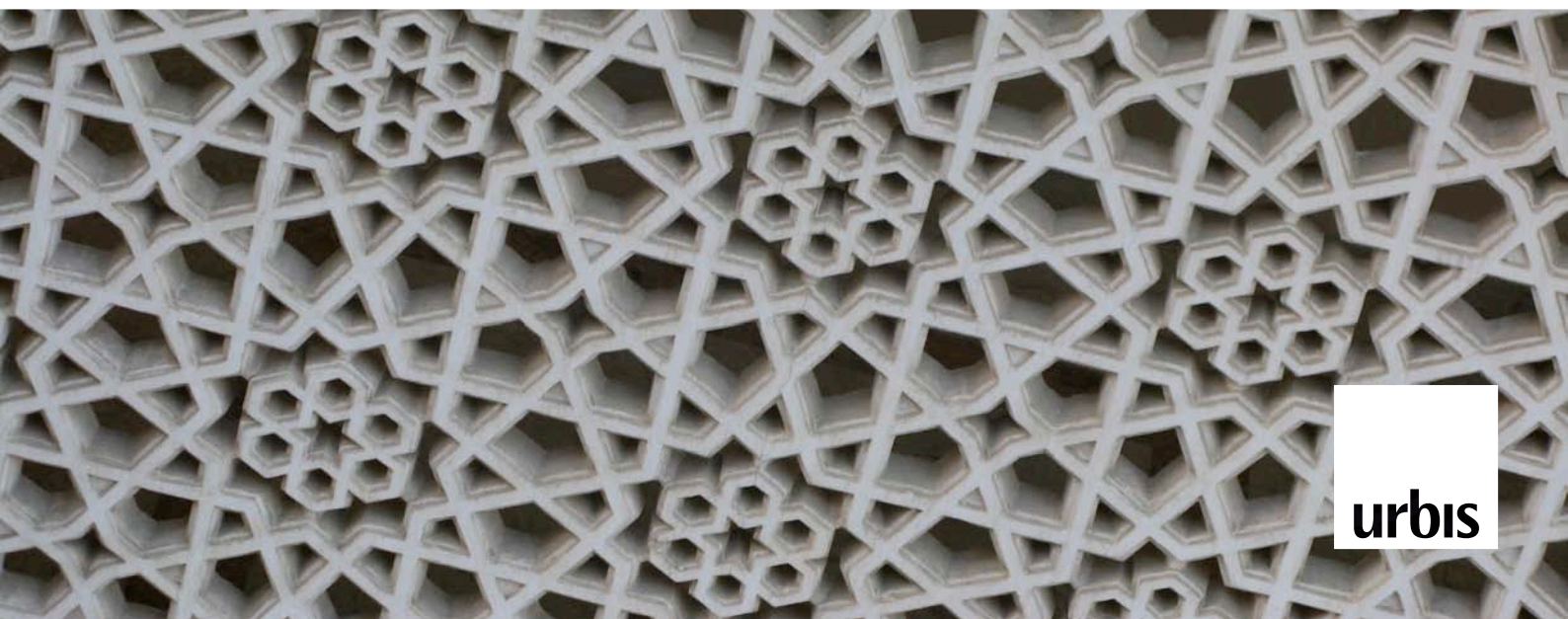


# Riverwood North Estate Residential Renewal Project

**SOCIAL IMPACT REVIEW**  
Prepared for Housing NSW  
November 2010



**urbis**

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# Executive Summary

## Introduction

This social impact review has been prepared in relation to the proposed redevelopment of part of Housing NSW's Riverwood North Estate in Sydney's South West, known as the Riverwood North Residential Renewal Project. The portion of the estate which is proposed to be redeveloped comprises approximately 3.55 hectares of land situated in Washington Avenue, Kentucky Road and Vermont Crescent, Riverwood.

The urban renewal project will see this area of the wider estate transformed through development of a range of new housing types and the introduction of private sector housing to create a mix of tenures. We understand that the project will involve the development of approximately 650 new homes, including the replacement of 176 existing social housing units with 150 new social housing units for seniors and approximately 500 units to be made available for private purchase. The social housing units are to be managed by St George Community Housing.

The aim of the project is to create a 'liveable, integrated residential community, which delivers quality residential apartments, revitalised public open spaces and improved access to community facilities, creating a strong sense of place and belonging in a new, clean, safe and welcoming environment.'<sup>1</sup>

The purpose of this report is to provide an assessment of the range of social impacts likely to result from the proposed redevelopment. It subsequently provides recommendations in relation to the range of social infrastructure which may be required to support the future community of the estate, along with mitigation measures or actions which may be taken to minimise potential negative impacts of the redevelopment and enhance likely positive impacts.

The report addressed the range of issues set out in the Director General's Requirements for the Social Impact Statement, as per the letter issued on 4 November 2010, as follows:

- Social considerations with respect to both the existing and surrounding residents and the potential new residents which may be more vulnerable members of the community, including consideration of:
  - Population characteristics – existing and expected changes
  - Cultural diversity and any specific measures/ services required
  - Distribution of Housing NSW tenants and private residents and how this will be managed
  - Adequacy of existing services, social infrastructure, employment opportunities and open space and what new services etc will be required as a result of the incoming residents
  - How the existing community has been consulted regarding these future changes, what their perceptions are regarding any impact on existing social, health and safety issues and how this will be managed.

## Background and purpose of the residential renewal project

The Riverwood North Residential Renewal Project is a public-private partnership between Housing NSW and Payce Communities.

The site was identified for renewal as it is characterised by older style social housing units, developed post-war, and which are no longer considered appropriate to meet the needs of residents, nor the standards of Housing NSW for social housing, which will meet the needs of tenants into the future. The specific aims of the project are as follows:

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<sup>1</sup> Payce Communities, 2010, *Renewing Riverwood North: About the renewal project*, accessed at <http://riverwoodnorth.com.au/>

- Create a liveable, integrated residential community
- Deliver quality residential apartments
- Create a strong sense of place and belonging
- Revitalise community open spaces and improve connectivity to community facilities
- Create new, clean, safe and welcoming environments.<sup>2</sup>

The redevelopment is to be undertaken within a nine year period.

### State and local government policy context

Section 3 provides the state and local policy context to the project. The review of key social policies applicable to the site incorporates the following documents:

- Sydney Metropolitan Strategy
- Draft South Subregional Strategy (2007)
- City of Canterbury City Strategic Plan 2008 – 2017
- City of Canterbury Social Plan 2008 – 2009.

The review highlights the importance of the genuine integration of community-based planning and development through the renewal project. It will be important that the redevelopment contributes to the overarching objectives identified in Canterbury Council's strategic planning, community and social plans, as well as the vision for the subregion.

A core part of this will include addressing issues of housing type; accessibility; community safety; the recognition of diversity; encouraging employment opportunities, and enhancing the vibrancy of the area. It will also be important to provide healthy living options for residents which may include provision for walking and cycling paths and community-based health programs.

The ageing of the population of the Canterbury LGA is a key trend identified in local social plans, and this will need to be considered in the context of the redevelopment – as is indeed proposed. The high level of socio-economic disadvantage currently experienced by the community within the Canterbury LGA and within the estate specifically also requires careful consideration, in terms of economic, social and cultural barriers to development faced by the community.

Overall, it will be important to ensure that the Riverwood North Residential Renewal Project seeks to meet the following policy objectives:

- Place an emphasis on the estate renewal objectives being embedded in objectives for the wellbeing of the wider community through consideration of elements such as accessibility, high quality design and the provision of services and facilities designed to provide healthy living, recreation and community capacity-building opportunities.
- Provide adequate safety and security measures, both passive and active, through the application of Crime Prevention through Environmental Design (CPTED) principles to enhance community safety.
- Involve the local community in the planning and development process through a participatory planning approach, and seek to engage with and develop a health trust-based relationship with local residents.
- Facilitate the development of community-based activities that may strengthen social cohesion, and better integrate new and existing communities, during and post-redevelopment.

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<sup>2</sup> Ibid.

## Population profile – current and projected

Section 4 provides an overview of the key social and demographic characteristics of the local community. It considers the population profile of the urban renewal site, through demographic analysis of ABS Census data available for the specific Census Collection Districts (CDs) which the site comprises. This section also considers the characteristics of the community of the wider suburb of Riverwood and the Canterbury City LGA, along with the Sydney Statistical Division (SD).

Key observations arising from the analysis are as follows:

- The site and Riverwood (suburb) have a relatively older and ageing population than the Sydney average, with a median resident age of 45 and 40 years old, respectively, which compares to a median age in Canterbury LGA of 36 years and in the Sydney SD of 35 years.
- The estate is culturally diverse, with 45% of those on the site born overseas, comparable to the suburb of Riverwood (43.1%) and Canterbury LGA (46.9%) and significantly higher than the overseas-born population of the wider Sydney SD (31.7%).
- Of those residents born overseas in Riverwood and Canterbury LGA, the two main countries of origin were China (10.7% and 6.7%) and Lebanon (4.2% and 5.5%) respectively. The site had a slightly different cultural profile with Lebanon (9.4%) and China (8.0%) being the most significant countries of origin.
- The median individual and household incomes within the site (\$215 and \$259), Riverwood (\$315 and \$620) and Canterbury LGA (\$366 and \$839) are low in comparison to the Sydney SD of \$518 and \$1,154 respectively.
- The suburb of Riverwood, in which the site is located, is characterised by a relatively high proportion of rented dwellings (45%), when compared with the wider Canterbury LGA (35%) and Sydney SD (30%).
- There is a high number of lone person households within the site (55%) and Riverwood (31%) when compared with Canterbury LGA (22%) and Sydney SD (22%).
- The level of social and economic disadvantage is high in the LGA due to a combination of income levels, employment characteristics and cultural barriers. The renewal site ranks in the first decile in the index of relative socio-economic disadvantage (SEIFA), indicating that it is among the most disadvantaged parts of Sydney, on the basis of the SEIFA index classification methods.

## Changing population profile associated with the renewal area

Section 5 provides a broad assessment of the likely change in the profile of the population of the Riverwood North Residential Renewal Area, associated with the proposed redevelopment. It is intended to inform broad, initial considerations in relation to population profile changes and associated social infrastructure needs.

The proposed mix of dwelling types and tenure which will result from the redevelopment of the site is as follows.

### Current dwelling and tenure mix

- 176 social housing dwellings (100%)
- 86 bedsitters (48.9%)
- 24 one-bedroom units (13.6%)
- 45 two-bedroom units (25.6%)
- 21 three-bedroom units (11.9%)



## Proposed dwelling and tenure mix

### *Tenure mix:*

Total of approximately 650 dwellings, both social and private sector housing:

- 150 social housing dwellings (25.0%)
- 500 (approximately) private housing dwellings (75.0%)

### *Dwelling mix*

Social housing (approximately 150 dwellings)

- 120 one bed (80.0%)
- 30 two bed (20.0%)

Private sector housing (approximately 500 dwellings)

- 125 one-bedroom dwellings (25%)
- 350 two-bedroom dwellings (70%)
- 25 three-bedroom dwellings (5%)

The key issues and implications of the proposed increase in dwellings and the associated new dwelling and tenure mix profile are as follows:

- The three-bedroom dwellings on the site are currently considered to be largely under-occupied, as a result of the ageing population profile of the estate and the associated increase in single person households. The social housing on the site is therefore proposed to be predominantly one and two-bedroom seniors dwellings, to better cater for this identified population.
- The renewal project is expected to provide a better overall dwelling and tenure mix, which will reinvigorate the community and provide for a better socio-economic mix.
- The provision of a high proportion of two-bedroom private sector dwellings on the renewed site is considered to respond to local market demand for first home buyers, predominantly young couples with and without young, dependent children.
- The elimination of 'bedsits' on the site is considered to provide for more desirable, up-to-date dwelling types.

The redevelopment of the subject site is expected to have a significant impact on the population profile of the wider Riverwood North Estate, particularly as a result of the introduction of private sector homes for sale. The key changes expected to occur and which are considered desirable are as follows:

- A more balanced population profile, ie change in the proportion of older people in comparison to young couples and couple households with young, dependent children who are likely to buy new affordably priced private sector homes.
- A more balanced socio-economic profile through the increase in private sector housing, which may be targeted as housing affordable to first home buyers.

The profile of the social housing on the renewal site is likely to be consistent with current trends in the household structure and occupancy rates on the site. That is, the existing ageing population of the site, and associated proportional increase in single person households, is likely to continue.

Current residents aged 55 years and older will be eligible to move back into the redeveloped social housing units, which will be specifically designed and targeted for this ageing demographic. It is likely that many of these residents will indeed move into the new seniors' social housing which will be provided through the redevelopment. This is considered to be a desirable outcome, since this longstanding community will therefore be able to retain its current community ties and connections to local services and the local environment.

Therefore, whilst there is a significant population change expected as a result of the renewal project, including the introduction to the site of a more youthful population profile, many older, established residents are likely to remain, providing for a stable community core, during the change process.

### Local social infrastructure review

Section 6 provides an overview of the range of community facilities and services which are currently available in the suburb of Riverwood. The review of social infrastructure indicates that the site is well provided for, with a wide range of facilities and services available to residents. There is substantial provision of services and facilities for the key target groups living on the estate, including the ageing population, with the senior's centre in close proximity to the site, along with a range of medical and allied health facilities and services. The site is also very well provided for in terms of active and passive recreation facilities, with extensive open space networks, including a skate park and community gardens.

The high level of amenity on the estate is also enhanced by its close proximity to local shops and public transport networks, including the local train station, which provides regular direct services to the Sydney CBD and other surrounding suburbs. This suggests that the subject site is well provided for at present and has the potential to accommodate a higher population, taking into account the investments which will be required to existing social infrastructure to service the future, larger population and changing demographic profile of the community.

### Proposed social infrastructure provisions

Section 7 provides an overview of the range of improvements to local social infrastructure which are proposed as part of the Riverwood North Residential Renewal Project. It is important to point out that at this early stage in the development process, no agreement has yet been reached in relation to social infrastructure provision. This information therefore relates to plans which are currently under consideration, as part of the development of the Concept Plan for the site.

The Concept Plan which has been prepared for the site identified the potential for the local library facility to be relocated to Riverwood North, in close proximity to the Riverwood Community Centre. The potential to integrate the library with a new local community centre or hub, which will incorporate a 'seed centre' for local social enterprises, along with a café and outreach centre, is currently being considered. Potential library designs are being developed, and at this stage it is suggested that the facilities may comprise an 800sq m library/café and a 300sq m senior citizens centre.

In addition to these facilities, a new indoor sports centre – Riverwood Indoor Sports and Fitness Centre – is currently under construction on a site on Belmore Road, in close proximity to the site. According to the YMCA, which is associated with the proposed development, the complex will provide two indoor courts for netball, basketball, and badminton as well as a gym space for fitness, an outdoor training area, crèche and community meeting rooms. The complex will also potentially provide opportunities for seniors' health programs.

The Concept Plan proposes additional open space and substantial improvements to existing open spaces through improved hard and soft landscaping and embellishments.

Following are the key points associated with the provision of open spaces set out in the Concept Plan:

- The public domain will be improved through increased activation of open spaces, to create more dynamism and improve safety. A range of embellishments will be provided in open space areas, to cater for a range of ages and abilities.
- An area of open space will be opened up between some of the buildings on the site, through the demolition of existing buildings and reconfiguration of the built form. This is intended to provide for improved through-connections on the site, to enable the site to the south to better access facilities and services and to increase the permeability of the site overall, to enhance the environment and pedestrian amenity.

- Two new open space areas are to be created on the site, including one passive recreation area which will connect to the community garden.
- A Garden Square is proposed for the centre of the site, which can be used for community markets and other social gatherings. It is proposed that this will be a raised, hard landscaped area, enabling the street to be temporarily closed during public events.
- The main park on the site (centre of Vermont Crescent) is currently underutilised and this will be better integrated through new dedicated open spaces, including a children's playground and bandstand. It will also be connected to the wetlands through open space and landscaping improvements. It is proposed that this area will be utilised for community events, to contribute to the development of social cohesion among the future community of the site and wider estate.

Overall, the Concept Plan proposes significant improvements to the open spaces on the site, to provide for increased activation and enhanced opportunities for community development.

### Crime and safety review of site and surrounds

Section 8 provides a preliminary review of crime and safety issues identified in the estate and surrounds, based upon available recorded crime data for the Canterbury LGA, available from the NSW Bureau of Crime Statistics and Research (BOCSAR).

On the basis of BOCSAR data of recorded incidents of crime, the three most dominant crime offences occurring in Canterbury LGA during 2009 were:

- Malicious damage to property (1,115 offences)
- Theft - Steal from motor vehicle - (814 offences)
- Non-domestic violence related assault (435 offences)

The data reveals that all the main categories of recorded crime in Canterbury LGA over the four year period to 2009 have declined considerably, or in some instances have remained stable. In the short term (2008 to 2009), the most significant decrease in criminal activity has been robbery with a weapon not a firearm (down by 19.6%) and robbery without a weapon (down by 15.4%).

Further assessment of crime shows the distinct crime 'hotspot' areas located within Riverwood for the crimes of break and enter (dwelling) and steal from a dwelling. There are particularly high concentrations of these crimes focused directly on and around the proposed renewal site.

Given the above average rates of crime related to 'break and enter dwelling' and 'steal from dwelling' in the Canterbury LGA, focused on the estate specifically, it will be important for the Riverwood North Residential Renewal Project to be designed to ensure adequate access control; the implementation of crime prevention-based design, and minimisation for opportunistic crime to occur.

Mitigation strategies and measures to reduce this type of crime from occurring may also be undertaken through internal and external housing design and crime preventative mechanisms. These may include, overall better housing design; better door and window security systems for residents; the installation of appropriate lighting, and the regular maintenance of landscaped areas.

These principles would be further explored in a comprehensive CPTED assessment of the site and proposed redevelopment plans at the project Development Application stage.

### Stakeholder and community engagement

Community and stakeholder consultation in relation to the Riverwood North Urban Renewal Project has already commenced; Payce Communities has initiated and undertaken an extensive consultation process to date. Section 9 provides an overview of the range of community and stakeholder consultation which has been undertaken to date, including the techniques and processes used. A complete list of stakeholders consulted to date is provided at Appendix B.

*Engagement with residents and the local community*

- Letters to affected residents
- Community meetings with tenants
- Distribution of community letter about the proposal
- Establishment of a dedicated website which provides information about the proposal and opportunities for feedback
- Hosting of an information stall at the Riverwood Community Festival
- A quantitative survey of the local community to establish key issues and concerns
- Exhibition boards explaining the proposal in the Riverwood Community Centre
- Information session hosted (breakfast for the community)
- Briefing session undertaken with the local Arabic Community
- Briefing session undertaken with the local Chinese Community

In addition, it is proposed to temporarily locate a community liaison office on site, during the project development phases. Council has confirmed that Housing NSW can install a temporary office for this purpose, without development consent.

*Engagement with state and local government and service providers*

- Two meetings with Canterbury City Council
- Meeting with NSW Department of Planning
- Meeting with the Roads and Traffic Authority
- Meeting with Riverwood Tenants Association
- Meeting with YMCA (Riverwood Indoor Sports and Fitness Centre)
- Meeting with staff from the Riverwood Community Centre (approximately 30)
- Meeting with Riverwood Community Centre Management
- Meeting with Riverwood Public School.

Some of the key issues raised during consultation to date are as follows:

- Residents desire to better understand their rights in regard to relocation
- Timing of project
- Quantum of social and private mix
- Importance of the Community Centre representing the community.
- Impact the renewal project may have on the local jobs programs
- Impact on the existing garden maintenance program
- Importance of a sound consultation process
- Desire for more information on the potential development of a new library and senior citizens club.
- Amenity issues such as noise during construction, which would impact on the community of the wider estate.

- The potential for the proposed senior citizens facility to be designed as a multi-purpose space that includes a library and café was discussed. Further consultation with the appropriate local service providers and Council will be required.

### Key considerations in project next steps

Section 10 provides an overview of considerations relating to the potential social impacts of the redevelopment – both positive and negative – and the potential ways in which these may be addressed. This analysis is based on the research undertaken to date in relation to the local and regional context of the site; applicable planning policies; demographic profiling of the site and wider community (both current and projected future); consideration of social infrastructure and local crime data, and the outcomes of consultation undertaken to date.

Some of the key issues which have been raised in community consultation undertaken to date are as follows:

- Give due consideration to resident security and access.
- Consider the timing of the project from start to finish and associated impacts on residents, particularly aged residents and those in the surrounding estate which will be affected by noise and amenity impacts during construction.
- Consider the processes associated with the relocation of residents during construction phases.
- Provide adequate information to residents regarding the internal and external design of the buildings.
- Consider the impacts of the project on local community jobs, programs and facilities and seek to maximise the benefits of the project in this regard.
- Continue to ensure a complete and comprehensive consultation process.
- Consider the provision of open space networks to facilitate the improved health and wellbeing of the community.

It is expected that these and other associated issues will be addressed in the detailed planning and design phase as the project progresses to the Project Development Application stage.

# 1 Introduction and approach

## 1.1 Introduction to this report

This social impact review has been prepared in relation to the proposed redevelopment of part of Housing NSW's Riverwood North Estate in Sydney's South West, known as the Riverwood North Residential Renewal Project. The portion of the estate which is proposed to be redeveloped comprises approximately 3.55 hectares of land situated in Washington Avenue, Kentucky Road and Vermont Crescent, Riverwood.

The urban renewal project will see this area of the wider estate transformed through development of high quality, up-to-date housing and the introduction of private sector housing to create a mix of tenures. We understand that the project will involve the development of approximately 650 new homes, including the replacement of 176 existing social housing units with 150 new social housing units for seniors and approximately 500 units to be made available for private purchase. The social housing units are to be managed by St George Community Housing.

The aim of the project is to create a 'liveable, integrated residential community, which delivers quality residential apartments, revitalised public open spaces and improved access to community facilities, creating a strong sense of place and belonging in a new, clean, safe and welcoming environment.'<sup>3</sup>

The purpose of this report is to provide an assessment of the range of social impacts likely to result from the proposed redevelopment. It subsequently provides recommendations in relation to the range of social infrastructure which may be needed to support the future community of the estate, along with mitigation measures or actions which may be taken to minimise potential negative impacts of the redevelopment and enhance likely positive impacts.

The report addressed the range of issues set out in the Director General's Requirements for the Social Impact Statement, as per the letter issued on 4 November 2010, as follows:

- Social considerations with respect to both the existing and surrounding residents and the potential new residents which may be more vulnerable members of the community, including consideration of:
  - Population characteristics – existing and expected changes
  - Cultural diversity and any specific measures/ services required
  - Distribution of Housing NSW tenants and private residents and how this will be managed
  - Adequacy of existing services, social infrastructure, employment opportunities and open space and what new services etc will be required as a result of the incoming residents
  - How the existing community has been consulted regarding these future changes, what their perceptions are regarding any impact on existing social, health and safety issues and how this will be managed.

## 1.2 Methodology

The following tasks have been undertaken in the preparation of this study:

- Review and analysis of site plans and documentation and the aims and objectives of the redevelopment, in consultation with Payce Communities.

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<sup>3</sup> Payce Communities, 2010, *Renewing Riverwood North: About the renewal project*, accessed at <http://riverwoodnorth.com.au/>



- Demographic analysis of the current population of the estate in the context of the wider suburb of Riverwood, the Canterbury City LGA and Sydney statistical division (SD), and a preliminary assessment of the demographic which may result from the redevelopment.
- Review of key policy documents including local and state government plans and strategies relation to community development, social planning and crime prevention through environmental design.
- Preliminary audit and mapping of the range of existing social infrastructure (community facilities and services) in the vicinity of the estate and accessible to its resident population.
- Preliminary review of crime and safety data available for the suburb of Riverwood and wider Canterbury City LGA, to ascertain key crime and safety issues.
- Review of the range of responses received during the extensive program of consultation undertaken by Payce Communities to date.
- Consideration of the range of potential social impacts (positive and negative) which may be expected to result from the redevelopment and the subsequent identification of any mitigating actions or monitoring mechanisms to minimise negative impacts or enhance positive outcomes.

## 2 Introduction to the renewal project

### 2.1 Residential renewal objectives

The Riverwood North Residential Renewal Project is a public-private partnership between Housing NSW and Payce Communities. The aim of the project is to renew the estate through the replacement of 176 existing social housing units with approximately 650 architecturally designed dwellings, including 150 new social housing units for seniors and approximately 500 private homes for sale. The units will be incorporated in residential flats buildings generally between four and nine stories in height.

The site was identified for renewal as it is characterised by older style social housing units, developed post-war, and which are no longer considered appropriate to meet the needs of residents, nor the standards of Housing NSW for social housing, which will meet the needs of tenants into the future.

The proposal is part of the NSW Government's commitment to increase the supply of homes for low income earners as well as ensure that 'people in need have access to modern, well-designed social housing.'<sup>4</sup> It was officially launched by Housing Minister Frank Terenzini in September 2010, who highlighted the project's potential to 'enhance the already extensive Canterbury Council improvements to public domain and parklands around Salt Pan Creek, adjacent to Riverwood's busy and popular community centre and the multi-purpose sports centre now under construction.'<sup>5</sup>

The estate is in a well-connected location, close to local shopping facilities and a range public transport – both bus and rail – providing access to Bankstown, Hurstville and the Sydney CBD. In the context of this location, the redevelopment potential of the estate has been recognised, particularly its potential to introduce a range of private sector homes for sale, which would include dwellings accessible to first time buyers in the local market.

The overriding objective of the redevelopment is to provide modern, safe accommodation which meets the needs of Housing NSW tenants and to introduce private housing at an affordable price point, as well as improved facilities and open space for residents. The specific aims of the project are as follows:

- Create a liveable, integrated residential community
- Deliver quality residential apartments
- Create a strong sense of place and belonging
- Revitalise community open spaces and improve connectivity to community facilities
- Create new, clean, safe and welcoming environments.<sup>6</sup>

The redevelopment is to be undertaken within a nine year period.

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<sup>4</sup> NSW Government, media release, Minister for Housing Frank Terenzini, \$100 million Riverwood North Housing Joint Partnership, September 2010.

<sup>5</sup> Canterbury – Bankstown Express, Affordable shelter at Riverwood, September 2010, available at: <http://express.wherelive.com.au/news/story/affordable-shelter-at-riverwood/>

<sup>6</sup> Payce Communities, 2010, *Renewing Riverwood North: About the renewal project*, accessed at <http://riverwoodnorth.com.au/>

## 2.2 Site location and context

### 2.2.1 Regional context

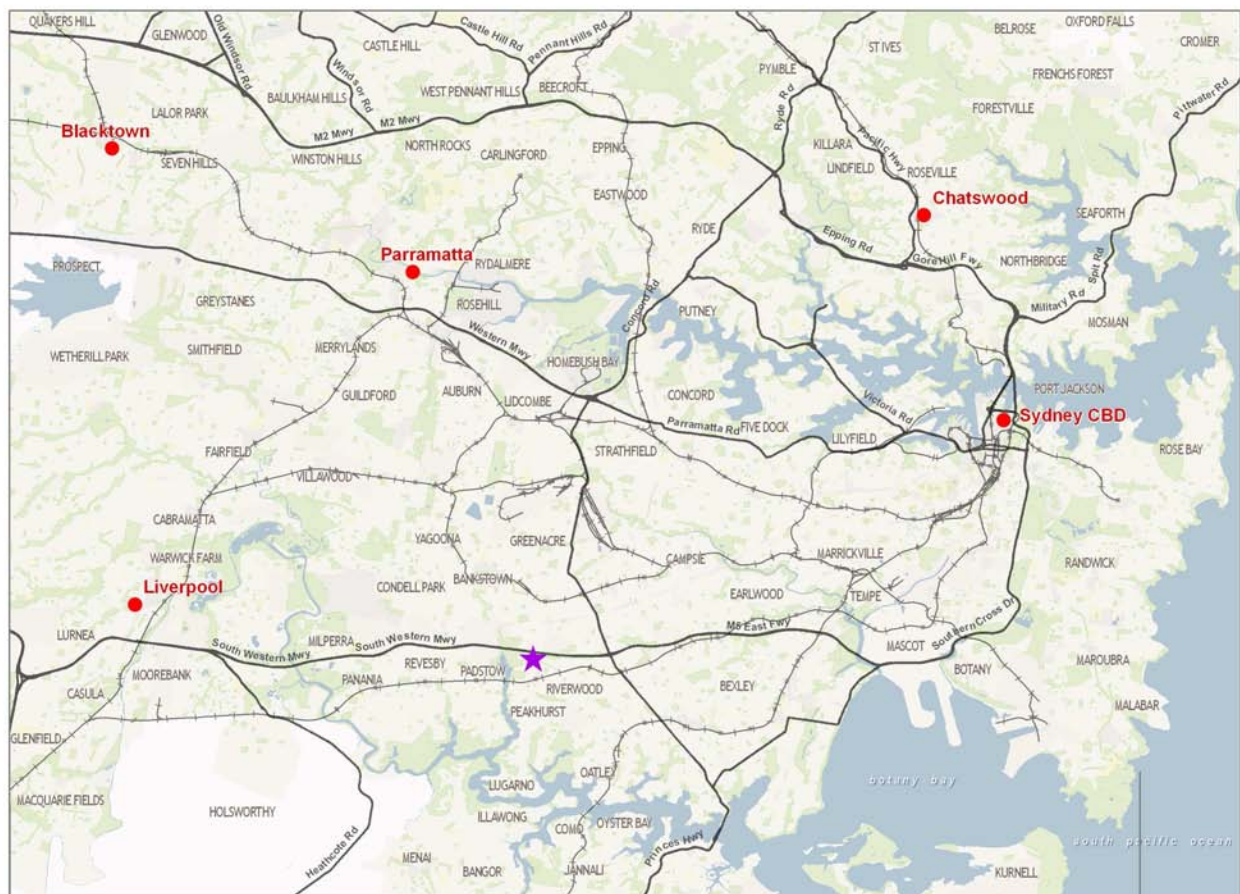
The site is located in the suburb of Riverwood, approximately 14km south west of the Sydney CBD. Figure 1 below shows the location of the site with respect to the greater Sydney Metropolitan area.

Riverwood lies within the Sydney South Subregion, as is delineated in the Sydney Metropolitan Strategy, comprising the local government areas of Canterbury, Hurstville, Kogarah, Marrickville, Rockdale and Sutherland.

The site is located approximately 4km south east of Bankstown and 6km north west of Hurstville – the closest regional centres. These centres are accessible via local bus services and within 30 minutes by other public transport options. They provide a wide range of services and facilities, including extensive retail facilities incorporated in the Hurstville Westfield and Bankstown Square shopping centres.

Appendix A provides an audit of local infrastructure accessible to the site in tabular and map-based formats. Section 5 of this report provides an overview of full range of social infrastructure currently available in the locality.

Figure 1 – Regional context



Source: Urbis, 2010

## 2.2.2 Site characteristics and local context

The site is currently occupied by single, two and three story residential flat buildings. It is located on the Riverwood North Estate and land immediately south and west of the site is also owned by Housing NSW and accommodates social housing tenants in a range of dwelling types, including medium rise residential flat buildings.

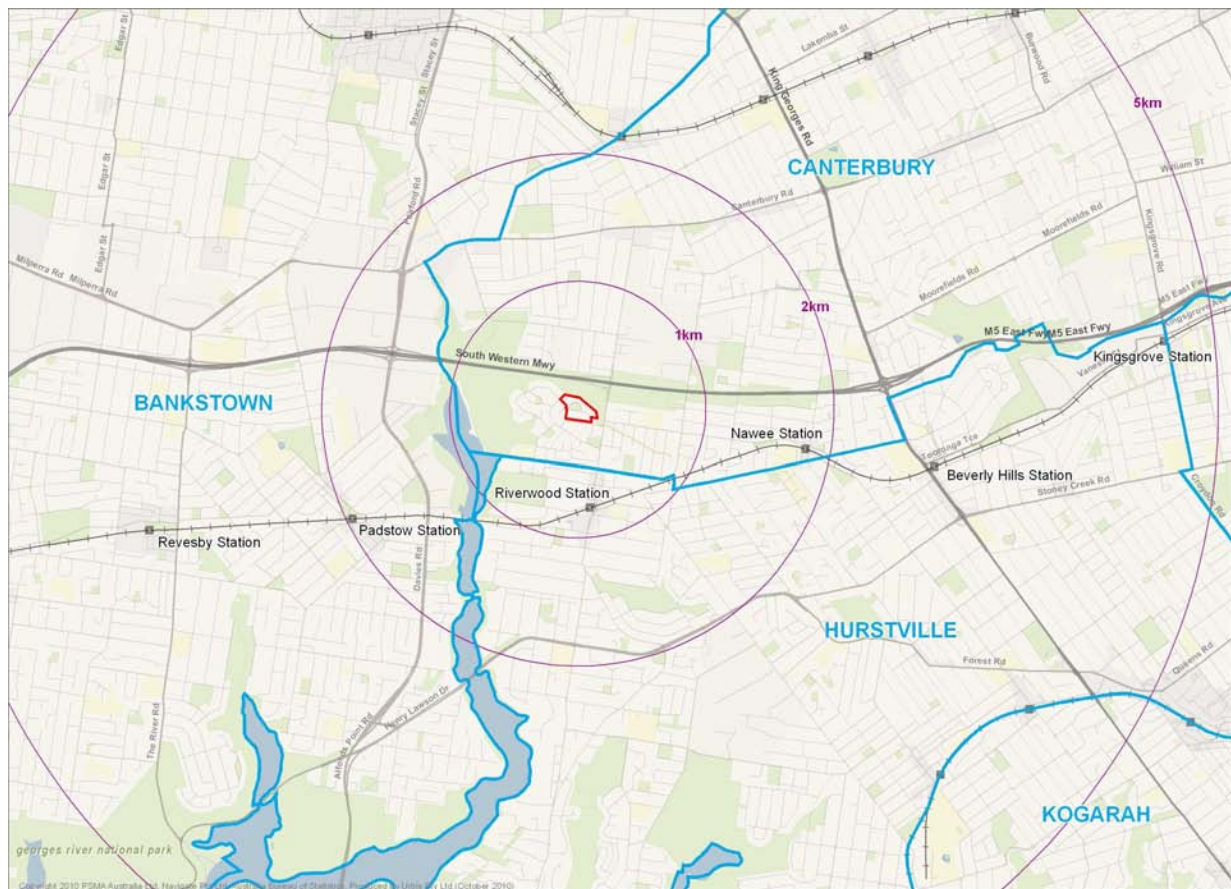
Two residential flat buildings with eight residential storeys and undercroft car parking (providing a total building height of nine storeys) are located immediately to the south on the opposite side of Washington Avenue. The development to the west generally comprises residential flat buildings, similar to the existing development on the subject site. The residential areas to the east on the opposite side of Belmore Road comprise predominately one and two storey detached dwellings.

Directly north of the site is the Salt Pan Creek Reserve. The Riverwood Community Centre and Skate Park form part of this precinct. Community gardens also located on the north west boundary of the site. The Riverwood Senior Citizens Centre is also located adjacent to the site on the corner of Washington Avenue and Kentucky Drive.

Figure 2 depicts the site in the context of the surrounding locality. Figure 3 overleaf provides an aerial view of the site and adjoining land uses.

Riverwood railway station is located approximately 600 metres to the south of the site and provides access to the Sydney CBD, Sydney Airport and other stations along the Airport and East Hills railway lines. The M5 Motor is also located within close proximity of the development site, approximately 200 metres to the north. The Riverwood shopping strip, including Riverwood Plaza indoor shopping centre, is located in walking distance, approximately 300 metres south of the site.

Figure 2 – Local context



Source: Urbis, 2010



Figure 3 – Site boundary and local context aerial



Source: Urbis, 2010

### 3 Review of key social policies and documents

This section provides a review of key state and local government policies and documents which may inform the redevelopment aims and objectives, in the context of consideration of social issues and social infrastructure provision. These documents are as follows:

- Sydney Metropolitan Strategy
- Draft South Subregional Strategy (2007)
- City of Canterbury City Strategic Plan 2008 – 2017
- City of Canterbury Social Plan 2008 – 2009

The City of Canterbury Community Safety and Crime Prevention Plan 2009 is reviewed in Section 5 which addresses crime and safety issues.

#### 3.1 State planning policies

##### 3.1.1 Sydney Metropolitan Strategy

The NSW Government's Metropolitan Strategy for Sydney provides future planning for growth and aims to 'support continuing economic growth while balancing social and environmental impacts.'

The strategy is based on anticipated population, economic and demographic trends, and has been developed on the basis of five overriding aims:

- Enhance liveability
- Strengthen economic competitiveness
- Ensure fairness
- Protect the environment
- Improve governance.<sup>7</sup>

A key element of the Strategy is the subregional planning documents, which provide detailed objectives and actions to guide development. The Strategy has divided the Sydney metropolitan area into nine distinct subregions. Riverwood North lies within the South Subregion.

##### 3.1.2 Sydney Draft South Subregional Strategy (2007)

This South Subregion comprises the LGAs of Canterbury, Marrickville, Hurstville, Kogarah, Rockdale and Sutherland and is home to approximately 650,000 people. The Strategy projects an increase in population size, dwellings and employment capacity within the region to 2031 and sets out a range of objectives for enabling this growth in a sustainable manner.

The Vision outlined in the Strategy is for the South Subregion to:

- Retain its high quality environmental, tourism, and lifestyle attributes
- Provide superior lifestyle and amenity, allowing residents to live, and work
- Support the function of the Global Economic Corridor
- Have a diverse community with a greater range of housing choice

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<sup>7</sup> NSW Department of Planning, 2005, *Sydney Metropolitan Strategy*, accessed at <http://www.metrostrategy.nsw.gov.au/dev/ViewPage.action?siteNodeId=28&languageId=1&contentId=-1>



- Have greater public transport use through a series of rail infrastructure improvements and encouragement of walking and cycling.

A number of key directions outlined in the Strategy relate specifically to the Canterbury LGA, and are consequently of note in relation to the proposed redevelopment. These include:

- Riverwood being identified as an older centre and as part of a renewal corridor
- The importance of recognising and embracing cultural diversity across the region
- The setting of a growth target of 7,100 new homes in Canterbury LGA by 2031, to support projected population growth.

## 3.2 City of Canterbury Council social strategies

### 3.2.1 City of Canterbury City Strategic Plan 2008 – 2017

The *City of Canterbury City Strategic Plan 2008 – 2017* (Strategic Plan) describes the long term goals and outcomes for the City of Canterbury. Priorities and initiatives were discussed between Council and the community through workshops that established five themes for the Council to focus on over the next 10 years.

The Plan provides an overarching framework designed to set the direction for the implementation of other Council plans, including the Asset Management Plan; Social Plan; Environmental Management Plan, and Governance Improvement Plan. The key values of Council are a key focus throughout all plans, including 'responsibility, inclusiveness, improvements, innovation and celebration.'<sup>8</sup>

The core vision of the Strategic Plan is for the City of Canterbury to be 'a great place to live and work.'<sup>9</sup> Associated themes and long term goals are as follows:

1. *Attractive City*: good looking infrastructure, transport alternatives that work and a prosperous local economy.
2. *Stronger Community*: safety and health, access to responsive services and celebration of diversity.
3. *Healthy Environment*: sustainable urban development, responsible use of resources and a healthy natural environment.
4. *Strategic Leadership*: healthy finances, engaged community and effective governance.
5. *Improving Organisation*: efficient services, responsible employer and well maintained equipment.

The Strategic Plan aims to provide a defined direction for the local community through a focus on areas such as liveability, services and leadership. These goals are expected to be supported through appropriate urban development, which incorporates appropriate social, cultural and planning measures.

### 3.2.2 City of Canterbury Social Plan 2008 – 2009

The *City of Canterbury Social Plan 2008 – 2009* (Social Plan) is closely linked with both the aforementioned Strategic Plan and the City Plan.

The key long term goals for the City set out in the Social Plan are as follows:

- Transport alternatives that work
- Prosperous local economy

<sup>8</sup> City of Canterbury, 2008, *City Strategic Plan 2008 – 2017*, City of Canterbury, p. ii

<sup>9</sup> Ibid., p. 7

- Sustainable urban development
- Responsible use of resources
- Healthy natural environment
- Safety and health
- Access to responsive services
- Celebration of diversity
- Engaged community.

A number of these key themes are highly relevant to urban renewal projects such as that proposed at Riverwood North. In particular, the 'celebration of diversity' objective encourages a focus on the development of a strong and well connected community which recognises and values diversity as well as providing opportunities for expression and a wide appreciation of local heritage and cultural identity.

The strategy highlights the importance of engaging the community; enabling advocacy to impact on key local issues; facilitating active community participation, and raising community awareness of available social services, facilities and programs. The strategy also highlights the importance of providing community programs and information on crime prevention and safety, to enhance community wellbeing.

The Social Plan focuses on all aspects of the community, with particular regard for the socio-economically disadvantaged. The seven 'target groups' identified by Council in regard to social services and planning are children; Indigenous people; older people; people of cultural and linguistic diversity; people with disabilities, women and youth.

The Social Plan is the product of extensive engagement with residents, service providers and community stakeholders. A number of key issues were raised as part of the consultation process, a number of which highlight important considerations for the Riverwood North Urban Renewal Project:

- The need for community development, community events and support projects to stimulate a sense of place and belonging.
- The need for continuing advocacy to maintain and secure essential public services for disadvantaged and low-income residents.
- High population density and the variety of migrant and other sub-groups in the community combine to place pressure on access to community facilities.
- Significant gaps in the provision of cultural and community facilities and the need to maintain commitment to multi-purpose community facilities.
- Gaps in resident information about community services and facilities.
- An overall decrease in fear of crime in the community in recent years, however an increase in community concern about *particular incidences* of crime.
- Concern about the ageing population of the LGA and the need for culturally appropriate health and social support services.
- The dearth of resources to promote economic development initiatives in the City, which might contribute to addressing high levels of socio-economic disadvantage.

### 3.3 Key findings and policy implications for the renewal project

The review of key social policies applicable to the site highlights the importance of the genuine integration of community-based planning and development through the renewal project. It will be important that the redevelopment contributes to the overarching objectives identified in Canterbury Council's strategic planning, community and social plans, as well as the vision for the subregion.

A core part of this will include addressing issues of housing type; accessibility; community safety; the recognition of diversity; encouraging employment opportunities, and enhancing the vibrancy of the area.

It will also be important to provide healthy living options for residents which may include provision for walking and cycling paths and community-based health programs.

The ageing of the population of the Canterbury LGA is a key trend identified in local social plans, and this will need to be considered in the context of the redevelopment – as is indeed proposed. The high level of socio-economic disadvantage currently experienced by the community within the Canterbury LGA and within the estate specifically also requires careful consideration, in terms of economic, social and cultural barriers to development faced by the community.

Overall, it will be important to ensure that the Riverwood North Residential Renewal Project seeks to meet the following policy objectives:

- Place an emphasis on the estate renewal objectives being embedded in objectives for the wellbeing of the wider community through consideration of elements such as accessibility, high quality design and the provision of services and facilities designed to provide healthy living, recreation and community capacity-building opportunities.
- Provide adequate safety and security measures, both passive and active, through the application of Crime Prevention through Environmental Design (CPTED) principles to enhance community safety.
- Involve the local community in the planning and development process through a participatory planning approach, and seek to engage with and develop a health trust-based relationship with local residents.
- Facilitate the development of community-based activities that may strengthen social cohesion, and better integrate new and existing communities, during and post-redevelopment.

## 4 Population profile – current and projected

### 4.1 Introduction and approach

This section provides an overview of the key social and demographic characteristics of the local community. It considers the population profile of the urban renewal site, through demographic analysis of ABS Census data available for the specific Census Collection Districts (CDs) which the site comprises, as is illustrated in Figure 4 below.

This section also considers the characteristics of the community of the wider suburb of Riverwood and the Canterbury City LGA, along with the Sydney Statistical Division (SD).<sup>10</sup>

Data analysed in this section comprises ABS Census data (2006 Census), along with socio-economic data available from Canterbury City Council's Social Plan and Community Profile, along with SEIFA data for the LGA on relative socio-economic disadvantage.

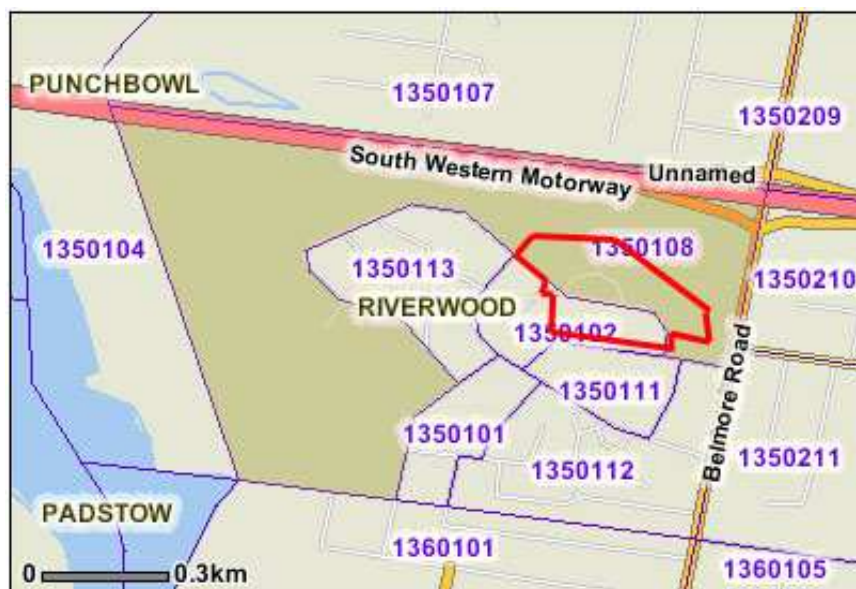
#### *Methodological approach to the development of site-specific population data*

The Riverwood North Residential Renewal Project site spans two distinct CDs (1350108 and 1350102). As Figure 4 below illustrates, the site does not entirely embody both CDs, but covers a portion of each of them.

For the purposes of this demographic analysis, the assumption has been made that those parts of the CDs which do not fall within the site boundaries will have similar or 'like' demographic characteristics to the renewal site. Therefore, the total CD demographics have been collated (and divided where necessary) to provide a profile of the community of the renewal site.

For the purposes of this report, the two combined CDs are referred to as 'the site.'

Figure 4 – The subject site highlighting applicable Census Collection Districts



Source: ABS 2006, Urbis

<sup>10</sup> Data has been derived from the 2006 ABS Census

## 4.2 Population profile – current

### 4.2.1 Age profile and distribution

The suburb of Riverwood is an established residential area, with some industrial land uses located in the Canterbury Local Government Area (LGA). There are a total of 9,837 residents in the suburb, 1.1% of who identify as Aboriginal and Torres Strait Islander, on par with the Sydney average.

Table 1 below sets out the age distribution for the suburb of Riverwood, Canterbury LGA and Sydney SD.

Table 1 – Age profile and distribution

Age	The site (CD 1350108 and CD 1350102)	Riverwood	Canterbury LGA	Sydney SD
<b>Total population</b>	<b>736</b>	<b>9,837</b>	<b>129,963</b>	<b>4,119,190</b>
<b>Median age</b>	<b>45</b>	<b>40</b>	<b>36</b>	<b>35</b>
0-4 years	5.8%	5.9%	7.3%	6.6%
5-14 years	11.5%	12.5%	13.0%	13.0%
15-24 years	9.9%	12.1%	12.9%	13.8%
25-54 years	35.5%	40.9%	43.6%	44.1%
55-64 years	14.1%	11.2%	9.7%	10.2%
65 years and over	23.1%	17.4%	13.5%	12.3%

The following aspects of the community age profile are highlighted:

- There is a lower proportion of children and youth aged between 0-24 years on the site and in the suburb of Riverwood when compared with Canterbury LGA and the wider Sydney SD. The median age of the community on the site is 45 years, 10 years higher than the Sydney average. These findings are consistent with the ageing profile of the population of the estate.
- The site and suburb of Riverwood have a significantly higher proportion of people aged 65 years and over (23.1% and 17.4% respectively) when compared with Canterbury LGA (13.5%) and Sydney SD (12.3%). The proportion of those aged over 65 on the site is almost double that of the Sydney average.
- Riverwood has the third highest percentage of people aged 55 years and over within Canterbury LGA (28.6%), behind Kingsgrove (30.9%) and Narwee (29.7%). This high proportion of over 55 year olds is also seen within the site (37.2%).

### 4.2.2 Cultural and linguistic characteristics

The cultural and linguistic diversity of Canterbury LGA is reflected in the fact that approximately half (46.9%) of residents were born overseas, similar to the average for the site (45.0%), higher than the average for Riverwood (43.1%) and considerably higher than the Sydney average at 31.7%.

At the time of the 2006 Census 40.5% of residents within the site were born in Australia, compared to 47.6% of residents in Riverwood and 44.5% across the Canterbury LGA. This is considerably lower than the Sydney average of 60.4% of people born in Australia, highlighting the cultural diversity of the estate.

Of those born overseas within the site (at the time of the 2006 Census), the two main countries of birth were Lebanon (9.4%) and China (8.0%). These two countries of birth are also the most represented in Riverwood and Canterbury LGA; China (10.7% and 6.7%) and Lebanon (4.2% and 5.5%) respectively. It is pointed out that the cultural profile of the estate may have altered in the four years following the 2006 Census due to changing immigration patterns.

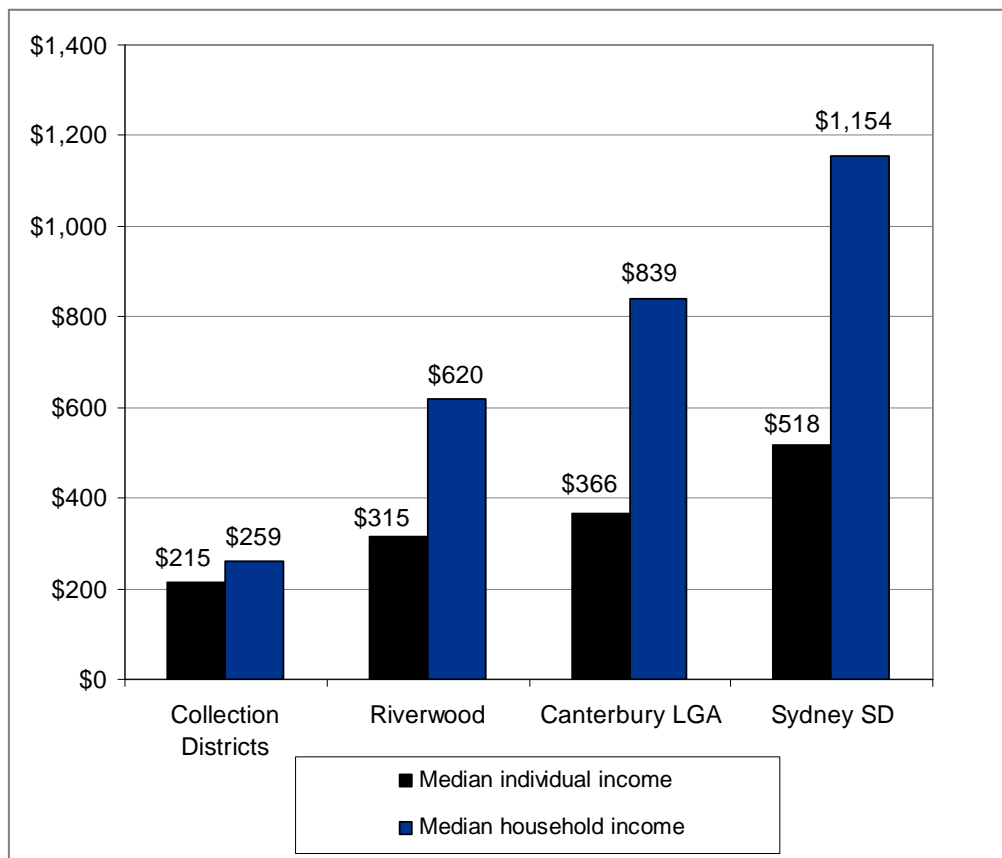
Of the main languages spoken at home other than English, 19.7% of the population of the site speaks Arabic and 6.9% Mandarin, compared to 11.4% of the Riverwood population who speak Cantonese and 10.3% who speak Arabic, and the 14.4% of population of the Canterbury LGA who speak Arabic and 10.4% who speak Greek. At the time of the 2006 Census, the most common languages spoken across the Sydney SD other than English were Arabic 3.9% and Cantonese 3.0%. This data highlights the relative importance of the Lebanese and Chinese communities within the site, as well as the wider suburb of Riverwood and the Canterbury LGA.

#### 4.2.3 Income and relative affluence

Figure 5 below illustrates the median weekly individual and household incomes for the site, comparable to the suburb of Riverwood, Canterbury LGA and the wider Sydney SD.

Note: An average weekly income figure has been applied for the two Collection Districts (1350108 and CD 1350102).

Figure 5 – Median weekly individual and household incomes





The following income characteristics are highlighted:

- The median individual and household incomes within the site are significantly lower than Riverwood, Canterbury LGA and the Sydney SD. This is reflective of the population of social housing residents and lone person households, along with high levels of relative socio-economic disadvantage on the Riverwood North Estate. It is also reflective of the ageing population of the estate, and the high proportion of residents who are over retirement age and unlikely to be in full time employment.
- The suburb of Riverwood and the Canterbury LGA have a relatively lower average weekly individual household income levels than the Sydney average. This is indicative of the relative high levels of socio-economic disadvantage in the area. It is also reflective of the higher proportion of 'blue collar' workers with a higher than average proportion of persons employed as labourers, 11.7% (Riverwood) and 12.3% (Canterbury LGA) for example, compared to 8.1% for the Sydney SD (refer to Section 2.4.5).
- The Social-Economic Indexes for Areas (SEIFA)<sup>11</sup> index of relative socio-economic disadvantage has been referenced in relation to the site. Both of the applicable CDs were in the first decile of the index, indicating the site is characterised by the highest level of disadvantage, when compared to other parts of Australia. The Canterbury LGA is ranked in the seventh SEIFA decile, indicating high levels of disadvantage, but less so than the Riverwood North Renewal Area.

#### 4.2.4 Housing tenure and household structure

Figure 6 over page provides an overview of tenure types within the site, the suburb of Riverwood, Canterbury LGA and the Sydney SD, at the time of the 2006 Census.

The following points are highlighted:

- When compared with the Sydney SD (30%) there are an above average proportion of rented dwellings in the suburb of Riverwood (45%) and the Canterbury LGA (35%).
- The suburb of Riverwood is characterised by a significantly lower proportion of outright home ownership (23%) than the wider Canterbury LGA (31%) and Sydney SD (30%).

It is important to point out that whilst the 2006 Census data for the site indicates that 84% of households were renting and that 7% of properties on the site were 'fully owned or being purchased,' this is considered to be inaccurate. All of the dwellings on the site are in fact owned by Housing NSW and are rented by residents.

<sup>11</sup> Socio-economic Index for Areas, ABS data, 2006, accessed at:  
<http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/2033.0.55.0012006?OpenDocument>

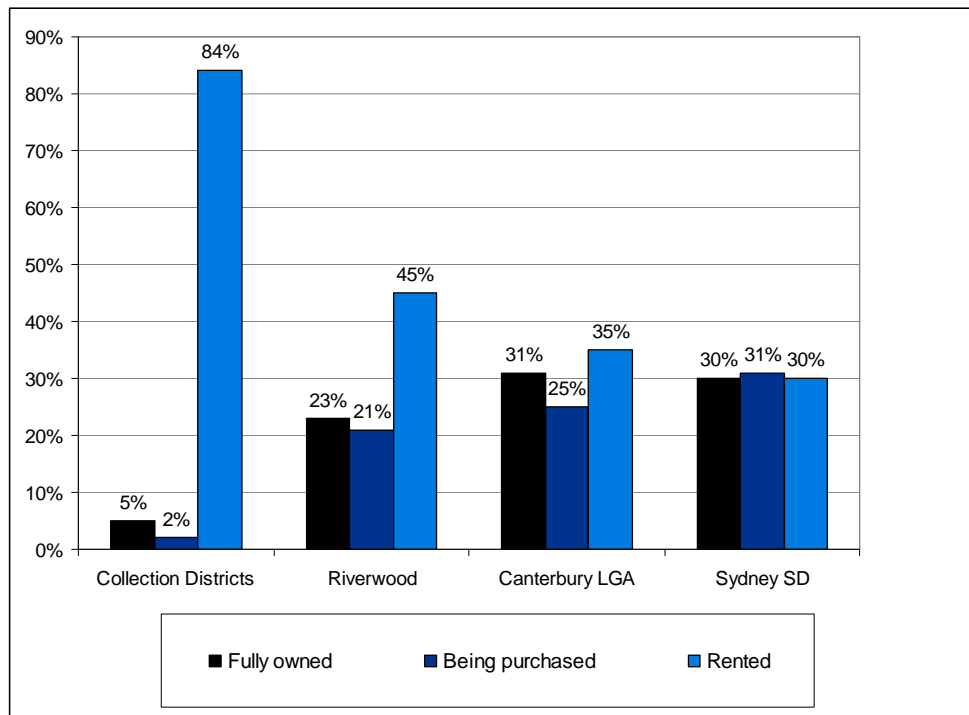
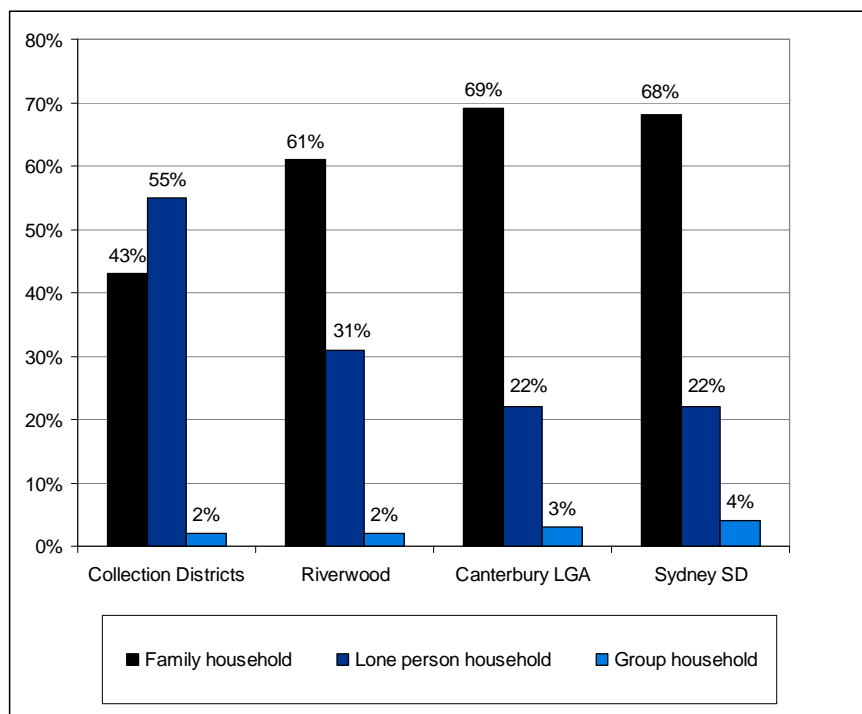
Figure 6 – Tenure type<sup>12</sup>

Figure 7 – Household structure



<sup>12</sup> It is pointed out that whilst the 2006 Census data for the site indicates that 84% of households were renting and that 7% of properties on the site were 'fully owned or being purchased,' this is inaccurate. All of the dwellings on the site are in fact owned by Housing NSW and are rented by residents. In addition, where 'not stated' data has not been included in graphs.

Figure 7 above illustrates the predominant household structures within the renewal area, the suburb of Riverwood and the wider Canterbury LGA and Sydney SD at the time of the 2006 Census. The following points are highlighted:

- There is a considerably smaller proportion of family households within the site (43%) and suburb of Riverwood (61%) than in the wider Canterbury LGA (69%) and the Sydney SD (68%). This profile is consistent with the ageing profile of the Riverwood North Estate and wider suburb.
- There is a considerably higher number of lone person households across the site (55%) and Riverwood (31%) when compared with Canterbury LGA (22%) and the Sydney SD (22%), again consistent with the ageing profile of the estate and suburb, and the tendency for single person households to predominate in public sector housing estates.
- With regard to internal migration patterns within the Canterbury LGA, just over half of residents (54%) resided at the same address at the time of the 2006 Census as they did at the time of the 2001 Census. This indicates a relatively stable core community within the LGA.

#### 4.2.5 Employment and tertiary education

At the time of the 2006 Census, the unemployment rate in Riverwood was 9.7%, considerably higher than the Sydney SD at 5.3% and somewhat higher than that of the Canterbury LGA (7.9%). The unemployment rate within the site was significantly higher, with an average unemployment rate (among the working age population) of 34.9%.

Table 2 below provides an outline of key occupation categories for the suburb of Riverwood, the Canterbury LGA and the Sydney SD.

Table 2 – Occupation categories

Occupation	Riverwood	Canterbury LGA	Sydney SD
Managers	8.3%	9.6%	13.2%
Professionals	15.6%	17.0%	23.7%
Technicians and Trades Workers	15.8%	15.2%	12.7%
Community and Personal Service Workers	9.2%	8.0%	8.0%
Clerical and Administrative Workers	17.0%	15.8%	16.7%
Sales Workers	9.9%	9.9%	9.5%
Machinery Operators And Drivers	10.2%	9.2%	6.0%
Labourers	11.7%	12.3%	8.1%

- The occupation profile of Riverwood and Canterbury LGA suggests a lower proportion of white collar workers, with a higher proportion of technicians and trades workers (15.8% and 15.2%) respectively when compared to the Sydney average of 12.7%.
- Riverwood and Canterbury LGA both have a considerably higher proportion of 'blue collar' workers – machinery operators and drivers as well as labourers – when compared to the Sydney SD.
- There is a lower proportion of managers and professionals within the suburb of Riverwood and Canterbury LGA (8.3% and 15.6% and 9.6% and 17.0%) respectively, when compared to the Sydney average (13.2% and 23.7% respectively).

Table 3 below shows the highest educational qualifications achieved by residents (15 years and over) at the time of the 2006 Census. The table compares Riverwood (suburb) with Canterbury LGA and the Sydney SD.

Table 3 – Highest tertiary education qualification achieved by residents aged 15 years and over

Highest qualification achieved (15 years+)	Riverwood	Canterbury LGA	Sydney SD
Bachelor or higher degree	6.8%	14.7%	20.0%
Advanced diploma or diploma	5.3%	6.8%	8.1%
Vocational	11.7%	12.2%	14.9%
No qualifications	54.7%	50.9%	42.7%
Not stated	18.8%	15.4%	14.3%

As the table shows:

- There is a considerably lower proportion of people with a Bachelor or higher qualification living in Riverwood (6.8%) and Canterbury LGA (14.7%), when compared with the Sydney SD (20.0%), indeed less than half of those in Riverwood have a Bachelor-level tertiary qualification.
- With regard to the proportion of the population with some tertiary qualification ie advanced diplomas, diplomas and vocational qualifications, Riverwood and Canterbury LGA score slightly lower than the Sydney SD.
- More than half of those aged 15 years and older living in Riverwood (54.7%) and Canterbury LGA (50.9%) stated that they had no tertiary educational qualification compared to 42.7% for the Sydney SD.

### 4.3 Population profile – projected to 2036

Based on official forecast population growth figures published by the NSW Department of Planning in 2010<sup>13</sup> for the period 2006 to 2031, population growth within the Canterbury LGA is expected to be moderate.

As Table 4 over page shows, the population is expected to grow very slightly, at less than 1% per year, during the three decades to 2036, with the overall growth rate expected to be 13.2%.

<sup>13</sup> NSW Department of Planning, Population and housing projections, 2010 accessed at <http://www.planning.nsw.gov.au/Programsservices/Populationandhousingprojections.aspx>

Table 4 – Overall predicted population growth for Canterbury LGA between 2006 and 2036

Year	Predicted population	Population growth rate
2006	135,600	
2011	139,900	+0.6%
2016	144,000	+0.6%
2021	146,600	+0.4%
2026	149,400	+0.4%
2031	152,600	+0.4%
2036	156,200	+0.5%
	+20,600	+13.2%

Source: NSW Department of Planning, 2010

Table 5 provides the relative age profile of the projected population of the Canterbury LGA up to 2036. The table also provides the increase or decrease per age group over the five year period.

Table 5 – Predicated population growth (age breakdown) for Canterbury LGA between 2006 and 2036

	2006	2011	2016	2021	2026	2031	2036	Total	Growth 2006 - 2036
0-4 years	9,780	10,390 (+610)	10,350 (-40)	10,300 (-50)	10,340 (+40)	10,460 (+120)	10,610 (+150)	+830	8.5%
5-14 years	17,190	17,660 (+470)	18,190 (+530)	18,440 (+250)	18,400 (-40)	18,540 (+140)	18,830 (+290)	+1,640	9.5%
15-24 years	17,840	18,020 (+180)	18,550 (+530)	18,630 (+80)	18,910 (+280)	19,180 (+270)	19,330 (+150)	+1,490	8.4%
25-54 years	59,700	60,620 (+920)	61,040 (+420)	61,090 (+50)	61,800 (+710)	62,740 (+940)	64,210 (+1470)	+4,510	7.6%
55-64 years	13,140	14,180 (+1,040)	15,280 (+1,100)	16,000 (+720)	15,930 (-70)	15,810 (-120)	15,870 (+60)	+2,730	20.8%
65 years and over	17,960	19,060 (+1,100)	20,600 (+1,540)	22,100 (+1,500)	24,020 (+1,920)	25,870 (+1,850)	27,360 (+1,490)	+9,400	52.3%
<b>Total</b>	<b>135,600</b>	<b>139,900</b> <b>(+4,300)</b>	<b>144,000</b> <b>(+4,100)</b>	<b>146,600</b> <b>(+2,600)</b>	<b>149,400</b> <b>(+2,800)</b>	<b>152,600</b> <b>(+3,200)</b>	<b>156,200</b> <b>(+3,600)</b>	<b>+20,600</b>	

Source: NSW Department of Planning, 2010

The following issues are highlighted:

- There will be a predicted increase in population within the Canterbury LGA across all age groups between 2006 and 2036, most significantly between 2006 and 2011 (+4,300 persons), and 2011 to 2016 (+4,100).
- The most significant increase in population will occur in the over 65 age cohort, an increase of 52.3% (+9,400). This trend will be most significant between 2021 and 2026 (+1,920).
- There will also be significant growth in the 55-64 year age cohort of 20.8% during the three decades to 2036.
- The least significant increase between 2006 and 2036 across the age groups will be within the working age adult population aged 25 to 54 years of age (7.6%).
- There will be a 9.4% growth in the number of school age children aged 5-14 years.

## 4.4 Key demographic findings

The comparative demographic profiling of the community of the Riverwood North Residential Renewal Area, the suburb of Riverwood and the wider Canterbury LGA and Sydney SD has highlighted a number of trends significant in planning for the implementation of the proposed renewal project.

Key observations made during the data analysis included the following:

- The site and Riverwood (suburb) have a relatively older and ageing population than the Sydney average, with a median resident age of 45 and 40 years old, respectively, which compares to a median age in Canterbury LGA of 36 years and in the Sydney SD of 35 years.
- The estate is culturally diverse, with 45% of those on the site born overseas, comparable to the suburb of Riverwood (43.1%) and Canterbury LGA (46.9%) and significantly higher than the overseas-born population of the wider Sydney SD (31.7%).
- Of those residents born overseas in Riverwood and Canterbury LGA, the two main countries of origin were China (10.7% and 6.7%) and Lebanon (4.2% and 5.5%) respectively. The site had a slightly different cultural profile with Lebanon (9.4%) and China (8.0%) being the most significant countries of origin.
- The median individual and household incomes within the site (\$215 and \$259), Riverwood (\$315 and \$620) and Canterbury LGA (\$366 and \$839) are low in comparison to the Sydney SD of \$518 and \$1,154 respectively.
- The suburb of Riverwood, in which the site is located, is characterised by a relatively high proportion of rented dwellings (45%), when compared with the wider Canterbury LGA (35%) and Sydney SD (30%).
- Home ownership within the suburb of Riverwood (23%) is considerably lower than that of Canterbury LGA (31%) and Sydney SD (30%).
- There is a high number of lone person households within the site (55%) and Riverwood (31%) when compared with Canterbury LGA (22%) and Sydney SD (22%).
- Riverwood (9.7%) and Canterbury LGA (7.9%) have a considerably higher unemployment rate than the Sydney SD of 5.3%.
- The level of social and economic disadvantage is high in the LGA due to a combination of income levels, employment characteristics and cultural barriers. The renewal site ranks in the first decile in the index of relative socio-economic disadvantage (SEIFA), indicating that it is among the most disadvantaged parts of Sydney, on the basis of the SEIFA index classification methods.



## 5 Changing population profile of the renewal area

### 5.1 Introduction and approach

This section provides a broad assessment of the likely change in the profile of the population of the Riverwood North Residential Renewal Area, associated with the proposed redevelopment.

It is intended to inform broad, initial considerations in relation to population profile changes and associated social infrastructure needs.

### 5.2 Proposed changes to dwelling and tenure mix in the renewal area

The proposed mix of dwelling types and tenure which will result from the redevelopment of the site is as follows.

#### Current dwelling and tenure mix

##### *Tenure mix:*

- 176 social housing dwellings (100%)

##### *Dwelling mix (total of 176 dwellings):*

- 86 bedsitters (48.9%)
- 24 one-bedroom units (13.6%)
- 45 two-bedroom units (25.6%)
- 21 three-bedroom units (11.9%)

#### Proposed dwelling and tenure mix

##### *Tenure mix:*

Total of approximately 650 dwellings, both social and private sector housing:

- 150 social housing dwellings (25.0%)
- 500 (approximately) private housing dwellings (75.0%)

##### *Dwelling mix*

##### **Social housing (approximately 150 dwellings):**

- 120 one bed (80.0%)
- 30 two bed (20.0%)

##### **Private sector housing (approximately 500 dwellings):**

- 125 one-bedroom dwellings (25%)
- 350 two-bedroom dwellings (70%)
- 25 three-bedroom dwellings (5%)

##### *Site design to accommodate tenure mix*

The proposed layout of the new dwellings accommodates the social housing units in close proximity to the community facilities, including the seniors' centre and proposed new library.

## Issues and implications

The key issues and implications of the proposed increase in dwellings and the associated new dwelling and tenure mix profile are as follows:

- The three-bedroom dwellings on the site are currently considered to be largely under-occupied, as a result of the ageing population profile of the estate and the associated increase in single person households. The social housing on the site is therefore proposed to be predominantly one and two-bedroom seniors dwellings, to better cater for this identified population.
- The renewal project is expected to provide a better overall dwelling and tenure mix, which will reinvigorate the community and provide for a better socio-economic mix.
- The provision of a high proportion of two-bedroom private sector dwellings on the renewed site is considered to respond to local market demand for first home buyers, predominantly young couples with and without young, dependent children.
- The elimination of 'bedsits' on the site is considered to provide for more desirable, up-to-date dwelling types.
- The proposed layout of the new dwellings accommodates the social housing units in close proximity to the community facilities, including the seniors' centre and proposed new library. This will also provide for ease of management following the redevelopment.

## 5.3 Key population profile changes associated with the renewal project

The redevelopment of the subject site is expected to have a significant impact on the population profile of the wider Riverwood North Estate, particularly as a result of the introduction of private sector homes for sale.

The key changes expected to occur and which are considered desirable are as follows:

- A more balanced population profile, ie change in the proportion of older people in comparison to young couples and couple households with young, dependent children who are likely to buy new affordably priced private sector homes.
- A more balanced socio-economic profile through the increase in private sector housing, which may be targeted as housing affordable to first home buyers.

The profile of the social housing on the renewal site is likely to be consistent with current trends in the household structure and occupancy rates on the site. That is, the existing ageing population of the site, and associated proportional increase in single person households, is likely to continue.

Current residents aged 55 years and older will be eligible to move back into the redeveloped social housing units, which will be specifically designed and targeted for this ageing demographic. It is likely that many of these residents will indeed move into the new seniors social housing which will be provided through the redevelopment. This is considered to be a desirable outcome, since this longstanding community will therefore be able to retain its current community ties and connections to local services and the local environment.

Therefore, whilst there is a significant population change expected as a result of the renewal project, including the introduction to the site of a more youthful population profile, many older, established residents are likely to remain, providing for a stable community core, during the change process.

## 6 Local social infrastructure review

This section provides an overview of the range of community facilities and services which are currently available in the suburb of Riverwood. It is based on a desk-based review.

The audit of facilities prepared for this report is provided at Appendix A; this is focused on key facilities and services located within a 1km radius of the site. Facilities have been grouped by service type and mapped within a 500m and 1km radius of the subject site. The GIS map is provided at Appendix A.

### 6.1 Community facilities

#### 6.1.1 Community halls, centres and libraries

There is one community facility (the Riverwood Community Centre) located within a 500 metre radius of the site. The facility is an extensive, multi-purpose facility which supports numerous local programs and groups. Some of these include:

- Riverwood Family Support
- Riverwood Children's Centre
- Riverwood Youth Centre
- Housing and Communities Assistance Program
- Riverwood Neighbourhood Aid Program
- Vacation care

The Centre is well resourced and staffed, with 45 staff associated who provide services to the community, both within the estate and in the wider local area. All aged care services provided throughout the Canterbury LGA are also managed from this Centre. In addition, a number of counselling and medical services are provided. The centre also operates three community bus services within the local neighbourhoods, and as such, it is an integral part of the local landscape.

#### 6.1.2 Places of worship

There are approximately 12 places of worship within the local study area covering a wide range of denominations including; Catholic, Anglican, Baptist and Seventh Day Adventist

There are a total of six places of worship within the study area covering a wide range of denomination including; Anglican, Presbyterian, Catholic, New Age and Muslim. The Revival Life Centre and Newheart Church are both located approximately 500 metres from the site.

Many of these places provide weekly sermons as well as provide community based events and celebrations for all residents.

#### 6.1.3 Aged care facilities and services

Within the study area there is a total of one aged care facility – the Riverwood Senior Citizens Club. This facility offers local aged care residents with programs and support as well opportunities to come together as a group. This Club is located adjacent to the site on the corner of Washington Avenue and Kentucky Road.

There are a total of three aged care facilities within two kilometres of the site (outside the audited study area). These facilities offer both high and low care services and are listed below:

- Leigh Place, Roseland (18 high care and 47 low care)
- Bupa, Narwee (81 high care and 25 low care)

- Peakhurst Nursing Home (71 high care and 39 low care)

The Department of Ageing, Disability and Home Care (DADHC) also provide a number of services through the Riverwood Community Centre, for older people, people with disability and their carers, and provides support to help these people live independently in their home. These services include meals on wheels, home maintenance and modification, shopping services and respite services.

#### 6.1.4 Medical centres and health services

There is a total of 13 medical and health related centres within the study area. Most of these medical services are located between 500 metres and 1km from the Riverwood North Residential Renewal Area along Belmore Road. These medical practices provide general medical services, family and child specific care, X-ray and ultra-sound services as well as hearing and optometry services.

#### 6.1.5 Emergency services

The Riverwood Police Station and Riverwood Fire Station are both located approximately 1.2 kilometres south of the site and Riverwood Railway Station.

### 6.2 Educational facilities

#### 6.2.1 Child care centres

There are five childcare facilities operating within the study area. The services offered include long day care, out of hours, out of school care and vacation care. There is one child care centres located within 500m of the site.

#### 6.2.2 Schools

There are a total of four primary schools within 1km of the site and no high schools. Primary schools identified are Hannans Road Public School, Riverwood Public School, St Joseph's Primary School and Southside Montessori Primary School.

We understand that some of these schools are currently experiencing a decline in student numbers, with opportunities for future student places to be filled.

### 6.3 Open space and recreation facilities

#### 6.3.1 Parks and reserves

The site is well provided for in terms of parks and reserves. Directly adjacent and north of the site is the Salt Pan Creek Reserve. This is an open parkland that accommodates the Riverwood Community Centre, community skate park, playground and community gardens. There are numerous pocket parks and reserves located across the study area, including one situated within the site itself.

Larger recreation parks within one kilometre of the site include; Riverwood Park, Rotary Park and McLaughlin Reserve.

#### 6.3.2 Recreational and sporting facilities

There are three main recreational and sporting facilities within the 1km radial study area. The community skate park is located within 200 metres of the site and the Canterbury Tennis Centre is within 500 metres of the site. These facilities are used by residents of Riverwood as well as Canterbury LGA and other surrounding LGAs.

In addition, the new Riverwood Indoor Sports and Fitness Centre is currently under construction. This will be accessible to the site, less than 500m away, located on Belmore Road.

## 6.4 Retail facilities

Belmore Road provides the main retail strip for the suburb of Riverwood. The majority of shops are located within the 1km radial study area. The infrastructure map provided at Appendix A illustrates the location of the Riverwood Plaza indoor shopping centre, approximately 900 metres south of the site, adjacent to Riverwood Train Station. The major tenants of Riverwood Plaza include; Coles, Woolworths, Australia Post, Go Lo and Woolworths Liquor. In addition, there are 26 speciality shops.

The Belmore Road retail strip also provides a number of mixed community, medical and shopping services for local residents. This includes numerous take away food shops, medical centres, pharmacies, banks and a Post Office.

## 6.5 Transport

The site benefits from excellent access to public transport. Riverwood Railway station is located approximately 600 metres south of the site as well as local bus services providing links to other main town centres within the region.

The following outlines the local bus services provided within proximity to the site.

- Route 940 – Hurstville to Bankstown via Penshurst, Narwee, Riverwood and Punchbowl (seven days per week)
- Route 944 – Hurstville to Bankstown via Penshurst, Mortdale, Peakhurst Heights, Riverwood, Narwee, Roselands and Punchbowl (seven days per week)
- Route 945 – Hurstville to Bankstown via Penshurst, Mortdale, Riverwood and South Bankstown (seven days per week)

Note: Routes 940 and 945 travel along Belmore Road, within less than 200 metres walking distance, while Route 944 travels through the development site, with bus stops located along Kentucky Road.

Riverwood Railway station is located on the Airport and East Hills Line. Services along this line include run regularly from Macarthur to the City Circle via the Airport or Sydenham (seven days a week).

## 6.6 Key findings and implications

The review of social infrastructure indicates that the site is well provided for, with a wide range of facilities and services available to residents. There is substantial provision of services and facilities for the key target groups living on the estate, including the ageing population, with the senior's centre in close proximity to the site, along with a range of medical and allied health facilities and services.

The site is also very well provided for in terms of active and passive recreation facilities, including extensive open space networks, including a skate park and community gardens.

The high level of amenity on the estate is also enhanced by its close proximity to local shops and public transport networks, including the local train station, which provides regular direct services to the Sydney CBD.

This suggests that the subject site is well provided for at present and has the potential to accommodate a higher population, taking into account the investments which will be required to existing social infrastructure to service the future, larger population and changing demographic profile of the community.

## 7 Proposed social infrastructure provision associated with the renewal project

### 7.1 Introduction

This section provides an overview of the range of improvements to local social infrastructure which are proposed as part of the Riverwood North Residential Renewal Project.

It is important to point out that no agreement has yet been reached in relation to social infrastructure provision. This information therefore relates to plans which are currently under consideration, as part of the development of the Concept Plan for the site.

Further detailed analysis of social impacts and issues, including further consultation with key stakeholders, may be undertaken through the negotiation of a Voluntary Planning Agreement with Council.

### 7.2 Proposed provision of social infrastructure

#### 7.2.1 Community facilities and services

The Concept Plan which has been prepared for the site identified the potential for the local library facility to be relocated to Riverwood North, in close proximity to the Riverwood Community Centre.

The potential to integrate the library with a new local community centre or hub, which will incorporate a 'seed centre' for local social enterprises, along with a café and outreach centre, is currently being considered.

Potential library designs are being developed, and at this stage it is suggested that the facilities may comprise an 800sq m library/café and a 300sq m senior citizens centre.

In addition to these facilities, a new indoor sports centre – Riverwood Indoor Sports and Fitness Centre – is currently under construction on a site on Belmore Road, in close proximity to the site. According to the YMCA, which is associated with the proposed development, the complex will provide two indoor courts for netball, basketball, and badminton as well as a gym space for fitness, an outdoor training area, crèche and community meeting rooms. The complex will also potentially provide opportunities for seniors' health programs.

YMCA expects a membership of approximately 2,500 persons (with an average travel time of five minutes) for the complex. The additional population associated with the renewal project will provide enhanced viability for a number of these proposed facilities.

#### 7.2.2 Open space and associated recreation facilities

The Concept Plan proposes additional open space and substantial improvements to existing open spaces through improved hard and soft landscaping and embellishments.

Following are the key points associated with the provision of open spaces set out in the Concept Plan:

- The public domain will be improved through increased activation of open spaces, to create more dynamism and improve safety.
- A range of embellishments will be provided in open space areas, to cater for a range of ages and abilities.
- An area of open space will be opened up between some of the buildings on the site, through the demolition of existing buildings and reconfiguration of the built form. This is intended to provide for improved through-connections on the site, to enable the site to the south to better access facilities

and services and to increase the permeability of the site overall, to enhance the environment and pedestrian amenity.

- Two new open space areas are to be created on the site, including one passive recreation area which will connect to the community garden.
- A Garden Square is proposed for the centre of the site, which can be used for community markets and other social gatherings. It is proposed that this will be a raised, hard landscaped area, enabling the street to be temporarily closed during public events.
- The main park on the site (centre of Vermont Crescent) is currently underutilised and this will be better integrated through new dedicated open spaces, including a children's playground and bandstand. It will also be connected to the wetlands through open space and landscaping improvements. It is proposed that this area will be utilised for community events, to contribute to the development of social cohesion among the future community of the site and wider estate.

Overall, the Concept Plan proposed significant improvements to the open spaces on the site, to provide for increased activation and enhanced opportunities for community development.

### 7.3 Issues and opportunities and next steps

Overall, the proposed renewal of the site provides a range of opportunities to enhance existing social infrastructure in the locality, through improvements and additions, to support the future population of the site and wider estate.

Whilst the site is currently very well provided for in terms of social infrastructure, a range of opportunities have been identified, particularly in relation to the improvement of open space and recreation areas on the site.

As well as replacement of existing dwellings, the renewal of the site is considered to present a range of opportunities in relation to enhancing the viability of existing social infrastructure such as local schools. In particular, Riverwood Primary School has identified its declining student numbers, as a result of the ageing population of the estate, as a threat to its ongoing viability.

The redevelopment is expected to bring in a more youthful population, associated with the private housing to be provided, which may have a positive impact on the school and other associated facilities which cater for children and youth.

## 8 Crime and safety review of the site and surrounds

### 8.1 Introduction and approach

This section provides a preliminary review of crime and safety issues identified in the estate and surrounds, based upon available recorded crime data for the Canterbury LGA, available from the NSW Bureau of Crime Statistics and Research (BOCSAR).

It is important to point out that the crime figures discussed in this section of the report relate to those crimes that have been *recorded* by BOCSAR ie Recorded Incidents (RI), not necessarily *all* crimes committed in the Canterbury LGA. Levels of crime are sensitive to the willingness or ability of people to report crime, levels and nature of police activity and actual levels of criminal activity.

In addition, it is pointed out that crime data must be interpreted with caution as many factors may influence apparent trends. Police ‘crackdowns,’ for example, on particular types of offences may push up recorded crime rates for those categories of offences. The increase in figures therefore does not necessarily translate to an increase in that type of crime, but rather an increase in *convictions* for that type of crime.

### 8.2 Policy context – Canterbury City Council crime prevention plans

The following provides an overview of key plans and policies that relate to crime statistics, prevention and minimisation with the Canterbury LGA. A Crime Prevention through Environmental Design (CPTED) assessment will be undertaken at the project Development Application stage when detailed architectural drawings have been prepared.

#### 8.2.1 Development Control Plan No. 29 – CPTED

Canterbury City Council’s *Crime Prevention through Environmental Design – Development Control Plan No. 29* (DCP 29) provides guidelines and practices that encourage safer by design techniques to minimise crime from occurring. CPTED is based on not only preventing crime from occurring but also designing spaces and forming places where people feel safe.

The three key principles central to CPTED are:

- Natural surveillance
- Access control
- Ownership.

DCP 29 applies to all land across the Canterbury LGA. The plan aims to:

- Raise community awareness and promote design as a genuine crime prevention strategy
- Help the general community identify their role in the crime prevention process
- Set up performance criteria and design requirements/ suggestions that help to reduce the potential for crime and create safer environments.

The DCP provides performance criteria, design requirements/ suggestions for public spaces, car parks, retail and community facilities, such as:

- Providing natural surveillance for communal and public areas
- Providing entries which are clearly visible from the street
- Providing lighting to enable natural surveillance that that does not produce glare
- Considering security issues in buildings operating with extended hours.



### 8.2.2 City of Canterbury Community Safety and Crime Prevention Plan 2009

The *City of Canterbury Safety and Crime Prevention Plan 2009* (Safety Plan) focuses on Council's community safety initiatives up to 2012. The Safety Plan focuses on two predominant crime categories within Canterbury LGA – motor vehicle theft and robbery.

As an evidence base for these initiatives, the Plan provides an overview of crime statistics within the region based on BOCSAR data. In 2007, Canterbury LGA ranked 9<sup>th</sup> for robbery and 16<sup>th</sup> for motor vehicle theft across NSW (BOCSAR, 2007).

To ensure that members of the community – those who live, work and play in the community – feel safe is the main focus of Council and the initiatives set out in the Safety Plan. Priorities made within the Safety Plan are a direct result of extensive research, community consultation and stakeholder engagement.

The consultation process undertaken in the preparation of the Plan included 400 telephone interviews with households within the LGA. Residents identified the following as the crimes that they believed to be most prevalent within the community:

- Robbery/theft (33%)
- Dangerous driving/ speeding (18%)
- Break and enter (18%)
- Drugs (12%)
- Assault (12%).

When compared to survey results from 2001, residents felt safer within the community when out during the day, with 75% of residents reporting 'little or no fear.' In regards to how residents felt when out at night, this figure was similar to that recorded in 2001.

The issues that reportedly made people feel unsafe within public places were lack of lighting as well as younger people on the streets. Residents also provided insights into what they believed would be required within the LGA to ensure a safer environment. These included:

- Increased policing
- Lighting/security
- Education/awareness
- Communication
- Road/ pedestrian safety improvements.

The City of Canterbury works with a number of stakeholders with regard to preventing crime within the community. These include:

- Campsie Liquor Accord
- Canterbury Domestic Violence Liaison Committee
- Canterbury Community Drug Action Team
- Road Safety Advisory Committee
- Development Assessment Sub Committee.

## 8.3 Local crime trends in the Canterbury LGA

On the basis of BOCSAR data of recorded incidents of crime, the three most dominant crime offences occurring in Canterbury LGA during 2009 were:

- Malicious damage to property (1,115 offences)

- Theft - Steal from motor vehicle - (814 offences)
- Non-domestic violence related assault (435 offences)

Table 6 shows the crime trends of Canterbury LGA between 2005 and 2009.

Table 6 – Recorded crime trends in the Canterbury LGA 2005 – 2009

Offence category	Average annual change (%) 2008 – 2009	Average annual change (%) 2005 – 2009
Murder	N.A.	N.A.
Assault - domestic violence related	Stable	Stable
Assault - non-domestic violence related	Stable	Stable
Sexual assault	Stable	Up by 13.6%
Indecent assault, act of indecency and other sexual offences	Stable	Stable
Robbery without a weapon	Stable	Down by 15.4%
Robbery with a firearm	Stable	Stable
Robbery with a weapon not a firearm	Stable	Down by 19.6%
Break and enter - dwelling	Stable	Down by 2.4%
Break and enter - non-dwelling	Stable	Down by 12.8%
Motor vehicle theft	Stable	Down by 5.7 %
Steal from motor vehicle	Down by 17.7%	Stable
Steal from retail store	Stable	Stable
Steal from dwelling	Stable	Stable
Steal from person	Stable	Stable
Fraud	Down by 19.0%	Stable
Malicious damage to property	Down by 9.3%	Down by 3.2%

Source: NSW Bureau of Crime Statistics and Research (BOCSAR), 2010

The data reveals that all the main categories of recorded crime in Canterbury LGA over the four year period to 2009 have declined considerably, or in some instances have remained stable.

In the short term (2008 to 2009), the most significant decrease in criminal activity has been robbery with a weapon not a firearm (down by 19.6%) and robbery without a weapon (down by 15.4%).

## 8.4 Identified crime 'hotspots' in the Canterbury LGA

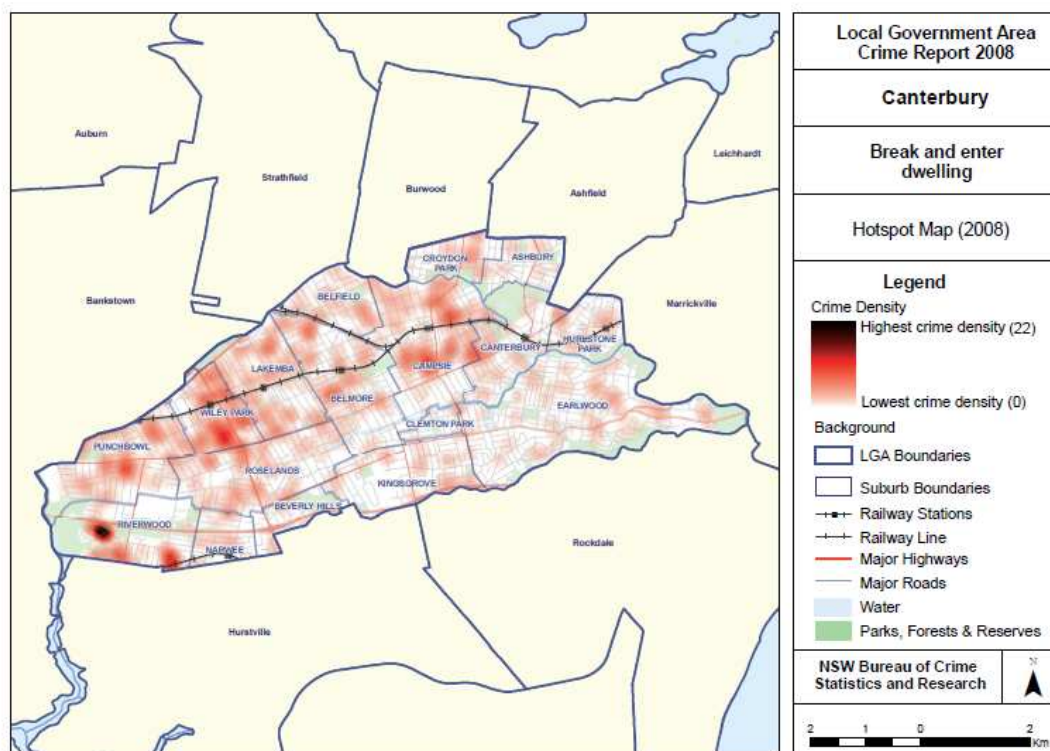
BOCSAR published a Local Government Area Crime Report Series for Canterbury in 2008. Part of this crime report uses kernel density maps to illustrate areas of high and low crime concentration within the LGA. The data in this report were extracted from the NSW Police Force's Computerised Operational Policing System (COPS) which is a live database.

Based on the density maps, Riverwood experienced a medium-high proportion of criminal activity for the following offences:

- Assault – domestic violence related (medium) – most commonly committed on most nights of the week between 6pm – 12am, particularly Monday;
- Assault – non-domestic violence related (medium) – most commonly committed Saturday 12am – 6am and 6pm – 12am and Friday 12pm – 6pm;
- Alcohol related assault incidents (medium) – most commonly committed Sunday morning 12am – 6am and Saturday morning 12am – 6am;
- Break and enter (dwelling) (high) – most commonly committed weekday mornings between 6am – 12pm;
- Steal from a dwelling (high) – most commonly committed Monday afternoon 12pm – 6pm and Saturday morning 6am – 12pm.

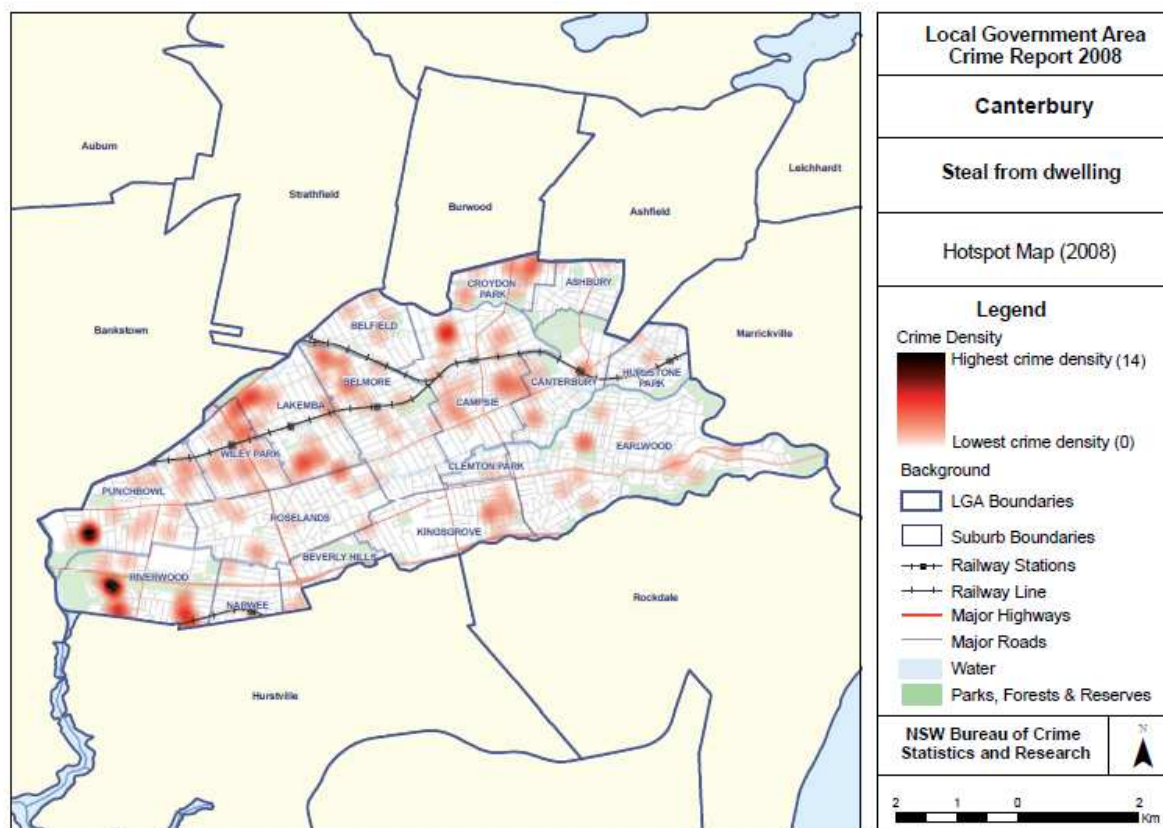
Figure 8 and 9 have been derived from the 2008 BOCSAR LGA Crime Report Series for Canterbury LGA. These two figures show the considerably 'high' hotspot areas within Riverwood for the crimes break and enter (dwelling) and steal from a dwelling respectively. It can be seen that there are particularly high concentrations of these crimes focused directly on and around the proposed redevelopment site. It will be necessary to explore further CPTED principles in the final design phase to counteract these higher than average incidences of break and enter (dwellings) and steal from dwelling.

Figure 8 – Break and enter (dwelling), Canterbury LGA, 2008



Source: NSW BOCSAR, 2008

Figure 9 – Steal from a dwelling, Canterbury LGA, 2008



Source: NSW BOCSAR, 2008

## 8.5 Key findings and implications

Given the above average rates of crime related to 'break and enter dwelling' and 'steal from dwelling' in the Canterbury LGA, focused on the estate specifically, it will be important for the Riverwood North Residential Renewal Project to be designed to ensure adequate access control; the implementation of crime prevention-based design, and minimisation for opportunistic crime to occur.

Mitigation strategies and measures to reduce this type of crime from occurring may also be undertaken through internal and external housing design and crime preventative mechanisms. These may include, overall better housing design; better door and window security systems for residents; the installation of appropriate lighting, and the regular maintenance of landscaped areas.

These principles would be further explored in a comprehensive CPTED assessment of the site and proposed redevelopment plans at the Project Development Application stage. Key CPTED issues to be considered as part of this proposal may include the following.

- *Natural surveillance* – maximising opportunities for passers-by or residents to observe what happens in an area (the 'safety in numbers' concept). This may be achieved through, for instance, the placement of physical features, activities and people.
- *Access control* – control of who enters an area so that unauthorised people are excluded, for instance, via physical barriers such as fences and grills.
- *Territorial reinforcement/ ownership* – people are more likely to protect territory they feel they own certain respect for the territory of others. This can be expressed through installation of fences, paving, signs, good maintenance and landscaping.

- *Space management* – ensures that space is appropriately utilised and cared for. Space management strategies include; activity coordination, site cleanliness, rapid repair of vandalism and graffiti, the replacement of burned out lighting and the removal or refurbishment of decayed physical elements.

It is also important to distinguish between 'passive' security measures (better lighting, enhancing natural surveillance) and 'active' security (security guards, closed circuit television or CCTV). Effective use of the former can reduce the need and associated cost of the latter.

## 9 Stakeholder and community engagement to date

### 9.1 Introduction and approach

Community and stakeholder consultation in relation to the Riverwood North Residential Renewal Project has already commenced; Payce Communities has initiated and undertaken an extensive consultation process to date.

The following section provides an overview of the range of community and stakeholder consultation which has been undertaken to date, including the techniques and processes used.

A complete list of stakeholders consulted to date is provided at Appendix B.

The following consultation has been undertaken at the time of preparing this report:

#### **Engagement with residents and the local community**

- Letters to affected residents
- Community meetings with tenants
- Distribution of community letter about the proposal
- Establishment of a dedicated website which provides information about the proposal and opportunities for feedback
- Hosting of an information stall at the Riverwood Community Festival
- A quantitative survey of the local community to establish key issues and concerns
- Exhibition boards explaining the proposal in the Riverwood Community Centre
- Information session hosted (breakfast for the community)
- Briefing session undertaken with the local Arabic Community
- Briefing session undertaken with the local Chinese Community

In addition, it is proposed to temporarily locate a community liaison office on site, during the project development phases.

#### **Engagement with state and local government and service providers**

- Two meetings with Canterbury City Council
- Meeting with NSW Department of Planning
- Meeting with the Roads and Traffic Authority
- Meeting with Riverwood Tenants Association
- Meeting with YMCA (Riverwood Indoor Sports and Fitness Centre)
- Meeting with staff from the Riverwood Community Centre (approximately 30)
- Meeting with Riverwood Community Centre Management
- Meeting with Riverwood Public School.

## 9.2 Overview of consultation outcomes

The following provides an overview of some of the key issues raised through the stakeholder and community engagement process to date.

### 9.2.1 Consultation with local community members and service providers

#### *Riverwood Community Centre management and staff*

The management of the Community Centre was consulted in September 2010. A number of key community stakeholder groups were identified by Centre Management for consultation purposes. The main concerns stated by Community Centre Management included the following:

- Residents desire to better understand their rights in regard to relocation
- Timing of project
- Quantum of social and private mix
- Importance of the Community Centre representing the community.

The Centre Management also listed a number of opportunities they believed the renewal project may bring, including local employment opportunities; contracts for gardening and other training, and support programs. Future community engagement initiatives suggested by the Centre included publishing information on the project in the quarterly community newspaper; having a presence at the annual Riverwood Community Festival and holding community briefing sessions.

In addition to the Centre management, approximately 30 staff members were consulted in October 2010. The main concerns raised by staff included:

- Timing of the project
- Opportunities for residents to relocate to new dwellings
- Impact the renewal project may have on the local jobs programs
- Impact on the existing garden maintenance program
- Importance of a sound consultation process
- Desire for more information on the potential development of a new library and senior citizens club.

The staff suggested that a general community briefing should be undertaken as well as specific consultation with local Chinese and Arabic communities (which has since been undertaken).

#### *Riverwood Tenants Association*

Approximately 20 members of the Riverwood Tenants Association met with Payce Communities in October 2010.

The main issues raised by the tenants association included:

- Location of the social housing units
- Timing of the project
- Opportunities they may have to review the Concept Plan
- Importance of providing for the security and safety of residents and accessibility for the aged and people with a disability, through the external and internal design of the units and parking.

### *Local Arabic community*

Approximately 25 members of the local Arabic community met with Payce Communities, a local Councillor and interpreter and person from the Riverwood Community Centre in late October 2010.

The main concerns of the Arabic community include the following:

- Desire for additional information on the proposed renewal project
- Desire to better understand the future development process and the prioritisation of tenants with regard to the new units to be provided on site
- Design aesthetics of the proposal
- Timing of the proposal.

Concerns were also raised regarding potential relocation costs for tenants associated with the redevelopment.

### *Local Chinese community*

Approximately 30 members of local Chinese community met with Payce Communities, an interpreter and a member of the Riverwood Community Centre in late October 2010.

The main concerns of the Chinese community related to the following:

- Importance of integrated design and the application of Feng Shui principles in the design
- Security and safety for residents
- Provision of public open space and 'green streets'

Proposed allocation of public and private residents (some residents expressed a willingness to move but wanted more information concerning the relocation process)

- Capacity of existing community facilities
- Timing of the project
- Amenity issues such as noise during construction, which would impact on the community of the wider estate.

### *YMCA*

Payce Communities met with the local YMCA CEO to discuss the proposed renewal project. Philip Hare provided background information on the YMCA's activities in the local area and the development of the Riverwood Sport Complex, which is currently under construction.

The key concern raised by Philip Hare was the accessibility of the sports complex to the community of the renewal area and the wider estate, via Belmore Road.

### *Riverwood Public School*

Payce Communities met with the Principal of Riverwood Primary School, Barbara Hornung, in September 2010.

The principal pointed out that most of the current school population lives within the subject site, and in addition, the school is experiencing declining student numbers, which have fallen to 200. There have, however, been recent upgrades to the school including the hall and outdoor play area. The school is also in the process of establishing a community garden and a computer lab.

The proposed renewal project will provide new families in the area with access to a local primary school and will also provide for the enhanced viability of the school, both of which are considered by the principal to be key benefits associated with the renewal project.



## 9.2.2 Consultation with state agencies and Canterbury City Council

### *NSW Roads and Traffic Authority*

Payce Communities met with members of the RTA in October 2010. The key issues raised by the RTA in relation to the proposed renewal project were as follows:

- Need to consider the following intersections with Belmore Rd in the traffic report – Washington Avenue; Roosevelt Avenue. The accident history of these intersections was also requested to be addressed.
- Classification of roads and associated responsibilities allocated between the RTA and Council
- Anticipated timeframe for DGR's to be issued by the RTA once the PEA was issued by the Department of Planning – confirmed as 21 days.

### *NSW Department of Planning*

A meeting was undertaken with the NSW Department of Planning (DOP) in September 2010.

Attendees included representatives from the following DoP, Housing New South Wales (HNSW), Payce Communities, Turner + Associates (the architect) and Urbis.

The discussion covered the following issues:

- Broad overview of the history of the site
- Stakeholders to be consulted
- Issuing of Director General Requirements (DGRs)
- Timing and future considerations associated with the development program.

### *Canterbury City Council*

An initial meeting with Canterbury City Council representatives was undertaken in October 2010. Council and other attendees at the meeting included the following:

- General Manager
- Director of City Planning
- Director of Corporate Services
- HNSW representative
- Turner + Associates representative
- Payce Communities representative
- Urbis representative.

The potential for the proposed senior citizens facility to be designed as a multi-purpose space that includes a library and café was discussed. Further consultation with the appropriate local service providers and Council will be required.

A second meeting was held with the Director of City Works and Council Engineers in late October 2010. Representatives included Payce Communities, Varga Traffic Planning; Warren Smith & Partners; TWF Design and Urbis. Issues discussed included traffic and transport; stormwater; landscaping, and the public domain and planning.

Urbis has also spoken with Council's Director of Corporate Services, Lara Kirchner, to establish any further issues in relation to the social impacts of the estate redevelopment and impacts on the wider community. It was confirmed that the main issues of concern have been covered in the meetings previously held with Council.

Urbis also spoke with Andy Sammut, Operations Manager of Corporate Services. Andy provided Council's standard Checklist for Assessing Social Effects of Developments. This checklist of issues has been considered in the preparation of this report. It is considered that the points contained in the checklist have been addressed in relation to the overriding objective of maximising quality of life for residents within the City of Canterbury LGA.

Consideration of these issues has been made explicit in Section 10.3 of this report.

In addition, Urbis initiated contact with the Campsie Local Area Command of NSW Police to discuss local crime trends and issues. As of the date of writing this report Urbis is awaiting a response.

## 10 Identification of potential social impacts and further considerations

### 10.1 Introduction

This section provides an overview of considerations relating to the potential social impacts of the redevelopment – both positive and negative – and the potential ways in which these may be addressed.

This analysis is based on the research undertaken to date in relation to the local and regional context of the site; applicable planning policies; demographic profiling of the site and wider community (both current and projected future); consideration of social infrastructure and local crime data, and the outcomes of consultation undertaken to date.

### 10.2 Potential impacts of the renewal project

#### 10.2.1 Key characteristics of the existing community

As the demographic analysis provided in this report illustrates, the Riverwood North Residential Renewal Area and wider estate are characterised by high levels of socio-economic disadvantage.

Other key characteristics of the community of the renewal area include an ageing population profile – with a significant cohort of the frail aged (over 70) expected in the coming years. Conversely, the renewal area has experienced a declining population of children and young people in recent years, consistent with the ageing of the established post-war community on the estate.

There are high levels of unemployment, low levels of educational attainment and a predominance of 'blue collar' workers on the estate in the suburb of Riverwood more broadly. Associated with this educational and employment profile are associated low income levels.

In addition, the estate is characterised by a culturally diverse community, with a distinct Lebanese and Chinese community, which will need to be considered specifically in the detailed design phase and community engagement processes.

With regard to the current household structure of the renewal area, recent years have seen an increase in single and two person households and a decline in family households. Related to this is the understanding that many of the two and three-bedroom units on the estate are currently under-occupied.

These characteristics of the local community highlight current levels of socio-economic disadvantage on the estate, as well as the potential advantages associated with the stable core of the community which is likely to have lived on the estate for many years, and the benefits of the community ties which are associated with this stability.

#### 10.2.2 Impacts of the renewal project on the community and renewal objectives

Taking into account the current community profile of the renewal area and wider suburb of Riverwood and Canterbury LGA, it is considered that the renewal project has great potential to contribute to community development and capacity-building; the provision of social infrastructure for the community, and to socio-economic gains through the establishment of a more diverse socio-economic mix on the estate, through introduction of private sector homes, including dwellings at an affordable price.

The provision of a more diverse tenure mix on the estate is likely to attract young couples, with and without dependents, including first time buyers. This will bring a change to current ageing population profile of the estate, and as such, has the potential to reinvigorate local schools and facilities targeted at children and youth.

Overall, the redevelopment of the Riverwood North Urban Renewal Area has the potential to bring a range of social and economic advantages, subject to it being undertaken with due regard for the particular communities currently living on the site and wider estate, and the need to engage appropriately with the community, including with specific cultural and age groups.

Referencing the range of state and local government social policies which apply to the estate redevelopment, the following objectives for the renewal project are highlighted:

- To provide a development that caters for a diverse range of people, with social, economic and cultural difference.
- To ensure equitable access to facilities and services in accordance with anti-discrimination laws (including people of all ages, cultural backgrounds, abilities, income levels and interests, and for people with high social needs).
- To place an emphasis on retaining and instilling a sense of place and ownership within the community, through the renewal process.
- To provide adaptable living opportunities, including recreation opportunities, for ageing in place.
- To support community cohesion by bringing a variety of people together and facilitating the development of community networks and events.
- To ensure a safe environment, which aims to reduce crime along with perceptions of crime.
- To place an emphasis on building a community-centred atmosphere, shaped by the design and involvement of the community during the planning phases.
- To promote the physical integration of a range of land used and social infrastructure and services.
- To ensure adequate services and facilities for the ageing population, especially the high proportion of single person households.

With regard to the provision of social infrastructure to service the future community of the site, the need to ensure that social infrastructure promoted opportunities for social interaction within a community is highlighted. 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. This interaction may be formal or informal, organised or spontaneous.

The Concept Plan proposes a range of social infrastructure provision and open space improvements, in an area which is currently well serviced. Whilst these proposals are currently under consideration, the following points outline the key issues which will need to be considered in the future planning for social infrastructure on the site, including preparation and negotiation of a Voluntary Planning Agreement with Council.

- Aged service provision to continue to be available to cater for the existing and proposed future community.
- Healthy active living models and opportunities to be implemented that will and may include:
  - Open space (active) with appropriate embellishments
  - Access to the future sports complex opposite Riverwood community centre
  - Age appropriate play areas for all ages, including people with disability.
- Primary schools within the local area are well provided for. We understand that some primary schools may be under capacity. The proposed redevelopment will provide the possibility of future students.
- Childcare facilities within the local area are well provided for. It will be important to continue to monitor the availability of places due to the future target market of young families and couples.

- The site is well connected to the local bus network and Riverwood train station. There may be opportunities for future expansion of these networks due to an increase in population.
- The site is well connected to local retail shops, including Riverwood Shopping Plaza. Potential future opportunities for new and different retail facilities to cater for the new community may arise from the renewal project.
- The local area is currently well provided for with regard to medical centres, services and other associated facilities, and consideration will need to be given to whether further investment may be required in these facilities to service the population increase expected to result from the renewal project.

### 10.3 Assessment of issues with regard to Council's Checklist for Assessing Social Effects of Developments

The potential impacts of the project have been assessed with regard for the specific issues outlined in Canterbury City Council's Checklist for Assessing Social Effects of Developments. These issues are outlined below.

#### Housing choice, availability, affordability, adaptability, tenure, social mix, impacts

It is considered that the proposed renewal project will bring a range of benefits with regard to the housing proposed to be provided.

The provision of homes for sale in an existing social housing estate will provide for improved tenure mix, improved housing choice for local residents and housing availability, through the provision of homes which will be priced at an affordable price point.

The renewal project will improve and update the housing stock overall, including making provision for universal housing design and modern social housing units which will be accessible to seniors, thereby improving housing provided to existing long term residents.

Overall, the scheme will provide a range of benefits in relation to housing choice and quality.

#### Employment and business impacts; multiplier effects; use of infrastructure

The proposed development has the potential to provide local employment opportunities, both during and in post-construction phases.

The potential to provide a new mixed-use community hub and library is considered to have the potential to bring local employment benefits, although these are best assessed at a later stage in the Development Application process.

In terms of the use of existing infrastructure, the renewal project has the potential to bring significant benefits. It will encourage increased patronage of existing public transport routes, which are accessible to the site. It will also bring an expected change in the social mix of the estate, with a more youthful population enhancing the viability of local facilities and services. In particular, local primary schools which have experienced a declining student population in recent years may be expected to benefit.

#### Social interaction and community cohesion

The renewal project is expected to bring a range of benefits relating to community cohesion and social interaction. The introduction of new residents onto the estate is expected to lead to a shift in the socio-demographic make-up of the site, with particular regard for the introduction of private homes for sale.

The integration of a new community of residents with the existing, established community of seniors is being addressed by Payce Communities in a number of ways. A range of community activities are being planned; new and improved open space and recreation areas are being provided with the goal of enabling social interaction within the new community, and in addition, a range of cultural planning activities are proposed.

Payce Communities is taking a community capacity-building approach to the project. This involves the following current and proposed activities:

- Hosting of community events, such as community barbeques, to encourage community integration and capacity building.
- Establishing a social committee of sorts to drive these activities.
- A social research project is proposed to look at demographic changes in the estate resulting from the renewal project and to track progress over 18 months.
- The development of a social inclusion framework, similar to that which was delivered at Wentworth Point, led by Lance Brooks ([www.communitiesforcommunities.com.au/PagesV2/Home](http://www.communitiesforcommunities.com.au/PagesV2/Home)).
- Harnessing of technology including an online community portal, similar to that developed at Payce's Wentworth Point development (community central @ Wentworth Point), which is considered to be of potential benefit particularly to the aged community.
- Potential implementation of the COAST model for the proposed seniors' centre. This model is operating at Little Bay, and is based on principles of healthy mind and body and health-promoting activities. ([www.coastcentre.org.au/](http://www.coastcentre.org.au/)).

### Consideration of heritage issues and community acceptance

Community issues relating to historic community connections to the site and existing development has been considered throughout the planning process to date, including through community engagement which has been undertaken.

### Demand for social services including health, education, child care, recreation/ leisure

The demand for social services and facilities likely to result from the proposed development has been considered in detail in this report.

The site is currently well provided for in terms of facilities and services and further facilities are proposed to be developed as part of the renewal process. These include a potential new community hub and library, along with new facilities for seniors.

In addition, a new leisure centre is currently under development in close proximity to the site.

Overall, the renewal project is likely to enhance the existing array of facilities and services available to the site.

### Traffic and personal, including road-related safety

Crime and safety issues have been addressed in Section 8 of this report. This includes reference to crime data, and passive and active security measures which may be implemented as part of the renewal process.

It is recommended that a full CPTED analysis of the renewal plans is undertaken at a later stage in the Project Development Application process.

### Community acceptance, community events and cultural appropriateness

It is considered that these issues have been addressed in this report, as is set out in the 'social interaction and community cohesion' section above.

### Public transport access, pollution, privacy and landscape amenity

The site is well connected in relation to public transport, as is discussed in Sections 2 and 6 of this report. The renewal of the estate is likely to improve the use of local public transport networks, which provide ready access to surrounding suburbs and the Sydney CBD.

In terms of pollution, noise and amenity issues which will result from the demolition and construction processes will be addressed by Payce Communities, to minimise adverse impacts on residents of the wider estate.

The landscape amenity of the site is likely to be significantly improved as a result of the development. These improvements are discussed in detail in Section 7 of this report.

## 10.4 Key considerations relating to project next steps

Overall, the proposed renewal project has great potential to contribute to the reinvigoration of the community of the estate, subject to the process of renewal – in particular the temporary relocation of existing residents – being handled carefully and sensitively.

Ongoing community engagement will be critical to the success of the project, and Payce Communities has demonstrated a genuine commitment to meaningful engagement through the wide range of community and stakeholder consultation undertaken to date.

Some of the key issues which have been raised in community consultation undertaken to date are as follows:

- Give due consideration to resident security and access.
- Consider the timing of the project from start to finish and associated impacts on residents, particularly aged residents and those in the surrounding estate which will be affected by noise and amenity impacts during construction.
- Consider the processes associated with the relocation of residents during construction phases.
- Provide adequate information to residents regarding the internal and external design of the buildings.
- Consider the impacts of the project on local community jobs, programs and facilities and seek to maximise the benefits of the project in this regard.
- Continue to ensure a complete and comprehensive consultation process.
- Consider the provision of open space networks to facilitate the improved health and wellbeing of the community.

It is expected that these and other associated issues will be addressed in the detailed planning and design phase of the Project Development Application stage.



## Appendix A    Local infrastructure review

## APPENDICES

Facility/ service type	Name	Address	Suburb
<b>Community halls/centres</b>			
	Riverwood Community Centre (Programs and Groups)	151 Belmore Road North	Riverwood
<b>Aged care services and facilities</b>			
	Riverwood Senior Citizens Club	Cnr Washington Ave and Kentucky Rd	Riverwood
<b>Open space</b>			
	Kentucky Road Reserve	Kentucky Road	Riverwood
	McLaughlin Oval and Reserve	Lupin Ave	Riverwood
	Rotary Park	Cnr Belmore Rd and South Western Motorway	Riverwood
	Salt Pan Reserve	Wiggs Rd	Riverwood
	Wise Reserve	Bonds Rd	Riverwood
<b>Recreation facilities</b>			
	Riverwood Sports and Recreation Club	382 Belmore Rd	Riverwood
	Canterbury Tennis	16 Alverstone St	Riverwood
	Skate Park	151 Belmore Rd North	Riverwood
<b>Places of worship</b>			
	St Andrew's Anglican Church Riverwood-Punchbowl	9 Littleton St	Riverwood
	Riverwood Musallah (Prayer Hall)	54 Thurlow St	Riverwood
	Riverwood Presbyterian Church	Cnr Belmore Rd and Hardwicke St	Riverwood

## APPENDICES

Facility/ service type	Name	Address	Suburb
	Revival Life Centre	59 Josephine St	Riverwood
	Newheart Church	Cnr Pennsylvania Ave and Union St	Riverwood
	Riverwood Catholic Church	Cnr Thurlow St and Erskine St	Riverwood
<b>Childcare centres</b>			
	SDN Riverwood Childcare Centre	5 Belmore Rd	Riverwood
	William Road Childcare Centre	29 William Rd	Riverwood
	Little Footprints	8 Baumans Rd	Riverwood
	Jenny's Kindergarten	22 Thurlow St	Riverwood
	Southside Montessori Pre School	35 Lillian Street	Riverwood
<b>Primary school</b>			
	Hannans Road Public School	36 Hannans Road	Riverwood
	Riverwood Public School	11 Union Street	Riverwood
	St Joseph's Primary School	Cnr Thurlow St and Erskine St	Riverwood
	Southside Montessori Primary School	35 Lillian Street	Riverwood
<b>High schools</b>			
	None identified		
<b>Medical centres</b>			
	Riverwood Child and Family Health Centre	Cnr Short St and Keppel Ave	Riverwood
	Family Medical Clinic	351 Belmore Rd	Riverwood

## APPENDICES

Facility/ service type	Name	Address	Suburb
	Southside Medical Centre	250 Belmore Rd	Riverwood
	Caritas Medical Centre	268 Belmore Rd	Riverwood
	Family Medical Centre	264 Belmore Rd	Riverwood
	Riverwood Medical Centre	321 Belmore Rd	Riverwood
	Riverwood Plaza Medical Centre	258 Belmore Road South	Riverwood
	The Medical Practice Riverwood	55 Josephine St	Riverwood
	Medical Practice	292 Belmore Rd	Riverwood
	Medical Practice	242 Belmore Road South	Riverwood
	Medical Practice	228 Belmore Road South	Riverwood
	Medical Practice	205 Belmore Road South	Riverwood
	Medical Practice	198 Belmore Road South	Riverwood
<b>Libraries</b>			
	Riverwood Library	Cnr Belmore Rd and Roosevelt Ave	Riverwood
<b>Emergency services</b>			
	Riverwood Police Station	Cnr Belmore Rd and Shenstone Rd	Riverwood
	Riverwood Fire Station	Cnr Belmore Road & Jacques Rd	Riverwood
<b>Retail centres</b>			
	Riverwood Plaza	247 Belmore Rd	Riverwood

## Appendix B      Stakeholder consultation list

## Stakeholder and community consultations undertaken to date

Stakeholder	Method	Date
Affected tenants	Letter from HNSW	2008
	Letter from HNSW	September 2010
	Meeting	September 2010
	Newsletter	October 2010
	Website	September 2010
	Stall at community festival	23 October 2010
	Survey	23 & 30 October 2010
	Display	18 October – 5 November
	Information session	30 October 2010
	Community liaison office (on site)	29 October 2010
Riverwood Tenants Committee	Information session	1 October 2010
Community	Newsletter, website, festival stall, information session	See above
Arabic community	Briefing session	20 October 2010
Chinese community	Briefing session	19 October 2010
Canterbury City Council	Meeting with General Manager	14 September 2010
	Meeting with Mayor and General Manager	16 September
	Meeting with General Manager and Directors	13 October 2010
	Meeting with key City Works staff	19 October 2010
Local Member of Parliament	Meeting	16 September 2010
YMCA CEO	Meeting	8 October
Riverwood Community Centre	Meeting with Directors	23 September 2010
	Meeting with all staff	30 September
NSW Department of Planning	Meeting with A/Director and team leader	29 September 2010
NSW Roads and Traffic Authority	Meeting	14 October
Riverwood Public School	Meeting with Principal	20 September
Community housing provider	Meeting with St George	

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