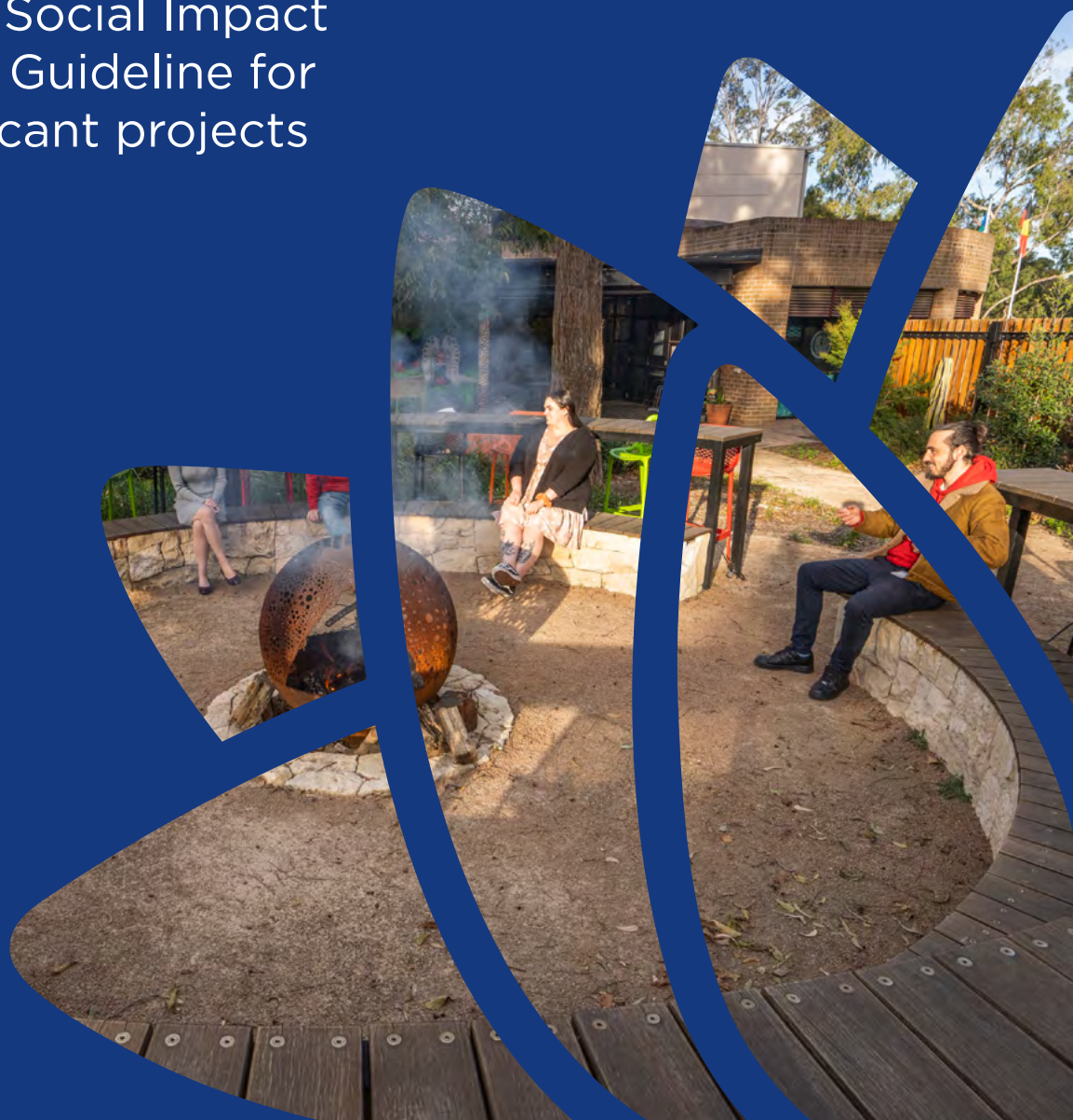


# Technical Supplement

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Technical Supplement to  
support the Social Impact  
Assessment Guideline for  
State-significant projects

October 2020





Draft for  
exhibition  
purposes

**Both Photography:**  
NSW Department of Planning,  
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# 1 Introduction

This Technical Supplement provides additional guidance for proponents and practitioners using the Social Impact Assessment (SIA) Guideline for State-significant projects (the SIA Guideline).<sup>1</sup>

We will review it when needed so that it remains consistent with new research, evolutions in practice and changes in NSW Government policy – please also check our website to ensure you have the most recent version: [www.planningportal.nsw.gov.au/Social-Impact-Assessment](http://www.planningportal.nsw.gov.au/Social-Impact-Assessment).

The Technical Supplement contains:

- **Section 2:** how to identify, evaluate and assess the significance of negative and positive social impacts
- **Section 3:** how to develop appropriate responses to predicted social impacts, with two worked examples of social impact evaluation and response
- **Section 4:** how to develop a social impact monitoring and management framework, with a worked example of a monitoring mechanism
- **Section 5:** considerations for data validation
- **Appendix A:** a recommended structure for a SIA Report.
- **Appendix B:** extensive examples of typical social impacts for various different development types.

Note that the methods and examples we've included are not exhaustive; rather, they are designed to illustrate typical SIA activities and support a rigorous, impartial and transparent SIA process.

Read this Technical Supplement alongside the SIA Guideline to fully understand the framework and expectations for undertaking SIA to the standard we require to assess a State-significant project.

## 1.1 Guideline language

This Technical Supplement intentionally uses guiding language – for example, words such as 'should' rather than 'must' – given that nuanced responses may well be required given the range of development types that this Technical Supplement applies to.

The SIA Guideline itself emphasises the need for proponents to ensure a high-quality process that achieves a high-quality output. This then allows the information gleaned during the process to be used for other purposes such as engagement, project risk assessment or project benefit realisation.

SIA practice uses terms that may have a different meaning in everyday language – see **Table 1** (also included in the SIA Guideline) to understand these terms in the context of this document.

<sup>1</sup>State Significant Projects are development that is declared to be SSD, SSI and CSSI under the EP&A Act. Categories of development, and specific projects which may be declared SSD and SSI are listed in Schedules 1 -5 of the State Environmental Planning Policy (State and Regional Development) 2011 (SRD SEPP). The Minister may also exercise 'call in powers' as described in the EP&A Act.

**Table 1 Terms used in this Technical Supplement**

<b>Term</b>	<b>Meaning for the purposes of Technical Supplement</b>
<b>Application</b>	An application seeking development consent/approval for a State significant project or an application to modify an approved State significant project consent/approval (including concept plan) under the EP&A Act.
<b>Community</b>	Anyone affected by or interested in State-significant projects in NSW, including individuals, community groups, Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse communities, representative bodies, businesses, local government and stakeholder groups (defined below).
<b>Engagement</b>	Actions to encourage community participation in the assessment of State significant projects.
<b>Management-based mitigation</b>	Actions or measures that satisfactorily avoid or mitigate potential negative social impacts by implementing known management approaches.
<b>Matter</b>	An element of the environment that may be affected by a State-significant project (for example, air, amenity, biodiversity or economic or social matters).
<b>Mitigation</b>	Actions or measures to reduce adverse social impacts of a State-significant project.
<b>People</b>	Individuals, households, groups, communities, businesses and organisations.
<b>Performance-based mitigation</b>	Actions or measures that achieve an appropriate social outcome without specifying how the outcome will be achieved.
<b>Prescriptive-based mitigation</b>	Actions or measures that must be taken, such as a known best-practice technology, design or management approach, to mitigate the social impact.
<b>Proponents</b>	Those seeking approval for a State-significant project, including applicants.
<b>Scoping worksheet</b>	A tool to identify likely impacts and the level of assessment required to evaluate the significance of impacts including social impacts.
<b>Secretary</b>	The Planning Secretary of the Department or their delegate.
<b>Scoping meeting</b>	A meeting between the proponent and the Department at the start of a State-significant project.
<b>Scoping report</b>	A report submitted by the proponent to the Department after the scoping meeting, accompanied by a request for SEARs.
<b>Social impacts</b>	The matters listed in Section 3.3.2 and Section 3.3.4 of the SIA Guideline.
<b>Stakeholder group</b>	A group or organisation that represents several people with an interest in a State-significant project.

## 2 How to identify and evaluate social impacts

### 2.1 Understanding characteristics

The SIA Guideline contains definitions and categories you should consider when during an SIA. Social impacts can have different characteristics, such as positive or negative – see **Table 2** for examples. Consider these characteristics for each of the categories to understand the full range of possible impacts and how they might be experienced.

The list of multiple possible characteristics does not mean all will apply to all projects; rather, they will help you to understand the characteristics of social impacts in different contexts, and thereby to tailor the scope of the SIA to the scale of each project. They illustrate possible impacts for various different development types, and are not intended to relate to any single project or to each other.

For example, a project may present no obvious physical, tangible or direct social impacts, but the indirect and/or intangible impacts may be less obvious, and only identified when the different possible characteristics are deliberately investigated.

This may mean some impacts are directly quantifiable, while others are best assessed through qualitative methods or by considering the potential different experiences of different groups.

**Table 2 Understanding the different characteristics of social impacts**

Characteristics	Examples
Sharing information	<b>Physically observable impacts</b>
	More paths and cycleways
	Acquisition of residential properties
	<b>Fears</b>
A social impact may be experienced positively by some people, and negatively by others.	Psychological stress regarding the future resilience and sustainability of a community
	<b>Aspirations</b>
	Hopes for better personal and social wellbeing
	<b>Positive</b>
A social impact may be tangible or intangible.	Improved livelihoods owing to more work opportunities
	<b>Negative</b>
	Increased prevalence of adverse health conditions
	<b>Tangible</b>
	Availability of affordable housing
	<b>Intangible</b>
	Community cohesion
	Perceptions of procedural fairness



**Table 2 Understanding the different characteristics of social impacts**

<b>A social impact may be caused by one project activity directly, by one project activity indirectly, or it may be cumulative, i.e. successive, incremental, or combined impacts of the project alone or of the project combined with other project(s).</b>	<b>Direct</b> Sleep disturbance caused by construction noise
	<b>Indirect</b> Strain on family relations and health from sleep disturbance caused by construction noise
	<b>Cumulative</b> Experience of living with sleep disturbance due to increased noise, poor air quality creating health conditions, changes in access due to significantly reduced street parking and strained family relations
<b>A social impact may be best assessed using quantitative methods or qualitative methods.</b>	<b>Directly quantitative</b> Changes in population demographics
	<b>Partially/indirectly quantitative</b> Incidence of voluntary work among a community as a proxy indicator of community cohesion
	<b>Qualitative (may be measured e.g. through perception surveys)</b> Cultural values Sense of place Connection to Country
<b>A social impact may be experienced differently within a community, by different communities, and at different times/stages of the project.</b>	<b>Different experiences within a community</b> An increase in the value/cost of housing may be positive for homeowners wanting to rent out or sell their properties, but negative for individuals and families wanting to buy or rent.
	<b>Different experiences for different communities</b> People living near a project may experience most of the noise and dust impacts, while people in the region's nearest town may benefit from most of the job opportunities.
	<b>Different experiences over time</b> People's experiences of impacts during project construction may be quite negative, whereas experiences during operation may be more positive.

Note: the examples above illustrate possible impacts for various different development types, and are not intended to relate to any single project or to each other.

## 2.2 Identifying and scoping social impacts

The SIA process is scalable and proportionate to a project's likely impacts. This section explains how you can methodically identify social impacts so that the SIA focuses on the impacts that matter most to people. This process will principally help you identify likely impacts during scoping but can be used again to evaluate them during the environmental impact statement (EIS) phase. Of course, the level of detail will differ at these different phases but using the same process throughout provides for a simpler, consistent approach.

This process aims to:

- help you capture and characterise the likely potential social impacts to inform project planning before social impacts start occurring
- support a consistent but scalable approach to SIA where the volume of work is proportionate to the scale and nature of the likely social impacts
- promote discussion on the information that should be provided at the Scoping Meeting, presented in the Phase 1 SIA (following the Scoping Meeting), and the approach to community engagement during the scoping phase
- help identify potential project refinements, and possible mitigation and enhancement measures
- help identify the impacts that may require further assessment in the EIS and the possible level of assessment for each of these impacts. Matters to be addressed in the EIS will be outlined in the SEARs.

When you identify likely social impacts you should then propose an appropriate level of assessment for each impact for the Phase 2 SIA (which includes a more detailed SIA than Phase 1). After you discuss your early findings at the Scoping Meeting you can submit the Scoping Report to the Department.

The proposed level of assessment for each social impact will not necessarily determine the required level of assessment but we may consider these aspects when preparing the SEARs.

You may use a different scoping process if you can show that you will:

- achieve the same SIA objectives
- produce the same outcomes in preparing for the request for SEARs (if required)
- discuss and justify your approach at the Scoping Meeting
- describe and justify it in the Scoping Report (or the attached Phase 1 SIA report).



## 2.2.1 How to scope social impacts

### Categories of social impacts

Think about each category of social impact, and whether the project might cause some form of impact (positive or negative, tangible or intangible etc.) within that category. If there is any ambiguity about which category to choose for a predicted impact, either select the most relevant category or include the impact in more than one category to avoid missing some aspect of it.

### Project activities

Identify specific project activities that could have social impacts within each of the relevant categories. For example, an activity might be 'drilling during construction', or 'transport of materials and goods to/from site'.

### Potential impacts on people

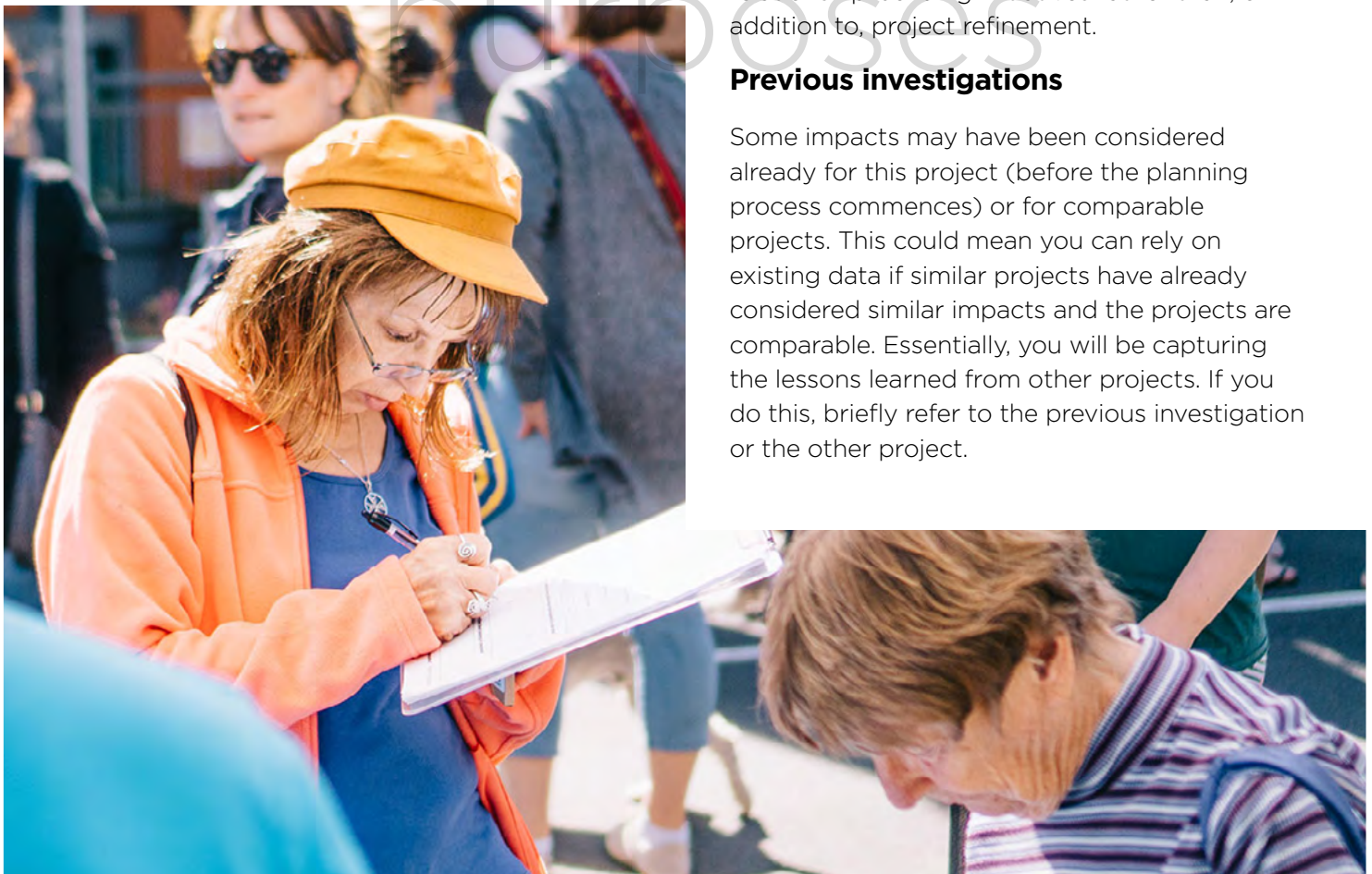
In some instances, early stakeholder consultation may have occurred during the scoping stage; if so, use the findings from this work, or from similar recent projects, to inform the analysis of potential impacts. This may be appropriate if it is not possible or appropriate to conduct early stakeholder consultation.

Summarise how each stakeholder group may experience impacts, whether positively and/or negatively, how impacts may be distributed (i.e. evenly or unevenly), or how people within each stakeholder group including individuals, groups or subset of a group may experience social impacts differently.

Remember that some stakeholder views might be based on misperceptions about how the project will be carried out. Still record these views, as they will inform communication and relationship-building initiatives rather than, or in addition to, project refinement.

### Previous investigations

Some impacts may have been considered already for this project (before the planning process commences) or for comparable projects. This could mean you can rely on existing data if similar projects have already considered similar impacts and the projects are comparable. Essentially, you will be capturing the lessons learned from other projects. If you do this, briefly refer to the previous investigation or the other project.





## Cumulative impacts

Consider whether multiple activities (of this project alone, or of this project and other projects together) may produce cumulative impacts and whether a cumulative impact changes the nature or intensity of any identified social impacts. Cumulative impacts can take three forms:

- **‘Spatial’ impacts** occur over the same area, e.g. trucks from multiple operations may produce a cumulative noise impact along a common haulage route.
- **‘Temporal’ impacts** vary over time, e.g. the construction of multiple large projects over the same timeframe may produce a spike in temporary workers in an area, creating a cumulative shortage of accommodation.
- **‘Linked’ impacts** involve more complex interactions – one impact may trigger another or a single activity may have multiple impacts, e.g. a mining project may generate noise and dust, consume local water resources, and increase traffic on local roads.

Assess the effect of cumulative impacts on people by considering these impacts from the points of view of the people experiencing them. Possible responses include:

- Yes – there are cumulative impacts which affect people in these ways [specify]
- No – this particular social impact is isolated from cumulative impacts
- Unknown – it is unclear whether there will be cumulative impacts which affect people.
- N/A – the impact is not applicable to the project.

Where the answer is ‘Yes’ or ‘Unknown’, specify what impacts may combine to produce cumulative impacts; where relevant, identify reasonably foreseeable and relevant future projects and/or activities. Outline the proposed approach to assessing these cumulative impacts in the Phase 1 SIA.

Assess all publicly available information (including proposed and determined approvals) when considering nearby projects.

## Characteristics

Consider whether the potential social impacts (without mitigation/enhancement) are likely to be significant having regard to the extent of people affected, duration of impacts, severity/scale of impacts, sensitivity of the people affected, and their level of concern or interest. See **Table 5** for more explanation of these characteristics. Possible responses include:

- **Yes** – the social impact is likely to be significant.
- **No** – the social impact is unlikely to be significant.
- **Unknown** – it is unknown whether the social impact is likely to be significant.

If you are progressing from a Phase 1 SIA to a Phase 2 SIA, conduct a preliminary evaluation in the early stage of a Phase 1 and refine this throughout Phase 2.

## Assessment levels

A thorough scoping exercise requires a commensurate level of assessment for each social impact based on the characteristics. Throughout this process, use your professional judgement, based on evidence, of how people might experience the project. If there is any doubt, apply caution and apportion a higher level of assessment for the impact.

The level of assessment determines the extent of effort and data required to assess the impact in the Phase 2 SIA – see **Table 3**. Note that the thresholds in **Table 3** serve as a general rule; consider each project impact on its merits. In some cases, a higher or lower level of assessment than is indicated might be justified.

**Table 3 Guide to determining levels of assessment for each social impact**

Threshold	Level of assessment of the impact	Meaning
Three or more 'yes' or 'unknown' significant characteristics	<b>Detailed assessment</b>	Impact will not be assessed in other EIS technical studies and will be primarily assessed by specialists in the Phase 2 SIA.
Two 'yes' or 'unknown' significant characteristics	<b>Standard assessment</b>	Impact will be partially assessed in other EIS technical studies; however, further information and evaluation is required in the SIA to analyse the social dimensions of the impact.
One 'yes' or 'unknown' significant characteristic	<b>Desktop integration assessment</b>	Impact will be mostly assessed in other technical studies in the EIS, and desktop review will cross-reference and integrate those studies in the SIA Report.
No 'yes' or 'unknown' significant characteristics	<b>No further assessment</b>	The social impact is unlikely to be experienced by anyone, although a monitoring framework will incorporate mechanisms to respond to unanticipated impacts.

Explain and justify levels of assessment in the Phase 1 SIA. Note that we may reach a different view when setting SEARs due to advice from public authorities.

### SIA methods

Outline the research methods (e.g. surveys/interviews with residents; comparative studies; review of recent regional/local plans) you will use to investigate each social impact for the Phase 2 SIA.

### Project refinement

Note whether you have identified and adopted opportunities for project refinement in response to stakeholder feedback or impact evaluation. Possible responses are:

- Yes – opportunities for project refinement have been identified, considered and adopted in response to preliminary impact evaluation and/or stakeholder feedback.
- No – opportunities for project refinement have not been identified, considered nor adopted in response to preliminary impact evaluation and/or stakeholder feedback.

Discuss the options or design refinements that have been considered or progressed to respond to negative social impacts or enhance positive social impacts. Revisit project refinement throughout the development the SIA.

### Mitigation/enhancement measures

Identify preliminary mitigation/enhancement measures that may be used to respond to potential impacts. You may elect to undertake this work in Phase 2 and you should revisit mitigation and enhancement measures throughout the development of the SIA.



## 2.3 Evaluating social impacts

The SIA Guideline describes the process of predicting and analysing social impacts in general. This section provides guidance on how to evaluate how significant each potential social impact will be if there is no mitigation or enhancement. You can use the same process for the Phase 2 SIA to assess the impact after mitigation or enhancement.

Evaluation should be a collaborative exercise, e.g. in a workshop where the significance of each impact is discussed. This approach is more likely to lead to ratings that reflect technical assessment and subjective perceptions.

This process must be rigorous, cautious, evidence-based and impartial. In particular, avoid overstating positive impacts and downplaying negative impacts.

### 2.3.1 Negative social impacts

Evaluate the significance of each potential negative social impact by considering both the likelihood of it occurring and its potential magnitude (also known in impact assessment as 'consequence'). **Table 4** provides definitions for the five levels of likelihood; **Table 5** provides definitions for the dimensions of magnitude; and **Table 6** provides definitions for its five levels. **Table 7** shows how to integrate likelihood and magnitude levels into an overall social impact significance rating.

The significance of a negative social impact is sometimes known as social risk. In this context, social risk means risk to people. Social risk is therefore assessed from the perspective of those expected to be affected, as opposed to risk to the project.<sup>2</sup> Where possible, use established measures and standards when establishing the magnitude scale.<sup>3</sup>

The Phase 2 SIA should explain and justify the logic, evidence and assumptions used to complete the evaluation for each negative social impact.



<sup>1</sup> Kemp D. et al. 2016. Differentiated social risk: Rebound dynamics and sustainability performance in mining. Resources Policy 50, 19-26.

<sup>3</sup> The social risk matrix is one approach and is recommended as a useful starting point. Other risk management tools that could be adapted to support a relative assessment of social risk include critical incident response procedures, bow-tie analyses, and trigger actions response plans. See Department of Industry, Innovation and Science and Department of Foreign Affairs and Trade, 2016, pp. 36-39, for an example of the application of bow-tie analysis to community distress caused by reduced visual amenity. If such an alternative is used, the reasons should be explained and justified.

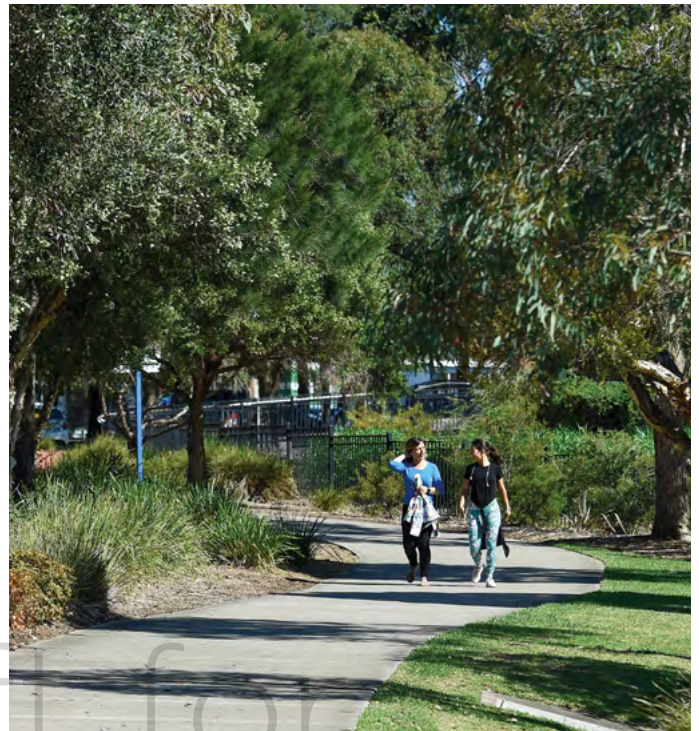
### 2.3.2 Positive social impacts

A robust assessment of potential positive social impacts will contribute to the overall impact and merits of the project. Evaluate how potential positive social impacts benefit affected communities, not just in terms of individual benefits, but in terms of overall community wellbeing. Always provide evidence for predictions, e.g. referring to comparative studies and/or primary research. Use **Tables 4 to 7** to evaluate the significance of positive, as well as negative, impacts.

Note that all impacts, including positive impacts, must be assessed in social terms. It is not enough to assume that a certain number of jobs, for example, automatically represents a positive social impact. The SIA should evaluate the potential social consequences of those jobs. For example, comparable projects may have shown that such jobs in a similar community indirectly improved people's health and wellbeing, and improved community cohesion and social equity because they were directly targeted at economically marginalised groups.

In evaluating characteristics of positive social impacts, use relevant methodologies or frameworks such as sustainable livelihoods,<sup>4</sup> community capital,<sup>5</sup> asset-based community development<sup>6</sup> or the social framework for projects.<sup>7</sup> Explain and justify the logic, evidence and assumptions used to complete the evaluation of each positive social impact.

Following evaluation, compare and contrast the negative social impacts and positive social impacts to indicate the expected overall social impact of the project, in an impartial manner.



### 2.3.3 Social impact tables

Use **Tables 4 to 7** to evaluate the likely significance of both positive and negative social impacts during Phase 1 and Phase 2 (noting the evaluations in the Phase 1 SIA are preliminary). The ratings of likelihood and magnitude – and therefore overall significance – typically have both subjective and objective components, as this will depend on people's individual experiences and/or perceptions as well as technical evaluations.

During Phase 1 SIA, these tables can assist your work to scope social impacts and determine the proposed level of assessment for the Phase 2 SIA. During the Phase 2 SIA, these tables will continue to inform the likely significance of each impact before mitigation or enhancement. You may use them again to assess 'residual' social impacts (i.e. after mitigation/enhancement), thereby demonstrating the expected effectiveness of proposed mitigation/enhancement measures.

<sup>4</sup> For example: Coakes, S. and Sadler, A. 2011. Utilising a sustainable livelihoods approach to inform social impact assessment practice. In: Vanclay F. and Esteves A.M., eds. *New directions in social impact assessment: Conceptual and methodological advances*. Cheltenham: Edward Elgar; 323–340.

<sup>5</sup> For example: Emery, M. and Flora, C. B. 2006. Spiraling-up: Mapping community transformation with community capitals framework, *Community Development*, 37(1): 19–35 <https://www.uvm.edu/rsenr/rm230/costarica/Emery-Flora-2006.pdf>.

<sup>6</sup> For example: Mathie, A. and Cunningham, G. 2003. From clients to citizens: Asset-based community development as a strategy for community-driven development. *Development in Practice*, 13:5, 474–486.

<sup>7</sup> Smyth, E. and Vanclay, F. 2017.

**Table 4 Defining likelihood levels of social impacts**

Likelihood level	Meaning
Almost certain	definite or almost definitely expected (e.g. has happened on similar projects)
Likely	high probability
Possible	medium probability
Unlikely	low probability
Very unlikely	improbable or remote probability

**Table 5 Characteristics of social impact magnitude**

Characteristic	Details needed to enable assessment
Magnitude	Extent Who specifically is expected to be affected (directly, indirectly, and/or cumulatively), including any potential vulnerable people? Which location(s) and people are affected? (e.g. near neighbours, local, regional).
	Duration When is the social impact expected to occur? Will it be time-limited (e.g. over particular project phases) or permanent?
	Severity or scale What is the likely scale or degree of change? (e.g. mild, moderate, severe)
	Sensitivity or importance How sensitive/vulnerable (or how adaptable/resilient) are affected people to the impact, or (for positive impacts) how important is it to them? This might depend on the value they attach to the matter; whether it is rare/unique or replaceable; the extent to which it is tied to their identity; and their capacity to cope with or adapt to change.
	Level of concern/interest How concerned/interested are people? Sometimes, concerns may be disproportionate to findings from technical assessments of likelihood, duration and/or severity. Concern itself can lead to negative impacts, while interest can lead to expectations of positive impacts.

**Table 6 Defining magnitude levels for social impacts**

Magnitude level	Meaning and examples
Transformational	Substantial change experienced in community wellbeing, livelihood, amenity, infrastructure, services, health, and/or heritage values; permanent displacement or addition of at least 20% of a community.
Major	Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time, or affecting many people in a widespread area.
Moderate	Noticeable deterioration/improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Minor	Mild deterioration/improvement, for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
Minimal	No noticeable change experienced by people in the locality.

**Table 7 Social impact significance matrix<sup>8</sup>**

		Magnitude level				
		1 Minimal	2 Minor	3 Moderate	4 Major	5 Transformational
Likelihood level	<b>A</b> Almost certain	Medium	Medium	High	Very High	Very High
	<b>B</b> Likely	Low	Medium	High	High	Very High
	<b>C</b> Possible	Low	Medium	Medium	High	High
	<b>D</b> Unlikely	Low	Low	Medium	Medium	High
	<b>E</b> Very unlikely	Low	Low	Low	Medium	Medium

Table 7 refer to the levels of magnitude set out in Tables 5 and 6 and likelihood as defined in Table 4.

<sup>8</sup> Adapted from Esteves A.M. et al. (2017) Adapting social impact assessment to address a project's human rights impacts and risks, Environmental Impact Assessment Review 67, 73–87.



### 3 Responses to social impacts

Social impact responses can take many forms. They should be both effective and easy to deliver to increase the likelihood of beneficial community outcomes.

Responses to negative social impacts might include adapting some aspects of project design and/or changing elements of the project work program. Considerations might include designing for gender equity among the project workforce or ensuring it represents local cultural or ethnic groups. Other responses might include adaptively managing traffic, maintaining highly-valued view lines or protecting public spaces, cultural assets and local character. Actions for each response could include modified traffic controls, tree protection or initiatives that protect, respect and celebrate local cultures.

Explain and justify why you expect each proposed measure to be effective and discuss how acceptable any residual negative social impacts are likely to be for affected people.

If positive impacts are predicted, consider how these can be secured or enhanced, e.g., an urban development might require a temporary pedestrian access route that could be retained if it benefits the community.

Develop responses to both positive and negative social impacts and summarise these responses in a table format such as that in **Table 8**.





**Table 8 Example social impact evaluation and mitigation response table**

Potential impacts on people	Significance rating	Standard mitigation measures	Project-specific mitigation measures	Residual impact significance
Construction noise causes a decline in social amenity, health or way of life for neighbouring residents	Magnitude = moderate Likelihood = likely Significance = High	<ul style="list-style-type: none"> <li>• Workforce education</li> <li>• Discussion of noise at Community Consultative Committee meetings</li> <li>• 24-hour complaint hotline and follow-up</li> <li>• Use noise-attenuated plant and equipment</li> <li>• Real-time noise monitoring, reporting, and response protocol</li> </ul>	<ul style="list-style-type: none"> <li>• Relocate noise monitors and install of new monitors in discussion with the community</li> <li>• Provide temporary alternative accommodation for those with health conditions that make them acutely sensitive to noise.</li> </ul>	Medium (negative)
Improvements for Aboriginal people's livelihoods and wellbeing through meaningful participation in local economy	Magnitude = moderate Likelihood = likely Significance = High	<ul style="list-style-type: none"> <li>• Adopt ambitious and culturally sensitive Aboriginal employment goals (e.g. Aboriginal Participation in Construction)</li> <li>• Give Aboriginal businesses full and fair opportunities to supply goods and services</li> <li>• Adopt an 'If not, why not?' approach</li> </ul>	<ul style="list-style-type: none"> <li>• Employment program for Aboriginal participation including goal of Aboriginal employment at least double the local percentage of population.</li> <li>• Develop protocols and systems to ensure Aboriginal employment does not conflict with cultural obligations.</li> </ul>	Very High (positive)

## 3.1 Responding to negative social impacts

If the impact is negative, firstly consider measures to avoid, and then minimise, the impact by amending the project design. If neither avoidance nor minimisation are possible, consider measures to mitigate the impact that are either performance-based, prescriptive or management-based. When developing mitigation measures, consider all the factors listed in **Table 9**.

**Table 9 Factors to consider when developing mitigation measures**

Factors	Notes
Ensuring a clear connection between the mitigation measure and the negative social impact being mitigated.	Trade-offs are not mitigation and should be considered as distinct impacts.
Whether there is an applicable standard that defines what is acceptable.	Applying standards should not preclude additional measures to address residual social impacts, especially if this may help to maximise social acceptance.
Whether the project is the sole or primary cause of the negative social impact, and the scale of its relative contribution to the overall or cumulative impact.	In some cases, it is not appropriate or possible for an individual proponent to bear full responsibility for mitigation, and collaborative, multi-stakeholder measures may be required.
Whether the mitigation measure requires action by another party that you do not fund nor manage.	For instance, a response to potential increased demand for government services could be to notify the relevant agency and collaborate to manage it.
Whether the mitigation measure itself has the potential to cause secondary social impacts.	For instance, if acquired properties are not properly maintained, pest and weed problems may arise for neighbouring properties. Similarly, the loss of the people who lived in those properties may affect community cohesion and viability.
Whether the mitigation measure is cost-effective, reasonable or practicable.	If it is considered not reasonable or practicable, document a clear justification and supporting evidence in the SIA Report.
The extent to which the mitigation measure is acceptable to affected people.	For example, a partnership approach to mitigation that includes affected people can better connect measures to their actual experiences.
Whether the mitigation measure will address all reasonably foreseeable scenarios.	Uncertainties are inevitable in any project; the SIA Report should consider all reasonably foreseeable scenarios, including those relating to cumulative impacts.
Whether the mitigation approach is prescribed in a government policy, or if alternative formalised arrangements are required.	Examples of alternative arrangements include benefit-sharing agreements, training strategies and employment strategies.

Once you identify the proposed mitigation measures, re-evaluate the significance of the negative social impacts after mitigation, and describe the expected residual impact. In this context, 'residual risk' means the risk to people after mitigation.

Also assess the likelihood of achieving the mitigating measure, e.g., it may require more funding, specific approval, changes to the project design or other actions which may not be easy to achieve or which may depend on the cooperation of third parties.

## 3.2 Responding to positive social impacts

Beyond the SIA Guideline's general guidance on responding to positive social impacts, this section discusses voluntary planning agreements and other initiatives.



### 3.2.1 Voluntary planning agreements

A voluntary planning agreement (VPA) can provide enhancement and mitigation measures. Under a VPA, you may agree to dedicate land free of cost, pay a monetary contribution, and/or provide some other material public benefit. A VPA can provide a means to formalise mitigation and enhancement measures. You would offer to enter into a VPA during the development application process.

The EP&A Act requires that the material public benefit to be provided under a VPA be used or applied for a public purpose. It also states that the expenditure on benefits under a VPA need not be wholly related to the development. A 'public purpose' can include:

- provision of, including recoupment of, the cost of public amenities or public services
- provision of, including recoupment of, the cost of affordable housing
- provision of transport or other infrastructure relating to land
- funding of recurrent expenditure relating to the provision of public amenities or public services
- provision of affordable housing or transport or other infrastructure
- monitoring of the planning impacts of development
- conservation or enhancement of the natural environment.

VPAs provide a means for administering community enhancement funds in accordance with clear criteria and transparent processes. VPAs may also provide a means to mitigate direct and indirect negative impacts.

<sup>4</sup> Parsons R, Moffat K. 2014. Integrating impact and relational dimensions of social licence and social impact assessment. *Impact Assessment and Project Appraisal*, 32:4, 273-282. <http://dx.doi.org/10.1080/14615517.2014.936107>

### 3.2.2 Benefit-sharing agreements, training strategies and other formal mechanisms

Other arrangements for securing positive social impacts and sharing the benefits of development can involve a formal commitment to enter into and abide by a benefit-sharing agreement, a training strategy, and/or other formal mechanism. Some examples include:

- procurement processes that require high social sustainability outcomes
- procurement processes that foster strong 'buy local' initiatives
- agreements and corporate undertakings to promote employment diversity (e.g. cultural, age or gender)
- agreements and tender requirements for successful parties to have agreements with minority groups or potentially vulnerable people to foster training, cadetship or employment opportunities
- partnership agreements to share financial or other benefits, achieve socially equitable outcomes, provide community services or maximise community cohesion.

For more information on benefit-sharing, see the International Finance Corporation's 2019 discussion paper, *Local benefit sharing in large-scale wind and solar projects*.<sup>10</sup>

### 3.2.3 Community investments

If you choose to invest in the local community, you should choose an appropriate project in close consultation with community members. Effective community investments can enhance a project's ongoing community approval (or social licence) by building trusting and mutually beneficial relationships.

In terms of the SIA, you need to distinguish between funding that will directly mitigate

identified negative impacts on specific communities from those that will benefit communities not experiencing negative impacts. Community funding initiatives often aim to benefit a community at a general level, but may not necessarily address social impacts as experienced by groups or individuals. General community funding can provide enduring value at a broader level, but this differs from community investments and mitigation measures that directly target people experiencing negative impacts.

### 3.2.4 Temporary project opportunities

Some State-significant projects may create temporary opportunities for the community to engage with the site or the project in ways that will not be possible before the project starts or after completion.

Temporary activation may allow for the community to engage positively with the project prior to completion. This is specifically useful for large-scale transformative projects, such as:

- temporary activation events as a part of the Newcastle Revitalisation, associated with the truncation of the existing railway and construction of the Newcastle light rail
- the opening of Sydney Harbour tunnel to pedestrians a day before it officially opened to traffic in 1992.

A smaller-scale example includes temporary view corridors when old buildings are demolished, prior to construction.

Temporary activity may require development approval and would be subject to feasibility.

<sup>10</sup> <https://www.commddev.org/publications/local-benefit-sharing-in-large-scale-wind-and-solar-projects/>

## 4 Monitoring and management plan

In most cases the SIA Report will comprise a preliminary plan for monitoring and adaptively managing social impacts. If a project is approved, conditions of consent may include a requirement for the proponent to submit a social impact management plan (SIMP) for approval by the Planning Secretary. Conditions of consent might also require actions to prevent, minimise, mitigate and/or enhance social impacts; or set standards and performance measures for monitoring and/or change components of the project.

You can integrate the practical arrangements for monitoring and managing social impacts into the overarching environmental management systems. Use the SIA Report to specify preliminary arrangements for:

- **a program to monitor** predicted social impacts against actual impacts (see **Table 10** for an example) which describes, for each impact area:
  - the desired outcomes in social terms
  - the indicator(s) that will be used to monitor change
  - the targets against which performance will be assessed
  - the methods that will be used to monitor the social impact
  - the frequency of monitoring
  - the person(s) responsible for monitoring
  - the methods that will be used to respond to monitoring results
- **an incident notification and reporting process**, including mechanisms for responding to complaints, breaches and grievances and for providing information to the community. If the conditions of consent require you to undertake incident notification processes record this information in the SIMP

- **a program for the ongoing analysis of social risks and opportunities** arising from the project, including timing and frequency of reviews
- **research to reduce uncertainties**, if needed, setting out why further research is needed; when and how it will be carried out (and by whom); and how the results will be used
- **a process for reviewing** these elements to assess if they are still appropriate, and whether any new issues should be included in ongoing monitoring
- **a process** to publicly release monitoring results and associated information for periodic audit of monitoring activities and for reviewing the plan itself.
- **data-sharing** mechanisms across projects where cumulative impacts are identified.

A monitoring and management plan may include a series of the overarching commitments you will stick to during construction and operational phases, such as principles that guide project decision-making with community involvement for unforeseen matters that may arise over time. You may wish to include a charter to this effect.

Monitoring and adaptive management should include practical mechanisms for the community to collaborate wherever possible and to easily access monitoring information. This will build transparency and trust in the monitoring process and outcomes.

The community can collaborate in monitoring processes through ‘participatory’ or ‘community-based’ monitoring programs that enable people to record their observations and experiences of social impacts. These processes should be supported by adequate training and resources.<sup>11</sup>

<sup>11</sup> For guidance on community-based monitoring, see, for example, Gibson, G. and O’Faircheallaigh, C. (2010). IBA Community Toolkit - Negotiation and Implementation of Impact and Benefit Agreements. Walter and Duncan Gordon Foundation. <http://www.ibacommunitytoolkit.ca/index.html>



**Table 10 Example of monitoring arrangements (community cohesion)**

Desired outcomes	Indicators	Target	Methodology	Frequency	Monitoring responsibility
The permanent resident population has stabilised and grown.	Change in population size over time	Increase of 10% per annum, averaged over 3 years	Source data from ABS, Council and local service providers		
Social connections have developed between existing and new residents.	Workforce participation in community events and initiatives	40% of locally-residing workers involved in an event or initiative after 1 year, 50% after 2 years, 60% after 3 years	Workforce survey	Annually	Community engagement team
	Perceived sense of community	Increase in aggregate measure of 5% per annum for the first 3 years of the project (to be reviewed thereafter)	Independent survey of community perceptions		

Report findings on the project website and to the Department to support compliance with conditions. Findings will also be presented at Community Consultative Committee meeting and annual community meetings, which can be used to review and seek feedback on the monitoring program and whether actions, strategies or targets should be revised.

International Finance Corporation. 2010. International lessons of experience and best practice in participatory monitoring in extractive industry projects. <http://commdev.org/international-lessons-experience-and-best-practice-participatory-monitoring-extractive-industry>

Lennie J, Tacchi J, Koirala B, Wilmore M, Skuse A. 2011. Equal access participatory monitoring and evaluation toolkit. BetterEvaluation. [http://betterevaluation.org/toolkits/equal\\_access\\_participatory\\_monitoring](http://betterevaluation.org/toolkits/equal_access_participatory_monitoring)

United Cities and Local Governments. 2013. Basic principles of community based monitoring. [https://issuu.com/uclgcglu/docs/community-based\\_monitoring](https://issuu.com/uclgcglu/docs/community-based_monitoring)

## 5 Data validation

### 5.1 Considerations

Research data, and the processes for collecting it, are integral to the SIA process. However, the qualitative, intangible and perception-based nature of some SIA work makes data validation a challenge.

Regardless of the source, you should use a systematic approach to all data collection throughout the SIA process. Exercise care and professional judgement when interpreting and deciding the value of data, with attention paid to:

- whether it was collected in a credible and rigorous way
- any potential limitations and the degree of uncertainty in the data
- differences in definitions and/or collection conditions and methods between sources
- the qualifications and expertise of the author and any potential biases
- what other sources say on the matter, especially if the verifiability of the data is unclear
- ensuring data used is quoted and interpreted at the correct geographical scale (i.e. avoiding projecting data onto broader or narrower populations)
- avoiding the use of averages and medians when more specific or nuanced data will better profile the issue and give more meaning to the SIA and ongoing monitoring
- data privacy considerations
- cultural protocols regarding the use of knowledge, especially traditional Aboriginal knowledge<sup>12</sup>
- capturing the different ways in which a social impact may be distributed or experienced, rather than just reporting an average or dominant view.

If any shortcomings with the data present uncertainties, identify these and discuss the data and its limitations in the SIA Report.



<sup>12</sup> For more guidance on using Indigenous knowledge in environmental management and social research, see for example: Ross A, Sherman KP, Snodgrass JG, Delcore HD, Sherman R. 2016. Indigenous peoples and the collaborative stewardship of nature. Abingdon: Routledge. Smith LT. 2012. Decolonizing methodologies: Research and Indigenous peoples. 2nd ed., London: Zed Books.

# Draft for exhibition purposes

# **Appendices**

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## 6 Appendix A – Recommended structure of a SIA Report

Sections	
	Executive summary
1	Introduction, project description and context
2	The Project's social locality (alternatively this may be included in item 5 – Social baseline)
3	Methodology
4	Stakeholder engagement for SIA
5	Social baseline
6	Expected and perceived impacts
7	Impact assessment and prediction
8	Social impact enhancement, mitigation, and residual impacts
9	Monitoring and management framework
	References
	Appendices
A	Community profiles
B	Supporting information, e.g. outcomes of primary research, engagement or other

## 7 Appendix B – Examples of social impacts for different development types

This Appendix considers various State-significant development in terms of industries or sectors and identifies the social impacts that may require assessment in the EIS. You can use this during the scoping phase to identify likely social impacts.

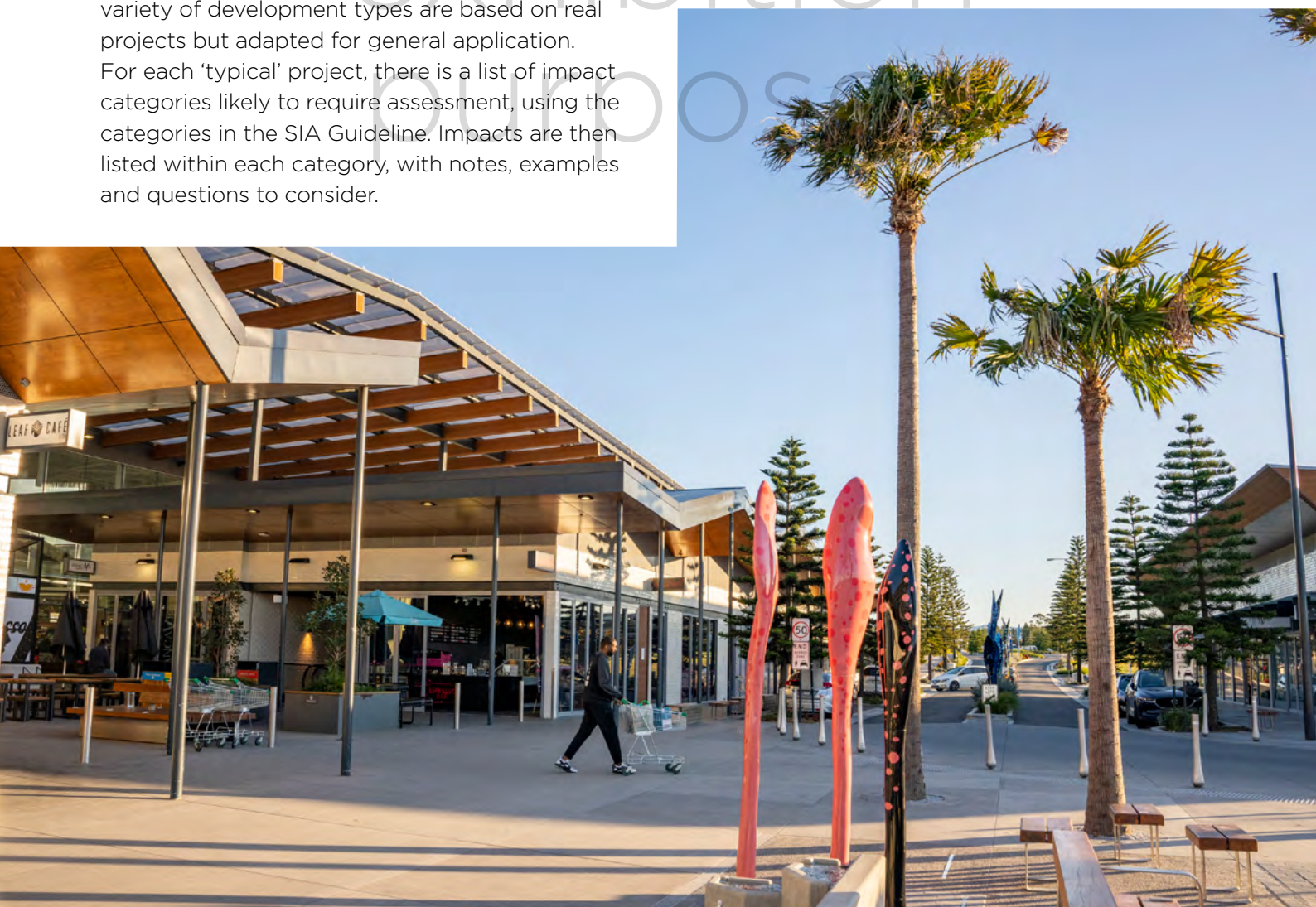
This helps to illustrate the principle that the scope of a SIA should be proportionate to the scale of the social impacts. This means that the work – and cost – involved in preparing a SIA for a remotely-located solar farm, for example, or a small commercial development, will be less than that for a hospital or school development, which in turn will be less than that for a motorway or a new open-cut coal mine.

These examples of 'typical' projects across a variety of development types are based on real projects but adapted for general application. For each 'typical' project, there is a list of impact categories likely to require assessment, using the categories in the SIA Guideline. Impacts are then listed within each category, with notes, examples and questions to consider.

In practice, of course, all projects are different in terms of their social, cultural, environmental and economic contexts. No two communities are the same, and no two projects are the same. You should consider the unique characteristics of the project's social context; some projects may have more impacts than indicated here, and some may have less.

The inclusion of a certain impact category simply means that this category, and the associated notes, examples and questions may be relevant; they do not necessarily require comprehensive assessment.

This is an indicative guide only, not a universally-applicable checklist.





## Resource projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>Mining (coal or minerals)</b>		
<b>New mine in greenfield location</b>  <i>This type of project is likely to involve impacts on several matters for multiple groups. Detailed assessment across all categories is therefore likely to be required, including careful consideration of how impacts may be experienced cumulatively.</i>	Way of life	<ul style="list-style-type: none"> <li>How the mine (construction and operation) will affect how residents get around daily, and how they use the land for work and play. Impacts on how people work – will there be benefits or just changes?</li> <li>Cumulative effects of the multiple impacts on people's way of life when considered in combination.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Changes to character of the area, including quiet enjoyment, or the sense of place.</li> <li>Impact on local community compared to impact on broader or regional community.</li> <li>Impacts on relations with neighbours and other community members if the proposal causes divisions and conflict.</li> <li>Changes to community composition and character during construction, especially if composition of workforce is substantially different to that of the existing community.</li> <li>Impacts on community cohesion depending on the distribution of impacts and benefits – will those experiencing the adverse impacts also receive any benefits?</li> </ul>
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Impacts on roads and how people use them.</li> <li>Will truck movements and/or rail haulage affect school buses or pedestrians?</li> <li>Will construction and/or operation affect people's access to the things they need and value?</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Will the mine affect people's values, customs and beliefs associated with the locality?</li> <li>Could the project cause intangible harm through 'cultural or spiritual loss' (i.e., loss or diminution of traditional attachment to the land or connection to country, or loss of rights to gain spiritual sustenance from the land)?</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>Health impacts, and concerns/fears about health impacts, associated with noise, dust, vibration, and lighting.</li> <li>Stress and uncertainty about proposal, changes to adjacent uses, and cumulative change.</li> <li>Psychological stress and fears/hopes for the future.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Changes to landforms and visual aesthetics, including post-mining.</li> <li>Visual impacts of mine equipment and infrastructure.</li> <li>Will operations affect public safety, or perceptions of safety, especially for women, pedestrians, children, drivers, and cyclists?</li> </ul>

## Resource projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>Modification to existing underground mine to extend operations by 15 years</b>	Livelihoods	<ul style="list-style-type: none"> <li>Will the mine increase people's ability to sustain themselves through employment and business opportunities?</li> <li>Distributive equity of economic benefits, e.g. between local and regional communities.</li> <li>Aboriginal people's ability to gain sustenance (spiritual or otherwise) from the land.</li> </ul>
	Decision-making systems	<ul style="list-style-type: none"> <li>How can residents influence decisions about design and operations, and post-mine land uses?</li> <li>How can residents get involved in community funding agreements and decisions about investments and needs?</li> <li>People's capacity to determine their futures.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Especially community cohesion and legacy of historical mining in the area.</li> <li>Impacts on community of closure transitioning.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>For example, if the project causes impacts on landforms, and/or water, consider flow-on impacts on shared values and connection to country.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Consider especially people's ability to sustain themselves from the operation or from other land uses.</li> <li>Distributive equity of economic benefits, e.g. between local and regional communities.</li> </ul>
	Decision-making systems	<ul style="list-style-type: none"> <li>Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> <li>People's capacity to determine their futures and to implement post-closure transition plans.</li> </ul>
<b>Quarry</b>		
<b>New quarry in locality with two other quarries, including processing facilities and road haulage</b>	Way of life	<ul style="list-style-type: none"> <li>Will the quarry affect how adjacent residents get around daily, or how they use the land?</li> <li>Impacts on how people work – will there be benefits or just changes?</li> <li>Cumulative impacts of multiple operations on people's general way of life – will a further operation trigger a 'breaking point'?</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Changes to character of the area, including quiet enjoyment, or the sense of place.</li> <li>Impacts on relations with neighbours and other community members.</li> </ul>

## Resource projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Impacts on roads and how people use them.</li> <li>Will quarry truck movements affect school buses or pedestrians?</li> <li>Will quarry activities affect people's access to the things they need and value?</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Will the quarry affect people's values and beliefs associated with the locality?</li> <li>Aboriginal cultural heritage values: is there any potential for the project to cause intangible harm through 'cultural or spiritual loss' (i.e., loss or diminution of traditional attachment to the land or connection to country, or loss of rights to gain spiritual sustenance from the land)?</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>Health impacts, and concerns about health impacts, associated with noise, dust, vibration, and lighting.</li> <li>Stress and uncertainty about proposal, changes to adjacent uses, and cumulative change.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Changes to landforms and visual aesthetics.</li> <li>Visual impacts of quarry equipment and infrastructure.</li> <li>Will operations affect public safety, or perceptions of safety, especially for pedestrians, children, drivers, and cyclists?</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Will the quarry increase people's ability to sustain themselves through employment and business opportunities?</li> <li>Distributive equity of economic benefits, e.g. between local and regional communities.</li> <li>Aboriginal people's ability to gain sustenance (spiritual or otherwise) from the land.</li> </ul>
<b>Modification to existing quarry to expand operations, increase extraction per annum threefold, and upgrade roads and bridges for haulage</b>	Way of life	<ul style="list-style-type: none"> <li>Will the modification affect how adjacent residents get around daily, or how they use the land?</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Impacts on relations with neighbours and other community members, especially if the modification conflicts with some people's expectations of the project's scale.</li> </ul>
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Impacts on roads, especially if more truck movements are proposed.</li> <li>Will the modification change people's current accessibility to the things they need and value?</li> </ul>

## Resource projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
	Culture	<ul style="list-style-type: none"> <li>Impacts on Aboriginal cultural heritage values caused by the expanded project footprint</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>Health impacts associated with noise, dust, vibration, lighting impacts at adjacent premises.</li> <li>Safety of pedestrians, children, drivers, cyclists.</li> <li>Stress and uncertainty about proposal, changes to adjacent uses, cumulative change.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>What do further changes to landforms mean for people?</li> <li>What do further changes to the visual landscape mean for people?</li> <li>Does the modification change perceptions of safety?</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Will the modification increase people's ability to sustain themselves through employment and business opportunities?</li> </ul>
	Decision-making systems	<ul style="list-style-type: none"> <li>Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> </ul>
<b>Wind farm</b>		
<b>New wind farm in rural area 10km from town, including overhead transmission lines to the grid</b>	Community	<ul style="list-style-type: none"> <li>Will the making of private landholder agreements affect community cohesion? Will the project cause community division?</li> <li>Sense of place, e.g. How might the project affect the values/character that people associate with their community?</li> <li>Benefit-sharing, i.e. identifying benefits to the local community specifically, during both construction and operations, beyond reducing emissions.</li> </ul>
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Impacts on people's access to roads and other services, especially during construction.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Will the project affect people's values associated with landscapes and/or connection to country?</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>Do people have fears for their health, whether supported by technical evidence or otherwise ('psycho-social' impacts)?</li> </ul>



## Resource projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
	Surroundings	<ul style="list-style-type: none"> <li>Whether the project might change how people experience their environment, e.g. change to landscape and nature values through perceived industrialisation. If near an existing wind farm(s), also consider likely experiences of cumulative impacts.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Will anyone experience personal advantage or disadvantage?</li> <li>Aboriginal people's ability to gain sustenance (spiritual or otherwise) from the land.</li> </ul>
	Decision-making systems	<ul style="list-style-type: none"> <li>Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> </ul>
<b>Modification to raise total height of turbines (e.g. from 150m to 200m) and extend vegetation clearing</b>	Surroundings	<ul style="list-style-type: none"> <li>Will the modification materially change how some people experience their surroundings, particularly in terms of noise, visual amenity, and aesthetic values?</li> </ul>
<b>Solar farm</b>		
<b>Large-scale solar farm with battery storage, transmission infrastructure and substation, 5km from town</b>	Community	<ul style="list-style-type: none"> <li>Sense of place, e.g. How might the project affect the values/character that people associate with their community?</li> <li>Benefit-sharing, i.e. identifying benefits to the local community specifically, during both construction and operations, beyond reducing emissions.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Will the project affect landscape aesthetics?</li> <li>Will the project affect access to ecosystem services and the natural environment, especially during construction, e.g. perceived industrialisation of landscape?</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Whether anyone's ability to sustain themselves is affected (positively or negatively), and whether the distribution of impacts and benefits is equitable.</li> <li>Consider options such as revenue-sharing and shared ownership.</li> <li>Aboriginal people's ability to gain sustenance (spiritual or otherwise) from the land.</li> </ul>
	Decision-making systems	<ul style="list-style-type: none"> <li>Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> </ul>

## Resource projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>Modification to solar farm to install battery storage and alter road access</b>		<i>No material social impacts likely, unless anyone is materially disadvantaged by changes to road access.</i>

## Infrastructure and transport projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>Education infrastructure</b>		
<b>New school in a growing neighbourhood</b>	Way of life	<ul style="list-style-type: none"> <li>Privacy, peace, and quiet enjoyment for neighbours and the local area, particularly changes to people's daily lives and activities (during both construction and operation).</li> <li>How people get around if traffic/parking demands or noise levels increase.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Changes to community composition and character caused by new residents and families.</li> <li>Changes to demand for support services, e.g. childcare, social infrastructure.</li> <li>Community cohesion, identity, and sense of place.</li> <li>Potential changes to the community over time as the school attracts new residents.</li> </ul>
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Equity of access to education and associated services for different social and cultural groups.</li> <li>Accessibility of school facilities for the broader community outside school hours.</li> <li>Will there be any restrictions on residents accessing local services during construction?</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Opportunities for (multi)cultural expression through design</li> </ul>

## Infrastructure and transport projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
	Health and wellbeing	<ul style="list-style-type: none"> <li>Will community health be improved by public access to school facilities (e.g. sports facilities)?</li> <li>Safety of children/pedestrians, especially with increased traffic.</li> <li>Stress and uncertainty, or hope, around neighbourhood change.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Will there be loss or enhancement of public space?</li> <li>Changes to environmental values, visual landscape, aesthetic values, and amenity.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Impacts on neighbours, including their ability to sustain themselves.</li> <li>Will anyone experience personal advantage or disadvantage?</li> </ul>
	Decision-making systems	<ul style="list-style-type: none"> <li>Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> </ul>
<b>Expansion of campus in residential and light industrial neighbourhood</b>	Way of life	<ul style="list-style-type: none"> <li>Privacy, peace, and quiet enjoyment for neighbours and the local area, particularly changes to people's daily lives and activities (during both construction and operation).</li> <li>Will the expansion displace people and/or businesses?</li> <li>Will the expansion affect how people get around?</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Changes to the community composition and character caused by change in land use.</li> </ul>
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Will the expansion enhance equity of access to facilities?</li> <li>Will the expansion enhance accessibility of school facilities for the broader community outside school hours?</li> <li>Will there be any restrictions on residents accessing local services during construction?</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Will the expansion enhance opportunities for (multi)cultural expression through design?</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>Safety of children/pedestrians, especially with increased traffic.</li> <li>Health concerns of using former industrial land for school activities.</li> <li>Health improvements from displacing industrial uses.</li> <li>Will community health be improved by enhanced public access to school facilities?</li> </ul>

## Infrastructure and transport projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>Expansion of existing school vertically, including demolition of existing buildings</b>	Surroundings	<ul style="list-style-type: none"> <li>Potential improvements to noise, dust, light, and visual impacts, compared to light industry.</li> <li>Changes to aesthetic values and privacy.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Impacts on the ability of those working in existing industries to sustain themselves.</li> </ul>
	Way of life	<ul style="list-style-type: none"> <li>Privacy, peace, and quiet enjoyment for neighbours and the local area, particularly changes to people's daily lives and activities, during demolition and construction.</li> </ul>
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Will there be any restrictions on residents accessing local services during demolition and construction?</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Will the expansion enhance opportunities for (multi)cultural expression through design?</li> <li>Impacts on culture and values associated with existing school buildings.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Changes to aesthetic values, amenity, and privacy, especially for anyone who may be overlooked or overshadowed by the higher buildings.</li> <li>Changes to environmental values of existing landscaping.</li> </ul>
<b>New university campus in a regional city</b>	Health and wellbeing	<ul style="list-style-type: none"> <li>Health concerns of noise and dust during demolition and construction.</li> <li>Stress and uncertainty, or optimism, around neighbourhood change.</li> <li>Enhancing community wellbeing by maximising accessibility via public transport and reducing the need for local children to travel outside the neighbourhood for school.</li> <li>Health concerns if the expansion will generate additional local traffic.</li> </ul>
	Way of life	<ul style="list-style-type: none"> <li>Improvements to way of life, especially for young people, from increased educational opportunities available locally.</li> <li>Privacy, peace, and quiet enjoyment for neighbours and the local area, particularly changes to people's daily lives and activities, during construction.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Changes to the community composition and character (e.g. a more vibrant community) caused by influx of students</li> </ul>



## Infrastructure and transport projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Improved accessibility of higher education among local residents.</li> <li>Will there be any restrictions on residents accessing local services during construction?</li> <li>Concerns about increased traffic in the neighbourhood, especially if there are no/few public transport options.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Will the campus enhance opportunities for (multi)cultural expression through design?</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>Health effects of noise and dust during construction.</li> <li>Health concerns from increased local traffic.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Changes to environmental values, visual landscape, aesthetic values, and amenity.</li> <li>Opportunities to enhance people's experience and use of their surroundings through sensitive landscaping.</li> </ul>

## Health infrastructure

<b>New hospital to replace existing hospital</b>	Way of life	<ul style="list-style-type: none"> <li>Privacy, peace, and quiet enjoyment for neighbours and the local area, particularly changes to people's daily lives and activities</li> <li>How people get around if traffic/parking demands or noise levels increase, especially during construction.</li> <li>Changes to how people work and get to/from their workplace.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Loss/gain of social networks associated with existing jobs, services, and activities in area.</li> <li>Changes to community composition and character induced by new resident influx and demand for supporting goods and services.</li> <li>Impacts on community networks and relationships if people need to move location.</li> </ul>
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Availability/loss of valued facilities and allied services for residents and employees.</li> <li>Loss of other valued services on existing site.</li> <li>Equity of access to hospital services for all groups in the community, especially for culturally and linguistically diverse and other potentially vulnerable groups.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Alignment of new hospital design and services with community values and Aboriginal connections to country.</li> </ul>

## Infrastructure and transport projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
	Health and wellbeing	<ul style="list-style-type: none"> <li>Potential improvement to community health resulting from modernised facilities and programs.</li> <li>Stress and uncertainty relating to project impacts on normal home and work routines, especially during construction.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Effects of transformation of new precinct from previous land uses.</li> <li>Uncertainties over land acquisition and planning processes, including timing.</li> <li>Environmental changes and relation to valued community resources.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Whether anyone's ability to sustain themselves is affected (positively or negatively).</li> <li>Whether the distribution of impacts and benefits is equitable.</li> </ul>
<b>Water infrastructure</b>		
<b>Raising of dam height</b>	Way of life	<ul style="list-style-type: none"> <li>Changes to people's daily lives, and how they get around, particularly during construction.</li> <li>Access to affordable housing if construction induces large influx of workers.</li> <li>Is anyone vulnerable to relocation and resettlement?</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Potentially substantial changes to people's sense of place.</li> <li>Loss of community cohesion, especially if the project causes divisions.</li> <li>Changes to community composition and character during construction, especially if composition of workforce is substantially different to that of the existing community.</li> </ul>
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Capacity of local services (e.g. health, education, community services, and local businesses) to respond adequately and equitably to demand from construction workforce.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Impacts on cultural values (Aboriginal and non-Aboriginal) associated with the landforms and waterways.</li> <li>Impacts on values attached to any significant buildings.</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>Impacts on health from construction noise, dust, and lighting.</li> <li>Will the project affect people's overall sense of wellbeing embodied in the landscape?</li> <li>Psychological loss associated with change to surroundings.</li> </ul>

## Infrastructure and transport projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
	Surroundings	<ul style="list-style-type: none"> <li>Potentially improved access to water for everyday needs.</li> <li>Changes to natural environmental and its aesthetic values and visual amenity.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Whether anyone's ability to sustain themselves is affected (positively or negatively).</li> <li>Whether the distribution of impacts and benefits is equitable.</li> <li>Aboriginal people's ability to gain sustenance (spiritual or otherwise) from the land.</li> </ul>
	Decision-making systems	<ul style="list-style-type: none"> <li>Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> <li>People's capacity to determine their futures, particularly if the project appears a foregone conclusion.</li> </ul>
<b>Road transport infrastructure</b>		
<b>New motorway through urban and light industrial area</b>  <i>This type of project is likely to involve impacts on several matters for multiple groups which will differ between the construction and operational phases. Detailed assessment across all categories is therefore likely to be required.</i>	Way of life	<b>Planning and construction</b> <ul style="list-style-type: none"> <li>For those living near – uncertainty around timing and location of road and infrastructure, uncertainty and direct impacts of acquisitions and changes to neighbours/neighbourhoods. Changes to how people live as a result of needing to relocate temporarily or permanently, including finding new accommodation, schools and other facilities.</li> </ul> <b>Construction</b> <ul style="list-style-type: none"> <li>For those living near – changes in the timing, frequency, access arrangements of people's daily movements. Disruption to travel patterns and ability to move freely around local area. Impacts on ability to access essential services, facilities and support networks. Stresses and uncertainty, including sleep disruption and consequent effects on family life and other relationships.</li> <li>For those with businesses or activities near the new motorway – potential disruption to access by customers and clients.</li> <li>For those living at a distance – may be some delays or changes to movement patterns or interactions during construction.</li> </ul> <b>Operation</b> <ul style="list-style-type: none"> <li>For those living near – changes in the timing, frequency, access arrangements of people's daily movements. Disruption to travel patterns and ability to move freely around local area. Impacts on ability to access essential services, facilities and support networks.</li> <li>For those with businesses or activities near the new motorway – changes to access and parking arrangements may affect viability positively or negatively.</li> <li>For those living at a distance – may reduce travel times once operational and bring benefits to users.</li> </ul>

## Infrastructure and transport projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
	Community	<ul style="list-style-type: none"> <li>• Impacts on community cohesion during planning and construction, especially if the proposal causes division.</li> <li>• Changes to community composition and character if residents leave or are relocated, and/or if businesses close.</li> <li>• Changes to community composition and character during construction if composition of workforce is substantially different to that of the existing community.</li> <li>• Community divisions caused by acquisition policies and practices.</li> <li>• Changes to sense of place if new motorway physically severs quiet streets or communities, and/or creates an unpleasant environment.</li> </ul>
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>• During construction – restrictions on access and movement, or additional time to access services and facilities such as local schools, workplaces, shops, medical and other facilities, community centres.</li> <li>• During operation – potential improvement to local and regional access and travel times.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>• Impacts on community values where a suburban community is lost to the motorway.</li> <li>• Impacts on cultural heritage values (Aboriginal and non-Aboriginal) associated with the localities.</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>• Stress and uncertainty around project planning, construction and operation, especially for neighbouring residences and businesses.</li> <li>• Disturbance to sleep, work, and normal daily activities during construction, including disturbances owing to relocations and noise that is unexpected or considered unreasonable.</li> <li>• Cumulative impacts on physical health, and overall wellbeing, from dust and noise emissions as well as ongoing stress and uncertainty.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>• Experiences of living with noise, dust, lighting, and visual impacts during construction.</li> <li>• Experiences of physical changes to neighbourhoods and public space.</li> <li>• Road safety for cyclists and pedestrians, especially children</li> <li>• Quality and characteristics of natural and built environment, aesthetic qualities and amenity.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>• Will the construction affect people's ability to sustain themselves (positively or negatively) through employment and business opportunities?</li> <li>• Whether the distribution of impacts and benefits is equitable.</li> <li>• Will anyone experience personal advantage or disadvantage?</li> </ul>



## Infrastructure and transport projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>New motorway through mostly rural land connecting regional communities</b>  <i>This type of project is likely to involve impacts on several matters for multiple groups. Detailed assessment across all categories is therefore likely to be required, but probably considering fewer people than for an urban motorway. Additional or alternative considerations may include:</i>	Decision-making systems	<ul style="list-style-type: none"> <li>Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> <li>Access to a responsive complaints and remedy process.</li> <li>People's capacity to determine their futures.</li> </ul>
	Way of life	<ul style="list-style-type: none"> <li>Severance in accessing friends, work, and leisure on the other side of the new motorway, depending on location of exits.</li> <li>Ongoing viability for local communities bypassed by the motorway.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Changes to community character, rural values, and sense of place induced by the insertion of a major road.</li> <li>Impacts of town bypasses on how communities function.</li> <li>Potential revitalisation of town centres no longer clogged with heavy traffic.</li> </ul>
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Changes to access arrangements across motorway to reach services and facilities</li> <li>Benefits in reduced travel times to major centres.</li> <li>Potential decongestion of small towns as through traffic is displaced to motorway.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Impacts on cultural values (Aboriginal and non-Aboriginal) caused by changes to landforms.</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>Changes to exposure to emissions depending on location of motorway, and traffic volumes, relative to existing roads.</li> <li>Fears for health from the introduction of a motorway.</li> <li>Effects on overall wellbeing of changes to noise profile, especially for those nearest the motorway.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Public safety.</li> <li>Rural amenity and environmental qualities, especially noise and visual aesthetics.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Severance of or impacts on properties owing to acquisition.</li> <li>Changes to farming or rural livelihoods owing to changed property configurations.</li> <li>Will the construction affect people's ability to sustain themselves (positively or negatively) through employment and business opportunities?</li> <li>Whether the distribution of impacts and benefits is equitable.</li> <li>Aboriginal people's ability to gain sustenance (spiritual or otherwise) from the land.</li> </ul>

## Infrastructure and transport projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
	Decision-making systems	<ul style="list-style-type: none"> <li>Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> <li>Access to a responsive complaints and remedy process.</li> <li>People's capacity to determine their futures.</li> </ul>
<b>Rail transport infrastructure</b>		
<b>Heavy rail development in rural/regional NSW</b>  <i>This type of project is likely to involve impacts on several matters for multiple groups during both construction and operational phases. Detailed assessment across all categories is therefore likely to be required.</i>	Way of life	<ul style="list-style-type: none"> <li>Whether the rail line (construction and operation) will materially change how people live and get around, e.g. by severing the community.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Community cohesion and character, and how the community functions, and whether the rail line materially affects the sense of place.</li> </ul>
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>How the rail line and associated infrastructure (e.g. bridges) will reduce or enhance people's access to things they need and value.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Community values associated with the landscape, and traditional attachment to the land or connection to country.</li> <li>Capacity to gain spiritual sustenance from the land.</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>People's ability to sleep, and psychological stress.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Public safety.</li> <li>Rural amenity and aesthetic values associated with the natural environment.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Severance of or impacts on properties owing to acquisition.</li> <li>Changes to farming or rural livelihoods owing to changed property configurations.</li> <li>Will the construction affect people's ability to sustain themselves (positively or negatively) through employment and business opportunities?</li> <li>Whether the distribution of impacts and benefits is equitable.</li> <li>Aboriginal people's ability to gain sustenance (spiritual or otherwise) from the land.</li> <li>Potential for an improved transport network to improve livelihoods by increasing accessibility of work opportunities for disadvantaged communities.</li> </ul>

## Infrastructure and transport projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>Light rail development in urban area</b>  <i>This type of project is likely to involve impacts on several matters for multiple groups which will differ between the construction and operational phases. Detailed assessment across all categories is therefore likely to be required.</i>	Decision-making systems	<ul style="list-style-type: none"> <li>Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> <li>Access to a responsive complaints and remedy process.</li> <li>People's capacity to determine their futures.</li> </ul>
	Way of life	<ul style="list-style-type: none"> <li>Whether the light rail line will materially change how people move around, how or where they work, and/or how they interact with one another.</li> <li>During construction – potential for significant disruption to people's daily lives.</li> <li>During operation – potential improvements to how people get around.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Impacts on sense of place, community cohesion, and community composition if people/businesses move in or out in response to the project.</li> </ul>
	Access to and use of infrastructure, services and facilities	<ul style="list-style-type: none"> <li>Severance within local neighbourhood during construction</li> <li>Improvements in accessibility to local services and infrastructure during operation.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Impacts on cultural heritage values.</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>Physical and mental health impacts of noise and dust on local residents during construction.</li> <li>Safety issues during construction.</li> <li>Benefits of improved public transport for health and wellbeing of broader community.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Amenity changes, specifically improvements associated with upgrade to public spaces.</li> <li>Background operational noise levels.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Will the construction affect people's ability to sustain themselves (positively or negatively) through employment and business opportunities?</li> <li>Whether the distribution of impacts and benefits is equitable.</li> <li>Will anyone experience personal advantage or disadvantage?</li> <li>Disruption to private and business property during construction.</li> <li>Impacts on people's livelihoods owing to reduced accessibility and general disruption during construction.</li> </ul>

## Infrastructure and transport projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
	Decision-making systems	<ul style="list-style-type: none"> <li>Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> <li>Access to a responsive complaints and remedy process.</li> <li>People's capacity to determine their futures.</li> </ul>

## Industry & urban development projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>Tourism</b>		
<b>Modification to existing tourist resort to increase accommodation units and add a helipad</b>	Way of life	<ul style="list-style-type: none"> <li>Disruptions to people's daily lives during construction.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Changes to community character, composition, and sense of place following development – does the modification trigger a 'tipping point' of cumulative impacts?</li> <li>Changes to community cohesion if the resort is only affordable for an exclusive customer base.</li> </ul>
	Access to and use of infrastructure, services, and facilities	<ul style="list-style-type: none"> <li>If the location is remote, could the helipad be used for social benefit (e.g. by getting people to hospital in an emergency) rather than just private benefit?</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Changes to the natural and built environment, and how people use them.</li> <li>Effects of helicopter noise on people's enjoyment of the locality.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Will the project affect people's ability to sustain themselves (positively or negatively) through employment and business opportunities?</li> <li>Whether the distribution of impacts and benefits is equitable.</li> </ul>



## Industry & urban development projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>Residential and commercial</b>		
<b>Redevelopment of urban estate with new residential units and a retail precinct</b>	Way of life	<ul style="list-style-type: none"> <li>• Disruptions to people's daily lives during construction.</li> <li>• Long-term impacts (potentially positive and negative) of altered urban form on how people live, work, get around, and interact socially.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>• Disruption to community cohesion during construction.</li> <li>• Changes to community character, composition, and sense of place following development.</li> </ul>
	Access to and use of infrastructure, services, and facilities	<ul style="list-style-type: none"> <li>• Disruptions to accessibility of services during construction.</li> <li>• Potential improvements in accessibility of services following development.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>• Changes to cultural composition of community.</li> <li>• Impacts on cultural heritage values.</li> <li>• Opportunities for (multi)cultural expression in development.</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>• Impacts of urban densification on people's psychological health.</li> <li>• Potential of development to either exacerbate or reduce social exclusion of marginalised groups.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>• Changes to the natural and built environment, and how people use them.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>• Will anyone experience personal disadvantage, e.g. loss of solar access, disproportionate share of adverse impacts?</li> </ul>
	Decision-making systems	<ul style="list-style-type: none"> <li>• Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> </ul>

## Industry & urban development projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>Waste facilities</b>		
<b>New waste recycling and transfer facility on a greenfield site adjacent to residential and industrial neighbourhood</b>	Way of life	<ul style="list-style-type: none"> <li>• Disruption to people's lives from daily operations and truck movements to and from the site, especially if night-time operations are proposed.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>• Changes to residents' sense of place resulting from intensified industrial activity.</li> <li>• Cumulative impacts of multiple industrial sites.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>• Impacts on cultural heritage values associated with the site.</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>• Physical and mental health impacts of noise and dust on local residents during construction.</li> <li>• Fears of adverse health impacts from processing toxic and hazardous materials.</li> <li>• Fears for long-term mental health and wellbeing impacts caused by living with ongoing noise, dust, and night-time light pollution.</li> <li>• Fears for community safety in the event of a fire or other accident at the facility.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>• Loss of access to the natural environment.</li> <li>• Fears of harm to air quality.</li> <li>• Fears of pollution to local waterways.</li> <li>• Opportunities to enhance surroundings through diverting recyclable wastes from landfill</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>• Will the project affect people's ability to sustain themselves (positively or negatively) through employment and business opportunities?</li> <li>• Whether the distribution of impacts and benefits is equitable.</li> <li>• Will anyone experience personal advantage or disadvantage?</li> </ul>
	Decision-making systems	<ul style="list-style-type: none"> <li>• Whether adequate, responsive grievance and remedy mechanisms exist in the event of complaints.</li> <li>• Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> </ul>

## Industry & urban development projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>Residential and commercial</b>		
<b>Redevelopment of urban estate with new residential units and a retail precinct</b>	Way of life	<ul style="list-style-type: none"> <li>• Disruptions to people's daily lives during construction.</li> <li>• Long-term impacts (potentially positive and negative) of altered urban form on how people live, work, get around, and interact socially.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>• Disruption to community cohesion during construction.</li> <li>• Changes to community character, composition, and sense of place following development.</li> </ul>
	Access to and use of infrastructure, services, and facilities	<ul style="list-style-type: none"> <li>• Disruptions to accessibility of services during construction.</li> <li>• Potential improvements in accessibility of services following development.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>• Changes to cultural composition of community.</li> <li>• Impacts on cultural heritage values.</li> <li>• Opportunities for (multi)cultural expression in development.</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>• Impacts of urban densification on people's psychological health.</li> <li>• Potential of development to either exacerbate or reduce social exclusion of marginalised groups.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>• Changes to the natural and built environment, and how people use them.</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>• Will anyone experience personal disadvantage, e.g. loss of solar access, disproportionate share of adverse impacts?</li> </ul>
	Decision-making systems	<ul style="list-style-type: none"> <li>• Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> </ul>

## Industry & urban development projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>Waste facilities</b>		
<b>New waste recycling and transfer facility on a greenfield site adjacent to residential and industrial neighbourhood</b>	Way of life	<ul style="list-style-type: none"> <li>Disruption to people's lives from daily operations and truck movements to and from the site, especially if night-time operations are proposed.</li> </ul>
	Community	<ul style="list-style-type: none"> <li>Changes to residents' sense of place resulting from intensified industrial activity.</li> <li>Cumulative impacts of multiple industrial sites.</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>Impacts on cultural heritage values associated with the site.</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>Physical and mental health impacts of noise and dust on local residents during construction.</li> <li>Fears of adverse health impacts from processing toxic and hazardous materials.</li> <li>Fears for long-term mental health and wellbeing impacts caused by living with ongoing noise, dust, and night-time light pollution.</li> <li>Fears for community safety in the event of a fire or other accident at the facility.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Loss of access to the natural environment.</li> <li>Fears of harm to air quality.</li> <li>Fears of pollution to local waterways.</li> <li>Opportunities to enhance surroundings through diverting recyclable wastes from landfill</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Will the project affect people's ability to sustain themselves (positively or negatively) through employment and business opportunities?</li> <li>Whether the distribution of impacts and benefits is equitable.</li> <li>Will anyone experience personal advantage or disadvantage?</li> </ul>
	Decision-making systems	<ul style="list-style-type: none"> <li>Whether adequate, responsive grievance and remedy mechanisms exist in the event of complaints.</li> <li>Whether affected people can make informed decisions and feel they have power to influence project decisions, including elements of project design.</li> </ul>

## Industry & urban development projects

Project summary	Impact categories likely to require assessment	Notes, examples and questions to consider
<b>Agricultural industries</b>		
<b>Poultry farm and/or processing facility</b>	Culture	<ul style="list-style-type: none"> <li>Whether the methods of operation (e.g. animal welfare practices) are consistent with community values.</li> </ul>
	Health and wellbeing	<ul style="list-style-type: none"> <li>Impacts (actual or feared) on physical health from farm odours and noise, either for neighbours or those near roads where poultry is transported.</li> </ul>
	Surroundings	<ul style="list-style-type: none"> <li>Impacts on local air quality and soundscape.</li> <li>Pollution (actual or feared) of local waterways used by other residents and businesses.</li> <li>Opportunities to enhance surroundings through diverting recyclable wastes from landfill</li> </ul>
	Livelihoods	<ul style="list-style-type: none"> <li>Will the project affect people's ability to sustain themselves (positively or negatively) through employment and business opportunities?</li> <li>Will anyone experience personal advantage or disadvantage?</li> </ul>





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