



SOCIAL IMPACT ASSESSMENT POLICY AND GUIDELINES

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ACRONYMS

IAIA	International Association of Impact Assessment
AFH	Affordable Rental Housing
CPTED	Crime Prevention through Environmental Design
CSIA	Comprehensive Social Impact Assessment
DA	Development application
DCP	Development Control Plan
DPE	Department of Planning & Environment
EIA	Environmental Impact Assessment
EP&A Act	Environmental Planning & Assessment Act
FSR	Floor Space Ratio
ILGA	Independent Liquor & Gaming Authority
LCPP	Liverpool Local Planning Panel
LEP	Local Environmental Plan
LGA	Local Government Authority
LGNSW	Local Government NSW
L&G NSW	Liquor & Gaming NSW
LIA	Local Impact Assessment
LSPS	Local Strategic Planning Statement
SEPP	State Environmental Planning Policy
SIA	Social Impact Assessment
SIC	Social Impact Comment
SWS	Southwestern Sydney
VPA	Voluntary Planning Agreement

1. POLICY STATEMENT

- 1.1 Liverpool City Council is determined to exercise its responsibility to make equitable and precautionary social impact assessments in the public interest. Specifically, Council is determined to apply principles of precaution, social justice and distributional equity to decisions about proposed land use and changes to land use which are likely to have social consequences. To provide an evidentiary basis for its decision, Council requires a social impact assessment to accompany the specific development proposals.
- 1.2 This policy is grounded in the principles of sustainability, access, equity, participation and human rights, and is governed by Council's Social Justice Policy.
- 1.3 Demand for a greater focus on social impact is driven by:
- a) A changing demographic profile and pressures arising from the growth and positioning of Liverpool as the third CBD of Sydney and its importance for South Western Sydney through:
 - Rapid population growth and demand for development including infrastructure to support the growth; and
 - The construction of Western Sydney Airport and the development of the Aerotropolis within the Liverpool LGA.
 - b) Increased awareness among planning authorities for the need to apply social impact analysis in making decisions about development and land use;
 - c) Increased emphasis by Council and the community in considering social issues; and
 - d) Increased demand for community participation in decision making processes.
- 1.4 Having a process to include SIA as part of the planning and development assessment process allows Council to:
- a) Enhance consistency and transparency;
 - b) Ensure that the opportunity for positive impacts are maximized and that potential negative impacts are avoided, minimised or mitigated;
 - c) Consider community needs and ensure they are met in an equitable way.
 - d) Acknowledge that social justice and environmental justice are intrinsically interconnected and ensure the environmental, social and economic qualities of the local area are enhanced as a result of permitted development;
 - e) Facilitate and/or request a genuine community engagement process and ensure consideration of community feedback;
 - f) Contribute to education, training and employment, capacity building and ensure a greater understanding of certain developments and interventions within the community; and
 - g) Give consideration to the alternatives of any planned intervention particularly in cases of unavoidable impacts.

1.4.1. Under this Policy, Council will:

- a) Require a Social Impact Comment (SIC) or a Comprehensive Social Impact Assessment (CSIA) as a component of applications for specific types of development;
- b) Require an CSIA for significant new or revised strategic land use plans, including LEP and master plan;
- c) Require an SIA for new, staged or revised projects, policies, or plans that may trigger social change;
- d) Require the consideration of social impacts in Council's reporting processes to further enhance Council policy and decisions;
- e) Review requests from other government agencies for consideration of social impacts, for example, liquor and gaming applications and new planning policies and submissions; and
- f) Review and make submissions for policies, plans or projects of State or Federal government agencies that may have an impact on the community.

1.4.2. International Principles Specific to SIA Practices

The "International Principles for Social Impact Assessment" is a statement of the core values shared by the SIA community, together with a set of principles to guide SIA practice; to include consideration of 'the social' in impact assessment generally. Principles which are endorsed by the International Association for Impact Assessment (IAIA), in addition to providing an overarching look at the concepts governing the SIA practice, are also used as a basis for developing and or revising sector, national and local guidelines.

- a) Equity considerations should be a fundamental element of impact assessment and of development planning.
- b) Many of the social impacts of planned interventions can be predicted.
- c) Planned interventions can be modified to reduce their negative social impacts and enhance their positive impacts.
- d) SIA should be an integral part of the development process, involved in all stages from inception to follow-up audits.
- e) There should be a focus on socially sustainable development, with SIA contributing to the determination of best development alternative(s) – SIA (and EIA) have more to offer than just being an arbiter between economic benefit and social cost;
- f) In all planned interventions and their assessments, avenues should be developed to build the social and human capital of local communities and to strengthen democratic processes.
- g) In all planned interventions, but especially where there are unavoidable impacts, ways to turn impacted peoples into beneficiaries should be investigated.

- h) The SIA must give due consideration to the alternatives of any planned intervention, but specially in cases when there are likely to be unavoidable impacts.
- i) Full consideration should be given to the potential mitigation measures of social and environmental impacts, even where impacted communities may approve the planned intervention and where they may be regarded as beneficiaries.
- j) Local knowledge and experience and acknowledgment of different local cultural values should be incorporated in any assessment.
- k) There should be no use of violence, harassment, intimidation or undue force in connection with the assessment or implementation of a planned intervention; and
- l) Develop mental processes that infringe the human rights of any section of society should not be accepted.

2. SIA DEFINITION AND PROCESS

According to the International Association for Impact Assessment, "Social impact assessment includes the processes of analyzing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment."

When undertaken as part of a Development Application (DA) process, a SIA is prepared to assist the relevant consent authority in its informed decision-making. Its primary purpose is to bring about a more socio-culturally, ecologically and economically sustainable and equitable environment.

SIA, as a process includes the effective engagement of affected communities in participatory processes of identification, assessment and management of social impacts. Although SIA is used as an impact prediction mechanism and decision-making tool in regulatory processes, equally important is the role of SIA in contributing to the ongoing management of social issues throughout the whole project development cycle, from conception to post-closure. Like all other fields of practice, SIA is a community of practice with its own paradigm of theories, methods, case histories, expected understandings and values. What is meant and implied by 'social impact assessment' is the understanding of it within the SIA paradigm rather than any dictionary interpretation of the words social, impact, or assessment.

This paradigm is embodied and articulated in the International Principles for Social Impact Assessment which is provided in sub-clause 1.4.2. above.

Based on the NSW Department of Planning and Environment (2017) SIA - *"As a guide, a social impact is a consequence experienced by people due to change associated with a planned intervention (project, development, policy, program etc.) Social impacts can involve changes to a person's:*

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

3. PURPOSE

The Social Impact Policy seeks to:

- a) Acknowledge the importance and rationale for Social Impact Assessment (SIA) processes and provide a framework for ensuring that SIA is effectively integrated into Council’s decision-making processes;
- b) Identify and manage the likely social impacts of proposed developments, policies, plans and planning instruments to maximize social outcomes, community wellbeing and social sustainability;
- c) Clarify when a SIA is required, how it is to be undertaken and how the outcomes arising from the assessment are to be implemented and managed. The policy is accompanied by Council’s SIA Guidelines;
- d) Affirm Council’s commitment to the process of SIA as a means of considering social issues comprehensively, including cumulative impacts and ensuring the needs of the current and future populations are at the forefront of planning and decision-making processes;

- e) Seek to promote a more socio-culturally, economically and ecologically sustainable and equitable environment while building capacity and social capital in the community; and
- f) Respond to and plan for incoming growth and needs of the Liverpool community in a holistic strategic consideration and timely manner.

4. LEGISLATIVE REQUIREMENTS

4.1. *Environmental Planning and Assessment Act 1979(EP&A Act)* as follows:

- a) To promote the social and economic welfare of the community and a better environment by the proper management, development and conservation of the State's natural and other resources;
- b) To facilitate ecologically sustainable development by integrating relevant economic, environmental and social considerations in decision-making about environmental planning and assessment;
- c) To promote the orderly and economic use and development of land;
- d) To promote the delivery and maintenance of affordable housing;
- e) To protect the environment, including the conservation of threatened and other species of native animals and plants, ecological communities and their habitats;
- f) To promote the sustainable management of built and cultural heritage (including Aboriginal cultural heritage);
- g) To promote good design and amenity of the built environment;
- h) To promote the proper construction and maintenance of buildings, including the protection of the health and safety of their occupants;
- i) To promote the sharing of the responsibility for environmental planning and assessment between the different levels of government in the State;
- j) To provide increased opportunity for community participation in environmental planning and assessment; and
- k) Highlighted phrases or concepts are relevant to the SIA process.

Matters for consideration: The determination of a development application includes a consent authority to take into consideration the following matters of relevance to that apply to the land to which the development application relates:

- a) The likely impacts of that development, including environmental impacts on both the natural and built environments, and social and economic impacts in the locality.
- b) The suitability of the site for the development,
- c) Any submissions made in accordance with this Act or the regulations
- d) The public interest.

Each of these highlighted phrases or concepts can be relevant to the assessment of social impacts. For example, the sensitivities of communities to a particular land use may be so significant that they render the site unsuitable for the proposed development under (c) for example, a large discount bottle shop near a large public housing estate.

4.2 *Local Government Act 1993 (LGA1993) Section 8 A Guiding Principles for Councils:*

- a) Councils should manage lands and other assets so that current and future local community needs can be met in an affordable way.
- b) Councils should act fairly, ethically and without bias in the interests of the local community.
- c) Councils should consider social justice principles.
- d) Councils should consider the long term and cumulative effects of actions on future generations.
- e) Council decision-making should be transparent, and decision-makers are to be accountable for decisions and omissions.

4.3 *Liverpool Development Control Plan (DCP)2008.Part1section 27*

Council's DCP supports Section 4.15 of the *Environmental Planning and Assessment Act1979* to consider the social impacts of development applications, adopting the requirement for a Social Impact Assessment (SIA) to be submitted with development applications for specific types of developments.

4.4 *Gaming Machines Act 2001*

The Act Specifies the conditions under which clubs and hotels are required to lodge a Local Impact Assessment (LIA) with the Liquor Administration Board and with Council and other community agencies.

4.5 *Liquor Act 2007*

The Act Specifies the circumstances under which an application for a new liquor license, variation of a liquor license, or extended trading hours, require the applicant to lodge a Community Impact Statement (CIS) with the Office of Liquor Gaming and Racing (OLGR) and to notify Council in accordance with Section 48 of the Act.

4.6 *State Environmental Planning Policy (Affordable Rental Housing)2 009, Part 2:*

Provision of new affordable housing and Part 3, retention of low cost rental accommodation.

4.7 Requirements under other Commonwealth and State legislation, including:

- a) *NSW Disability and Services Act 1993.*
- b) *Federal Disability Discrimination Act 1992.*

5. LIVERPOOL CITY COUNCIL POLICY REQUIREMENTS

5.1. Social Justice Policy 2018

Council's Social Justice Policy provides the foundation and guiding principles for Council's commitment and actions to protect human rights for all its residents and promotes the key values of freedom, respect, equity and dignity.

5.2. Connected Liverpool 2040, Local Strategic Planning Statement (LSPS) 2020

The LSPS sets Liverpool City Council's strategic planning vision for the next 20 years. It lists planning priorities across four areas: Connectivity, Productivity, Livability and Sustainability. The LSPS will inform what type of growth occurs in the local government area, where it occurs and when it occurs. It sets out actions to deliver on the planning priorities in order to meet the community's future vision for Liverpool.

6. A) REQUIREMENTS FOR UNDERTAKING SIA

- 6.1 It is the applicant's responsibility to arrange and fund a SIA study.
- 6.2 SIA must be conducted by an appropriately trained professional in the field of social science and who has had experience preparing and applying social impact assessment. A checklist can be found in the accompanying SIA Guide to assist in determining whether or not a consultant is appropriately qualified to complete an SIA for submission to Council.
- 6.3 Applicants must provide sufficient information and analysis in the SIA, detailing the basis for identifying potential social impacts of their proposal. It is not sufficient to state that there will be no impact and that no mitigation or enhancement measures are required. Further information on what is required to be considered can be found in the SIA Guide.
- 6.4 The length and detail of the SIA should be commensurate with the scale of the development and significance of the likely social impacts. The SIA Guide provides further guidance as to the determination of 'significance' and level of impact of certain types of developments.
- 6.5 For planning proposals and re-zoning applications a Comprehensive Social Impact Assessment scoping paper outlining the potential social impacts will be required prior to gateway determination.

- 6.6 Applicants must ensure that their SIA adequately addresses all potential negative social consequences as well as positive social benefits and mitigation and/or management plans. The SIA should address the following types of impacts:
- a) Direct and indirect impacts.
 - b) Temporary (i.e. during construction) and permanent (i.e. Post-construction) impacts.
 - c) The potential for cumulative and distributional impacts.
 - d) The significance of potential impacts and mitigation measures relating to these.
- 6.7 Staged developments by a single proponent, or multiple proponents proposing developments of a significant scale within close proximity, must consider the cumulative impact to address this within the SIA and opt to prioritize public benefit generating incentives
- 6.8 The SIA should consider distributional equity, identifying who the likely beneficiaries of the proposal are and what these benefits are, as well as who is likely to suffer detriment and the nature of these detriments.
- 6.9 The SIA should demonstrate the strategic fit of the development, plan or policy proposal and how it relates to city, population projections, addressing key factors such as impacts on child care, schools, affordable housing, open space, libraries and to transport/walkability.
- 6.10 Council, the applicant, government agencies and the community all have an important role in the identification and assessment of social impacts. Community consultation with individuals and communities who are likely to be affected is a critical phase of the SIA process. Applicants are required to conduct a genuine consultation process with affected groups, and the scale and method used will depend on a number of factors, including:
- a) The community who are likely to be most affected.
 - b) The significance of the potential social impacts.
 - c) The duration of the impact.
 - d) The likely beneficiaries of the proposed development.
 - e) Those likely to be most negatively affected.
- 6.11 Community engagement must be adequate, meaningful and take place at a reasonable period of time before a development application, policy or plan is submitted to Council. Information on conducting effective community engagement is provided in the SIA Guide. Depending on the size and scope, Council may set a minimum timeframe and methodology of consultations.
- 6.12 Council has an expectation that applicants will propose effective impact mitigation measures. Council will not accept proposed mitigations which are not deliverable by the applicant. Any mitigation proposed must meet the following criteria:
- a) Tangible—real, substantial, definite.

- b) Deliverable—something that the applicant is able to deliver.
- c) Likely to be durably effective –longer-term lasting impact.

Double counting, or misrepresenting mitigation measures as public benefits will not be accepted.

- 6.13 Ideas, recommendations and promises related to mitigations, without an accompanied commitment to deliver, such as signed agreements, bond payments, local employment and/or procurement strategies or other tangible evidence, will not be taken seriously. Mitigation measures may also be included in the conditions of consent if a proposal is approved. Further guidance on adequate mitigations can be found in the SIA Guide.
- 6.14 An SIA should be considered with any public benefit offer associated with a Voluntary Planning Agreement (VPA), Developer contributions or other funding mechanisms (such as Section 7.11 and 7.12). Public benefits will be determined by Council, with the proponent, and may be linked to the recommendations with the commissioned SIA, or an alignment with Council's strategic documents, including but not limited to the provision of facilities and Recreation and Open Space for community use.
- 6.15 The discretion to use SIA as part of VPAs and Section 7.11 and 7.12 plans rests with the Director City Economy and Growth and Director City Community and Culture, on consideration of recommendations made by Council staff.
- 6.16 If Council deems the SIA incomplete or insufficient and requires more detailed analysis, it reserves the right to return the SIA to the applicant for revision.

6. B) REQUIREMENTS FOR PREPARATION of CSIA (the process)

Typically, the CSIA preparation process includes:

- **Review** of Proposal:
 - a) Review of all documentation (plans, drawings, relevant sub-consultant reports on parking, traffic, acoustics, etc.
 - b) Interview with proponent and/or planner/architect to seek clarification.
- **Scoping** of potential positive and negative social impacts regarding the proposal based on:
 - a) Relevant literature.
 - b) Professional expertise/experience.

- **Definition of 'localities'** for the purpose of the assessment, including preliminary scoping of distributional impacts (geographically and socially).
- **Detail investigation** of the likelihood and intensity/ severity of potential impacts originally scoped, including desktop research and review of:
 - a) Relevant studies and 'black' literature.
 - b) Socio-economic context at relevant scales.
 - c) Crime and safety context.
 - d) Cumulative impact context including historical development and concentration of relevant land uses.
 - e) Other relevant factors depending on the nature of the proposal or definition of locality.
- **Locational/spatial analysis**, including site visits and mapping to better understand the immediate and wider localities, including:
 - a) The presence of sensitive land uses or communities, including child care centres, public housing clusters and religious or educational institutions.
 - b) The service context, including proximity to relevant community facilities, retail and recreational opportunities.
 - c) Accessibility, including proximity to public transport, distances, topography and walkability.
 - d) Issues related to character and amenity - for example, compatibility of existing development, the parking environment, potential for privacy and acoustic impacts.
 - e) The CPTED environment as a further indicator of potential crime and safety impacts.
 - f) Other relevant factors, depending on the nature of the proposal and definition of locality.
- Development and implementation of appropriate **Community Consultation Strategy**, taking into account the nature of the proposal, the locality where impacts are most likely, a preliminary assessment of the nature and severity of likely impacts, including:
 - a) Clear understanding of the purpose of the consultation and the nature of the process.
 - b) Scope and extent of consultation.
 - c) Methods and resource required.

- d) Implementation process, including report back process, where appropriate.
 - e) Process for input to the proposal (i.e. can plan be changed? Proposal modified?).
- **Assessment** of the likely nature, extent and intensity/severity of impacts, including:
 - a) Synthesis of all above research.
 - b) Assessing reasonableness of community concerns or support.
 - c) Understanding and detailing distributional impact, including on sensitive land uses and vulnerable communities.
 - d) Identification of negative impacts that are mild, moderate or severe, and potential mitigations, taking into account community input.
 - e) Identify impacts likely to be moderate to severe that cannot readily be mitigated.

Overall assessment of the distribution of likely positive and negative impacts, including an opinion on the **balancing of these impacts** where possible but noting that this is ultimately the role of the decision maker

7. SIA TRIGGERS

7.1 Specific types of developments, or developments of a particular scale, require the preparation of either a Social Impact Comment (SIC) or a Comprehensive Social Impact Assessment (CSIA). As per the SIA Policy Guidelines the proposed applicant is required to refer to the guidelines in Appendix A to H. If a development proposal is consistent with one of the specific developments proposals identified in Table 1, the applicant is required to complete and submit a SIC at the minimum or a CSIA to Council for assessment. In addition to this list, Council reserves the right to require a SIA for any development for which it considers.

Table 1. Development Proposals

Planning Instruments	Applications for development of, or major changes to: <ul style="list-style-type: none"> • Any changes to strategic land use plans or master plans including land rezoning, unless deemed to be of minor impact to the community; • Planning or Planning & Transport Strategy units; • Any changes to the LEP which propose reclassification of community land to operational land; and • Major urban renewal projects.
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Residential Development	<p>Application of development of, or major changes to:</p> <ul style="list-style-type: none"> • Residential flat buildings greater than 20 units and those that seek variation greater than 10% from the DCP / LEP density (height/FSR) controls; • Multi-dwelling housing that seek variation greater than 10% from the DCP / LEP density (height/FSR) controls; • Residential subdivision that seek variation greater than 10% from the DCP / LEP density (height/FSR) controls; • Housing, within the SEPP (Housing) 2021 including Affordable Housing (e.g., boarding houses) and Diverse Housing (e.g. Housing for seniors or people with a disability), – excluding secondary dwellings; • Any development that results in a reduction of affordable housing and mixed tenure; • Any development that results in a reduction of publicly accessible open and recreation space; • Caravan parks, manufactured home estate; and • Backpackers Accommodation
Commercial Development	<p>Applications for development of, or major changes to:</p> <ul style="list-style-type: none"> • Packaged liquor outlets; • Hotels (bars, pubs, taverns), night clubs and registered clubs; • Cellar door premises; • Applications for liquor licenses and gaming machines; • Extension of trading hours for licensed premises; • Licensed public entertainment facility-cinema or theatre • Gambling outlets; • Restricted premises (e.g. sex shops); • Gun shops; • Entertainment facilities; • Amusement centres; • Function centers (greater than 100-persons capacity); • Commercial premises which include business premises, retail premises and office premises including tattoo parlors; • Animal training & boarding establishment; and • Veterinary hospital;
Sensitive Land Use	<p>Applications for development of, or major changes to:</p> <ul style="list-style-type: none"> • Education establishments; • Child care centres; • Places of public worship (greater than 200 persons capacity); • Sex services premises (e.g. brothels); • Drug rehabilitation services—including methadone clinics and safe injecting rooms.

Other Types
of
Developments

Applications for development of, or major changes to:

- Health Services facilities (includes hospitals, medical centres, health consulting rooms, community health services)
- Cemetery/Crematorium;
- Mortuary;
- Freight transport facilities;
- Passenger transport facilities;
- Heavy Industry;
- Helipad;
- Airstrip;
- Air transport facilities (includes airport & heliport);
- Waste or resource management facilities

- 7.2 The Table below outlines activities initiated by Council or other external agencies (including the State Government) that will require an SIA, to be prepared by a Council staff member or externally commissioned and submitted to the respective Council department or external agency for assessment.

Table 2. Social Impact Assessment

Any new or changes to LEPs, DCPS, strategic land use plans or master plans including land rezoning, unless deemed to be of minor impact by Council’s Community Development and Planning or Planning & Transport Strategy departments;

Any changes to the LEP which specifically propose reclassification of community land to operational land;

Major urban renewal projects;

Development of new or closure of Council-owned community facilities, including community centres, libraries, childcare centres and recreation facilities;

Development of Council policies that may impact the community; and

Policies, plans and projects by other government agencies that may have an impact on the community. These include but are not limited to metropolitan planning strategies, Aerotropolis land-use planning and associated infrastructure developments, relevant state environmental planning policies, state and federal plans, local health plans etc.

- 7.3 Modification to an approved development triggering Table 1, irrespective if an SIA has already been submitted in a previous stage of a related development, will require an SIA, considering cumulative and distributional impacts.
- 7.4 A proposal not listed in Table 1 must still consider and address the likely social impacts, as part of the Statement of Environmental Effects, in accordance with the EP&A Act 1979 Section 4.15, which will be reviewed by Council staff.
- 7.5 If a proposal not listed in Table 1 is deemed likely to have substantially more or less significant impacts – or likely to result in cumulative social impacts that are substantially more or less significant, Council reserves the right to request a social impact assessment.
- 7.6 The discretion to vary requirement for social impact assessment rests with the Director City Community and Culture and Director City Economy and Growth, with consideration

of recommendations made by Council staff. Decisions will be made in writing providing justification.

8. ASSESSMENT PROCESS

- 8.1 It is strongly recommended that applicants discuss the proposed approach to conduct an SIA or CSIA with Council officers prior to commencement. Information on the referral and assessment process can also be found in the SIA Guidelines in the Appendices of this policy.
- 8.2 In determining consent or refusal, Council needs to be satisfied that the identified social impacts of proposed developments, policies, plans or planning instruments have been appropriately addressed and respond to social justice principles. For reference, a copy of Council's Social Justice Policy can be found on Council's website.
- 8.3 Council officers will assess the SIA or CSIA submitted, undertaking a thorough assessment of all social impacts, evidence of community input and where required, clear impact mitigation measures that meet the criteria set out in section 6.
- 8.3.1 At its discretion, Council may:
- a) Seek independent expert advice about specific social impact issues relevant to planning proposals;
 - b) Obtain an independent external review of an applicant's SIA or CSIA; and
 - c) Commission its own SIA or CSIA.
- 8.3.2 The developer as well as the Council is responsible for ensuring that the community is notified about a development and, for undertaking community consultation on the social impacts of a particular development. (Formal submissions can be made through Council's e-planning portal and Council's Community Participation Plan).
- 8.3.3 For significant plans or proposals, Council may also consult through its online engagement portal and hold community feedback sessions. Depending on the nature of the proposed development, Council may also seek advice from relevant government agencies, i.e. NSW Health.
- 8.3.4 After Council officers have made their assessment, they will either:
- a) Recommend approval: This may involve appropriate consent conditions to ensure that any identified social impacts are managed in accordance with the policy. Council may request a social impact management plan in specific cases; and

- b) Recommend refusal: Refusals will be based on aspects of the development that are not appropriate for the site or wider area, do not comply with planning instruments and/or are inappropriate for other reasons identified in the assessment.

8.3.5 If the proposal is referred to Liverpool Local Planning Panel, Council will provide a copy of the SIA (and peer review, if undertaken) and any comments for review and consideration of the potential social impacts.

8.3.6 If a planning or development proposal is approved, then Council and the applicant will monitor the social impacts and conditions of consent. Some developments may have conditional consents for a period of time. Council may request a (Social Impact Management Plan) SIMP or a report on the commitments made by the developer.

9. LIQUOR AND GAMING MACHINE LICENSE APPLICATION

9.1 The determination of liquor and gaming machine license applications is made by the Liquor and Gaming NSW and the Independent Liquor and Gaming Authority (ILGA). Council recognizes its important role in reviewing and making comment on liquor license and gaming machine applications made to L&GNSW, which can affect the outcome of liquor licensing applications.

9.2 It is Council's responsibility under the EP&A 1979 and LGA 1993, to consider social impacts as part of the DA process for some premises where liquor will be sold and/or gaming machines will be introduced, including hotels, on-license premises and retail premises. Council assesses the social impacts arising from but not limited to design, location, trading hours, access, signage, fit out, acoustic treatments, the sale/consumption of alcohol and increased gambling at an outlet.

9.3 As a matter of routine, Council obtains each year the list of licensed premises within the LGA from the Department. This data is mapped on GIS and referred to when a DA for a licensed premise is received or Council is notified of a liquor license application.

10. MONITORING AND REVIEW

- 9.1 Council will continue to develop its in-house specialist knowledge to manage SIAs.
- 9.2 Council will continue to promote awareness of social impacts and the SIA process to applicants and the wider community.
- 9.3 Council will evaluate the impact of this Policy and SIA Guide every two years to identify further opportunities for improvement.

AUTHORISED

Council Resolution

EFFECTIVE FROM

27 May 2020

REVIEW DATE

May 2022

DEPARTMENT RESPONSIBLE

City Community and Culture (Community Development and Planning)

CONSULTATION

- City Economy and Growth (Development Assessment and Planning and Transport Strategy)
- City Corporate (Governance and Legal Services)

VERSION

	Adopted by	Changes made	Date	TRIM number
1	General Manager	None	3 April 2012	027483.2012
2	Council resolution	Complete review	26 August 2015	156452.2015
3	Council resolution	Complete review	May 2020	096668.2020
4	Council resolution	Complete review	September 2022	288252.2022

APPENDIX A

DEFINITIONS

Community-Any social group who could be affected by a proposed change or project including:

- a) Those who live nearby;
- b) Those who will hear, smell or see a development or its effects;
- c) Those who are forced to relocate;
- d) Those who have an interest in, or are likely to be affected by, the new project but may not live in close proximity; and
- e) Those who may normally use the land where the project is to be located.

Community Impact Statement (CIS) - Prepared by applicants as part of the liquor license application to the Office of Liquor and Gaming.

Cumulative Impacts-The total impact arising from a project, other activities (which may be under the control of others) and other background pressures and trends that may affect the outcome of a project. Analyzing incremental impacts of a project combined with the effects of other projects often give a more accurate understanding of potential outcomes and impacts.

Development Application (DA) - Submitted by applicants seeking consent to develop land within a local government area.

Development Control Plan (DCP)-Sets out the controls guiding development within a particular area.

Distributional Impacts –The differing impacts across people affected by a project. This means consideration needs to be given to an equitable final distribution of costs, benefits and impacts arising from a project.

Local Environment Plan (LEP) - Legal instrument that imposes standards to control development within a local government area.

Locality – Defining locality is critical for the assessments of social impacts, both positive and negative, and the identification of appropriate mitigations. Relevant case law has defined the scope of locality with reference to the nature of the proposal.

Local Impact Assessment (LIA) - Prepared by applicants as part of a gaming machine application to the Office of Liquor and Gaming.

Mitigation - A mitigation makes circumstances less harsh, takes the edge off an effect, reduces the impact of the effect, or lessens its seriousness or extent. In the context of social impact assessment, a mitigation measure is usually something additional to what is proposed rather than a change to the proposal.

Peer Review - An evaluation of scientific, academic, or professional work conducted by others working in the same field. In the context of this Policy, Council may commission an expert witness to review a submitted social impact assessment report and ask them to provide commentary, identify any issues and put forward recommendations. Peer reviews help to maintain the quality and integrity of SIA.

Precautionary Principle - Where there are threats or potential threats of serious social impact, lack of full certainty about those threats should not be used as a reason for approving the planned intervention or not requiring the implementation of mitigation measures and stringent monitoring.

Social Impacts-Social impacts are those which affect individuals and communities, the common or public good and/or the health and welfare of groups of people. Social impacts are not private interests and is considered as a change to one or more of the following concepts; people's way of life, culture, community, political systems, environment, health and wellbeing, personal and property rights, fears and aspirations.

Social Impact Assessment (SIA)-Process of assessing, monitoring and managing the intended and unintended social consequences, both positive and negative of planned interventions (projects, policies, programs etc.) and any social change processes invoked by those interventions. When undertaken as part of a DA process, an SIA is prepared to assist the relevant consent authority in its informed decision-making.

Social Impact Management Plans (SIMPs) - A management and monitoring tool to further identify, analyze and respond to social impacts that may arise during the lifecycle of a development. A more detailed explanation and Council's expectations are provided in appendix G.

Voluntary Planning Agreement (VPA)- A Voluntary Planning Agreement (VPA) is an agreement entered into by a planning authority and a developer. Under an agreement a developer agrees to provide or fund public amenities and public services, affordable housing and transport or other infrastructure.

APPENDIX B

SOCIAL IMPACT COMMENT INITIAL ASSESSMENT FORM

Instructions for completing this form:

Applicants of developments where social impact comment is required must complete this form. Depending on the type of application, the application may need to provide detail analysis of the relevant parts. i.e. if the DA is intended to acquire liquor & gaming license, question 8 (crime & safety) should be focused. If it is housing related DA, the SIA should provide further details on question 2 (housing) analyzing local needs and impact assessment.

If it has been determined that a CSIA report is required, then it should be submitted with further details in all relevant components.

SOCIAL IMPACT COMMENT INITIAL ASSESSMENT FORM			
Applicant's details:		Owner's details (if different to applicant):	
Name		Name	
Postal address		Postal address	
Email		Email	
Phone	Mobile	Phone	Mobile
Proposal details:			
Lot number& Registered plan number			
Site address			
Brief description of development proposal			

1. Population change

Will the development result in significant change/s to the local area's population? (either permanently and/or temporarily)

Explanation: Changes to the size, structure and capacity of the population can have significant implications for the provision and adequacy of community facilities, services, community cohesion and/or social sustainability. Scoping questions: Will the development result in a change to the age structure, household composition or permanence of the resident population? Will the development result in the displacement or current residents, visitors and/or workers?

Refer to: Australian Bureau of Statistics and profile.id.com.au websites

Yes

If yes, briefly describe the impacts below

No

Describe your proposed mitigations of negative impacts or enhancements of positive impacts below

2. Housing

Will the proposal increase or reduce the quantity, quality, mix, accessibility and/or affordability of housing?

Explanation: A mix of housing types, sizes and costs is necessary for social diversity (in terms of age, family life cycles, income, cultural background) and social inclusiveness. Retention or expansion of affordable housing is necessary for social equity and to avoid displacement of individuals and families on lower incomes. Scoping questions: Will the development result in a mix of housing types and sizes? Will the development be appropriate to meet local needs and needs of special groups? Will the development result in the displacement of existing residents or alter the availability of affordable housing? Does neighboring design promote inclusion of different social groups and promote social interaction?

Refer to: NSW Housing Strategy 2041 and Council's Homelessness Strategy & Action Plan. Council's Social Justice Policy 2018.

Yes

If yes, briefly describe the impacts below

No

Describe your proposed mitigations of negative impacts or enhancements of positive impacts below

3. Accessibility	
<p>Will the development improve or reduce physical access to and from places, spaces and transport?</p> <p>Explanation: 'Access for all' is an essential component of a fair and equitable society. Accessible developments encourage inclusive communities, improve affordability of goods and services, maximize access to public transport, pedestrian and cycle networks and provide convenient and continuous paths of travel (thereby promoting healthy, sustainable lifestyles).</p> <p>Consideration must also be given to accessibility for people with a disability Scoping questions: Will the proposal result in the group of the community being excluded or having limited in their access? Will someone with reduced mobility have trouble accessing and/or moving around this proposed development?</p> <p>Refer to: Australia's National Disability Strategy 2021-2031, NSW Disability Inclusion Act 2014& Council's Disability Inclusion Action Plan 2017-2021.</p>	
Yes	If yes, briefly describe the impacts below
No	Describe your proposed mitigations of negative impacts or enhancements of positive impacts below
4. Community and Recreation Services/ Facilities	
<p>Will the development increase, decrease or change the demand or need for community, cultural and recreation services and facilities?</p> <p>Explanation: Access to diverse and adequate community and recreation services and facilities is necessary for physical and mental health, well-being, personal productivity, social cohesion and social sustainability. Examples of facilities include community centers, leisure centers, recreation centers, sports fields and playgrounds.</p> <p>Scoping questions: Will the development ensure public access to the public domain? Will the development enhance sense of belongings and cultural association making people feel valued and contributing strong community& good health?</p> <p>Refer to: Council's Recreation, Open Space and Sports Strategy 2018-2028.</p>	
Yes	If yes, briefly describe the impacts below
No	Describe your proposed mitigations of negative impacts or enhancements of positive impacts below

5.Cultural and Community Significance

Will the development impact on any items or places of cultural or community significance?

Explanation: There may be certain places, items or qualities that are culturally valuable or significant to the community. They provide significant meanings and reference points for individuals and groups. This may include specific sites of Aboriginal significance. The acknowledgement and protection of these places, items or qualities is a key element in building strong and resilient communities.

Scoping questions: Will the development ensure public access to the public domain? Will the development enhance sense of belongings and cultural association making people feel valued and contributing strong community & good health?

Refer to: Council's Recreation, Open Space and Sports Strategy 2018-2028.

Yes	If yes, briefly describe the impacts below
No	Describe your proposed mitigations of negative impacts or enhancements of positive impacts below

6. Community Identity and Sense of Belonging

Will the development strengthen or threaten opportunities, social cohesion and integration within and between communities?

Explanation: Social cohesion and integration requires places and spaces for informal and safe social interaction. Developments can increase or decrease these interaction opportunities through their provision (or otherwise) of safe and connected pathways and linkages and attractive gathering places (town centres, parks, squares / plazas, civic spaces and streets)

Consideration should be given to incorporating principles of good urban design into the development proposal. Scoping questions: Will the proposal encourage opportunities for informal interaction?

Refer to the Creating Places for People: An Urban Design Protocol for Australian Cities, Federal government's Urban Design website. Better Placed-Government Architect NSW, Liverpool City Centre Public Domain Master Plan.

Yes	If yes, briefly describe the impacts below
No	Describe your proposed mitigations of negative impacts or enhancements of positive impacts below

7. Health and Well-being

Will the development strengthen or threaten opportunities for healthy lifestyles, healthy pursuits, physical activity and other forms of leisure activity?

Explanation: Developments can increase or decrease opportunities for healthy lifestyles through improving or reducing the livability of places (due to things such as safety, noise, dust, aesthetics) or increasing or decreasing opportunities for:

- Walking, cycling, play and other physical activities;
- Healthy food choices; and
- Drinking, gambling and smoking

Consideration should be given to incorporating healthy urban design principles into the development proposal. Urban heat is a growing concern in SW Sydney which can lead to poor health and social outcomes. In addition to heat-related issues, it can lead to an over-reliance on air-conditioning. Scoping questions: Does the development has a potential to promote healthy lifestyle and livability of community? Will the development alter or contribute to the neighborhood's walkability and connectivity? Will the proposal support active transport options? Does the density proposed match the walkability of the neighborhood? Will the proposal have a positive or negative impact on urban heat and peoples' options for coping with urban heat? How can any negative impacts be mitigated?

Refer to: *Healthy Built Environment Checklist* in NSW Health website.

Yes	If yes, briefly describe the impacts below
No	Describe your proposed mitigations of negative impacts or enhancements of positive impacts below

8. Crime and Safety

Will the development increase or reduce public safety and opportunities for crime (perceived or actual crime)?

Explanation: Developments can increase or decrease perceived and actual safety. For example, through generating increased traffic, providing venues that may attract unruly behavior. This can diminish social cohesion and integration however impacts can be mitigated by appropriate design, traffic controls and management.

Safer by Design principles should be considered in the development proposal. Good design aims to reduce the opportunities of crime and its supportive to the safety of the community. Scoping questions: Does the proposal have the potential to change the way people feel about their safety in the community? Have appropriate surveillance technologies been proposed? Is adequate lighting proposed to ensure safe nighttime use?

Refer to: *Council's Community Safety and Crime Prevention Strategy*. Also, *Crime Prevention Through Environmental Design (CPTED) Guidelines*, NSW Police website

Yes	If yes, briefly describe the impacts below
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No	Describe your proposed mitigations of negative impacts or enhancements of positive impacts below
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9. Local Economy and Employment Opportunities

Will the development increase or reduce the quantity and/or diversity of local employment opportunities? (Temporary or permanent)

***Explanation:** Unemployment and low income are associated with poor health and reduced social inclusiveness and resilience. Accessible and diverse local jobs (suited to the capacities of local populations) reduce the risk of unemployment (and the associated poorer health and social sustainability outcomes). Affordable travel expenses and local employment can support social equality & diversity. Scoping questions: Will employment and education be readily accessible from the development? Will the development alter the number or diversity of jobs available for the local community?*

Refer to: Council's Economic Development Strategy 2019-2029, Employment Strategy-Local Jobs for Local People.

Yes	If yes, briefly describe the impacts below
No	Describe your proposed mitigations of negative impacts or enhancements of positive impacts below

10. Supporting Diverse Communities and Needs of Specific Population Groups

Will the development increase or decrease inclusive opportunities (social, cultural, recreational, employment, governance) for groups in the community with special needs?

***Explanation:** Council has a Social Justice Policy, which promotes access to life opportunities (e.g. jobs, education, full participation in the cultural life of the community) and inclusiveness for all (including those with special needs – young people, aged population, CALD communities, Aboriginal community, people with a disability, children and women). Developments can increase inclusiveness through the provision of culturally appropriate facility design and programs, and the avoidance of communication barriers.*

Refer to: Children and Young Persons (Care and Protection) Act 1998 No 157-NSW Legislation, Council's Community Strategic Plan, Growing Liverpool 2023, Social Justice Policy, Child Safe Policy, LEAPS Multicultural Plan, Youth Strategy and Disability Inclusion Action Plan..

	If yes, briefly describe the impacts below
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Yes	Describe your proposed mitigations of negative impacts or enhancements of positive impacts below
No	

APPENDIX C

COMMON SOCIAL IMPACT TYPES

There are a wide range of potential social impacts associated with different types of development. Some social impacts are typical of particular types of development—as summarized in the tables below. Table B1 provides examples of impacts for particular types of development requiring a Social Impact Comment and Table B2 provides lists examples of impacts for the types of development requiring a Comprehensive Social Impact Assessment. These tables are not exhaustive however they provide an initial point of consideration for applicants in what Council expects to be included in a social impact assessment.

TableB1: Common social impact types with Social Impact Comment			
Development type	Specific Development Proposal	Social Aspect	Potential Impacts
Residential Development	<p>Applications for development of, or major changes to:</p> <ul style="list-style-type: none"> • Residential flat buildings greater than 20 units • Multi-dwelling housing greater than 20 dwellings • Residential subdivision greater than 20 dwellings • Housing within the <i>SEPP (Housing) 2021</i> including Affordable Housing (e.g. boarding house) and Diverse Housing (e.g. Housing for seniors or people with a disability), excluding secondary dwellings including caravan parks and backpacker's accommodation) 	<ul style="list-style-type: none"> • Accommodation 	<ul style="list-style-type: none"> • Housing choice • Displacement • Loss of affordable housing • Creation of affordable housing • Amenity impacts

Commercial Development	<ul style="list-style-type: none"> • Entertainment facilities • Amusement centers and Function centers (greater than 100-persons capacity) • Commercial premises which includes business premises, retail premises and office premises, including tattoo parlors • Animal training & boarding establishments • Veterinary hospital 	<ul style="list-style-type: none"> • Accessibility health and wellbeing 	<ul style="list-style-type: none"> • Access to services and facilities • Access to public transportation • Accessibility for people with disabilities or mobility issues • Access to fresh food and local produce • Ageing in place • Familiarity with neighborhood • Improved community participation opportunities • Recreation opportunities • Relaxation and sleep provision of open space in the immediate area (private and communal)
		<ul style="list-style-type: none"> • Crime and Safety 	<ul style="list-style-type: none"> • Clear and accessible path to travel to shops and transport options • Community cohesion and familiarity • Domestic violence • Population clustering • Substance consumption or abuse • Public violence

			<ul style="list-style-type: none"> • Usability of streets or outdoor space • Lay-out of master plan to ensure CPTED principles are met
		<ul style="list-style-type: none"> • Population Change 	<ul style="list-style-type: none"> • Significant population change (size and characteristics) • Change in population density
		<ul style="list-style-type: none"> • Community Identity and a sense of belonging 	<ul style="list-style-type: none"> • Sense of belonging or being unwelcome • Access to services and facilities • Exclusion • Ownership • Familiarity with neighborhood • Perception of danger • Improved community
Other Types of Development	<ul style="list-style-type: none"> • Childcare center (more than 20 places) • Places of public worship (greater than 200 persons capacity) • Educational establishments • Health consulting rooms • Council-owned & private community facilities, including 	<ul style="list-style-type: none"> • Accessibility health and wellbeing 	<ul style="list-style-type: none"> • Access to services and facilities • Familiarity with neighborhood • Improved community participation opportunities

	<p>community centres, libraries, youth centers and recreation facilities (greater than 100 persons capacity)</p> <ul style="list-style-type: none"> • Community land, as classified by the Local Government Act1 993 		<ul style="list-style-type: none"> • Recreation • Relaxation and sleep patterns • Accessibility of building for disabled persons or people with mobility issues • Access to transport options • Parking
		<ul style="list-style-type: none"> • Crime and Safety 	<ul style="list-style-type: none"> • Graffiti • Vandalism and property damage • Offensive language and behavior • Public violence • Safety of young people • Substance consumption or abuse • Theft on street, from cars, business or homes
		<ul style="list-style-type: none"> • Community Identity and a sense of belonging 	<ul style="list-style-type: none"> • Diversity • Inclusion/ Exclusion • Improved community participation opportunities • Sense of belonging or being unwelcome

		<ul style="list-style-type: none"> • Cultural and community significance 	<ul style="list-style-type: none"> • Respect for culture and significant places
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Table B2: Common social impact types–Comprehensive Social Impact Assessment			
Development type	Specific Development Proposal	Social Aspect	Potential Impacts
Residential Development	Applications for development of, or major changes to: <ul style="list-style-type: none"> • Residential flat buildings greater than 100 units • Development that results in a reduction of affordable housing 	<ul style="list-style-type: none"> • Accommodation 	<ul style="list-style-type: none"> • Housing choice • Displacement • Loss of affordable housing
		<ul style="list-style-type: none"> • Accessibility 	<ul style="list-style-type: none"> • Access to services and facilities • Access to public transport options • Accessibility for people with disabilities or mobility issues
		<ul style="list-style-type: none"> • Health and wellbeing 	<ul style="list-style-type: none"> • Ageing in place • Familiarity with neighborhood • Improved community participation opportunities • Recreation opportunities • Relaxation and sleep • Provision of open space in the immediate area (private and communal)
		<ul style="list-style-type: none"> • Crime and safety 	<ul style="list-style-type: none"> • Clear and accessible path to travel to

			shops and transport options <ul style="list-style-type: none"> • Community cohesion and familiarity • Domestic violence • Population clustering • Substance consumption or abuse • Public violence • Usability of streets or outdoor space • Lay-out of master plan to ensure CPTED principles are met
		<ul style="list-style-type: none"> • Population change 	<ul style="list-style-type: none"> • Significant population change (size and characteristics) • Change in population density
		<ul style="list-style-type: none"> • Community identity and sense of belonging 	<ul style="list-style-type: none"> • Exclusion • Familiarity with neighborhood • Ownership • Perception of danger • Improved community participation opportunities • Sense of belonging being unwelcome

Commercial Development	<p>Applications for development of, or major changes to:</p> <ul style="list-style-type: none"> • Packaged liquor outlets • Hotels (bars, pubs, taverns), nightclubs and registered clubs • Cellar Door Premises • Licensed public entertainment facility-Cinema or theatre • Extension of trading hours for licensed premises* • Gaming outlets • Restricted premises (e.g. sex shops) • Sex services premises (e.g. brothels) • Gun shops 	<ul style="list-style-type: none"> • Health and wellbeing 	<ul style="list-style-type: none"> • Access to services and facilities • Familiarity with neighborhood • Interaction and quality of social relationships • Recreation • Noise and activity (particularly late at night) • Smoking near residential properties
		<ul style="list-style-type: none"> • Crime and safety 	<ul style="list-style-type: none"> • Graffiti • Vandalism & property damage • Littering • Offensive language behavior • Public violence/assault. • Substance consumption and abuse • Theft • Usability of streets and outdoor spaces • Noise and activity (particularly late at night) • Safety of workers (safe work practices) • Safety of patrons • Substance consumption and abuse

			<ul style="list-style-type: none"> • Public violence
		<ul style="list-style-type: none"> • Local Economy 	<ul style="list-style-type: none"> • Contribution to local economy • Employment opportunities • Access to entertainment options for young people
		<ul style="list-style-type: none"> • Accessibility 	<ul style="list-style-type: none"> • Access to goods, services and facilities • Affordability and choice • Access to public transport (bus stops and train stations) – Connectivity • Interaction and quality of social relationships for residents
Other types of development	<p>Applications for development of, or major changes to:</p> <ul style="list-style-type: none"> • Freight transport facilities • Passenger transport facilities • Helipad • Airstrip • Air transport facilities (includes airport & heliport) • Waste or resource management facilities • Heavy industry 	<ul style="list-style-type: none"> • Health and Wellbeing • Crime and safety 	<ul style="list-style-type: none"> • Noise and activity • Relaxation and sleep • Pedestrian access
		<ul style="list-style-type: none"> • Local economy and employment opportunities 	<ul style="list-style-type: none"> • Contribution to local economy • Employment opportunities • Property values

	<ul style="list-style-type: none"> • Cemetery/c rematorium • Mortuary 		
Community Health and Safety	Applications for development of, or major changes to: <ul style="list-style-type: none"> • Drug rehabilitation services including methadone clinics and safe injecting rooms • Hospitals, medical centers and community health services 	<ul style="list-style-type: none"> • Health and wellbeing 	<ul style="list-style-type: none"> • Access to services and facilities • Improved community participation opportunities
		<ul style="list-style-type: none"> • Accessibility 	<ul style="list-style-type: none"> • Accessibility of building for disabled persons or people with mobility issues • Access to transport options • Parking

		<ul style="list-style-type: none">• Crime and safety	<ul style="list-style-type: none">• Graffiti• Vandalism and property damage• Offensive language and behavior• Public violence• Safety of young people• Substance consumption or abuse• Theft-on street, from cars, business or homes
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APPENDIX D

Community Consultation Methods and Options

The overriding principle in community participation is to ensure people have the opportunity and the information to influence decisions that might affect them. Effective community participation requires time and commitment and a proactive approach to the less articulate groups and individuals in the community. Involving the community is one of the keys to increasing the extent that the development benefits local communities whilst ensuring the negative impacts on people are minimized.

It is recognized that the nature and extent of consultation will be highly contextual, and the substantial resources required may not be warranted in smaller, low impact developments.

Who is The Affected Community

Those who live nearby

Those who will hear, smell or see a development or its effects

Those who are forced to relocate

Those who have an interest in the new project but may not live in close proximity

Those who may normally use the land where the project is to be located

Effective Communication

Notify people early

Listen carefully and absorb the information

Allocate sufficient staff resources to conduct the consultation

Cultivate community networks or use informal channels

Be sensitive to cultural aspects and differences

Supply and ensure easy access to information
(Translate and interpret information or use advisers to explain technical issues in plain English)

Seek agreement about the process of consultation and encourage open and full discussion

Develop skills in group facilitation and conflict resolution

Be independent

Useful Community Consultation Resources

Below is a list of resources that may assist with consulting and engaging with a communities:

- Community and Stakeholder Engagement, *Environmental Impact Assessment Guidance Series, NSW Department of Planning and Environment, 2017*
- Community Engagement Toolkit
<https://www.communityplanningtoolkit.org/sites/default/files/Engagement.pdf>
- Guide to Better Regulation– Consultation Policy, 2008 *NSW Department of Premier and Cabinet*
- Health Impact Assessment: A Practical Guide, 2007 *Centre for Health Equity Training, Research and Evaluation*
- Community Engagement in the NSW Planning System, 2003 *Planning NSW*
- Ideas for Community Consultation, a report prepared for the Department of Urban Affairs and Planning

Techniques to Consult with the Community

Technique	Objective	Affected Community			
		Neighbors	Local Street	Local Stakeholder Groups	Wider Community Groups
Letters	Informing the community		✓	✓	✓
Brochures/Fact Sheets			✓	✓	✓
Media Release		✓			✓
Signage on Land		✓			
Displays on Notice Boards			✓	✓	✓
Questionnaires	Informing the Community and obtaining specific feedback		✓	✓	✓
Discussions with adjoining property owners	Information exchange and community involvement while Obtaining feedback				

Technique	Objective	Affected Community			
		Neighbors	Local Street	Local Stakeholder Groups	Wider Community Groups
Social Media	Information exchange and community involvement while obtaining feedback	✓		✓	✓
Street meeting		✓	✓		
Community meeting		✓	✓	✓	✓
Personal interviews				✓	✓
Workshops	Information exchange Raising awareness Involving the affected community Obtaining specific and broad feedback	✓	✓	✓	✓
Community advisory committees	Information exchange Raising awareness Involving the affected community Building support obtaining feedback on a wide range of issues	✓	✓	✓	✓

APPENDIX E

Determining Levels of Impact Significance

Assessment criteria	Neutral (neither positive or negative)	Minor Impact (positive or negative)	Moderate Impact (positive or negative)	Significant Impact (positive or negative)
Degree of change likely to arise from development	Insignificant/ No change	Some change, low significance	Some change, moderate significance	High level of change
The number and nature of people affected	None	Immediate neighbors only (small number)	Suburb level impact (100+ people)	LGA wide impact, substantial impact on a large number of people / groups
Director indirect impact	No impact	Indirect impact	Some direct impact	Direct impact
Duration of impact	N/A	During construction phase only	1-12months	12months or more
Community perception that development will cause significant negative social impacts	None	Low level of reaction from the people affected	Moderate level of reaction from the people affected and/or wider community	High level reaction from the people affected and/or wider community
Potential cumulative impacts	Insignificant/ Low	Low likelihood of increase in overall impacts in the locality	Moderate likelihood of increase in overall impact of the locality	High likelihood of increase in overall impacts in the locality
Outcome	No Action Required	Complete Social Impact Comment Initial Assessment	Complete Comprehensive Social Impact Assessment	

APPENDIX F

Competency Requirements for Undertaking Social Impact Assessment

The Social Impact Assessment Policy requires that any social impact assessment must be conducted by “a professional in the social sciences field who has experience preparing and applying social impact assessment.” The following checklist can be used to determine whether or not a consultant is appropriately qualified to complete a SIC or CSIA for submission to Liverpool City Council.

- Does the consultant have qualifications and/or substantial field experience in the relevant technical area?
E.g. Qualifications in social science, human geography, urban or social planning –or referees (in the profession or within Government) who can validate the relevant experience within the social impact assessment field.
- Does the consultant have a good reputation in relation to the relevant work?
E.g. Referees within the profession or Government who can confirm this.
- Does the consultant use best practice methodologies in data gathering, community consultation and data analysis?
E.g. such as those methods specified in these guidelines and by the International Association for Impact Assessment.
- Does the consultant have experience preparing social impact assessments for local councils?
E.g. can the consultant provide evidence of relevant experience?
- Does the consultant have a conflict of interest or a financial interest in the project?

Standards for Comprehensive Social Impact Assessment

Impact assessment is an important part of planning and decision-making processes and as such social impact assessment should be given as much consideration as environmental or economic impact assessment.

In accordance with the Planning Institute of Australia’s Social Impact Position Statement, Council expects that a comprehensive social impact assessment, submitted to Council, to meet the following criteria:

Standards for Comprehensive Social Impact Assessment

The process is undertaken by a competent, professional social scientist and uses rigorous social science methodologies

The process includes effective, timely and transparent public involvement

The baseline(pre-change) situation is adequately researched and documented

The scope of proposed changes is fully described

Examples of similar changes are identified, including impacts likely to affect minority groups, different age, income and cultural groups and future generations

Direct as well as indirect, long term and short term, positive and negative, passing and accumulating impacts are identified

The relative equity of impacts is identified. It is important to identify how the benefits and losses will be distributed to different sections of the community

Impacts over time and location are considered (e.g., local as opposed to state and national benefits and losses)

Impacts which are not amenable to precise measurement are not excluded from consideration—the assessment is and evaluation not a proof

A review mechanism is included where appropriate

The precautionary principle is applied in making an assessment

Adapted from Planning Institute of Australia's Social Impact Position Statement

The following additional criteria apply:

- a. The size of the document should be commensurate with the number and sign of the social issues likely to eventuate.
- b. Size of document will not be regarded as an indicator of its accuracy, adequacy or completeness.
- b. All SIAs of more than 10 pages are required to contain an executive summary of not more than 1000 words.

APPENDIX G

Social Impact Management Plan (SIMP)

The Social Impact Management Plan's purpose is to further analyze potential adverse impacts identified by the SIA process and to ensure that the needs and conditions of people affected by a proposed project are fully taken into account in project design/delivery and that suitable mitigation measures are provided as needed. It should also contribute to enhancing opportunities for developmental benefits for affected groups.

For each significant social impact an appropriate mitigation strategy must be developed, delivered and reported on for Council's information. First, all available options should be sought to avoid impacts (e.g., through adjustment of project design, modification of protected area boundaries). If avoidance is not possible, appropriate measures to minimize the impact should be identified. Where avoidance is not possible or negative residual impacts remain after minimizing, the SIA or SIMP should propose methods of adequately compensating affected groups for their losses over the time of the project.

Compensation mechanisms must be developed in consultation with legitimate representatives of Council and affected groups and designed in a way that they are socio-economically and culturally suitable, considering a range of options for in-kind, non-monetary and monetary compensation, as appropriate. The SIA and/or the SIMP could also explore opportunities for social enhancement. This might include:

- Opportunities to enhance the participation of men and women in the project and how to support both genders in the development of sustainable livelihood activities and in deriving social and economic benefits from the project, or
- Measures to enhance social inclusion and cohesion; to address vulnerability, capacity and equity issues; to empower weak, poor and marginalized social groups; and to enhance safety and security.

It is required to briefly describe each mitigation measure including the type of impact(s) it will address, its design, and operating procedures, as appropriate. Proposed mitigation measures should be technically and operationally feasible and culturally adequate. The benefits of measures should be distributed in an equitable manner across the affected population when the measure is a generalized action. Specify institutional arrangements and any needs for development of the capacity of communities or partners to implement the proposed measures.

The measures should be presented in a Social Impact Management Plan to demonstrate and facilitate their integration into project management. This includes confirming their feasibility, indicating resources and costs, responsibilities, their schedule for implementation, and evidence of completion.

APPENDIX H

Data Resources

In addition to relevant studies and literature, the following data sources are provided:

- Liverpool Local Government;
- State Government Agencies; and
- Federal Government Agencies.

Liverpool Local Government Area (LGA) www.liverpool.nsw.gov.au	
Source	Data available
Community Profile(Profile.id)	<p>Liverpool's key demographics:</p> <ul style="list-style-type: none"> • How many people live here? • Who are we? • What do we do? • How do we live?
Social Atlas(Atlas.id)	Thematic maps (as above)
Liverpool City Council website www.liverpool.nsw.gov.au	<ul style="list-style-type: none"> • Council's 10-year community strategic plan • Growing Liverpool 2023 • Annual reports • Other documents and publications e.g. Youth Strategy
Consultations or research reports	<p>Local community organizations may have reports containing relevant community consultation outcomes and research, such as:</p> <ul style="list-style-type: none"> • Anglicare • Kari Aboriginal Resources • Liverpool Migrant Resource Centre • Liverpool Neighborhood Connections • Southwest Child, Adolescent & Family Services

State Government Agencies
www.nsw.gov.au

Source	Data available
NSW Bureau of Crime Statistics And Research http://www.bocsar.nsw.gov.au	Crime statistics for NSW and LGAs. Specialist crime data and comparative trend analysis
NSW Police Force www.police.nsw.gov.au	<ul style="list-style-type: none"> • Mapped crime data by local area commands (available through local police stations) • Crime statistics • Annual customer satisfaction surveys (levels of reporting and police response)
Department of Family and Community Services www.community.nsw.gov.au	<ul style="list-style-type: none"> • Supported accommodation information • Child abuse and domestic violence statistics
NSW Government Licensing Service (GLS)	Childcare license information
Department of Family and Community Services – Housing NSW www.housing.nsw.gov.au	<ul style="list-style-type: none"> • Waiting list numbers • Client profile • Housing stock Information • Quarterly rent and sales reports
Department of Education and Communities www.dec.nsw.gov.au	<ul style="list-style-type: none"> • Enrolments in government and private schools • Enrolment of special groups (Aboriginal and Torres Strait Islanders; Non-English Speaking Background students)
NSW Fair Trading www.fairtrading.nsw.gov.au	<ul style="list-style-type: none"> • Boarding house data • Rental Bond Board data (rents, type of dwellings)
Bureau of Transport Statistics www.bts.nsw.gov.au	<ul style="list-style-type: none"> • Passenger travel for all modes of transport (by traffic zones and statistical local areas) • Freight movement survey • Journey to work data

	<ul style="list-style-type: none"> • Information on future road and public transport networks
<p>Department of Planning & Environment www.planning.nsw.gov.au</p>	<ul style="list-style-type: none"> • Population projections (LGA and regions) • NSW Household and Dwelling Projections Data • Demographic trend analysis • Urban Development Program (UDP) production data – new release areas • Metropolitan Urban Development Program (MUDP) production data – established areas • Employment Lands Development Program data • Regional housing statistics and market analysis
<p>NSW Health www.health.nsw.gov.au</p>	<ul style="list-style-type: none"> • In-patient statistics • Community health data • Hospital facility data • Waiting list information • Range of health indicators (e.g. mortality data) • Alcohol and drug dependency data
<p>SW Lands & Property Information www.lpi.nsw.gov.au</p>	<ul style="list-style-type: none"> • Land title registration • Property information • Valuation • Surveying • Mapping
<p>NSW Spatial Data Catalogue (NSDC) www.sdi.nsw.gov.au</p>	<ul style="list-style-type: none"> • Central repository for the publication of metadata describing NSW Local and State Government spatial data • Search for data, find out what data exists, where and how to access the data, the data's fitness for purpose, who/when and how the data was created, how often it is updated, the geographic extent of the dataset, as well as the rights and restrictions that apply to the dataset.

**Federal Government
Agencies
www.australia.gov.au**

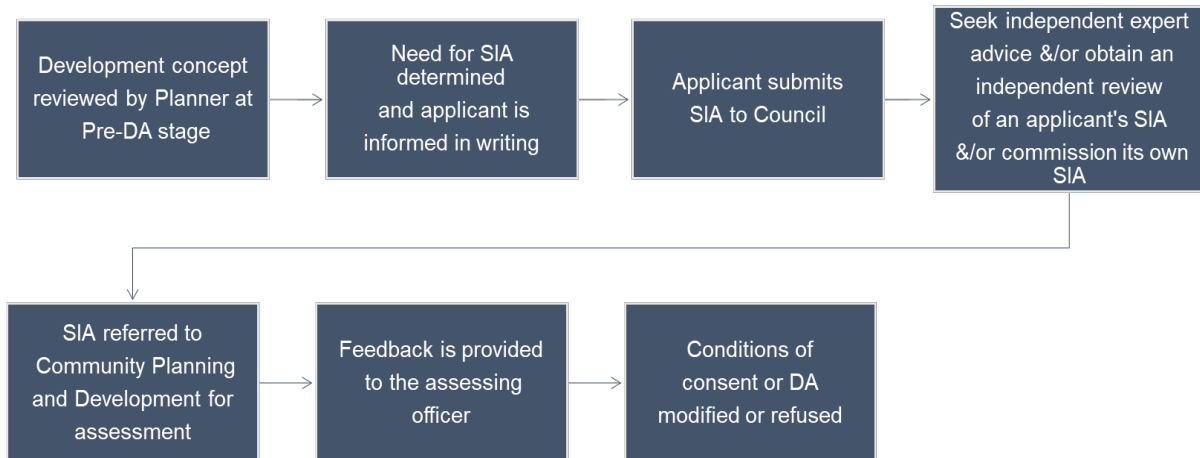
Source	Dataavailable
<p>Australian Bureau of Statistics (ABS) www.abs.gov.au</p>	<p>Census data (demographic, employment, housing)</p> <ul style="list-style-type: none"> • Manufacturing and retail censuses • Building and construction data • Social trends data • Disability data • Victims of crime survey • Health data • Tourism data
<p>Department of Employment Labor Market Information Portal www.lmip.gov.au</p>	<ul style="list-style-type: none"> • Centrelink customer population by main allowance type • Job Services Australia data • Employment Industries and Occupations by area • Unemployment rates • Labor force data
<p>Department of Immigration and Border Protection www.immi.gov.au</p>	<p>Statistics on permanent settlers to Australia by visa category using the Settlement Database</p>

APPENDIX I

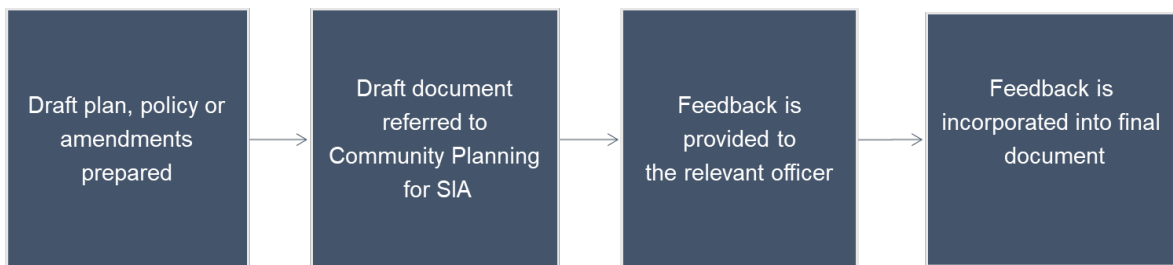
Social Impact Comment or Comprehensive Social Impact Assessment Referral Process

Below is the referral process by which development applications, internal policies and external policies are reviewed and assessed by Council.

Rezoning/Development Application Referral Process



Internal Policy and Plan Referral Process



External Government Policy and Plan Referral Process

