Social Impacts

Introduction
The business case for the NEL Project outlines the benefits of the Project.

The Project would also result in negative social impacts, resulting from:

- Displacement of businesses.
- Displacement of households.
- Displacement of community facilities.
- Changes to access and amenity of community facilities
- Alterations to neighbourhood amenity during construction and operation.
Social Impacts
Framework

• Social impacts comprise the experience of changes brought about by a project.

• Social impacts are distinct from changes, as individuals and groups experience change differently.

• The significance of a social impact is a function of the magnitude of disruption to valued community assets or activities and the adaptive capacity of those who are affected.

Assessing Impacts
Framework

<table>
<thead>
<tr>
<th>Impact Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very High</td>
<td>Impacts may be difficult to justify. Significant investment in mitigation/Project redesign is required.</td>
</tr>
<tr>
<td>High</td>
<td>Impacts may justifiable in the context of a project which delivers significant and wide ranging benefits. Investment in mitigation of the impacts is required.</td>
</tr>
<tr>
<td>Medium</td>
<td>Impacts can potentially be tolerated assuming that the Project delivers important benefits to the community. Opportunities to reduce impacts should be explored, although significant Project redesign is not warranted.</td>
</tr>
<tr>
<td>Low</td>
<td>Impacts can be tolerated assuming that the Project delivers important benefits to the community.</td>
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The Impacts

Displacement of Businesses

- The Project displaces a significant number of businesses. Impacts will reflect the ability of the affected business to relocate and retain staff.

- An number of factors point to potential difficulties for business and employees:
  - Limited relocation opportunities in surrounding areas.
  - Some businesses have a local customer base.
  - Affected businesses have a relatively stable and mature workforce, drawn from the local area.

- Customers would be required to access services elsewhere, potentially resulting in reduced convenience.

The Impacts

Residential Acquisition

- Implementation of the reference project would require acquisition of 36 residential dwellings.

- Forced relocation may displace households from the local area and interrupt well-established and valued lifestyles.

- The relocation process will be a source of stress and anxiety for many of those affected.

- EPR SC1 refers to the use of a case management approach and the consideration of particular difficulties for affected owners-occupiers.
**Impacts**

**Community Facilities**

- The Project would displace a substantial number of sporting/recreational activities affecting thousands of club members, associates and casual participants.

- Ideally, the EPR(s) which seek to minimise associated impacts would ensure that displaced formal recreational activities are provided with suitable replacement facilities at a location and in a timeframe, which does not unreasonably compromise the continuity of the affected activity.
**Impacts**

**Community Facilities**

- The Project would result in construction activity and road infrastructure being located on land occupied by community facilities, or in close proximity to community facilities, including recreation facilities.
- Ideally, the EPR(s) which seek to minimise impacts for facility users would:
  - Apply to all facilities where changes resulting from the Project have the potential to result in material impacts for operators and/or users.
  - Ensure continued operation of affected facilities, suitable access and the reasonable protection of amenity.

**Impacts**

**Amenity - Construction**

- The amenity of a neighbourhood is a function of all the features, benefits and advantages inherent in the environment in question.
- Construction activity will be perceptible to large numbers of households, across a wide area.
- Amenity would be substantially reduced for an extended period near the northern TBM launch site.
- In other areas changes to amenity also have potential to result in negative social impacts, although the changes would be less intense and/or relatively short lived:
  - Significant construction noise would be associated with some construction activities such as bridge demolition, but would last for shorter periods.
  - Open space supporting passive recreation would be occupied during construction and/or construction activity may diminish the amenity of open space areas, over several years.
Impacts
Amenity - Operation

In the operational phase, the Project would result in localised reductions in the amenity of residences and neighbourhoods.

• Dwellings subject to PNL exceedances.

• Changes to the location and height of noise walls, removal of plantings, etc.

• Loss of open space.