marrickville Metro; St Pius School and Camdenville public school, both of which are within short walking distance to the Centre. Marrickville Public School (east) and St Peter's Public School (south-west) are located approximately 1km from the site. The majority of Secondary schools and colleges are located within the suburb of Marrickville or adjoining suburbs more than 1km to the north and west of Marrickville Metro.

The schools within the area cater for the large proportion of culturally and linguistically diverse residents.

4.2.3 Tertiary Education

Petersham College (TAFE NSW) has three campuses located in Sydney's inner west – two of which are located in Marrickville LGA. The Crystal Street Campus is located at: 27 Crystal Street, Petersham, while the West Street Campus is located at: Corner Gordon and West Streets, Petersham. Courses offered include: literacy and language, electrical trades, hairdressing and child studies, business programs in accounting and finance, Cisco IT, media, small business, HR.

In addition, the Design Centre Enmore (also TAFE NSW), located at 110 Edgeware Road, Enmore is within 500m of the subject site. Courses offered include: training in graphic design, interior design, 3D animation, product design, jewellery design, events design, web design.

According to the 2006 Census, approximately 9% of persons enrolled at an education institution were enrolled at a technical or further education institution (ie, TAFE college), while 21% were enrolled at a University or other tertiary institution.

4.3 Open Spaces, Parks and Recreation Facilities

4.3.1 Parks, Reserves and Open Space

There are a number of parks, reserves and open spaces within the study area with two within walking distance (less than 500m) from Marrickville Metro. Enmore Park and the associated Annette Kellerman Aquatic Centre are located directly north-west of the site. The Aquatic Centre is currently undergoing design development and construction as a result of community consultation with residents in the area. The existing swim centre will be replaced by a state-of-the-art facility with a 50m swimming pool, leisure pools, café, gym and multi-purpose room/crèche. This anticipated completion of the development is December 2010.

There are also a number of pocket parks throughout the study area that provide passive recreational open space for local residents. Larger parks and reserves are located more than 1km from the site.

4.3.2 Indoor sporting facilities

There is one indoor sporting facility within the study area. The Sydney Indoor Climbing Gym is located approximately 500m south-west of Marrickville Metro within the suburb of Tempe.

4.4 Retail Strips

It is important to also identify nearby retail strips located within close proximity to the site. The most discerning facet of the proposal raised during consultation was concern around the adverse impact the Marrickville Metro expansion would have on local retailers, predominantly those along the Marrickville and Illawarra Road shopping strips.

Please refer to the Economic Impact Assessment prepared by Pitney Bowes Business Insight for an independent assessment of the economic implications of the redevelopment on neighbouring shopping strips.

4.4.1 Marrickville Road

The Marrickville Road retail strip extends along Marrickville Road (between Meeks Road and Petersham Road) and also includes the adjacent Illawarra Road between Marrickville Road and the northern side of the Marrickville railway station. There are approximately 180 retail shops in this strip and they predominantly cater to the convenience shopping requirements of local residents.

The range of shops is quite diverse with a number of shops catering to the area's multicultural population. There is a mix of food retailing such as restaurants, cafes, delicatessens. While the non-food retail offer comprises a mix generally aimed at everyday convenience shopping and service needs, such as newsagents, chemists and hairdressers.

As a retail environment, Marrickville Road can be considered viable and healthy with good pedestrian traffic flows along the shopping strip.

4.4.2 Illawarra Road, South Marrickville

This strip encompasses the area south of the Marrickville railway station along Illawarra Road as far as Harnett Avenue. There are around 50 retail stores including a standalone Woolworths.

Generally the strip is similar in character and composition to the Marrickville Road Strip with the same emphasis on ethnic retailing.

4.4.3 Enmore Road, Enmore

This diverse strip lies between the intersections of Stanmore Road and King Street. The retail strip houses over 100 individual stores with a large number of these devoted to retail services. There are a range and variety of cafes and restaurants along the strip as well as convenience stores such as newsagents and chemists, while apparel was also well represented.

The strip is of a good standard although pedestrian amenity is compromised by the high vehicle traffic flows along Enmore Road.

4.5 Transport

Marrickville Metro is serviced by three State Transit Authority (STA) bus routes:

- Route 355 - Marrickville Metro to Bondi Junction via Newtown and Waterloo.
- Route 308 - Millers Point to Marrickville Metro via Redfern and St Peters Station.
- Route 352 - Marrickville Metro to Bondi Junction via Newtown, Sydney University, Surry Hills, Darlinghurst and Paddington.

Marrickville Metro is also located within walking distance of (800 metres) of St Peters Railway Station.

Newtown Neighbourhood Centre, South Sydney Community Transport also provides a number of weekly community bus services to Marrickville Metro.

Consultation revealed that public transport access to the centre is poor and recommendations were made to increase the number of bus services and transport options that travel via Marrickville Metro.

4.6 Implications of the Community Profile and Social Infrastructure Audit for the Proposal

A growing population and a changing demographic raise issues around the need to respond to the new and changing demands of the incoming community. While Sections 5 and 6 identify the gaps in community facilities in the area and opportunities for inclusion in the redevelopment (informed by consultation with Council and local community organisations), consideration will need to be given to the following:

- The retail offer and services proposed as part of the redevelopment to ensure equilibrium of choice for both the current community and future incoming community;
- Ensuring equitable access (to people of all ages, cultural backgrounds, abilities, income levels and interests, and for people with high social needs);
- Availability of public transport that services to the centre and nearby suburbs;
- Placing an emphasis on building a community-centred atmosphere shaped by the design and involvement of the community during planning;
- Providing a range of community services, activities and programs (to enable and encourage access by diverse groups, and for diverse uses);
- Supporting community cohesion (by bringing a variety of people together and developing community networks);
- Ensuring a safe environment; and
- Promoting physical integration with other uses and services (eg, local schools, performance spaces, Enmore Park and pool and other community facilities).

5 Social Benefits and Impacts and Suggested Mitigation Responses

This section provides an analysis of the potential social benefits and impacts of the Marrickville Metro redevelopment based on the research into existing local issues, the community profiling exercise, social infrastructure audit and consultation activities. Based on these outcomes we have identified a number of potential social benefits and impacts associated with the proposal and where possible we have included suggestions for improvement and/or recommendations to mitigate any adverse impacts or enhance identified benefits.

5.1 Attractiveness of the Development, Revitalisation of the Area and Greater Retail Choice

A new and modern shopping centre with an active retail focus will improve the ambiance, layout and functionality of Marrickville Metro. In particular, the new design and reconfiguration of the centre will:

- Improve the overall legibility of the facility for customers providing clear pedestrian and road links to the centre;
- Improve perceptions of safety in and around the site with increased activation along Smidmore Street through the creation of open public space for social engagement;
- Create opportunity for the Centre to act as a transitional space between the residential and industrial areas in Marrickville.
- Improve vehicular and pedestrian access around the site with increased undercover parking and the relocation of the bus terminal to Edinburgh Road with a third entrance/egress to the Centre.
- Enhance natural lighting throughout the Centre with the installation of rooftop skylights.

In addition, the redevelopment will provide increased choice of retail and service options to the local community and those who use the centre as a convenient one-stop shopping point. As noted in the community attitudes survey, residents felt that there was a lack of variety in goods offered at the centre and that they would like to see as part of the development:

- Good clothing stores
- Good quality cafes
- Children's play area
- Undercover carpark
- Healthy food court options

5.2 Employment and Training Opportunities

Among opportunities for value-adding to the social capital of the Marrickville community, education and employment presents strongly. Marrickville Metro currently employs 650 persons. The proposed redevelopment will generate an additional 777 (approx) ongoing jobs in the new retail businesses once opened and an additional 598 jobs during construction. This will have positive flow-on effects as these wages are spent in the local economy.

The change in retail use will create significant additional employment opportunities in the LGA and support the focus of employment opportunities for young people in Marrickville. This has been identified as a key objective in the Marrickville Youth Strategy which aims to: *'Continue to provide employment and training opportunities for young people at Council and advocate for increased employment opportunities and pathways in the local business sector'*.

There are three TAFE institutes located in Marrickville LGA that offer courses in various vocational work skills such as design, children's services, hairdressing, information technology, business administration, scaffolding and electrical engineering. Further, local secondary schools offer *School to Work Programs* and have students enrolled in various VET programs.

The possible formation of partnerships between Marrickville Metro and local TAFE colleges, secondary schools and community organisations that assist the unemployed is one way to ensure that employment opportunities being created in the area are available to the local community.

The following lists a number of possible actions that may be implemented as part of a broader employment, training and education plan between Marrickville Metro and the local community.

Recommendations for consideration:

- *Making links with local employment support providers to broker opportunities for local students and local unemployed people.*
- *Employing local contractors during the development phase and/or extending Expressions of Interest for work experience candidates to those enrolled in technician and trade courses at Petersham TAFE;*
- *Prioritising local secondary school students involved in the School to Work Program as possible candidates for retail openings and/or work experience opportunities;*
- *Encouraging Marrickville Metro tenants to actively support local initiatives and provide workplaces for students to complete their Year 10 work experience programs or work placements as part of a VET course;*
- *Involving students from the Design Centre Enmore (where courses are offered in graphic design, interior design, product design, events design) to input into the planning and design of any public open spaces or street art;*
- *Running retail courses at the Centre to provide local job development opportunities for unemployed persons seeking work. eg, supermarket operations.*

5.3 Community Contributions and the Provision of Community Space and an Enhanced Town Centre

Consultation with Marrickville Metro Centre Management revealed the numerous community based events and initiatives that Marrickville Metro is involved in. Some of the more recent initiatives include:

- Environmental sustainable initiatives - running a promotion with coffee shops in conjunction with The Watershed to reduce the use of disposable coffee cups;
- Police Operation 'Tabella' One Way Irreversible Screw Project – retrofitting local resident's vehicles with anti-theft one-way screws;
- Promoting re-useable shopping bags – this occurred during Keep Australia Beautiful Week and involved local school children participating in creative arts activities;
- Community Chest Grants - Partnering with Inner West Courier to create a grant that assists community groups by providing \$1500 Prepaid Visa Card. Groups who have received the grant (7 in 2006) include: Sydney Baseball Lions Club, Met East Region – NSW Aboriginal Educational Consultative Group Inc., Family Resource and Network Support, Sydney Womens Baseball League, YMCA Marrickville P/S After Hours school care, St Pius Primary School Enmore, Camdenville Public School Newtown. An additional 6 will be granted in 2010;
- Initiating various initiatives with Marrickville Metro retailers to reduce water consumption, energy and waste.

The expansion of the Marrickville Metro provides an opportunity to integrate the activities of the centre with the local community by providing social and community facilities and services that fill existing gaps and/or offer greater choice and improved access for local residents. Urbis consulted staff at Marrickville Council working across the community services division to identify where some of the current gaps in service provision lie and the types of community facilities and services they believed to be important and in need in the local community. This is explored in more detail in Section 6, however some suggestions included:

- A small function space and meeting rooms – consultation revealed that the area is not well serviced in terms of the availability of spaces for local resident groups and community organisations to meet, hold events and pursue community engagements.
- Digital library service - the installation of a book dispenser module specially designed for public spaces like shopping centres would provide local residents with the opportunity to borrow 800 to 2000 books. This is a self-service automated facility fitted into a wall with a keyboard, slot machine for library membership card and screen with book titles. It was also suggested that library services be able to liaise with centre management to hold various activities beside the dispenser unit such as book club as part of the shopping centre program.
- Indoor/outdoor gallery area and performance space to promote local art and culture aimed at young people and the local creative arts scene.

In addition, the redevelopment provides an opportunity to better connect the centre with adjacent open spaces and recreational facilities as well as local schools. Landscaping and design of the shopping grounds would allow the opportunity to create pedestrian/cycle linkages with surrounding streets and recreation spaces, both as a means of providing a place for workers and customers to enjoy and for enhancing alternative transport links with neighbouring suburbs.

The Mill House, built in 1860 and occupied by the Vicars family (owners of the woollen mill) is a heritage item and has been retained along with the factory wall as part of the Marrickville Metro shopping centre terrain. This heritage item is currently used as the centre management office. Given the location of the Mill House at the Metro's main entrance on Victoria Street, there may be opportunity for this house to be used as a community facility as part of the redevelopment.

Recommendations for consideration:

- *That further consultation with Council, key community groups and individuals (or potential users of the abovementioned facilities) be conducted to further refine the capacity, function, design and layout of any proposed community facilities and services.*

5.4 Traffic, Parking and Access

The redevelopment will have positive impacts on accessibility and convenience with the improved dilution of traffic around the site. This will be achieved through:

- The relocation of the bus terminal and introduction of a new entrance at Edinburgh Road. This will be an improvement on the current set-up where buses, taxis, community buses and trucks accessing the loading dock occupy the area on Smidmore Street creating an unsafe area for pedestrians and vehicles alike;
- Improved entrance and access from Smidmore Street plaza;
- Additional car parking of about 735 spaces from 1,080 spaces to 1,815 spaces alleviating any potential overflow of parking onto neighbouring streets. The car spaces will be spread across 2/3 levels on the rooftop of both shopping centre precincts and will offer undercover parking and shelter.
- Reconfiguration of existing loading docks and the development of an additional loading dock area to better distribute traffic around the site.

Other areas for consideration raised by the Police included:

- The provision of designated parking bays for police and emergency vehicles. The preferred area was on Victoria Road near to the main entrance.
- That short term parking (eg, 15minute express parking) be included in main parking areas.
- That a nominated area of the car park be closed off for late night trading to ensure the safety and security of patrons. (eg, closure of top level parking and identification of designated employee parking) Marrickville Metro has a duty of care to shoppers and the concentration of cars and pedestrian activity in one area after hours (combined with good lighting) will improve patron safety and reduce opportunity for steal from motor vehicle.
- Light spill from new deck car park on residents of Victoria Road and Bourne Street.
- Need to improve public transport links to the Centre.
- There are existing traffic problems around the site, particularly on Smidmore Street which is the main vehicular thoroughfare. While this will be improved as part of the proposed upgrade, concern was raised by the Marrickville Local Area Command as to how the traffic would be managed with the new design. In particular, the proximity of car park and loading dock entrance/exit on Smidmore Road and Murray Street. Concern that large truck manoeuvres at loading docks could potentially block the passageway of traffic creating congestion.

One initiative suggested by the police to improve traffic movements in and around the Centre included the introduction of a parking vacancy system to identify the number of car spaces available. They noted the Rouse Hill car park as being a site of leading practice for car park design and traffic management.

An independent *Transport Management and Accessibility Plan* prepared by *Halcrow* highlights a number of transport improvements associated with the proposal. Some improvements in relation to pedestrian and traffic, access and parking are listed here.

Pedestrian Improvements

- A major/attractive pedestrian entry and space in the mall proposed for the closed section of Smidmore Street.
- New footpaths along the site's street frontages.
- Accessible entrances to the centre including a major new one on Edinburgh Road adjacent to the new bus terminal.
- New kerb ramps at proposed pedestrians crossings.
- Reduction of street clutter which may impede pedestrian movement along the footpath.
- An improved entrance in Victoria Road.

Traffic, Access and Parking

- Traffic effects of the proposal would be satisfactory;
- The proposed parking provision is appropriate;
- Proposed internal traffic and loading arrangements would be satisfactory;
- The proposed bus terminus on Edinburgh Road would afford vastly improved conditions for passengers and buses;
- Subject to improvements suggested in the report, pedestrians and bicycle access to and from the centre would be significantly improved, and

- The expanded centre would reduce expenditure from Marrickville Local Government area and in doing so would contain travel and reduce vehicle kilometres travelled compared to that which would otherwise occur.

Refer to the Halcrow *Transport Management and Accessibility Plan* for detailed findings.

Discussions with Newtown Neighbourhood Centre highlighted the need for a designated space for community buses to drop clients off near to the shopping centre entrance. The location of this area needs to cater for people with mobility access problems. Further, it was noted during consultation that parking is a problem for community transport services who are required at times to park to assist clients and or for taking lunch breaks.

The level access inside the shopping centre is a notable attractor for many older customers and people with mobility issues. However, at present, the lack of prominent pedestrian links, location of bus/taxi zones and connection with the neighbouring area (Victoria Road and Smidmore Street) which requires a change of level to enter/exit is also an impediment to be with mobility problems. The new design will look to remove such barriers of access.

Recommendations for consideration:

- *That discussions be held with Sydney Buses to increase the number of bus services to Marrickville Metro and/or revise the routes of existing bus services to connect Marrickville Metro to Marrickville/Illawarra road shopping strips and St Peters station.*
- *Inclusion of a designated drop off/pick up and parking area for community transport services.*
- *Ensure the sufficient allocation of mobility spaces in car park areas and that pathways from mobility spaces to the centre (including ramps) are compliant and that pathways are not obstructed by trolleys, bicycles.*
- *Installation of a parking vacancy system.*
- *Inclusion of a designated parking bays for police and emergency vehicles.*
- *Provision of express parking spaces throughout the car park.*

5.5 Impact on Local Retail Shopping Strips

Marrickville Council officers and a number of community organisations raised concern over the potential for the Marrickville Metro expansion to adversely impact local businesses along the Marrickville and Illawarra roads shopping strips. In particular, there was overwhelming concern that the growth of the Metro would take away business from the small retail tenancies of the 'shopping strips' causing it to become a 'ghost town'.

An independent Economic Impact Assessment was prepared by Pitney Bowes Business Insight (2010) to assess the demand and market scope for the expansion of Marrickville Metro, and also consider the likely economic impacts that would result from the expansion of the centre. The findings of this report demonstrated the following:

- The proposed expansion of Marrickville Metro would be expected to have some trading impacts on retailers throughout the trade area. However, these impacts are not likely to be so significant as to threaten the ongoing viability on any one retail facility of shopping strip.
- The expanded Marrickville Metro is likely to take on a more comprehensive role in the retail hierarchy, meeting a greater range of trade area resident's comparison shopping needs than does the centre's current offer. As such, it will compete more directly with the higher order facilities located beyond the trade area such as the Sydney CBD, Westfield Eastgardens, Burwood and Bondi Junction, Ashfield Mall and the Campsie Centre.

- The proposed expansion of Marrickville Metro will result in a range of economic benefits, including the provision of a wider range of shopping facilities to trade area residents, additional employment, and improved amenity for local residents.

Refer to Marrickville Metro, Sydney Economic Impact Assessment (May 2101) by Pitney Bowes Business Insight for more information.

5.6 Affordability and Risk of Price Rise

Stakeholder discussions revealed that a significant proportion of the Marrickville population (one quarter) hold a healthcare card or pension card and that many low income households use the Marrickville Metro for their grocery and base shopping needs.

Stakeholders highlighted the Metro's importance as an 'affordable' shopping destination for the local community compared with other larger centres such as Broadway and Burwood. The current retail mix ensures equitable access as there is a diverse range of products and choice for all income levels.

The twoblindmice community attitudes survey reinforces such opinions noting that people enjoy shopping in Marrickville and at Marrickville Metro because of its 'low cost shopping' options. However, there is concern that the new retail offering could impact prices as a result of increased rental for retail space.

In addition, stakeholders interviewed during consultation commented favourably on the free car parking offered at the Centre and requested that this continued in the new centre development.

Recommendations for consideration:

- *Identify measure to ensure that current retail tenancies are not forced out of the centre due to rent increases.*
- *That the centre continues to offer food and retail services that cater to the diverse demographic of the Marrickville community including low income households who frequent the centre.*
- *Continuation of free car parking post development.*

6 Opportunities for Social Infrastructure and Community Benefit

Social infrastructure is defined as the opportunities for social interaction within a community. This interaction may be formal or informal, organized or spontaneous. Social infrastructure provides the framework from which neighbourhoods and communities build social capital – the network of relationships that provide a sense of connection, belonging, and community.

The tables presented below group the opportunities for social infrastructure and benefit into two areas:

- Real opportunities for social infrastructure and community contributions; and
- Key facets of the design and services offered in the new development that will improve the public amenity of the area and enhance Marrickville Metro's role as a good corporate citizen.

Table 5 provides a detailed summary of important social and community infrastructure identified by Marrickville Council community services team and local community service providers as important and beneficial for both new and existing residents in the wider community. These recommendations have been made on the premise that there are current shortages in the availability of such services and facilities in the locality.

In addition, those consulted also identified a number of limitations with the current design and layout of the Centre and have provided recommendations for improvement in relation to design, access and customer amenities (Table 6).

It is important to note that during the consultation process key stakeholders highlighted the importance of holding conversations with the various target groups, such as young people, local artists, the Indigenous and Culturally and Linguistically Diverse (CALD) community and older residents, on the nature and design of the proposed facility. It was felt that early engagement with the local community would assist to ensure the scheme is well-designed and that the facilities and services offered at the centre are well-used, shared spaces which encourage a 'sense of place', pride and belonging for the local community.

Table 5 – Opportunities for social infrastructure and community benefit

Recommended Service/ Facility Type	Rationale/ Benefits
Community Facilities	
<ul style="list-style-type: none"> ▪ Meeting rooms of various sizes for community organisations (eg, cater for up to 15-20 people) ▪ Modest sized function room (accommodating 150/200 people) for community/civic events. 	<ul style="list-style-type: none"> ▪ Marrickville LGA has an overall shortage of community meeting/function rooms and civic space. <p><i>Note: Further consultation is recommended with Council regarding room size/configuration.</i></p>
Library Services <ul style="list-style-type: none"> ▪ Self-serve/ digital library – this may be in the form of a mobile book dispenser. The book capacity is 800 to 2000 books. This facility may be co-located near to a café/bookstore, children’s play area or community meeting rooms. Target groups may include: parents with young children, young people and older residents. AND/OR ▪ Branch of Marrickville library specialising in big print, foreign language, talking books, children’s books and a children’s book club. 	<ul style="list-style-type: none"> ▪ There is a shortage of library services available to the residents in Marrickville with the nearest library located at St Peters. ▪ The co-location of various services/activity centres that cater to various groups in the community who use the shopping centre as a social/community meeting place promoting a sense of place and connectivity to the area. <p><i>Note: the priority appears to be for a self serve digital library/book dispenser as opposed to an additional branch.</i></p>
<ul style="list-style-type: none"> ▪ Childcare facility – for residents of the local area and/or to accommodate children of people employed at Marrickville Metro. 	<ul style="list-style-type: none"> ▪ There is currently a shortage in Council childcare places evidenced by the long waiting lists for entry into childcare. ▪ An increased labour force of approximately 777 persons to be employed at Marrickville Metro may potentially increase demand for childcare services. <p><i>Note: Further consultation is recommended with Council’s Children and Family Services department to inform this process.</i></p>
Semi-Private Communal Facilities	
<ul style="list-style-type: none"> ▪ Office space with reduced rent for genuine non-for-profit organisations to provide outreach services. This may be located in/near to the public space or include a dedicated area of floor space in the Centre. 	<ul style="list-style-type: none"> ▪ There is a high demand for affordable and accessible office space for community groups and NGO’s. Marrickville Metro is considered attractive as a centrally accessible spot and would be ideal for groups offering community services as well as for disability specific service agencies/providers. ▪ Reduced rents will provide NGOs with the opportunity to work in a space that is directly linked to the local community exposing services that the community may not be aware of.
Multi-Purpose Open/Public Space	
Village square, markets, open civic space that can be used for events and	<ul style="list-style-type: none"> ▪ Activates the Centre and provides animation and a sense of belonging to the space.

OPPORTUNITIES FOR SOCIAL INFRASTRUCTURE AND COMMUNITY BENEFIT

Recommended Service/ Facility Type	Rationale/ Benefits
<p>performances and as a key gathering space. This may include:</p> <ul style="list-style-type: none"> ▪ Performance and exhibition space – this space may be connected to the open/public space area and can provide local artists, musicians with an opportunity to exhibit and sell their works. ▪ Open-air monthly market – this may include a ‘handmade’ market with workshop space that is given to local creative people to show, share and sell their artistic works and/or international food stalls providing local restaurants/eateries in Marrickville with the opportunity to display their cuisine. <ul style="list-style-type: none"> ▪ Create a space/area that is youth friendly and encourages social networking amongst young people. eg, Smidmore Street plaza area 	<ul style="list-style-type: none"> ▪ Local groups of performers can plan a range of activities throughout the year which form part of the Centre's events/entertainment schedule. ▪ The industrial warehouses around Marrickville Metro have attracted collectives of artists (visual artists, musicians) and there is now a concentration of creative industries in that part of the LGA. Such spaces provide an opportunity for local artists to exhibit, display and sell their works. <ul style="list-style-type: none"> ▪ Shopping centres often attract young people. By providing an integrated space that is welcoming for young people as well as for other users helps legitimise ‘hanging out’ as an activity rather than an obstruction. ▪ Creating a youth friendly space will be influenced by the design and layout of the Centre. Consultation with youth people in designing features for the space will be critical to creating a welcoming space for dialogue. This may include positioning a café in the public space where there is passing life and activity. <p><i>Note: Further consultation is recommended with Strategic Community Projects Office, Youth Services to inform this process.</i></p>
<ul style="list-style-type: none"> ▪ Quality open spaces that integrate public art into the design of the space. eg, Victoria Road frontage 	<ul style="list-style-type: none"> ▪ Marrickville prides itself on its creative industry and would like local Indigenous and non-Indigenous artists engaged in the design process to provide input into how/when art can be integrated into the development. ▪ Local artists should be consulted and involved in the process and the art should be specifically designed for its environment reflecting the unique and distinct characteristics of the area. For example, Indigenous art of the Cadigal Wangal clans of the Eora nation who are the traditional Aboriginal groups of inner Sydney/Marrickville region; the history of the Mill House; or art that explores issues of environmental sustainability, an important interest area for the local community.
Design and Landscaping/ Green Spaces	
<ul style="list-style-type: none"> ▪ Incorporate outdoor landscaping into the design - this may include the use of Aboriginal designs for the landscaped areas ie: native gardens with sculpture or water feature type arrangements with an Aboriginal theme. ▪ Feature walls on the interior or exterior walls of the shopping centre with Aboriginal designs. ▪ Provide shaded areas in public/open spaces and transport hubs that integrate with the inside of the mall. ▪ Green nature space for the community/customers to enjoy with seating and 	<ul style="list-style-type: none"> ▪ Inviting outdoor spaces provides the community with a place to gather and interact. ▪ Environmental sustainability is a priority area for the Marrickville community. Providing community gardens and other green spaces that bring the local community together enhances the discourse of inclusion and ownership of a space. ▪ Community gardening practice is growing and given that there are fewer opportunities in the industrial area for such spaces, a green space in the shopping centre precinct would provide an opportunity for people to get involved in common activity.

OPPORTUNITIES FOR SOCIAL INFRASTRUCTURE AND COMMUNITY BENEFIT

Recommended Service/ Facility Type	Rationale/ Benefits
<p>shade.</p> <ul style="list-style-type: none"> ▪ Community garden - a garden patch for local schools to grow fruit/vegetables or for local residents. The garden may also be for lower socio-economic households in the area to grow produce. This may be sponsored by the fruit and vegetable shop in the centre. 	
Employment and Training	
<ul style="list-style-type: none"> ▪ Make links with local employment support providers to broker opportunities for local students and local unemployed people. ▪ Prioritising local secondary school students involved in the <i>School to Work Program</i> as possible candidates for job openings and/or work experience opportunities. ▪ Employ a part time youth worker who can work with Centre Management to help plan for the mall to be a positive and trouble free spot for young people. The worker may also work with security and mall management to assist in the development of protocols for dealing with problematic behaviour. ▪ Employ local contractors during the development phase and/or extending Expressions of Interest for work experience candidates to those enrolled in technician and trade courses at Petersham TAFE. ▪ Encourage the tenants of Marrickville Metro to actively support local initiatives and to prioritise employment of local minority groups seeking employment and the unemployed more broadly. ▪ Run retail courses at the Centre to provide local job development opportunities for unemployed persons seeking work. eg, supermarket operations. 	<ul style="list-style-type: none"> ▪ Improve employment opportunities for the local community and in particular the unemployed. ▪ Increase opportunities for local students to be involved in the activities and programs of Marrickville Metro.

Table 6 – Suggestions for improving design, accessibility and customer amenities at Marrickville Metro

Recommended Service/ Facility Type	Rationale
Access	
<p>Toilets</p> <ul style="list-style-type: none"> ▪ Provide unisex accessible toilets to ensure people with carers of the opposite sex have equitable access. For example, parents with children with a disability or older people whose spouse has a disability, along with paid attendants of the opposite sex. 	<p>Toilets</p> <ul style="list-style-type: none"> ▪ There are no unisex accessible toilets in the centre, all toilets including the existing accessible one are gender specific. ▪ Existing accessible toilets may not cater for persons in larger power wheelchairs and it is difficult for an attendant/carer to physically fit in the space as well.

Recommended Service/ Facility Type	Rationale
<ul style="list-style-type: none"> Provide a greater number of accessible toilets that are compliant with current standards given the attraction of the Centre to those with reduced mobility and other impairments as well as the ageing population. <p>Mobility and Parking</p> <ul style="list-style-type: none"> Increase the number of mobility spaces to meet demand. Provide parking spaces defined for pregnant women located close to the Centre entrance/lifts. <p>Pedestrian Paths</p> <ul style="list-style-type: none"> Improve pedestrian entry/exit paths into the Centre. Improve pathways from mobility spaces to the actual Centre (including ramps). Level access to the Centre to cater for older people, people with disabilities, parents with prams. 	<p>Mobility and Parking</p> <ul style="list-style-type: none"> The prescriptive number of mobility spaces allocated (2-3% of parking) is below the number of people with Mobility Parking Scheme authorities (some 12% of registered owners of a private vehicle in NSW). Current mobility spaces are poorly designed and some are non compliant. <p>Pedestrian Paths</p> <ul style="list-style-type: none"> The pedestrian links to the shopping centre lack prominence, ease of location and connection with the neighbouring area and each requires a change of level to enter/exit.. There are often bicycles and motor bikes/scooters parked in areas that often block pathways. Similarly abandoned trolleys are often left at the foot of kerb ramps or obstruct the parking. There is a high reliance on travelators and lifts to move people around the Centre. Lifts should be located in more than one area to cater the Centre's diverse users including: people with reduced mobility, older persons, parents with prams, people using trolleys.

Services and Facilities

The following recommendations were made in relation to the provision of services and facilities that are inclusive and that provides convenience to the diverse users of the Centre:

- Children's play area
- Baby change area
- Seating areas that are comfortable for older people to rest and meet. This includes seating that is not too low and difficult to access for older people and is positioned in a way that is conducive to conversation.
- Healthy eating options
- Public phones in a space with little walk past traffic and free from echo.
- Large lifts that are located in more than one position in the Centre and that cater for wheelchairs and shopping trolleys.
- Community notice boards
- Stage for performances
- A staffed information booth at the main entrance and clear information/location maps in other strategic spots throughout the Centre
- Smoke free outdoor seating options for non-smokers in public/open spaces
- Clear signage in the mall indicating pathways to public transport and taxi ranks, key amenities
- Motorised scooters that the frail aged, visiting the new bigger centre can use to get around, free of charge.

Provide shop mobility type programs or assistance with shopping

Transport, Parking and Traffic Management

OPPORTUNITIES FOR SOCIAL INFRASTRUCTURE AND COMMUNITY BENEFIT

Recommended Service/ Facility Type	Rationale
<ul style="list-style-type: none"> ▪ Increase bus services to Marrickville Metro. ▪ A well defined area for public transport and taxis – with plenty of seating and shade – that is well connected to the Centre’s main entrance/egress. ▪ Space where community buses can drop off and pick up. ▪ Adopt parking vacancy lights to reduce congestion in the carpark and increase convenience for customers. 	<ul style="list-style-type: none"> ▪ Currently, there are limited accessible bus services to Marrickville Metro. ▪ The co-location of all transport modes – bus/taxi zone, loading dock, pedestrian pathways, community bus stop – is unsafe and does not provide safe links for pedestrians to the Centre.

7 Concluding Remarks

This Social Impact Study has presented an analysis of the magnitude of potential social benefits and impacts that may occur as a result of the Marrickville Metro redevelopment proposal. Conduct of this assessment has included both qualitative and quantitative research and has taken into account a broad range of suggestions from Marrickville Council officers and local community organisations. Outcomes of the social assessment were regularly communicated to the consultant team throughout the project development phase. This process of reporting and advising the consultant team of the potential social impacts and opportunities for the integration of community infrastructure has contributed favourably to inform the final design of the shopping centre. Plans have been extensively reviewed and modifications made to take into account a variety of valuable stakeholder suggestions.

Based on the review undertaken, some of the most likely social issues and considerations required in relation to the redevelopment of the shopping centre will include:

- Consideration of employment and training opportunities for the local community;
- Provision of improved public transport links to the Centre;
- Consideration of access facilities particularly for the elderly and mobility impaired;
- Traffic impacts resulting from changes to Smidmore Street and location of car parking and loading dock entrance/egress points within close proximity on Murray Street and Smidmore Street.
- Potential economic impacts on smaller retailers in the Marrickville Road and Illawarra Road shopping strips;
- Inclusion of community facilities and services such as community meeting rooms, portable library dispenser, performance and public exhibition space as part of the development;
- Inflation and price hikes of retail goods sold at the Centre thereby excluding a large segment of the local community who currently use the facility because of its 'low cost' options.

Overall, we believe that the proposed redevelopment of the Marrickville Metro shopping centre will have limited social impacts on the immediate, local or wider community. Marrickville Metro is a social hub and community meeting place for many local residents. The proposed redevelopment seeks to provide improved convenience retail and service offering within a new and revitalised shopping facility. Early engagement with Marrickville Council, key community organisations and the local community has sought to inform the preliminary planning process and to identify possibilities for community facilities and services to be included in the development.

Appendix A Summary of Stakeholder Responses

A.1 Marrickville Council

A.1.1 Gary Moore, Director Community Services – 2 March 2010

Impacts and benefits

- Historically, there is a view that Marrickville Metro (since its inception) has impacted on the services sector and retail businesses along the shopping strips in Marrickville LGA. There is deep concern in Council with regard to the degree in which the expansion of the Metro will impact on viability of local businesses in the shopping strips.
- The location of the Metro provides opportunities for future service demand given the changing population of St Peters and Tempe with increased gentrification in the area.
- There is a common view that the Metro provides 'affordability' in its current mix in comparison to other centres like Broadway and Burwood. Therefore, there is a need to consider the types of retail offering proposed in the Metro and how they will impact price and affordability for local residents. This is especially the case for Marrickville, with a stratified population where approximately one quarter of the population hold a health care and pension card. There are a significant number of low income households who use the Marrickville Metro for grocery and base shopping needs.

Opportunities for inclusion of social infrastructure and economic benefit

- Provide good public domain and safe social places accessible by the community
- Library services – in meeting the technological change, there is opportunity to provide a space that may be a self-serve/ digital library; the area is poorly serviced with the nearest library located under the flight path in St Peters.
- Meeting rooms/small function space – opportunity for local resident groups and formal community organisations to hold meetings, etc.
- Employment and training – there is high unemployment amongst certain population groups such as Indigenous and migrant groups. Using the Redfern Waterloo Authority training strategy as a model, there is opportunity to increase employment opportunities for local disadvantaged groups during and post construction. This may be coordinated in conjunction with MTC Work Solutions or Commonwealth Funds.
- Provide community bus service that links parts of the municipality to Dulwich Hill and other areas with limited or no public transport via the Marrickville Metro.
- In terms of assessing the impacts of the proposal on local retail (ie shopping strips), there is a need to conduct further economic analysis on the distribution impacts on local sectors of the economy. This will involve identifying existing retail offer versus proposed retail and possibly choosing retailers for the Metro that are not present in local shopping strips.
- Need to develop specific actions on ways to minimise competition and establish synergies and complementary services and facilities that will benefit all.

A.1.2 Dallas Curry, Library Services Manager – 2 March 2010

Opportunities for inclusion of library services

- There are currently 4 library services in Marrickville LGA – Dulwich Hill, Stanmore, Marrickville and Sydenham – overall there is good coverage except in the area around Marrickville Metro.
- Libraries services offered extend beyond that of information/resource provision; they also provide recreation and cultural services and training to the local community (eg. internet training).
- It would be useful to have a library service present in the Marrickville Metro. It was suggested that this may be best achieved through the provision of a 'book dispenser module'. This ATM-like

machine is designed to be installed in public spaces like shopping centres. It is a self-service automated facility fitted into a wall with a keyboard, slot machine for library membership card and screen. The machine comes in various sizes and holds 800 to 2000 books in the unit.

- A 3M Library Systems product overview of the 'book dispenser module' was provided and detailed the following:
 - Designed for installation inside public transport building, shopping centres and other public areas.
 - Self service networked system for fast loan, return and reservation of books.
 - Intuitive and friendly users interface.
 - Service availability 24x7.
 - Wheelchair accessible
 - Estimated time to loan/return a book < 30 sec.
 - The system can be configured to offer as many titles as required and many copies as required per title based on demand.
- In addition, library services may be able to liaise with centre management to hold various activities beside the dispenser unit such as book club as part of the shopping centre program. This may include pamphlets/materials or workshops during peak periods. Should a meeting room or community room be located nearby, additional activities usually held in a library could be held at the shopping centre and a wireless computer terminal located to facilitate this process.

A.1.3 Newtown Neighbourhood Centre – 2 March 2010

- Parking for community transport buses is a problem as there is no designated parking or pick/up drop off point and no clearly allocated bus stop area. The area is always congested with buses, delivery drop-offs and vehicles double parking, in addition to problems with dumped trolleys. This is particularly unsafe for people with mobility access problems and disabilities.
- In addition to Newtown Neighbourhood Centre there are other community organisations such as South Sydney Community Transport, UnitingCare and Harris Community Centre that also provide community transport services. It would therefore be beneficial for the redevelopment to include a designated area for community transport parking and drop/off pick up to improve access and safety for passengers.
- The provision of a community space available for rent (eg, in walkways) to promote the services and activities of the Newtown Neighbourhood Centre at Marrickville Metro at various times throughout the year.
- Many elderly customers and people with mobility problems travel from afar to the Marrickville Metro as it provides level access. This should be considered in any future expansion.

A.1.4 Josephine Bennett, Manager Communication and Cultural Services – 3 March 2010

Potential Impacts/Social Issues

- Marrickville operate in 4 traditional shopping strips (termed urban centres) and since the 90s has implemented the main strip program to support strip shopping
- There is strong belief that any expansion of the Marrickville Metro will impact on the viability and sustainability of main strip shopping areas. For example, Westfield Bondi Junction impacted significantly on local shopping strips in Bondi Junction, Woollahra. These concerns are valid and need to be addressed as part of the expansion program. This may be achieved through further research and preparation of a strategy to support strip shopping in the local area.

- Marrickville has a strong culture of strip shopping compared to other localities; they function as a community meeting place and a way for people to interact on the streets.
- The Marrickville Metro area has always attracted lower cost housing compared to other parts of the LGA given the industrial lands that interface with residential areas. This, as a result has attracted collectives of artists, thereby leading to a concentration of creative industries in this part of the LGA. Marrickville Council polices have encouraged growth of the creative industries in the area evident through various performance and art spaces dotted throughout the LGA, with Newtown and Enmore marking the earlier scene in performing arts spaces, and later extending further afield, and closer to the industrial precinct and Marrickville Metro, with the opening of the Factory Theatre and others in the area. Given this background, the expansion of Marrickville Metro may, by virtue, force property prices in the area to increase pushing out the creative industries over time. This will especially be the case should the retail outlets in the centre target higher income households – would this be conducive to low cost warehouse spaces that attract artists and the creative industries to the precinct? At present, it is still affordable and achievable to run creative businesses in the area and this needs to be considered.
- Linked to the above point, is the fear that rents in the centre will be higher thereby attracting businesses at the higher end. This inturn is transferred to customers/consumers and will not necessary cater to lower socio-economic groups in the community.

Benefits

- In terms of the community of Marrickville South, it will be the families with children for example, who will benefit from the one-stop-shopping,
- For the immediate community, the benefit will be increased access to a range of shops and services

Opportunities/Area for Consideration

- Large shopping centres attract youth in the under 18s cohort; this will need to be considered as part of the redevelopment. In particular, how public spaces throughout the centre can be designed to be youth friendly and make young people feel welcome and a part of the centre community,
- Childcare – council offers good quality children care centres and there are waiting lists. With an increased worker population there may be additional demand for child care facilities on site. Some council facilities have children from outside the LGA accessing childcare with their parents parking nearby and commuting to the work in the city. This may also need to be considered as increased parking at the centre and its proximity to St Peters station may attract working parents to use the childcare.
- It is important to consider a facility that creates opportunities for families, young children, youth and the elderly to come together. The electronic library service is a great idea and could be part of a broader social/community networking space with a café/ bookstore, internet access, childcare centre or children's play area. There is often a congregation of women with children at larger shopping centres during the daytime Monday to Friday, this type of space gives them the opportunity to engage in social/community affairs.
- Quality open space with public art – creating a quality and appealing open space area that integrates public art purposely designed for its environment and that reflects the unique and distinct characteristics of the area. Local artists should be engaged in the early design process to see how/where art can be tastefully integrated into public spaces.
- Performance/ exhibition space – vital area to activating the centre. The centre can work with local groups of performers to plan a range of shows/activities throughout the year. There are many musicians in the local area and they too can use this space. Visual arts is very big in Marrickville. Marrickville has the biggest concentration of arts and cultural centre across Sydney. This type of space provides opportunities for local artists to exhibit work or display and sell work in a gallery or monthly market setting.

- Community gardens and environmental sustainability – is at the forefront of what the community are interested in. The development may consider the inclusion of community gardens and other opportunities for people to come together. There is a local culture emerging with strong interest in community gardening practice. There is not much open land in the industrial precinct and inclusion of a small space may be appealing for lower-socio economic groups to come together and grow/own vegetable patches. This may be supported by the local fruit and vegetable provider in the centre. Public art may also be used to explore issues of sustainability or other key themes and objectives that reflect the interests of the local community.
- It is in the interest and to the advantage of AMP that they genuinely connect with the local community.

A.1.5 Mark Chaffey and Patrick Ryan, MTC Work Solutions – 10 March 2010

MTC Work Solutions is a non-profit community based organisation committed to providing skills training, career planning, work experience and employment assistance.

- Public space – consult with the local Aboriginal community about the design of any public open spaces to create a meaningful contribution of public space
- Provide a retail shop/space for NGOs to provide services and 'real' community benefit. This may be located near the public open space. The spaces may be for community organisations (eg, Marrickville Legal Centre) and outreach service, or a youth centre.
- AMP to provide annual charity/develop a foundation – way of 'giving back' something to the local community and maintaining a direct loop into the community
- Continue to offer free parking
- Conduct specialist training with security guards on working with young people
- Need to create a sense of ownership/buy-in by the local community, eg. by holding an annual art exhibition like Broadway
- Run a retail training course at the centre for prospective employees as a part of local job development program (eg, enables people to work in a supermarket)
- Set local employment targets and aim to achieve those targets.

A.1.6 Sue Wright, Centre Manager and Franchesca Garcia Darke, Marketing Manager, Marrickville Metro Centre Management – 10 March 2010

Current attributes/benefits of the expansion

- Marrickville Metro has a successful food mix and we are wanting to expand retail
- Marrickville Metro has always been a place of employment and will continue to provide employment for the local area
- Provide a better offer for the local community
- Stimulate local economy with more money spent in the local community versus being spent outside
- Opportunity for the centre to become a community meeting hub and to use additional space for:
 - Community notice boards
 - Displays for local art groups
 - Stage for performance and theatre
 - Police bands
 - Cater for local mothers groups

- A community room to hire out for free
- Green open space with seating for people to enjoy
- Garden patch for local schools to grow fruit and vegetables or even display Australian harvest/seasonal produce

Areas for improvement

- Transport – need to provide better transport links to the centre, eg. change bus routes

Community contributions and engagement – being a good ‘corporate citizen’

Marrickville Metro has participated in a wide range of community based events including:

- Running a promotion with coffee shops in conjunction with The Watershed to reduce the use of disposable coffee cups and to support environmental sustainable initiatives
- Police Operation ‘Tabella’ One Way irreversible Screw Project – retrofit local resident’s vehicles with anti-theft one-way screws
- Re-useable shopping bags promotion during Keep Australia Beautiful Week; school children were also involved in local activities
- Community Chest Grants - Partnering with Inner West Courier to create a grant that assists community groups by providing \$1500 Prepaid Visa Card. Groups who have received the grant (7 in 2006) include: Sydney Baseball Lions Club, Met East Region – NSW Aboriginal Educational Consultative Group Inc., Family Resource and Network Support, Sydney Womens Baseball League, YMCA Marrickville P/S After Hours school care, St Pius Primary School Enmore, Camdenville Public School Newtown.
- An additional 6 will be granted in 2010
- Initiated various initiatives with Marrickville Metro retailers to reduce water consumption, energy and waste.

In addition, Marrickville Metro participates in:

- Australia Day celebrations at Enmore Park – links with the Metro to promote activities
- Sydney Fringe

Safety/Security

- There are no issues related to youth crime/ young people hanging around the centre as the centre is not located near to transport
- During the design phase the cash and transit point should be taken into consideration as there was a hold up in September 2009. This happened in the middle of the day and many people saw the incident and were placed in serious danger.
- Need to consider Smidmore Street with cars coming from the carpark ramp, buses, taxis, smaller loading dock and make it more pedestrian friendly
- There is 24hour security on site

Retail offer/ Centre amenities

- Would like to see more shops for children as there are a lot of parents with children who visit the centre
- There is limited available space in the centre provide some basic services and hold activities, events, eg mothers groups
- Would like to see a new parents room and area for mothers

- The centre opened 23 years ago and very little has changed

A.1.7 Robyn Moore, Coordinator of Social Policy and Planning, Marrickville Council –
11 March 2010]

Input (via email) was also provided by the: Strategic Community Project Officer, Access & Inclusion and Strategic Community Project Officer, Youth Services, Coordinator People and Places, Aboriginal Strategic Projects Officer, Strategic Policy Officer Ageing

Youth Strategic Project Officer

- That links be made with local employment support providers to broker opportunities for local students and unemployed local people. Encourage school based traineeships.

Coordinator People and Places

Social Impacts and Benefits

Based on the premise that a needs analysis has been conducted to gauge whether a large shopping complex is needed and whether there would be economic and social decline to other local shops.

- Issue of smaller local and corner shops going out of business – these are used by elderly and people with disabilities. This will be compounded by the new development.
- The emergence of a monolithic monocultural shopping precinct – at variance with Marrickville's cultural diversity reputation. Money going out of the local area / economy as smaller local shops close. Transport needs will increase to the development. Social impact will be the further decline of Marrickville and Illawarra Roads shopping strip and their ethnic specific food supplies eg Vietnamese – these provide social support for the migrant community

Community/Social Infrastructure Gaps/ Areas of Need

- Meeting rooms, function rooms for groups of up to 150 / 200 people, child care facilities, shop front service provision for ageing
- Open public space for community events, open public space that is internal (see Rouse Hill development), branch of Marrickville library (specialising in big print, foreign language, talking books, children's books) children's book club

Safety and Design

Aspects to be considered that promote safer by design include:

- Design of the Car park area to be considered and inclusion of signs which say "don't leave valuables in cars"
- Specific initiatives targeting certain crimes in Marrickville and around Marrickville Metro are impacted by layout of the parking area which emphasises personal safety as well as steal from motor vehicle
- Signage which indicates suburb location not just streets. Lights in car park indicating vacant parking spaces / disability parking spaces (eg Rouse Hill development). Enough disability parking given the demographics of the area / elderly residents and those with disability.

Strategic Projects Officer: Access

Social Impacts and Benefits

1. Are you aware of any current issues/problems associated with the Marrickville Metro?

- It has a claustrophobic, subterranean feel. This discourages people especially who have anxiety issues along with other social or spatial difficulties.
 - It is very tired and dated in its look.
 - There are no unisex accessible toilets, ALL including the existing accessible (not fully compliant) are gender specific. The implication is that people who require the access can not have carers of the opposite sex assist them. Therefore parents with children with a disability or older people whose spouse has a disability, along with paid attendants of the opposite sex cannot assist.
 - Similarly there are only two existing accessible toilets. These are very small and do not meet current standards. It is unlikely many larger power wheelchairs would fit and it is unlikely an attendant/carers could physically fit in the space as well. More are needed given the attraction of the centre to those with reduced mobility and other impairments as well as the ageing population and need to accommodate older carers and family groups.
 - In respect to simple supply and demand issues, the prescriptive number of mobility spaces allocated (2-3% of parking) is well below the number of people with MPS authorities (some 12% of registered owners of a private vehicle in NSW).
 - While these may be seen initially as design/compliance issues their impact is social for the people whose participation it impairs and economic to them as well as the centre and traders through the 'missed shopping' opportunities.
2. What do you see as potential social benefits associated with the development? ie, safety, activation of the area, increased retail offer
- The Metro serves as an (often unlikely) hub and gathering place for many people and many diverse groups. This is due to many things and includes the convenience factor of being able to drive and park there relatively easily and without cost. Also due to collocation of a number of services such as the RTA, NRMA and larger retailers.
 - No good pedestrian entries. They lack prominence, ease of location and connection with neighbouring area and each requires a change of level to enter/exit. Where you expect people to leave with shopping and other large items the design is a deterrent to pedestrians.
 - There is potential to refocus as a people hub rather than a carpark.
3. *What do you see as potential social and economic impacts associated with the development? ie, safety, accessibility, transport links, local shopping strips*
- Significant transport issues here. Limited accessible bus services (may improve with reform changes), dangerous taxi/bus zone and pedestrian interchange given concentrations.
 - Mobility parking – heavy usage and abuse. Some spaces poorly designed and non compliant. See also above comment.
 - Pathways from mobility spaces to the actual centre (including ramps) are poorly designed and some are non compliant. Bicycles and motor bikes/scooters often parked so as to block pathways. Similarly abandoned trolleys are often left at the foot of kerb ramps etc or obstruct the parking.
 - Travelators difficult for some people and heavy usage by trolleys and parents with prams on lifts. Linked to a broader issue regarding changes of level to enter/exit the centre as a pedestrian and a high reliance on limited lifts and travelators to move people around without many other options.
4. *Are there any key social issues that should be considered as part of the study and/or targeted in terms of service/facility provision? eg, local disadvantage groups, youth*
- Central and most immediate, accessible facility for people with a disability (16.2% of pop) from Marrickville to Newtown.

5. *In relation to impacts, how may these be addressed/mitigated or minimised?*

- Enhanced universal design and assisted by promotions. Add into the planning facility supports such as shop mobility type programs or assistance with shopping.

Community/Social Infrastructure

6. *What are some of the current gaps/shortages in community facilities and service provision for Marrickville suburb, and in particular, the area around Marrickville Metro?*

- Overall a lack of community and civic space.
- Village square, markets, open civic (prominent) space that can be used for events and performances but also as a key gathering space. It's important to have features a bit like a mall or open town square.
- Immediate area is quite industrial with limited attractive pedestrian links to surrounding areas and neighbourhoods

7. *What types of services/facilities would you like to see included as part of the redevelopment? eg, library, performance space, public open spaces, meeting rooms, employment and training*

- There is a high demand for affordable and accessible office space for community groups and NGO's. Metro is attractive as a centrally accessible spot and would be ideal for groups offering community services as well as for disability specific service agencies/providers.

8. *What other aspects of the redevelopment should be considered from a social/safety perspective as part of the redevelopment?*

- Make it work well for everyone, all ages and abilities.
- The current format of the centre may be comfortable for people that have been socially isolated or have complex social/cognitive skills. Many, such as those from (licensed) Boarding Houses now use the Metro and perhaps may find it easier to feel 'a part of the crowd'. It would be a shame if in its renovation this aspect was lost. It would help to work with support agencies to maintain their familiarity and confidence in using the centre as independently as possible.
- Expect larger numbers of people with a greater and more complex array of access needs, they will come in families and with friends. If you accommodate and make people welcome they will come and the space will flourish.
- Safety and Design
- Safety and safe design should be considered beyond crime and extend to coverage of safety for all against falls and injuries, against smoke and noise, orientation, access to centre management etc. Creation of an inclusive, welcoming environment that caters for a large range of abilities and backgrounds together.

Aboriginal Strategic Projects officer

I agree with all of those (above) points. I particularly like the idea of a nice landscaped outdoor area and non smoking designated areas.

The meeting rooms are a great idea also and may I suggest, though it may be a little early at this point, but if there were to be rooms for this purpose it would be nice to give them Aboriginal names.

It would also be nice to use some Aboriginal designs for the landscape areas ie: native gardens with sculpture or water feature type arrangements with an Aboriginal theme. Perhaps even some feature walls on the interior or exteriors of the mall could feature some Aboriginal designs. I'm pretty sure Rouse Hill does this quite well, they have definitely made the landscaping very Aboriginal inclusive and contemporary.

The idea of a local shopping/meeting place is great, as so many Aboriginal people frequent the Metro I am sure my community, which includes Redfern, would love to see some of these changes.

Strategic Policy Officer: Aging

- Motorised scooters that the frail aged, visiting the new bigger centre can use to get around, free of charge.

Coordinator, Social Policy and Planning

- Reduced rentals for genuine not for profit organisations
- Meeting rooms (variable size) that can be used for community meetings
- An entertainment space
- An exhibition space
- A children's play area
- A baby change area
- Seating areas that are comfortable for older people to rest and meet. Seating not too low and in positions conducive to conversation.
- A welcoming meeting area for young people where they are not going to be "moved on"
- A welcoming entrance way for pedestrians
- Outdoor landscaping and plenty of shade for outdoor areas that integrate with the inside of the mall
- A well defined area for public transport and taxis – with plenty of seating and shade
- Space where private buses can drop off and pick up
- Public phones in a space with little walk past traffic and free from echo.
- Large lifts (particularly if people need to take shopping trolleys to a car park on a higher/lower level)
- Lifts not just in one position within the mall.
- Easy access from the public transport, the car park, and the main entrance so that people with access needs can come from any direction and feel welcome.
- A staffed information booth near the main entrance way and clear information/location maps in other strategic spots
- Smoke free outdoor seating options for diners using the food court. Often the outdoor dining options associated with mall food halls are smoke ridden and unpleasant for everyone else.
- The employment of a part time youth worker who can work with mall management to help plan for the mall to be a positive and trouble free spot for young people. The worker could also work with security and mall management to assist in the development of protocols for dealing with problematic behaviour. Myers Centre in Brisbane has been doing work to move the thought process away from "young people are trouble" to "how can we better cater for young people within the centre". The centre has a youth protocol outlining a fair process for young people who break the rules of the centre – this has prevented random bannings which are rampant in some shopping complexes.
- Good, clear signs within the mall.
- Parking spaces defined for people with physical disabilities
- Parking spaces defined for pregnant women. In some countries special bays are provided for women in their last three months of pregnancy and are located close to doors/lifts.

Appendix B Audit of Social and Community Infrastructure

APPENDICES

Name	Address	Suburb	Distance from Site	Contact Details
Community Facilities				
Community Halls & Centres (youth services, clubs, community centres, etc)				
New Theatre (Independent theatre company)	542 King Street	Newtown	> 1km	(02) 9519 3403
At the vanishing point - contemporary art space	565 King Street	Newtown	> 1km	(02) 9519 2340
Marrickville Youth Resource Centre (MYRC)	Corner Yabsley Avenue and Northcote Street	Marrickville	> 1km	(02) 9564 3222
Addison Road Community Centre	142 Addison Road	Marrickville	> 1km	
Dance Classique Studios	249 Marrickville Road	Marrickville	> 1km	0405 474 518
Sidetrack Performance Group	142 Addison Road	Marrickville	> 1km	(02) 9560 1255
Marrickville Heritage Society Inc	79 Petersham Rd	Marrickville	> 1km	(02) 9557 3823
Marrickville Legal Centre	338 Illawarra Road	Marrickville	> 1km	(02) 9559 2899
Marrickville Council - Herbert Greedy Hall	79 Petersham Rd	Marrickville	> 1km	(02) 9335 2222
Marrickville Council - Marrickville Town Hall	Corner Marrickville Road and Petersham Road	Marrickville	> 1km	(02) 9335 2222
Marrickville PCYC	531 Illawarra Road	Marrickville	> 1km	(02) 9559 7722
Marrickville Youth Resource Centre Inc (MYRC)	Corner Yabsley Avenue and Northcote Street	Marrickville	> 1km	(02) 9564 3222
Rosemount Good Shepherd Youth and Family Services	440 Marrickville Road	Marrickville	> 1km	(02) 9560 4588
Marrickville Council - Dulwich Hill Senior Citizens Centre	14 Seaview Street	Dulwich Hill	> 1km	(02) 9335 2222
The Salvation Army Family Store	360 New Canterbury Road	Dulwich Hill	> 1km	(02) 9518 1756
Wirringa Baiya Aboriginal Women's Legal Centre	Corner Livingston Road and Beauchamp Street	Marrickville	> 1km	(02) 9569 3847

APPENDICES

Name	Address	Suburb	Distance from Site	Contact Details
MTC Work Solutions	252 Illawarra Road	Marrickville	> 1km	(02) 9559 4900
Libraries				
Marrickville Library	334 Marrickville Road	Marrickville	> 1km	(02) 9335 2174
The Bower Eco-Library	142 Addison Road	Marrickville	> 1km	(02) 9568 6280
St Peters / Sydenham Library	39 Unwins Bridge Road	Sydenham	> 1km	(02) 9335 2184
Dulwich Hill Library	12 Seaview Street	Dulwich Hill	> 1km	(02) 9335 2182
Places of Worship (Churches & Temples)				
Catholic Church	256 Edgeware Road	Newtown	<500m	(02) 9557 1815
Seventh-Day Adventist Church	17-21 Metropolitan Road	Enmore	500m-1km	0423 075 077
Church of Nazarene	9 Metropolitan Road	Enmore	500m-1km	(02) 9519 9294
Spiritualist Church of Enmore	2 London Street	Enmore	500m-1km	(02) 9519 6436
Churches of Christ	389 Illawarra Road	Marrickville	> 1km	(02) 9558 5762
St Luke's Anglican Church	11 Stanmore Road	Enmore	500m-1km	(02) 9557 4219
Jehovah's Witnesses	315 Enmore Road	Marrickville	500m-1km	(02) 9596 4143
Assemblies of God in Australia	8 Edith Street	St Peters	500m-1km	(02) 9519 8233
Uniting Church in Australia	1 Grove Street	Marrickville	> 1km	(02) 9558 2920
Greek Orthodox Parish of St Nicholas	203 Livingstone Road	Marrickville	> 1km	(02) 9558 4453
Baptist Union of New South Wales	33 Calvert Street	Marrickville	> 1km	(02) 9558 2127
Marrickville Catholic Church	392 Marrickville Road	Marrickville	> 1km	(02) 9564 2188

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Name	Address	Suburb	Distance from Site	Contact Details
St Clement's Anglican Church	334 Marrickville Road	Marrickville	> 1km	(02) 9558 0315
Marrickville Spanish Seventh Day Adventist Church	299 Lingstone Road	Marrickville	> 1km	(02) 9558 7925
Anglican Church Sydney Diocese	90 Petersham Road	Marrickville	> 1km	(02) 9558 0315
Dulwich Hill Baptist Church	3 Mac Arthur Parade	Dulwich Hill	> 1km	(02) 9564 6108
Holy Trinity Anglican Church	11 Herbert Street	Dulwich Hill	> 1km	(02) 9569 1255
The Salvation Army - Christian Church	54 Dulwich Street	Dulwich Hill	> 1km	(02) 9569 4511
Alpha - Omega Indonesian Church	Corner Marrickville Road and Petersham Road	Marrickville	> 1km	(02) 9740 8212
Silver Street Mission	107 Silver Street	Marrickville	> 1km	(02) 9558 2127
Anglican Church Sydney Diocese	187 Princes Highway	St Peters	> 1km	(02) 9557 2332
Post Offices				
Marrickville South LPO	399 Illawarra Road	Marrickville	> 1km	(02) 9573 0762
Postshop	274 Marrickville Road	Marrickville	> 1km	(02) 9568 9299
Marrickville Metro LPO	34 Victoria Road	Marrickville	<500m	
Aged Care Facilities				
Bethesda Nursing Home	80 Victoria Road	Marrickville	<500m	(02) 95197079
Patrick Minahan Village	89 Livingstone Road	Marrickville	> 1km	(02) 9632 3144
Mayfair Nursing Home	442 Marrickville Road	Marrickville	> 1km	(02) 9569 1321
Willandra Nursing Home	19 George Street	Marrickville	> 1km	(02) 9569 4117
Parkland Nursing Home	448 Marrickville Road	Marrickville	> 1km	(02) 9569 8657

APPENDICES

Name	Address	Suburb	Distance from Site	Contact Details
Rosedale Quality Care Centre	44 Marrickville Road	Marrickville	> 1km	(02) 95691572
Castle Leap Nursing Home	11 Wallace Street	Marrickville	> 1km	(02) 9558 3779
Thomas Roseby Lodge (Low Care)	388 Illawarra Road	Marrickville	> 1km	(02) 9559 1543
Carinya Lodge Marrickville	117 Livingstone Road	Marrickville	> 1km	(02) 9560 3604
Kelvinside Lodge	7 Cobar Street	Dulwich Hill	> 1km	(02) 9558 3424
Acacia Centre - Grevillea Care Centre	444 Marrickville Road	Marrickville	> 1km	(02) 9089 8000
300 Festia Care Units	300 Livingstone Road	Marrickville	> 1km	(02) 9558 2678
Licensed Residential Centre	36 England Avenue	Marrickville	> 1km	(02) 9569 7419
Marrickville Community Nursing Service	155 Livingstone Road	Marrickville	> 1km	(02) 9562 0500
The Maronite Sisters of the Holy Family Village	28 Marrickville Avenue	Marrickville	> 1km	(02) 9558 2115
Medical Centres/Health Services				
Rosemount Good Shepherd Youth and Family Services	440 Marrickville Road	Marrickville	> 1km	(02) 9560 4588
Marrickville Early Childhood Health Centre	155 Livingstone Road	Marrickville	> 1km	(02) 9562 0444
Don Bosco Youth Hostel - Youth Off The Streets	325 Marrickville Road	Marrickville	> 1km	(02) 9564 2263
Alcoholics Anonymous (AA) Marrickville	389 Illawarra Road	Marrickville	> 1km	
Marrickville Medical Practice - Marrickville Family Medical Practice	312 Marrickville Road	Marrickville	> 1km	(02) 9569 7222
Inner West ME/Chronic Fatigue Support Group	79 Petersham Road	Marrickville	> 1km	0415 702 891
Guthrie House	10 Sebastopol Street	Enmore	500m-1km	(02) 9564 5977
Foundation Marrickville Medical Practice - Marrickville Family Medical Practice	312 Marrickville Road	Marrickville	> 1km	(02) 9569 7222
Marrickville Metro Medical	34 Victoria Road:	Marrickville		

APPENDICES

Name	Address	Suburb	Distance from Site	Contact Details
Emergency Services				
State Emergency Service (SES)	30 Fletcher Street	Marrickville	> 1km	(02) 9558 8785
Marrickville Fire Station	309 Marrickville Road	Marrickville	> 1km	
Marrickville Police Station	89-101 Despointes Street	Marrickville	> 1km	(02) 9568 9299
Education				
Childcare Facilities				
Marrickville Early Childhood Health Centre	155 Livingstone Rd	Marrickville	> 1km	(02) 9562 0444
Marrickville Council - May Murray Children's Centre	35 Premier Street	Marrickville	> 1km	(02) 9558 2320
Greek Orthodox Community of NSW Marrickville Occasional Care	356 Victoria Road	Marrickville	> 1km	(02) 9558 1591
SDN Children's Services Marrickville	251 Illawarra Road	Marrickville	> 1km	(02) 9569 4221
ABC Developmental Learning Centre	102 Chapel Street	Marrickville	500m-1km	(02) 9564 6805
KU Crusader Pre-school	53 Malokoff Street	Marrickville	> 1km	(02) 9569 1940
Marrickville Council - Tillman Park Children's Centre	79 Unwins Bridge Road	Tempe	> 1km	(02) 9559 5160
Marrickville Council - Addison Road Children's Centre	142 Addison Road	Marrickville	> 1km	(02) 9560 1368
Marrickville Council - Globe - Wilkins Preschool	McRae Street	Marrickville	> 1km	(02) 9569 4943
Schools				
St Pius School	209 Edgeware Road	Enmore	<500m	(02) 9557 4027
Casimir Catholic College	200 Livingstone Road	Marrickville	> 1km	(02) 9558 2888
Ferncourt Public School	74 Premier Street	Marrickville	> 1km	(02) 9558 3978

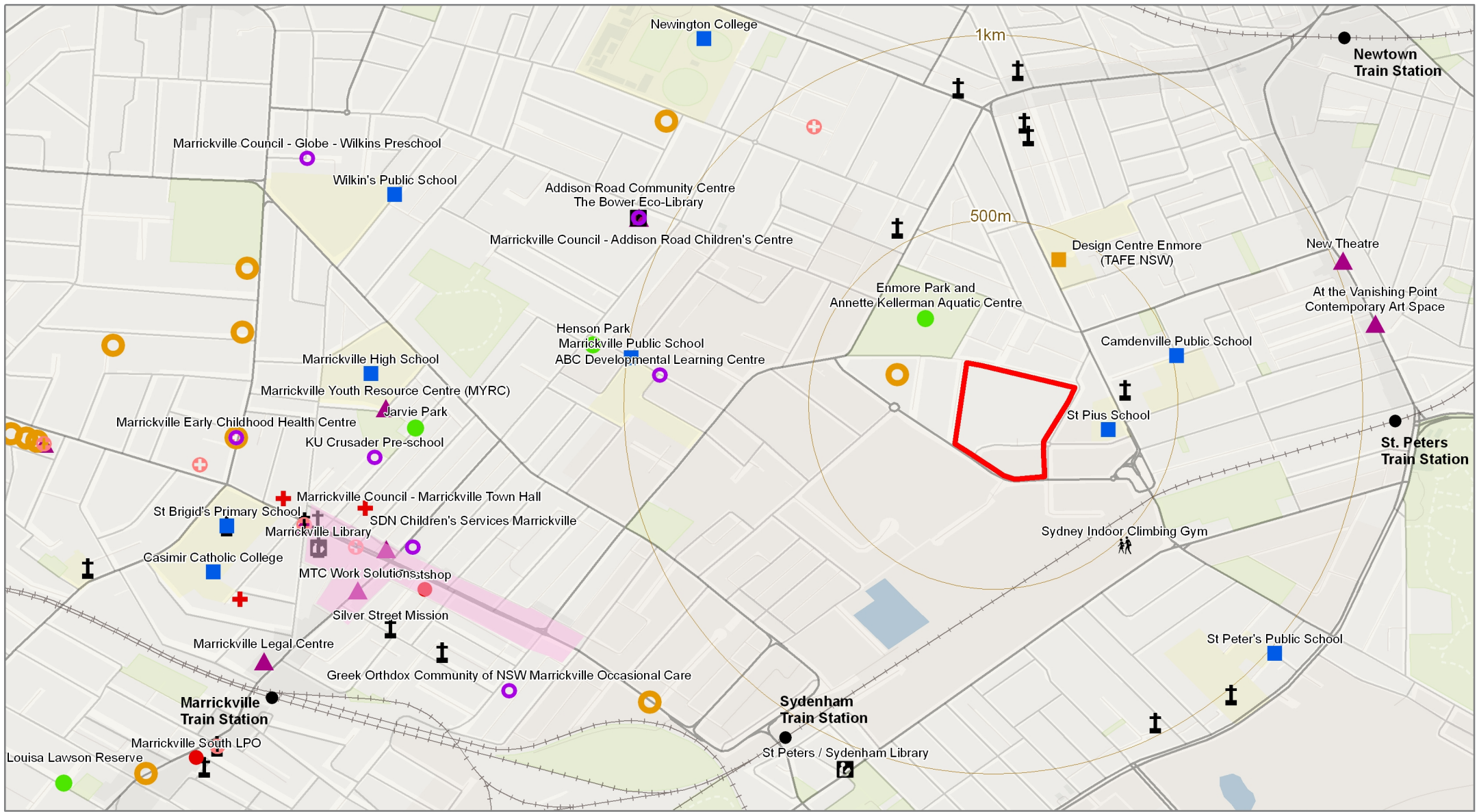
APPENDICES

Name	Address	Suburb	Distance from Site	Contact Details
Camdenville Public School	Laura Street	Newtown	500m-1km	(02) 9557 5505 (02) 9519 4402
St Brigid's Primary School	392 Marrickville Road	Marrickville	> 1km	(02) 9558 6926
Marrickville West Public School	294 Livingstone Road	Marrickville	> 1km	(02) 9558 1137
St Peter's Public School	Church Street	St Peters	> 1km	(02) 9519 6307
Wilkin's Public School	31 Park Road	Petersham	> 1km	(02) 9560 3309
Marrickville High School	1-9 Northcote Street	Marrickville	> 1km	(02) 9569 2444
Newington College	200 Stanmore Road	Stanmore	> 1km	(02) 9568 9333
Dulwich Hill Public School	Kintore Street	Dulwich Hill	> 1km	(02) 9559 2699
Tempe Public School	Unwins Bridge Road	Tempe	> 1km	(02) 9558 3780
Dulwich High School of Visual Arts and Design (DHSVAD)	Seaview Street	Dulwich Hill	> 1km	(02) 9560 7299
St Maroun's College - High School, Primary School and Pre-School	194 Wardell Road	Dulwich Hill	> 1km	(02) 9559 2434
Marrickville Public School	116 Chapel Street	Marrickville	500m-1km	(02) 9560 2208
Colleges				
Design Centre Enmore	110 Edgeware Road	Enmore	<500m	(02) 9394 5700
TAFE NSW Sydney Institute, Petersham College	27 Crystal Street	Petersham	> 1km	(02) 9335 2500
Open Spaces, Parks and Recreation Facilities				
Parks, Reserves and Open Space				
Enmore Park	31 Llewellyn Street	Marrickville	<500m	
Henson Park	91 Illawarra Road	Marrickville	> 1km	

APPENDICES

Name	Address	Suburb	Distance from Site	Contact Details
Arlington Reserve	Union Street	Dulwich Hill	> 1km	(02) 9335 2222
Gilbert Barry Reserve	Wardell Street	Marrickville	> 1km	(02) 9335 2222
H J Mahoney Memorial Park	Wharf Street	Marrickville	> 1km	(02) 9335 2222
Jarvie Park	Malakoff Street	Marrickville	> 1km	(02) 9335 2222
Louisa Lawson Reserve	Roach Avenue and Harnett Avenue	Marrickville	> 1km	(02) 9335 2222
Marrickville Golf Course	Wharf Street	Marrickville	> 1km	(02) 9558 1876
Mackey Park	Carrington Road	Marrickville	> 1km	(02) 9335 2222
Annette Kellerman Aquatic Centre	Black Street (Enmore Park)	Marrickville	<500m	(02) 9565 1906
Indoor Sporting				
Sydney Indoor Climbing Gym	4C/1-7 Unwins Bridge Road		500m-1km	(02) 9519 3325
Retail Strips/Shopping Precincts				
Marrickville Road	Marrickville Road	Marrickville	> 1km	
Illawarra Road, South Marrickville	Illawarra Road	South Marrickville	> 1km	
Enmore Road, Enmore	Enmore Road	Enmore	500m-1km	

Appendix C Map of Social and Community Infrastructure



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|---|---|---|
| Site Location | + Emergency Services | ● Other |
| ○ Aged Care Facilities | ⚽ Indoor Sporting | ⛪ Places of Worship |
| ○ Childcare Facilities | 📖 Libraries | ● Post Offices |
| □ Colleges | + Health Services | ■ Schools |
| ▲ Community Facilities | ● Parks and Recreation | Marrickville Road & Illawarra Road Shopping Strips |

