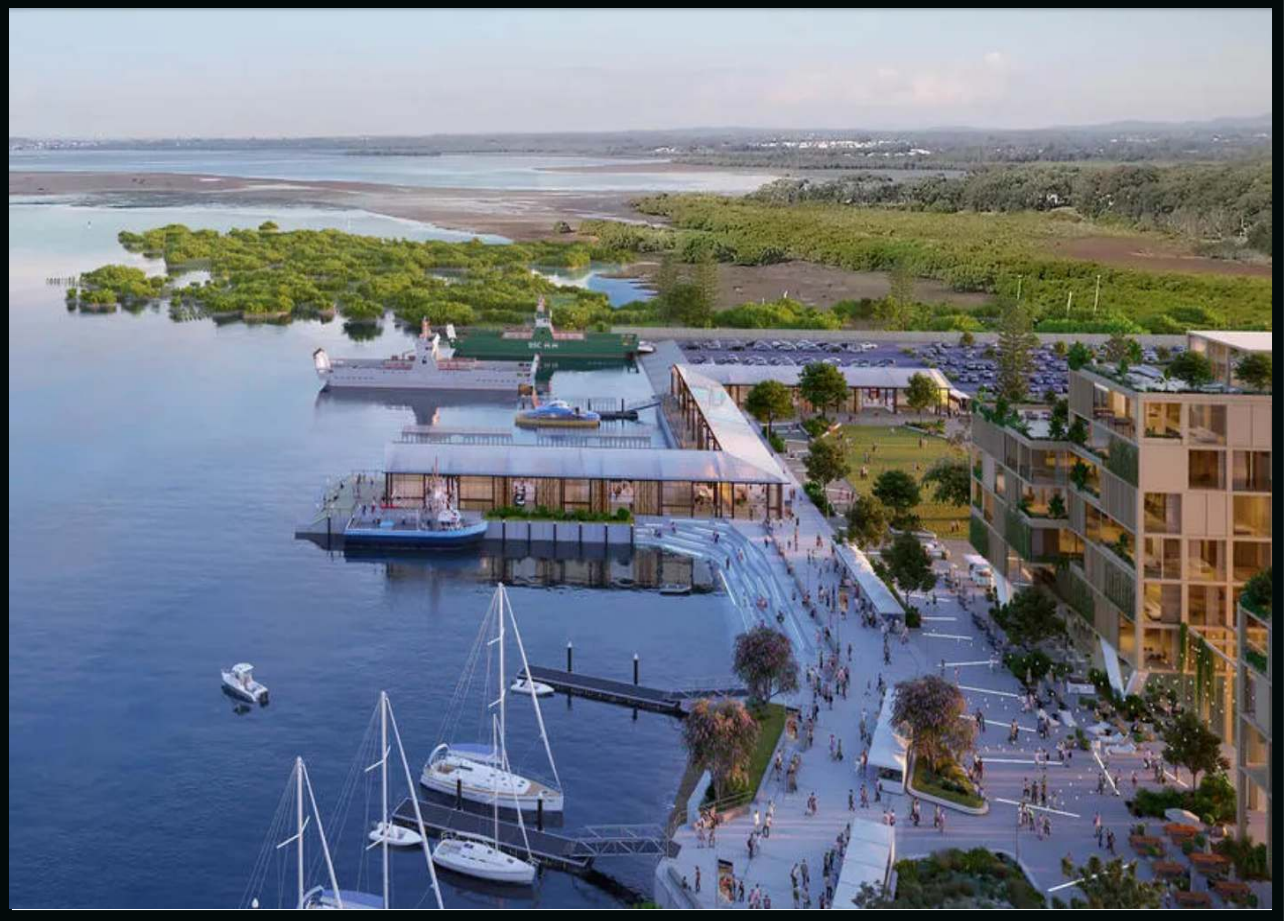




# TOONDAH HARBOUR

## APPENDIX 2 - Q SOCIAL MATTERS TECHNICAL REPORT

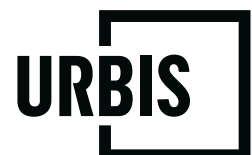




# TOONDAH HARBOUR

## Social Impact Assessment

Prepared for  
**WALKER GROUP HOLDINGS PTY LTD**  
21 January 2021



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# EXECUTIVE SUMMARY

This Social Impact Assessment (SIA) has been prepared for Walker Group Holdings to accompany the preparation of the Environmental Impact Statement (EIS) for the development of the Toondah Harbour Priority Development Area (PDA) (the proposal) in Cleveland.

The proposal seeks to redevelop the area with a new mixed use development including a upgraded port facility, foreshore parklands, marina plaza, 3,600 new dwellings including a hotel.

## Assessing social impacts

An SIA is a specialist study undertaken to identify and analyse the potential positive and negative social impacts associated with a development proposal. Social impacts are those that impact on people's way of life, their culture, community, environment, health and wellbeing, personal and property rights, and their fears and aspirations.

The potential impacts of the proposal are assessed by comparing the consequence of the impact (minimal to extreme) against the likelihood of the impact occurring (rare to very likely). The International Association for Impact Assessment's (IAIA) risk assessment methodology has been used in this SIA.

			Consequence level				
			1	2	3	4	5
			Minimal	Minor	Moderate	Major	Extreme
Likelihood	A	Very likely	A1	A2	A3	A4	A5
	B	Likely	B1	B2	B3	B4	B5
	C	Possible	C1	C2	C3	C4	C5
	D	Unlikely	D1	D2	D3	D4	D5
	E	Rare	E1	E2	E3	E4	E5

Low		Moderate		High		Very High	
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## Limitations

The risk assessment methodology is a useful tool to assess impacts in a language that can be easily understood. However, this methodology does not reflect the lower level of impact typically associated with urban developments.

The risk assessment matrix used by the IAIA is weighted towards a high to extreme rating. This is likely due to its use in high risk environments where the threat to human health is great, such as mining proposals.

For urban development proposals, the likelihood of an impact is typically very likely or almost certain. This results in an impact level that will always be moderate or higher.

As such, it is difficult for any positive or negative impacts associated with this proposal to be assessed as a low level impact. Anyone using this SIA for the purposes of assessing the proposal should recognise these limitations and not take the assessed impact levels out of context.

## Potential social impacts

Based on the assessment in this report, the key social impacts of the proposal are:

- **Increased local employment opportunities:** The proposal is expected to have a high positive impact by increasing employment opportunities for the local community. The selection of Toondah Harbour as an Indigenous Project under the Queensland Government's Building and Construction Training Policy is likely to have a particularly positive impact, due to requirements relating to matters such as employment of apprentices and trainees and local First Nations peoples. The jobs created during the construction and operations phases of the project will also contribute to reducing Cleveland's unemployment rate, which is higher than the LGA average.
- **Increased housing diversity:** Detailed design of housing is to be undertaken as part of the next stages of the planning process. With the incorporation of recommendations in this SIA, the proposal has the potential to have a high positive impact on housing diversity in Cleveland and Redlands. This includes the provision of dwellings of diverse sizes and configurations, as well as the incorporation of accessible and affordable housing.
- **Improved safety and activation:** The proposal is expected to have a positive impact on the local area by significantly improving and upgrading the safety of Toondah Harbour's port and ferry route in line with maritime standards. The proposal will provide opportunities for additional operators to access the site, for example, charter operations, or new routes within southern Moreton Bay. The proposal will also broaden opportunities for increased activation and natural surveillance across the site through a mix of uses and new site linkages.
- **Access to open space:** The proposal is expected to have a high positive impact on the provision of accessible and embellished open space to the community. GJ Walter Park is proposed to be retained and improved, with no loss of access to this space other than during temporary periods associated with improvement works. The proposal will also result in 3.5ha of new foreshore parks, plazas and boardwalk connections, providing a range of recreation and leisure opportunities. A lagoon pool and water play area have been incorporated into the design as a result of community engagement. These facilities will increase the positive impact of the proposal.
- **Pressure on health and education facilities:** The incoming residential population of approximately 5,750 people is unlikely to create excessive demand on the surrounding health and education facilities and will have a low impact on the community. The approved upgrades to Redland Hospital, as well as the Queensland Schools Planning Reference Committee assessment that no new schools are needed in Cleveland over the next 20 years, suggests the needs of the incoming and existing residential population can be accommodated adequately.
- **Change to local character:** It is expected the proposal will have a very high overall impact on the community's understanding of the local character of Toondah Harbour and surrounding areas. The nature of this impact (positive to negative) is likely to vary considerably between community members, based in part on their perceptions of the proposal overall. Ongoing implementation of the management measures and SIA recommendations will be important to reflect local character, encourage a sense of community ownership and support the community to adapt to change over time. Delivery of an ongoing Communications and Engagement Plan, with as much community participation as possible, will be particularly important in managing this impact.

## Recommendations

The following recommendations are provided to further manage and enhance the potential impacts from the proposal:

- Engage closely with the Department of Aboriginal and Torres Strait Islander Partnerships and QYAC in preparing the Indigenous Economic Opportunities Plan.
- Prioritise the training and employment needs of residents of Cleveland and Redland LGA in the partnership with TAFE Queensland.
- Build a relationship with Minjerribah Ganaba Education and training to create pathways to employment for members of the North Stradbroke Island (Minjerribah) community members across a variety of sectors.
- Include a diversity of apartment sizes and configurations during the detailed design phases of the project.

- Maximise the proportion of dwellings which comply with Silver level or above in the Liveable Housing Design Guidelines.
- Consider including Independent Living Units or other apartment types designed to accommodate aging in place.
- Include adaptable design features in dwellings during the detailed design phases of the project.
- Include affordable housing, managed by a registered community housing provider, in the development of the Toondah Harbour PDA. Align the target cohort/s of the affordable housing with local needs, potentially including people working in or near the PDA.
- Undertaken a CPTED assessment during the detailed design phase to assess and minimise any safety risks of the proposed design. The CPTED should consider the safety of incoming residents and the expected movements of visitors, particularly around the port and carpark.
- Require Construction Plans detailing all WH&S and work safety procedures from potential contractors which outline how on-site safety will be managed and maintained throughout construction. This can be done post EIS as part of the construction tender process.
- Continue to communicate with the community around the expected timeframes and likely duration of the port facility upgrades to provide clarity around what to expect during construction and when new facilities will be operational. This should be undertaken continuously throughout and after the EIS process as details are confirmed.
- Engage with the QYAC, on behalf of the Quandamooka people, on the design of open spaces.
- Consider including more active recreation facilities, such as outdoor gym equipment, along the foreshore park or boardwalk connections to help further support community health objectives.
- Communicate with the surrounding community about the timing and staging of improvement works to GJ Walter Park, including any temporary access restrictions during embellishment.
- Consider encouraging the inclusion of healthy food options within retail areas on site to support healthy living options for residents and visitors.
- Continue to communicate with Queensland Metro South Health and the Department of Education regarding the expected construction and occupancy dates of the residential developments to inform forward health and education planning. This will be essential if there are any significant changes in yield or planned occupancy dates in the future.
- Monitor the demand for a potential GP on site. This can be done post EIS once demand can be demonstrated as the proposal progresses.
- Complete and implement the Cultural Heritage Management Agreement.
- Implement the mitigation measures recommended in the Landscape and Visual Impact Assessment.
- Prepare and deliver an ongoing Communications and Engagement Plan to continue to engage and inform the community through all development stages.
- Consider seeking a five or six star Green Star rating from the Green Building Council of Australia to gain independent verification of the project's respect for environmental and social sustainability.
- Engage and collaborate with local artist/s for the identified public art within the proposal, including Quandamooka artists. Consideration should be given to public art which acknowledges and celebrates the history community values of Cleveland and Redland LGA, in collaboration with QYAK and Council.

## Overall social impact

Based on this assessment and the implementation of recommendations, it is likely the proposal will generate a positive social impact. Best practice communications, engagement and, where possible, participatory processes will be critical in achieving this outcome. Engagement will be particularly important in reflecting local character, encouraging a sense of community ownership and supporting the community to adapt to change over time. The detailed urban, landscape and architectural design subsequent to the EIS, as well as the design of associated environmental, economic, social and cultural programs, will also be crucial in enhancing positive impacts and minimising negative impacts.

# 1. INTRODUCTION

Urbis Pty Ltd (Urbis) was engaged by Walker Group Holdings to prepare a Social Impact Assessment (SIA) for the development of the Toondah Harbour Priority Development Area (PDA) (the proposal) in Cleveland. The proposal seeks to redevelop the area with a new mixed use development including a upgraded port facility, foreshore parklands, marina plaza, 3,600 new dwellings including a hotel.

## 1.1. PROJECT DESCRIPTION

Toondah Harbour is an existing marine facility located in the suburb of Cleveland in Redland City, approximately 30 kilometres south of Brisbane. The harbour serves as the base for water taxi, passenger and vehicular ferry services between the mainland and North Stradbroke Island, as well as a public boat ramp for recreational vessels. The overwater areas are made up of a mix of tidal and intertidal habitats with the majority being intertidal mudflat but also include existing wet berths, swing basin and the public navigation channel known as Fison Channel.

The harbour was constructed on reclaimed land on the Cleveland Coast and has been operational since 1972 when it was used as barge terminal to support sand mining operations on North Stradbroke Island with vehicular ferries commencing in 1974. The most recent upgrades occurred in the early 2000s when additional hard stand car parking and the boat ramp were added.

In June 2013, the Queensland Government declared Toondah Harbour a Priority Development Area (PDA) under the Economic Development Act 2012 (ED Act) at the request of Redland City Council (RCC). The intent of the PDA is to revitalise the harbour and establish Toondah Harbour as a high-quality urban environment that capitalises on the high amenity of Moreton Bay and provides opportunities for a range of activities including outdoor dining, tourism facilities, residential, commercial development, marina and a public beach.

After an open tender process run by the State and Local Government Walker Group Holdings Pty Limited were announced as preferred partner for development of the PDA and proposes to develop a mixed use residential, commercial, retail and tourism precinct including new ferry terminals and a marina. Key components of the project include:

- Maintenance and Capital dredging of approximately 500,000m<sup>3</sup> marine sediment to widen and lengthen Fison Channel to meet the minimum requirements for safe navigation set out in the PIANC (2014) Harbour Approach Channels Design Guidelines and Australian Standard 3962 – 2001 Guidelines for the Design of Marinas;
- An upgraded harbour precinct including improved vehicle and people loading facilities, increased parking, berthing for tourism operations, transport hub and improved marine service facilities;
- Beneficial re-use of the dredged material to create a reclamation on the tidal flats north of the harbour area to create a landform for the recreational, tourism, residential and marina uses;
- An approximately 200 berth marina and associated facilities; and
- A network of opens space and recreational areas including a 3.5 hectare (ha) foreshore park, a wetland and cultural education centre and range of boardwalks, plazas, nature trails, pocket parks.

An integral part of the development is capital dredging to widen and deepen the Fison Channel and extend the swing basin. This existing public navigation channel is 2.55km long and typically 45m wide (excluding batters) with a target depth of -2.5m LAT. It extends from the swing basin immediately in front of the existing barge berths, via three significant bends to exit into deeper water approximately 1.5km past Cassim Island. The swing basin's existing diameter is significantly below the accepted minimum of 1.5 times the maximum length of vessels currently utilising the harbour. Fison channel itself is too narrow for larger vessels such as the frequent passenger and vehicle ferries to safely pass each other therefore is operating as a one-way access with vessels forced to wait at either end for the channel to clear prior to commencing navigation. Channel use is constantly monitored by Stradbroke Ferries operator to safeguard against navigational issues. Barges travelling to and from North Stradbroke Island are also regularly observed 'bottoming out' in the channel, generating turbidity plumes and risking damage to the vessels.

Capital dredging of Fison Channel has been designed to provide safe, two-way navigation for all vessels including vehicle ferries. The swing basin diameter will be increased to improve manoeuvrability and Fison Channel widened to 75m (excluding batters) with a target depth of -3m LAT. The increased target depth



results in dredging to the end of the channel (approximately 2.55km) to meet the natural sea floor depth. Dredging will result in approximately 530,000m<sup>3</sup> of material including an allowance for over dredging.

Dredging will be carried out mechanically using a barge mounted backhoe dredge or similar, transported to the reclamation area via hopper or flat top barges and unloaded at a temporary dock constructed specifically for the purpose of unloading the dredged material. A perimeter bund will be established around the northern and southern reclamation areas to contain the dredged material and limit indirect impacts outside of the development footprint. The bund will comprise an inter-locking sheet piling cut-off wall, vibrated into place, within a rock revetment bund capped by a trafficable gravel vehicle and machinery access at a level above HAT.

Beneficial reuse of dredge materials is proposed to reclaim land for development areas. The formation of land through reclamation works will be split into two broad stages, stage one (referred to as the northern precinct) will incorporate the northern residential and central marina precincts and stage two is the southern residential precinct. A third on land stage including upgrading of the port facilities and development of the commercial area will occur concurrently with the landform stages over the life of the project. Works to upgrade to port will be carried out early in the project staging and will commence in the first year of construction. The stages are broadly described below.

### **Stage 1 Reclamation - Northern Residential and Central Marina Precinct**

The initial development sequencing will produce the Northern Precinct, which includes the northern residential area and park as well as central marina precinct including commercial space. The delivery of the northern precinct will comprise enclosing the entire area by sheet piling and creation of a bund using imported rock armouring, stabilised landform earthworks and marina earthworks, subdivisional roadworks, and utility servicing ready for allotment building works to commence.

The northern residential precinct and open space areas will be formed using stabilised material from within the bunded area and material excavated to create the internal waterways and marina. Once material has been removed from this area a receiving dock and dredge material transfer area will be constructed and the first dredging campaign will commence to create the port swing basin and deepening and widening of the inner navigation channel. The dredge material will be used to create the landform around the marina with temporary earthen bunds used to separate internal works areas.

### **Stage 2 Reclamation - Southern Residential Precinct**

The southern residential precinct is anticipated to commence approximately six years after the start of works; however, the timing may change as a result of several factors such as commercial requirements and ongoing review of the environmental management framework. This precinct encompasses close to half of the residential yield for the project as well as a boat ramp, rockwall breakwater, conservation area and will provide open water access to the marina.

Construction staging will be similar to Stage one with the entire precinct enclosed by sheet piling and rock bund, and material within the reclamation area and internal access channel stabilised and utilised for land formation before the second dredging campaign commences and material used to create the landform. Water access to the marina will be provided early in this stage creating improved water flow for the marina.

### **Ferry Terminal and Land-side Residential Development Area**

The delivery of carpark works will comprise the stabilisation of the existing dredge spoil disposal area and the clearing of mangroves and construction of earthworks to provide a significant extension to the existing carparking facility servicing the island ferry operation. Additional fill material requirements will be supplied from nearby quarries or using stabilised material from the main reclamation area works.

The construction of the carparking facility will include upgrading of the waterline revetment works, as required.

The project has been designed to balance cut and fill with all dredged and excavated sediments to be dried on site and used within the reclamation, minimising the requirement for imported material. The only materials expected to be sourced externally for construction of the landform is rock armouring for the creation of the external bunds, agricultural lime to treat potential acid sulfate soils and a small amount of quarry material to assist in stabilising the dredge material.

## 1.2. SCOPE OF STUDY

On 23 July 2018, the delegate of the Minister of the Environment and Energy determined that the proposal to develop the Toondah Harbour Priority Development Area will be assessed by an EIS under the *Environment Protection and Biodiversity Conservation Act 1999 (Cth) (EPBC Act)*.

The Guidelines for the Content of a Draft Environment Impact Statement under the EPBC Act issued by the Federal Government in April 2019, requires that the EIS considers the economic and social impacts of the action, both positive and negative. It requires that “Economic and social impacts should be considered at the local, regional and national levels”.

The Queensland State Government issues a set of ‘without prejudice’ guidelines for future State assessment of the proposed development.

These Toondah Harbour Development Guidelines for the Preparation of a Draft EIS Assessment requires the proponent to analyse the social impacts of the proposal, specifically to:

- (a) Identify the communities potentially impacted by the various elements of the construction and operation of project, including changes to the Marine Park, land and marine transport; and recreational, cultural and commercial activities.
- (b) Discussed potential impacts in terms of:
  - (i) changes to community values and/or the way the community functions
  - (ii) impacts on community physical safety, exposure to hazards or risks, and access to and control over resources
  - (iii) impacts upon the community’s physical, social, cultural and economic well-being
  - (iv) changes to livelihoods (e.g. whether people’s jobs, properties or businesses are affected, or whether they experience advantage/disadvantage).
- (c) Provide a social impact management plan which identifies impact management measures proposed to mitigate identified potential adverse impacts.

This SIA has been prepared to fulfil parts (a) and (b) of these more rigorous State-level assessment requirements. Part (c) of the requirements will be completed once more detailed planning and design has been progressed as part of the next stage of the planning process.

## 1.3. DEFINING SOCIAL IMPACTS

A SIA is a process for the identification, analysis, assessment, management and monitoring of the social impacts of a project, both positive and negative<sup>1</sup>.

Social impacts are those that impact on people’s way of life, their culture, community, environment, health and wellbeing, personal and property rights, and their fears and aspirations. In line with international best practice guidelines, social impacts can involve changes to people’s:

- Health and wellbeing
- Economic livelihood
- Safety and security
- Community and belonging
- Environment and surrounds
- Fears and aspirations
- Social equity<sup>2</sup>.

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<sup>1</sup> The Department of State Development, Manufacturing, Infrastructure and Planning, Queensland Coordinator-General’s Social Impact Assessment Guideline, March 2018

<sup>2</sup> International Association for Impact Assessment, Social Impact Assessment: Guidance for assessing and managing the social impacts of projects, April 2015

## 2. LEGISLATION, POLICY AND PLANNING INSTRUMENTS

A review of relevant federal, state and local legislation, policy and planning instruments was undertaken to understand the requirements and strategic context for the SIA. Figure 1 outlines the documents which were reviewed. A summary of each document, as it relates to the proposal, is provided in Section 2.

The outcomes from the state and local strategies are particularly relevant for the SIA. These strategies have been used to understand the existing community values, aspirations and strategic planning directions for the local area, which have informed the assessment of key social impacts later in this report.

Figure 1 Legislation, policy and planning instruments reviewed

## Australian legislation

Environment Protection and Biodiversity Conservation Act 1999

## Social Impact Guidelines

International Association of Impact Assessment, Guidance for Assessing and Managing the Social Impacts of Projects (2015)

Queensland Government Coordinator General, Social Impact Assessment Guideline (2020)

## Queensland Strategies

Economic Development Queensland, Toondah Harbour Priority Development Area Development Scheme (2014)

Economic Development Queensland, Community Facilities PDA Guidance No. 11 (2015)

Economic Development Queensland, Housing PDA Guidance No. 16 (2016)

Department of Infrastructure, Local Government and Planning, State Planning Policy (2017)

Department of Infrastructure, Local Government and Planning, South East Queensland Regional Plan (2017)

QYAC and Queensland Government, Tourism for a Glad Tomorrow Strategy

## Redland City Council Strategies

Draft Our Future Redlands (2020)

Redland City Plan, Version 4 (2020)

Redland Housing Strategy 2011 – 2031 (2011)

Redland Social Infrastructure Strategy (2009)

Redland Community Facilities Infrastructure Report (2013)

Redland Open Space Strategy 2036 (2012)

Redland Economic Development Framework 2014 – 2041 (2015)

Redland Tourism Strategy and Action Plan (2015)

Redland City Events Strategy and Action Plan 2017-2022 (2017)

## 2.1. AUSTRALIAN LEGISLATION

### **Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act)**

The Australian Government's key piece of environmental legislation is the EPBC Act. The EPBC Act aims to protect and manage matters of environmental significance, which include nationally and internationally important flora, fauna, ecological communities and heritage places.

The EPBC Act highlights the importance of considering social and economic matters to the development and assessment of proposed projects, especially those that are of national environmental significance.

## 2.2. SIA GUIDELINES

### **International Association of Impact assessment – Social Impact Assessment: Guidance for Assessing and Managing the Social Impacts of Projects (2015)**

The IAIA Guidance Note provides advice to stakeholders about what is expected in good practice social impact assessment and social impact management processes, particularly in relation to large scale infrastructure or extractive industry project developments. Based on the context of the Toondah Harbour proposal, the guidance around developing appropriate methodologies and impact assessment criteria are considered most relevant to this SIA.

In relation to methodology, the IAIA Guidance Note identifies the following as key phases of an SIA:

- Understand the issues
- Predict, analyse and assess the likely impact pathways
- Development and implement strategies
- Design and implement monitoring programs.

The IAIA Guidance Note recognises that a good practice SIA will generally undertake the relevant steps under the second phase, 'Predict, analyse, and assess the likely impact pathways'. Based on the context of the Toondah Harbour proposal, these steps have been incorporated into the methodology of this SIA (as outlined Section 3) and includes understanding a project's:

- |                              |                            |
|------------------------------|----------------------------|
| ▪ Social changes and impacts | ▪ Affected party responses |
| ▪ Indirect impacts           | ▪ Significance of changes  |
| ▪ Cumulative impacts         | ▪ Project alternatives.    |

The IAIA also recommends establishing a risk assessment matrix to understand the significance of likely social impacts and the effectiveness of proposed management measures. This risk assessment criteria considers the likelihood of an impact occurring (rare to almost certain) against the consequence of severity (insignificant to catastrophic). This risk assessment matrix has been adapted to assess the potential social impacts of the Toondah Harbour proposal and is outlined in Section 3.3.

### **Queensland Coordinator General – Social Impact Assessment Guideline (2020)**

The Queensland Coordinator General SIA Guideline (the SIA Guidelines) applies to all projects subject to an EIS process under the State Development and Public Works Organisation Act 1971 (SDPWO Act) or the Environmental Protection Act 1994 (EP Act). The SIA Guidelines are a non-statutory instrument for non-resource projects subject to an EIS process under the SDPWO Act or EP Act, which includes the Toondah Harbour proposal.

The Toondah Harbour Development Guidelines for the Preparation of a Draft EIS Assessment states that the SIA Guidelines may be used to guide the SIA, noting that the Strong and Sustainable Resource Communities Act 2017 (SSRC Act) and resource project elements of the SIA Guidelines do not apply.

The SIA Guidelines outlines key matters which must be addressed in a SIA as a statutory requirement under Section 9 of the SSRC Act. As per the SSRC Act 2017, this primarily aims to ensure that communities near large resource projects benefit from the construction and operation of these projects. As requirements under the SSRC Act do not apply to Toondah Harbour, these key matters have been addressed as relevant to this SIA, as outlined in Table 1.

Table 1 Queensland SIA Guidelines: Key matters for SIA

<b>SIA Guidelines 'Key matters for SIA'</b>	<b>Relevance to the Toondah Harbour SIA</b>
<b>Community and stakeholder engagement</b>	Yes.  Section 5 provides a summary of the consultation activities undertaken and key engagement outcomes.
<b>Workforce management</b>	Not applicable to assess the potential social impacts arising from fly in, fly out arrangements.  Section 7 assess the potential employment impacts and opportunities arising from the proposal.
<b>Housing and accommodation</b>	Not applicable to assess the potential social impacts from project housing and accommodation arrangements for the project workforce during the construction and operational phases.  Section 7 assess the potential impacts on housing supply and affordability on the community from the proposal.
<b>Local business and industry procurement</b>	Yes, in the context of a non-resource project.  Section 7 assess the opportunities to enhance the involvement of local businesses to provide goods and services to the project.
<b>Health and community well-being</b>	Yes.  Section 7 assess the potential safety/activation impact of the proposal on the local area and the potential impacts on social infrastructure and health capacity.

The SIA Guidelines also outlines six key principles to inform the development of a SIA. These are:

- Lifecycle-focused: consider the full lifecycle of the project
- Reasonable: correspond with the scale of the project, sensitivity of the social environment and likely significance of the related social impacts
- Participatory: engagement is inclusive, respectful, meaningful and tailored to community needs
- Rigorous: assessment is based on an objective, comprehensive social impact analysis which incorporates current information and data
- Effective management: assessment includes effective social management measures that enhance positive impacts and mitigate potential negative impacts
- Adaptive: management measures are to be monitored, reviewed and adjusted to ensure ongoing effectiveness.

These principles have underpinned the preparation of this SIA, including the development of the methodology (Section 3), impact assessment criteria (Section 3.3) and the selection of appropriate and effective management measures and recommendations (Sections 7).

## 2.3. QUEENSLAND GOVERNMENT STRATEGIES

### **Economic Development Queensland – Toondah Harbour Priority Development Area Development Scheme (2014)**

The Toondah Harbour PDA Development Scheme applies to all development on land and water within the boundaries of the PDA. The Development Scheme vision seeks to:

- Establish a strong community identity
- Deliver a high quality urban environment that provides opportunities for a range of activities
- Protect existing parks and ensure there is no net loss of public open space including GJ Walter Park
- Provide new areas of public open space.

To support the vision for the PDA, physical outcomes have been identified. Outcomes which are relevant to this SIA include:

- Creating a mixed use node including medium density residential development, commercial offices, cultural facilities, tourist accommodation
- Improving access to public open space through connecting the harbour to GJ Walter Park.

### **Economic Development Queensland – Community Facilities PDA Guidance No. 11 (2015)**

The Community Facilities PDA Guide outlines the standards for planning and provision of community facilities in all PDAs. The following principles are identified to guide planning and design of community facilities:

- Sustainability
- Innovation and value for money
- Early provision
- Community hubs and precincts
- Optimising accessibility
- Facilities network meets identified needs.

These principles will need to be addressed in subsequent development applications for Toondah Harbour PDA.

### **Economic Development Queensland – Housing PDA Guidance No. 16 (2016)**

The Housing PDA Guidance document outlines the methods for establishing housing affordability and diversity in PDAs. The guideline acknowledges that housing affordability and diversity is delivered using a variety of methods, including:

- Leading innovation in the design of neighbourhoods, precincts and dwellings
- Identifying target prices for dwellings to rent and purchase that reflect local levels of affordability
- Influencing lot and house sizes to provide a more diverse mix of dwellings
- Delivering of accessible housing.

### **Department of Infrastructure, Local Government and Planning – State Planning Policy (2017)**

The State Planning Policy outlines the guiding principles and state interests that underpin the delivery of local and regional plans, and development that will advance the social, economic and environmental needs of all Queenslanders.

The Policy identifies 17 state interest statements which guide land use planning and development in Queensland. The statements which are relevant to this proposal include:

- **Housing supply and diversity:** Diverse, accessible and well-serviced housing, and land for housing, is provided and supports affordable housing outcomes.
- **Liveable communities:** Liveable, well-designed and serviced communities are delivered to support wellbeing and enhance quality of life.
- **Development and construction:** Employment needs, economic growth, and a strong development and construction sector are supported by facilitating a range of residential, commercial, retail, industrial and mixed-use development opportunities.
- **Tourism:** Tourism planning and development opportunities that are appropriate and sustainable are supported, and the social, cultural and natural values underpinning tourism developments are protected.
- **Coastal environment:** The coastal environment is protected and enhanced, while supporting opportunities for coastal-dependent development, compatible urban form, and maintaining appropriate public use of and access to, and along, state coastal land.
- **Water quality:** The environmental values and quality of Queensland waters are protected and enhanced.
- **Cultural heritage:** The cultural heritage significance of heritage places and heritage areas, including places of Aboriginal and Torres Strait Islander cultural heritage, is conserved for the benefit of the community and future generations.
- **Transport infrastructure:** The safe and efficient movement of people and goods is enabled, and land use patterns that encourage sustainable transport are supported.
- **Strategic ports:** The operation of strategic ports and priority ports is protected and their growth and development is supported.

## Department of Infrastructure, Local Government and Planning - South East Queensland Regional Plan (2017)

The South East Queensland Regional Plan (Shaping SEQ) is the statutory regional plan for SEQ. It establishes the 50 year vision for the region and sets the planning direction for sustainable growth, global economic competitiveness and high-quality living.

Shaping SEQ is guided by five themes that underpin the regional vision, with supporting directions, goals and actions to help guide delivery. These directions are also expressed across each of the four sub-regions which make up SEQ. Toondah Harbour is within the Metro Sub-region. The directions for the Metro Sub-region relevant to this proposal are summarised in Table 2.

Table 2 Directions relevant to this proposal

Goals	Relevance to proposal
<b>Grow</b>  There is housing choice and sufficient land to accommodate the projected population and employment growth in an affordable and sustainable way to meet the community's changing lifestyle needs.	<ul style="list-style-type: none"> <li>▪ Cleveland is within the Urban Footprint land category and is also a Priority Living Land Area.</li> <li>▪ Redland City is expected to grow by an additional 36,000 people from 2016 – 2041. An additional 17,200 dwellings will be needed to accommodate this growth.</li> <li>▪ The majority of new housing in Redland City (12,500 dwellings) will occur as 'consolidated' development, occurring on land inside the existing urban boundary.</li> <li>▪ Increasing density in appropriate locations, with superior access to public transport, employment and services will enable the region to use land and infrastructure more efficiently to help accommodate growth. The Brisbane east rail corridor, including Wynnum Central and the</li> </ul>



Goals	Relevance to proposal
	<p>Cleveland regional activity centre is identified as a key location for increased density.</p> <ul style="list-style-type: none"> <li>By 2041, it is expected these locations have improved amenity and will be more compact, active, connected, and mixed use. Housing diversity, including a range of 'missing middle' housing forms (e.g. duplexes, terraces and medium rise apartments), will also increase in these places.</li> </ul>
<p><b>Sustain</b></p> <p>SEQ's biodiversity, natural assets and regional landscapes are protected and nurtured to sustain our region's strong and diverse communities. These communities are safe, fair, sustainable, resilient and prepared for climate change.</p> <p>Together, our environment and communities will ensure future generations enjoy a high-quality of life and affordable living options.</p>	<ul style="list-style-type: none"> <li>Shaping SEQ intends to protect, nurture and manage the regional biodiversity network. This will be particularly relevant in the Moreton Bay Ramsar site and Southern Moreton Bay Islands.</li> <li>Traditional Owners will be engaged to ensure their cultural knowledge and connection to land and sea Country is included in planning. This will be particularly relevant to Moreton Bay (Quandamooka), especially the South Passage between Moreton (Mulgumpin) and North Stradbroke (Minjerribah) Islands.</li> </ul>
<p><b>Live</b></p> <p>SEQ is a region of great places that respond to our outstanding climate based on good design that creates an urban form delivering year-round outdoor and energy-efficient living in a leafy, subtropical landscape.</p>	<ul style="list-style-type: none"> <li>Developing and promoting great places will support the sub-region's liveability, prosperity and sense of identity and community.</li> <li>Cleveland is identified as a current and evolving 'great place'. Cleveland is seen as a traditional town centre which is transforming into a modern, compact mixed-use business centre while maintaining its high-quality subtropical urban design and human scale.</li> </ul>

Shaping SEQ also identifies that the emergence of Cleveland-Toondah Harbour as an area that could support specialisations in priority sectors of tourism, health, and knowledge and professional services, will depend on successfully delivering the Toondah Harbour PDA and improving connections between the area's economic components.

### **Quandamooka Yoolooburrabee Aboriginal Corporation - Tourism for a Glad Tomorrow Strategy**

The Tourism for a Glad Tomorrow Strategy provides a five year strategy for sustainable tourism on Quandamooka Country, developed by the QYAC in consultation with the Queensland Government. The Strategy outlines the pace and future of sustainable, cultural and ecological tourism on the Quandamooka Country.

The Strategy seeks to continue engaging with key tourism planning and projects in the region, including Toondah Harbour.

## 2.4. REDLAND CITY COUNCIL STRATEGIES

Both the IAIA Guidance Note and Queensland's SIA Guideline recognise the importance of understanding an area's existing land use priorities and key community values and characteristics to help inform the scoping and assessment of potential social impacts. Local government plans and strategies are particularly important in understanding this context as they often articulate the future vision, priorities, aspirations and needs of the local community at a more granular level.

The following sections provides a snapshot of the key Redland City Council plans and strategies that have been reviewed to inform this understanding. Redland City Council has developed strategies to help strengthen the city's economy, protect the local environment and improve local services and facilities.<sup>3</sup> This review focuses on strategies most relevant to this SIA, including documents which articulate the community vision for Redland and outline the local needs and priorities for housing, economic growth and social infrastructure.

This section also reviews the local tourism strategy prepared by the Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC).

### **Redland City Council – Draft Our Future Redlands – A Corporate Plan to 2026 and Beyond (2020)**

The draft Our Future Plan Redlands plan outlines the 2041 vision for the LGA as “Connected communities. Enviable lifestyle. Embracing opportunities”. The plan provides long term goals, priorities and initiatives for the LGA. The draft goals are:

- **City leadership** – collaboration and respect across Council and the community
- **Strong communities** – nurtured through services, programs, organisations, facilities and community partnerships
- **Efficient and effective organisation** – serve and deliver continuous improvement, sustainable service, delivery and valued customer service
- **Natural environment** – enhances our identity, lifestyle, wellbeing, economy and cultural values
- **Thriving economy** – maximises opportunity for growth in industry, job creation, innovation and investment
- **Liveable neighbourhoods** – unique local lifestyle

Toondah Harbour PDA has been identified in the draft Our Future Plan Redlands as a ‘catalyst project’ for a thriving the LGA economy, as it provides a regional gateway to Moreton Bay and the islands.

### **Redland City Council – Redland City Plan, Version 4 (2020)**

The Redland City Plan sets out Council's plan for the development and direction of the Redland Coast until 2041. The Redland City Plan applies to the planning scheme area of the LGA, which broadly encompasses the suburbs of Capalaba, Cleveland and North Stradbroke Island (Minjerribah), and intends to support the long term vision outlined in the Redlands Community Plan.

The Redland City Plan outlines that, as a PDA, Toondah Harbour is not subject to the planning conditions and directions outlined in the plan. However, the Redland City Plan does outline the expected role Toondah Harbour will play in supporting the community's vision of a ‘well design, vibrant city’, a key consideration of this SIA. This includes:

- Redland's principal and major centres, including Toondah Harbour, will play an important role in providing housing and lifestyle choices. These centres are expected to be transformed as vibrant mixed use centres, providing greater opportunities for people to live close to where they work, shop and dine, while still having access to open space and recreational opportunities.

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<sup>3</sup> Redland City Council Strategies [https://www.redland.qld.gov.au/info/20144/strategy\\_planning\\_and\\_policy/431/strategies](https://www.redland.qld.gov.au/info/20144/strategy_planning_and_policy/431/strategies)

- The completion of Toondah Harbour will enhance tourism visitation to North Stradbroke Island (Minjerribah) and Southern Moreton Bay and will likely contribute to the emergence of other economic opportunities.

### **Redland City Council – Redlands Housing Strategy 2011 – 2031 (2011)**

The Redlands Housing Strategy provides a framework and detailed action plan to guide Council's housing responsibilities over the next 10 to 20 years. The Housing Strategy is structured around five key outcomes which respond to the community's aspirations for housing in Redland, as established by the Redland Community Plan, direct community engagement and likely population demand.

Table 3 outlines the five outcomes, and relevant targets to achieve these, to help understand the local priorities for housing in the area and ways the proposal may/may not address this.

Table 3 Redlands Housing Strategy: Key outcomes

<b>Housing outcomes</b>	<b>Relevant targets and/or actions</b>
Outcome 1: Sufficient housing to meet future growth within the existing Urban Area.	<ul style="list-style-type: none"> <li>▪ Supply an extra 21,000 dwellings from 2006 to 2031 to help meet the demands from expected population growth.</li> </ul>
Outcome 2: Housing that is well located in relation to employment, facilities, services and transport network	<ul style="list-style-type: none"> <li>▪ Aim to provide 90% of new dwellings within 400m of regular or accessible public transport.</li> <li>▪ Allow for increased residential density in key locations with access to services and public transport including Principal Regional Activity Centres (such as Cleveland).</li> <li>▪ Address public perceptions of medium density housing including through marketing and communication.</li> </ul>
Outcome 3: Housing that is diverse in form, meeting the needs of households of different sizes, different ages, different levels of ability and different cultural backgrounds, and is adaptable over time.	<ul style="list-style-type: none"> <li>▪ Aim to provide a diversity of new dwelling types in Redlands, targeting a mix of 12,000 separate houses, 4,500 semi-detached dwellings, 5,000 apartments, 2,200 aged care/retirement living places and 18,000 dwellings for adaptable housing standards.</li> </ul>
Outcome 4: Suitable housing is affordable or attainable to the entire community.	<ul style="list-style-type: none"> <li>▪ Aim for an additional 2,500 rental dwellings affordable to people on low incomes, with 40% of all new housing affordable for purchase by households at or below median weekly household income.</li> </ul>
Outcome 5: Housing is well designed, including being built for ecological sustainability, optimising safety and creating an attractive and distinctly bayside urban character.	<ul style="list-style-type: none"> <li>▪ Aim for 50% of new dwellings to satisfy the sustainability criteria in 'Designing a New Home Checklist' and for all new developments to comply with Council's CPTED policy.</li> </ul>

### **Redland City Council – Redlands Social Infrastructure Strategy (2009)**

The Redlands Social Infrastructure Strategy provides a 20 year plan for the delivery and use of social infrastructure across the LGA. The Social Infrastructure Strategy was developed to respond to the community aspiration for 'stronger and more connected communities', as established in the Redland Community Plan.

The Social Infrastructure Strategy identifies that the LGA's established communities are relatively well serviced. However, improvements are needed across the social infrastructure network to help meet the needs of the current community and to respond to future population changes. Based on this, the Social Infrastructure Strategy has identified the following key priorities for Cleveland which are of relevance to this proposal:

- Develop a community partnership program at the Cleveland Civic Precinct to support the suburb's role as the major civic and human service centre and to link service groups to appropriate facilities.
- Investigate the potential use of Cleveland's SES building as a youth space for respite and to facilitate programming.
- Establish a tertiary learning centre in Cleveland to create jobs, keep young people in the area and facilitate on-going learning.

### **Redland City Council – Community Facilities Infrastructure Report (2013)**

The Redland Community Facilities Infrastructure Report was developed to inform the community facility component of the Local Government Priority Infrastructure Plan (LGIP). The LGIP is part of the Redland City Plan and is used to condition infrastructure as part of the development approvals process.

The Redland Community Facilities Infrastructure Report provides a summary of the extrinsic material used to inform this process. While not an endorsed strategy, (unlike Council's Social Infrastructure Strategy), it does provide an insight into the more recent gaps and demands for community facilities across the LGA.

The Redland Community Facilities Infrastructure Report outlines that the greatest demand for community facilities by 2031 will be in the southern parts of the City, around Redland Bay. Based on existing community needs and expected demands, the Redland Community Facilities Infrastructure Report identifies the following needs for Cleveland:

- Future access to space within a multi-purpose community centre to respond to the expected needs for meeting/activity space
- Greater activation of the suburb's existing civic spaces, Council buildings and school halls.
- A need to promote nightlife activities in existing facilities and spaces.

### **Redland City Council – Open Space Strategy 2036 (2012)**

The Redland Open Space Strategy was developed to assist with the delivery of the open space goals outlined in the Redland 2030 Community Plan. Several open space values were identified in the Open Space Strategy which will guide the planning and decision making about open space in the LGA. The open space values which are of relevance to this proposal include:

- The built environment will integrate well with the natural environment
- Open space is responsive to a changing world
- The cultural, social and ecological values of the coastal environment are embraced and sustained
- Redland has a rich Indigenous cultural and history which must be respected
- The rich diversity of parks and open spaces will be a well connected network for everyone to enjoy
- Community and commercial access to open space will be balanced
- There is a vital link between community health and well being and well-designed and diverse recreation opportunities and urban open spaces
- Resident participation in open space planning, design and management is important
- The private and not-for-profit sectors are vital partners in the delivery of sport, recreation and community facilities and programs.

GJ Walter Park is located within the site area and has been identified in the Open Space Strategy as an open space where improvements should be undertaken, in response to community needs. Based on this, the Open Space Strategy recommends fully fencing off the dog off leash area and formalising the connection through the park to Toondah Harbour.

## **Redland City Council – Redland City Economic Development Framework 2014 – 2041 (2015)**

The Redland Economic Development Framework provides a clear direction for business growth and job generation for the LGA, based on Council's strategic economic vision and goals for the area. The Economic Development Framework aligns with Council's 'Open for Business' philosophy and intends to drive the development of initiatives that will increase the economic capacity of the LGA.

The Economic Development Framework focuses on nine key industry sectors to help grow jobs and economic output. As part of this, the framework outlines that developing the tourism sector at Toondah Harbour will be a key local priority to help drive international and local tourism, and stronger employment development.

## **Redland City Council – Redland City Tourism Strategy and Action Plan 2015 – 2020 (2015)**

The Redland Tourism Strategy and Action Plan provides a five year plan to grow and support tourism across the LGA. The strategy outlines the importance of tourism to the local community, describing the Redland community as one that is proud of its culture and heritage, and sharing this with other visitors.

As part of this, the Redland Tourism Strategy and Action Plan aims to bring more visitors to Redlands and raise the profile of Redlands as 'must-see destination'. To help support this, and the Queensland Government direction to grow Greater Brisbane's tourism industry by \$3.6 billion by 2020, Council aim to:

- Build on the region's continued economic and population growth
- Leverage the region's destination advantage
- Embrace Redland's natural advantage.

The strategy's five year action plan also contained initiatives to help achieve these goals and realise future opportunities. Several of these actions related directly to Toondah Harbour, outlining ways in which the area could respond to the Redland Tourism Strategy and Action Plan key economic vision and local aspirations. These actions include to:

- Continue to work with the industry to development a tourism precinct at Toondah Harbour
- Advocate for an attractive promenade at the Toondah Harbour PDA including seating, visitor information, interpretive signage and food and beverage facilities.
- Advocate for the inclusion of a conference centre and attached branded accommodation property at Toondah Harbour.

## **Redland City Council – Redland City Events Strategy and Action Plan 2017-2022 (2017)**

The Events Strategy and Action Plan provides a vision for Redland to be renowned as one of Australia's most event-friendly destinations, with a balance of events that attract visitors, boost the local economy and reflect the community and cultural fabric of the LGA. A key focus identified in the document is to grow existing events and attract new events in the LGA.

A key opportunity outlined in the Strategy and Action Plan is that the redevelopment of Toondah Harbour includes a conference centre to capture the conference market. The provision of accommodation in Toondah Harbour is identified likely to assist in attracting conferences and events to the LGA.

### 3. ASSESSMENT METHODOLOGY

The Queensland Government's Toondah Harbour Development Guidelines for the Preparation of a Draft EIS Assessment state that the Queensland Coordinator-General's Social Impact Assessment Guideline (2018) may be used as guide to prepare the SIA for the development of the Toondah Harbour PDA.

The methodology for this SIA has been informed by these SIA Guidelines and is outlined below. Given that the development is not a mining project, the *Strong and Sustainable Resource Communities Act 2017* and resource projects elements of the SIA Guideline do not apply.

#### 3.1. DESKTOP METHODS

The following desktop-based methods were used in the preparation of this report:

##### **Scoping and baseline analysis**

- Review of surrounding land uses and background documentation, including consultation outcomes
- Review of relevant federal, state and local strategies to understand existing community values, strategic directions and potential implications of the proposal
- Analysis of demographic data to understand the existing community profile
- Identification of potential communities and stakeholders impacted by the proposal

##### **Impact assessment and mitigation**

- Review of site plans and relevant supporting EIS studies
- Identification and preliminary assessment of potential social impacts
- Assessment of significant social impacts, both positive and negative, considering management measures
- Provision of recommendations to enhance positive impacts, reduce negative impacts or monitor ongoing impacts

##### **Reporting and management plan**

- Preparation of a Social Impact Management Plan which identifies all proposed management measures and outlines measures for ongoing monitoring, review and implementation
- Finalisation of SIA report.

#### 3.2. FIELD METHODS

The following field methods were used in the preparation of this report:

##### **Community and stakeholder engagement**

- Undertaking of phone interviews with nominated stakeholders to understand potential social impacts and identify appropriate measures to enhance positive impacts and reduce negative impacts.

In addition to the targeted engagement undertaken as part of this SIA, a considerable program of community and stakeholder consultation has been undertaken for the project by Leisa Prowse Consulting. The consultation outcomes relevant to this SIA are summarised in Sections 5.1 and 5.2.

#### 3.3. ASSESSMENT APPROACH

The assessment of social impacts can be approached in several ways. The IAIA highlights a risk assessment methodology, whereby the significance of potential impacts is assessed by comparing the consequence of an impact against the likelihood of the impact occurring.

This risk assessment methodology is outlined on the following page and has been used in this SIA.

			Consequence level				
			1	2	3	4	5
			Minimal	Minor	Moderate	Major	Extreme
Likelihood	A	Very likely	A1	A2	A3	A4	A5
	B	Likely	B1	B2	B3	B4	B5
	C	Possible	C1	C2	C3	C4	C5
	D	Unlikely	D1	D2	D3	D4	D5
	E	Rare	E1	E2	E3	E4	E5

Low		Moderate		High		Very High	
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## Consequence level

The consequence level of impact considers:

- who is expected to be impacted, including the volume of people affected and the level of concern they feel about the matter
- when the potential impact will occur and the frequency of potential impacts
- the scale or degree of change from the existing condition as a result of the impact
- the extent to which people or an environment can adapt to or mitigate the impact.

## Management measures

Social impacts are assessed before and after the implementation of management measures. Management measures are designed to reduce negative impacts and enhance positive impacts. These measures can take different forms and may be incorporated in the planning, construction or operational stage of the proposal.

Section 6 of this report assess potential impacts prior to management measures as part of the impact scoping phase. Impacts which are assessed as moderate or higher are considered significant and included for further assessment in Section 7. The significant impacts are assessed with any planned mitigation measures to determine the residual impact level.

## Limitations

The risk assessment methodology is a useful tool to assess impacts in a language that can be easily understood. However, this methodology does not reflect the lower level of impact typically associated with urban developments.

The risk assessment matrix used by the IAIA is weighted towards a high to extreme rating. This is likely due to its use in high risk environments where the threat to human health is great, such as mining proposals.

For urban development proposals, the likelihood of an impact is typically very likely or almost certain. This results in an impact level that will always be moderate or higher.

As such, it is difficult for any positive or negative impacts associated with this proposal to be assessed as a low level impact. Anyone using this SIA for the purposes of assessing the proposal should recognise these limitations and not take the assessed impact levels out of context.



## 4. EXISTING ENVIRONMENT

### 4.1. SITE CONTEXT

The Toondah Harbour PDA (the site) is located in Cleveland within the Redland LGA. The site covers an area of 67ha, of which approximately 70% consists of marine and tidal environments.

The primary feature of the site is Toondah Harbour, which provides the main ferry and water taxi service between the mainland and North Stradbroke Island (Minjerribah). In recent years, North Stradbroke Island (Minjerribah) has evolved from a predominately mining based economy to a popular tourist destination. The growth of the tourism economy on North Stradbroke Island (Minjerribah) has increased use of the harbour. The port now services approximately one million passengers and 200,000 vehicles annually. A large, at-grade commuter carpark covers most of the site's land area to support the operations of the port.

Part of the site's marine environment is contained within the Moreton Bay Ramsar Site, a wetland of international importance protected under the 1993 Ramsar Convention. The wetland is widely known<sup>4</sup> for its ecological value and is the habitat for several migratory shorebirds, including the critically endangered Eastern Curlew, Great Knot and the vulnerable Bar-tailed Godwit. A specific migratory and threatened shorebirds assessment has been carried out as part of the EIS.

The site is located approximately one kilometre east of the Cleveland town centre and immediately south of Raby Bay. The town centre has a traditional village-like feel, with most shops and services dispersed along Middle Street. Over time, the Cleveland town centre has changed in response to population growth and strategic need for more housing and infrastructure. The historically low-scale town centre now supports several medium density apartments which extend along Middle Street down to Toondah Harbour, which can be seen as part of the area's transition into a modern, compact, mixed use business centre.<sup>5</sup>

Figure 2 Site map

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<sup>4</sup> Redlands 2030 Community Plan (2010)

[https://www.redland.qld.gov.au/info/20226/council\\_plans\\_and\\_financial\\_information/424/community\\_plan](https://www.redland.qld.gov.au/info/20226/council_plans_and_financial_information/424/community_plan)

<sup>5</sup> South East Queensland Regional Plan (2017) <https://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning>



Source: Department of State Development, Tourism and Innovation, Toondah Harbour PDA

## 4.2. EXISTING COMMUNITY PROFILE

The following section provides a snapshot of the Cleveland community based on demographic data from the Australian Bureau of Statistics, Profile.id, Queensland Government Statisticians Office and Queensland Department of Health.

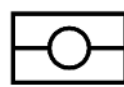
The demographics of Redland LGA and Greater Brisbane are used for comparison purposes. The complete demographic table is contained in Appendix A.

According to the Census, in 2016 Cleveland had a population of 14,801 people, representing 10% of the Redland LGA. Key characteristics of the Cleveland community included:



### High proportion of older adults

Cleveland was home to an older population, with 42% of people aged over 55. This was considerably higher than in Redland LGA (32%) and Greater Brisbane (24%).



### Indigenous population

There were 252 Aboriginal and Torres Strait Islander people living in Cleveland, representing 1.7% of the local population.



### Lower rates of children households

Aligned with the older population, most families in Cleveland were couples without children (45%), with close to a third (30%) of residents living in lone person households.



### Established community

Cleveland was home to a relatively established community, with half (49%) of the suburb living at the same address for the past five years.



### More apartments

A larger proportion (37%) of dwellings in Cleveland were apartments or semi-detached houses, compared to 14% across the Redland LGA and 23% in Greater Brisbane.



### Mix of housing affordability

Home ownership was relatively affordable in Cleveland, with only 5% of households with a mortgage in mortgage stress. However, 15% of renters in Cleveland were in rental stress. This was higher than in the both the LGA (10%) and Greater Brisbane (13%).



### Increased unemployment

9.6% of Cleveland residents aged 15 – 64 received Jobseeker payments in September 2020, up from 5.7% in March 2020. This aligns with trends across the LGA (up from 4.9% to 8.8%) and is likely a result of COVID-19.



### Professional occupations common

Professionals (20%) and managers (16%) were the most common occupations for Cleveland residents. The most common industries were hospitals (4%) and cafes and restaurants (3%).



### Commuting outside Redland City for work

Over 50% of Redland City residents travel outside of the LGA to work. Most of these residents (40.5%) commuted to Brisbane for work.



### High proportion of domestic visitors

In the 5 years up to 2019/2020, there were an average of 341,551 domestic visitors to Redland City, compared to 25,658 international visitors. The most common reason for the domestic trips was for a holiday (44.1%), followed by visiting friends and relatives (42.8%).



### Lower rates of physical activity

Between 2015 to 2016, 59% of adults in the Redland LGA were



### Less economically advantaged than the LGA

Cleveland is in the top 40% of suburbs for socio economic

overweight or obese, which was the same as the state average. There were lower rates of physical activity in Redland LGA with only 55% of the population participating in sufficient physical activity compared to 60% across Queensland.

advantage (compared to the top 10% for the LGA) and has a lower median weekly household income (\$1,275) than Redland LGA (\$1,521).



### **Strong population growth**

By 2036, population projections indicate there will be 23,475 people living in Cleveland, a 54% growth from 2016. Other Queensland LGAs are projected to experience similar population growth, including the Gold Coast (51%) and Sunshine Coast (58%).



### **Ageing population**

While growth will be experienced across all age groups, the proportion of people aged under 30 in Cleveland is projected to decline by 4% by 2026. In comparison, the proportion of people aged over 70 is projected to increase from 18% in 2016 to 26% in 2036.

## 4.3. FUTURE COMMUNITY PROFILE

This section considers the potential future population of the development in terms of its likely size and broad demographic characteristics. This profile has been used to help understand the potential demand the incoming residential population may generate on Cleveland's services and facilities, as analysed further in Section 7.

### Incoming population

The proposal includes approximately 3,600 new residential dwellings including a hotel. This includes approximately seven detached houses, 25 terrace houses and 3,368 apartment units. Redland City Council's Priority Infrastructure Plan (2011) suggests average residential occupancy rates of:

- 2.77 persons per dwelling for detached dwellings
- 1.69 persons per dwelling for attached dwellings.

Based on these occupancy rates, the proposal is likely to generate an estimated future residential population of 5,754 people.

The proposal also includes a hotel which will attract additional guests per night. As temporary visitors, these guests are unlikely to generate the same ongoing demand on services and facilities as the incoming residential population. As such, hotel visitors have been excluded from calculations of permanent population.

### Indicative age profile

To forecast the potential age of the future residential population, an analysis of similar higher density areas within Greater Brisbane was undertaken. This included two ABS Level 1 Statistical Areas (SA1) that had most people living in flats or apartments. These were:

- Statistical Area Level 1 3141907 in Caloundra – 94% living in flats or apartments<sup>6</sup>
- Statistical Area Level 1 3101512 in Manly – 55% living in flats or apartments<sup>7</sup>.

Table 4 outlines the indicative age profile of the future residential population based on the average ages of these two SA1 areas and Cleveland suburb. This approach attempts to reflect the demographic characteristics of people living in higher density areas with similar characteristics to Cleveland.

Table 4 Indicative age profile

Age range	Comparative areas (2016)			Toondah PDA	
	Caloundra SA1 3141907	Manly SA1 3101512	Cleveland suburb	Indicative proportion	Indicative population
0 – 4	2.7%	3.7%	3.7%	3.4%	197
5 – 9	3.0%	4.3%	4.8%	4.0%	230
10 – 14	2.3%	3.5%	5.7%	3.8%	219
15 – 19	4.4%	4.5%	6.1%	5.0%	289
20 – 24	4.3%	5.2%	5.1%	4.9%	284
25 – 34	11.5%	12.1%	8.6%	10.7%	580

<sup>6</sup> This area was selected as it has a similar demographic profile to Cleveland and a high proportion of high density developments in proximity to the coastline.

<sup>7</sup> This area was selected due to its similar marine environment and proximity to Cleveland, as well as its proportion of higher density developments.

Age range	Comparative areas (2016)			Toondah PDA	
	Caloundra SA1 3141907	Manly SA1 3101512	Cleveland suburb	Indicative proportion	Indicative population
35 – 54	23.6%	31.0%	24.3%	26.3%	<b>1,518</b>
55 – 69	30.8%	27.4%	23.4%	27.2%	<b>1,575</b>
70 – 84	14.3%	7.6%	14.6%	12.2%	<b>712</b>
85 +	2.9%	1.1%	3.7%	2.6%	<b>150</b>

## 4.4. CRIME AND SAFETY

Crime data from the Queensland Police Service was analysed to identify the current crime profile in Cleveland and Toondah Harbour.

This crime profile is based on the total number of offences in Cleveland over a one year period (26 October 2019 – 25 October 2020) and crime heatmap data. As the QPS does not publish crime rates per 100,000 people for suburbs, similar crime data for Thornlands suburb was used for comparison purposes to help contextualise the number of offences in Cleveland<sup>8</sup>. The full crime profile is contained in Appendix B.

Key crime findings relevant to this assessment include:

- Between 26 October 2020 – 25 October 2020 there were 1,400 offences recorded in Cleveland. This represents 18% of all offences across the Redland LGA.
- There were generally a higher number of offences in Cleveland compared to Thornlands. During this period, the top three crime offences in Cleveland were:
  - ‘Other theft’ which includes steal from dwellings, shop stealing, steal from vehicles/enter with intent and other theft crimes (424 offences, compared to 102 offences in Thornlands).
  - ‘Good order’ offences (e.g. public nuisance charges) (235 offences, compared to 17 offences in Thornlands).
  - Drug offences (187 offences, compared to 65 offences in Thornlands).
- Crime heatmapping also indicates that the project site and surrounding areas have been susceptible to ‘other theft’ and drug related offences.
- There was also a higher concentration of offences along Shore Street West in the town centre and around Cleveland station.

<sup>8</sup> Thornlands was selected due to its proximity to Cleveland and similar population size.



## 4.5. SURROUNDING SOCIAL INFRASTRUCTURE

Access to appropriate social infrastructure and facilities is critical for all communities. Social infrastructure plays an important role in supporting the health and wellbeing of communities and helps to foster social cohesion.

Figure 3 overleaf contains a map of existing social infrastructure within 2km of the site. A summary of the key functions and service offerings of these facilities is provided in Table 5.

Table 5 Social infrastructure review

Category	Findings
<b>Community and cultural facilities</b>	<p>There is one community facility, Redlands Lions Community Hall, located within 2km of the Toondah Harbour PDA. The main service they seem to provide is hall hire. The hall is at 122 Shore Street in North Cleveland.</p> <p>There are five other community facilities located within the Cleveland town centre, including Cleveland Library and Redland Performing Arts Centre. Most of these facilities provide large halls or activity rooms which can support a range of uses. Council's Community Facilities Infrastructure Report (2013) noted that there will likely be an increased need for space within a multi-purpose community centre in Ormiston and/or Cleveland to help meet the expected demands of the ageing and growing population in the LGA.</p>
<b>Open space and recreation facilities</b>	<p>Cleveland generally has a good network of open space and recreation facilities, with several local parks and reserves within the suburb. GJ Walter Park is located within the PDA boundary and is the most significant open space area for the site, containing a cricket ground, dog off-leash park and children's playground. Council's Open Space Strategy 2036 (2012) identified a need to improve GJ Walter Park for future use, including a need to fence the dog-off leash area and formalise a connection from the park to Toondah Harbour. At the time of this report, these improvements to GJ Walter Park had not yet been undertaken as Walker is expected to deliver these as part of the project.</p> <p>Most other open spaces within walking distance of the site are foreshore parks, which are generally conducive for walking, picnicking and observing nature.</p> <p>The majority of the suburb's formalised recreational facilities are outdoor sporting fields and grounds, including key facilities such as Henry Ziegenfusz Park (3.1km from the site) and Norm Price Park (3.8km from the site).</p>
<b>Education facilities</b>	<p>There is one tertiary education facility, the Australian Trade College (AITC) Redland Campus, within the PDA boundary. The college has been in operation since 2016 and offers a combination of senior schooling, trade skilling and apprenticeship opportunities to young people living in and around Redland LGA (AITC 2020). This is a temporary use of a council-owned building that will be redeveloped as part of the PDA project. The college will be expected to relocated within the Cleveland area.</p> <p>The site is also within the catchment area for three schools:</p> <ul style="list-style-type: none"> <li>▪ Cleveland State School (a public primary school offering Prep to Year 6)</li> </ul>

Category	Findings
	<ul style="list-style-type: none"> <li>Star of the Sea Catholic Primary School (a faith-based primary school offering Prep to Year 6)</li> <li>Cleveland District State High School (a public high school offering Year 7 to Year 12).</li> </ul> <p>Data from the Queensland Department of Education indicates that government schools within the catchment area have varying levels of capacity. Enrolments at Cleveland State School have declined by 5% over between 2016 and 2020), with 675 students currently enrolled at the school against a maximum capacity of 800 students.</p> <p>In comparison, Cleveland District State High School has experienced strong enrolment growth, increasing by 10% over the past four years. Enrolments at Cleveland District State High School are nearing capacity, with 2,140 students enrolled in 2020 against a maximum capacity of 2,155 students.</p> <p>Data from the My School website shows that there were 189 students enrolled at the Star of the Sea Catholic Primary School in 2019. This is a decrease of 37% from the 298 students enrolled at the school in 2014.</p>
<b>Health facilities</b>	<p>The site is serviced by Redland Hospital and Mater Private Hospital Redland which are approximately 6kms away.</p> <p>Redland Hospital is the major health centre for Redland LGA and Brisbane's southern bayside suburbs. The hospital currently has capacity for 172 overnight beds and provides services including emergency, general surgery, allied health and obstetrics<sup>9</sup>. The hospital is also co-located with Mater Private Hospital Redland, a 60 bed private hospital which provides a range of specialised surgical and medical services<sup>10</sup>.</p> <p>In September 2020, Redland Hospital was approved for a \$62 million Stage 1 expansion to improve its capacity and on-site services. Works on a new intensive care unit and 32 bed-ward are expected to commence in 2021. A Stage 2 expansion was also approved to increase the hospital's self-sufficiency, the details of which will be outlined in a future business case<sup>11</sup>.</p> <p>There are also several general practitioners, pathology, allied health and aged care services within the Cleveland town centre which are accessible to the site.</p>
<b>Emergency services</b>	<p>The site is served by emergency services located within the Cleveland town centre. These services include the Cleveland Police Station, Cleveland Fire Station, Redland State Emergency Service and Cleveland Ambulance Station.</p> <p>These services are located between 2.4km and 3.4km from the site.</p>

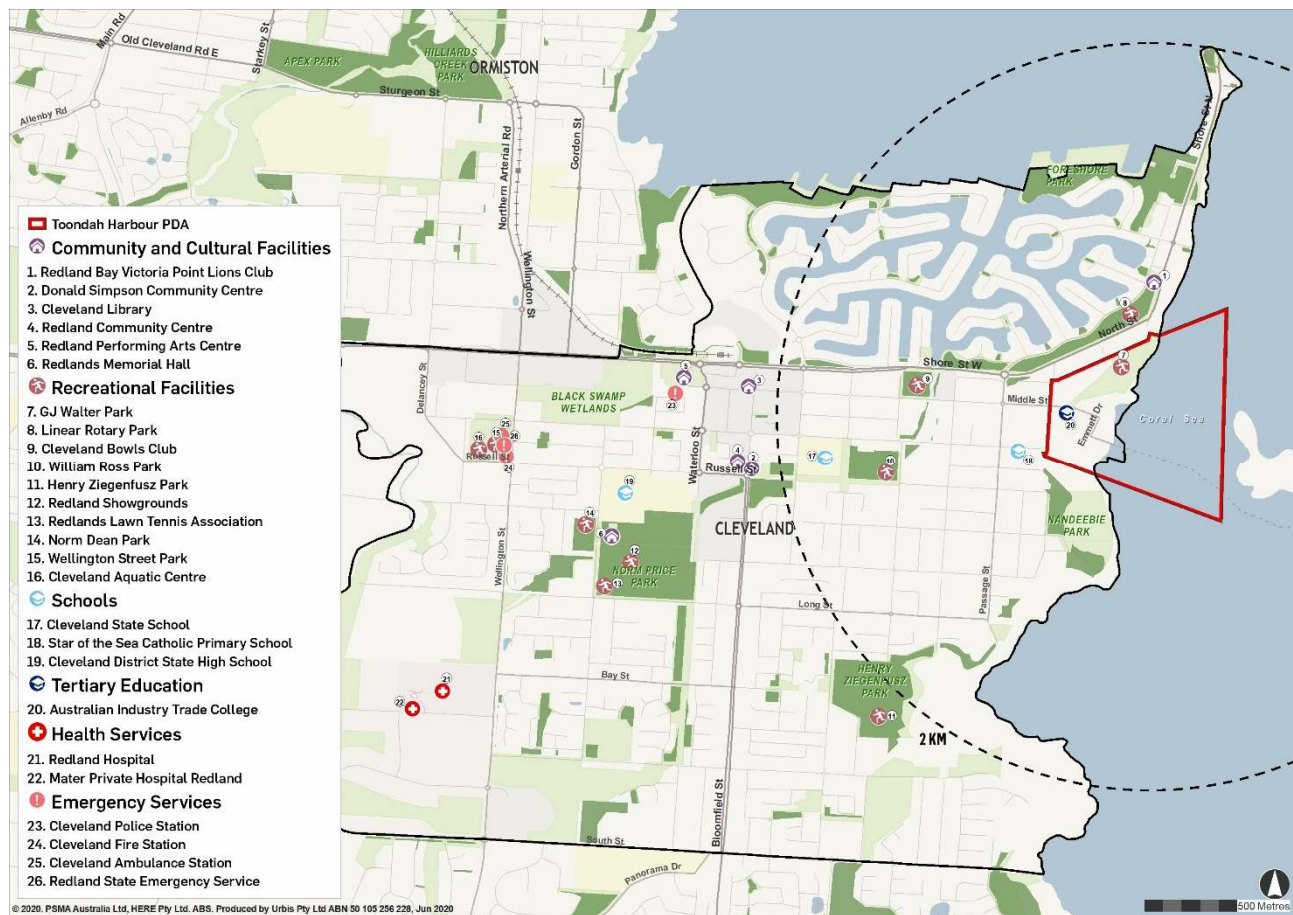
<sup>9</sup> Redland Hospital <https://metrosouth.health.qld.gov.au/redland-hospital>

<sup>10</sup> Mater Private Hospital Redland <https://www.mater.org.au/health/hospitals/mater-private-hospital-redland>

<sup>11</sup> Metro South Health, 'Major expansion and ICU for Redland Hospital', <https://metrosouth.health.qld.gov.au/news/major-expansion-and-icu-for-redland-hospital>



Figure 3 Social infrastructure map



Source: Urbis

## 5. COMMUNITY AND STAKEHOLDER ENGAGEMENT

There has been considerable community and stakeholder consultation undertaken for the site since its initial planning and declaration as a PDA. This consultation has continued throughout the EIS process and has enabled the community and other stakeholders to become informed about the proposal and provide feedback to influence the final design. The consultation outcomes relevant to this SIA are summarised at Sections 5.1 and 5.2 below.

As part of this SIA, additional interviews were undertaken with select stakeholders to help identify potential social impacts on the community and inform the development of appropriate management measures. The outcomes of this consultation are summarised at Section 5.3.

### 5.1. PRE-EIS COMMUNITY CONSULTATION

The draft guidelines for the Toondah Harbour EIS were released for public comment from 7 February to 6 March 2019. During this public comment period, Walker Group Holdings held community drop-in sessions at Cleveland and Dunwich to provide an opportunity for people to gain information on the proposal and provide comment on the draft EIS guidelines.

Overall, 224 people attended the drop-in sessions. Feedback from the sessions was summarised in the Community Drop-in Sessions Report (May 2020) prepared by Leisa Prowse Consulting. The report shows that most drop-in session attendees were not supportive of the proposal.

Key feedback received at the sessions included:

- Interest in the proposed timeline for the ferry terminal upgrade. Some attendees agreed that the ferry terminal should be upgraded, but did not support the proposed residential and commercial development.
- Support for the additional employment, economic investment and growth the proposal may provide.
- Concerns about the proposed scale and density, particularly from long-term residents who were worried about changes to the area's lifestyle, population, density and natural environment.
- Concerns about the potential impact on traffic and parking, with many attendees believing that current road infrastructure is at capacity and that the proposed parking provision is insufficient. Infrequent and insufficient public transport was also cited as an issue which needs to be addressed before there is an increase in the number of private vehicles using roads in the area.
- Concerns about the potential impacts on marine wildlife and the Ramsar wetlands. Additional comments were also received on the potential impacts to the koala population, migratory shorebirds, mangroves, seagrass and fisheries.
- Concerns about the provision of community infrastructure, including schools, hospitals and public transport. Some attendees were also concerned about the impact the incoming population would create on water and sewage services.
- Some attendees supported the proposal as they believed it would 'beautify' Cleveland. These attendees had a positive perception of the Raby Bay development and believed the Toondah Harbour development would be similarly positive.
- Other attendees made negative comments about the Raby Bay development, including on its appearance, environment management and perception that it is sinking. These attendees believed the proposal will create similar issues at Toondah Harbour.

### 5.2. EIS CONSULTATION

During the preparation of the draft EIS, the project team connected with 5,735 community members. This includes the connections that were made during engagement activities delivered prior to the release of the EIS Guidelines, during the release of the draft EIS Guidelines, and during the preparation of the draft EIS. A summary of the engagement findings has been provided by Leisa Prowse Consulting and is detailed below.

Of these 5,735 community members, 1,015 (or 18%) engaged in a conversation with a member of the project team about the proposed development and the associated draft EIS.

The community members who engaged in conversation about the project indicated the following sentiment:

- 460, or 55%, were supportive
- 66, or 8%, were neutral
- 184, or 22%, were unsupportive
- 106, or 12%, were unsure.

Over half of the engaged community members (55%) supported the proposal as it improves public facilities, improves housing options, revitalises and activates the coastline, improves recreational opportunities and has the potential for an upturn in the Cleveland economy. It should be noted that some community members who indicated their support development also stated that they assumed that environmental and traffic impacts would be managed by Walker.

A smaller proportion of engaged community members (22%) did not support the proposal due to the scale of the proposal, perceived environmental and traffic impacts, the need for community infrastructure and potential construction impacts.

During the engagement process, the project team also met with 23 key stakeholder groups to capture information that could help inform the development of the draft EIS. Seven of these groups declared that they did not support the project.

As outlined above, a range of comments were received by supportive, neutral, unsure and unsupportive community members about the proposal. Leisa Prowse Consulting have analysed the feedback and prepared common themes and findings based on the perceived benefits and potential opportunities and perceived impacts of the proposal.

### **Perceived benefits and potential opportunities**

- The waterfront parkland areas and boardwalk area would enhance Redland City and provide recreational opportunities for residents and visitors
- Locating retail and dining options near public parklands would attract further visitors into Redland City and boost the local economy
- The proposal activates the coastal area whilst also offering multiple housing options for families in Redland City
- Some community members would like to see additional information about the types of dwellings and facilities proposed
- Local community members should be included in the design process as it would increase current and future residents' sense of belonging in the area
- Design ideas for the future development included additional beach areas, waterfront dining options, skate parks and playgrounds, accessible paths and water features.

### **Perceived impacts of the proposed development**

- Concerns about parking availability, infrastructure provision and increased traffic impacts. Some community members and stakeholders suggested that improvements to public transport are needed.
- Concerns about potential increase in population and perceived impact on the future provision of community infrastructure such as hospitals, schools and roads.
- Concerns relating to the management of noise, dust and parking availability.

## **5.3. SIA CONSULTATION**

As part of the SIA process, Urbis undertook interviews with nominated stakeholders to gain an understanding of the local context and the potential positive and negative impacts associated with the proposal. Consultation was undertaken with:

- Redland City Council – Social Planner and Strengthening Communities Manager
- Redland Chamber of Commerce

- Queensland Health
- Queensland Metro South Health

Tables on the following pages summarise the key feedback received from these interviews. A copy of the interview discussion guide is provided at Appendix C.

Representatives from Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC), Queensland Education, Independent Schools Queensland, Catholic Education and Cleveland District State High School were also contacted. These stakeholders either declined to be interviewed or did not respond.

### Local characteristics



- Redland LGA is home to one of the fastest growing aging populations in the state. The LGA's older populations are typically concentrated along the coastal suburbs, such as Victoria Point and Wellington Point, while family households tend to reside further inland.
- Cleveland is also characterised by an older, retiree population. Some of the suburb's retirees are financially advantaged.
- Housing types in Cleveland have been changing, with rates of high density housing stock growing in recent years.

### Key issues and impacts



- Currently, there is a demand for social support services (e.g. domestic violence support) in the local area. Over the last five years, many government services, such as youth justice and child safety, have also moved from Cleveland to Capalaba.
- However, the proposal is not seen to exacerbate any service delivery requirements from Council's perspective. It is expected the proposal could contribute positively to Cleveland and Redland LGA by:
  - Providing an opportunity to contribute to meeting the area's housing targets.
  - Providing a supply of diverse housing stock in proximity to a principal centre.
  - Supporting the development of a stronger tourism economy by increasing the terminal capacity of the existing boat ramp
  - Facilitating a safer environment through activation of the at-grade carpark. Currently, the carpark area experiences periodical vehicle crime and property vandalism, which could be reduced through improved activation.

### Future considerations



- Council's Community Facilities Infrastructure Report indicates there is a deficit of multi-purpose community facilities within Cleveland. This remains the case, even though population growth numbers are lower than anticipated in the report.
- Any future facilities provided for the community must be well located (i.e. in close proximity to public transport) and multi-purpose to maximise functionality and use.
- The redevelopment of the Toondah Harbour ferry terminal should ensure community needs are met on both sides of the crossing. Having direct and regular access to a range of services and facilities is seen as integral to improving health and wellbeing for local communities.

### Local characteristics



- Cleveland has a strong connection to its indigenous heritage, being on Quandamooka Country. It also has strong ties to the broader Redlands heritage which can be seen through the retention of different historical buildings and monuments in the suburb, such as the Grand View Hotel and Cleveland courthouse.
- The suburb has a high commuter population, mainly due to its proximity to Brisbane CBD and existing transport connections. Many young people are also leave the area after completing school in search of different economic opportunities.
- There is a high proportion of small businesses within the Cleveland town centre and the broader suburb.

### Key issues and impacts



- Cleveland has struggled with high retail rents and vacancies, which has impacted on the overall success of small businesses.
- Any new retail and commercial offerings within the proposal should complement the existing Cleveland town centre, rather than compete with it.
- The proposal has potential to create widespread economic benefits for Cleveland by:
  - Stimulating confidence in the market to invest in Cleveland, as well as to current property holders to activate their sites
  - Building on Redland's reputation as a key destination and helping to reduce some perceived external stigma that the area has limited visitor appeal
  - Providing an opportunity for small businesses to leverage from the expected success and development of Cleveland's tourism economy.

### Future considerations



- There is an opportunity for Cleveland to leverage the expected growth in the marine and tourism industries to provide key employment and education opportunities, particularly for younger people.
- Providing accurate, timely and regular information on the proposal is needed now and throughout the planning process to help educate the community about the facts of the proposal and to build trust.
- The local night time economy is currently focussed in Cleveland. This evening economy could be further strengthened through streetscape improvements in the Cleveland town centre.

### Local characteristics



- Redlands is experiencing population growth across all age groups, with Cleveland showing signs of an ageing population.
- Redland Hospital is the tertiary health facility for the area and offers a broad range of services. The hospital is currently at capacity and is proposed to undergo significant development in the future to increase service delivery and carrying capacity.

### Key issues and impacts



- The activation of Toondah Harbour by the proposal is likely to generate a positive community benefit.
- While the proposal itself is unlikely to create a significant demand on existing health services, the cumulative impact of developments on health capacity must be considered. Redlands has been experiencing higher rates of infill development, particularly within a 10km radius of major hospital sites, which has potential to impact on health services and demand. Consultation with Metro South Health would be worthwhile to understand this demand further.
- High density developments can generate some road bottlenecks or access constraints which can present challenges for emergency services. There needs to be appropriate consideration and planning to ensure emergency services can access all incoming residents in a timely manner.
- The staging of the proposal will be important to understand to ensure essential health and emergency services are available on Day 1 to meet the demands from the expected visitor and resident population.

### Future considerations



- Community health clinics/campaigns provide essential health prevention services and education awareness within the community. This not only improves individual wellbeing but also helps to reduce the strain on tertiary health facilities. There could be an opportunity to integrate a local clinic/health education service near Toondah, in consultation with local health authorities.
- The proposed upgrades to Toondah Harbour may provide an opportunity to enhance and 'future-proof' the current emergency service/ambulance access at the terminal if needed. Planning for this should be done in consultation with relevant Queensland health representatives as the project evolves.

### Local characteristics



- Redland has a growing and ageing population. From a health demand perspective, the key concern has been meeting the demands of the ageing population.
- Redland Hospital serves the Cleveland catchment. The hospital is currently over capacity and requires upgrades to ensure the needs of future populations can be met.
- To help meet demands, Redland Hospital would benefit from an additional 200 beds, the development of an intensive care unit (ICU) and new operating theatres.
- Stage 1 expansion of Redland Hospital will be completed in late 2022 and includes a new ICU and 32-bed ward.

### Key issues and impacts



- Based on health benchmarks, the proposal is unlikely to create a significant demand increase for hospital beds. Given the existing undersupply of beds in Redlands Hospital, the proposal may compound existing issues. However, it is unlikely to present significant challenges for Queensland Health's forward planning.
- The potential demands on primary care needs (e.g. GP clinics, pharmacies) will need to be considered as these services are generally the first point of call for the population.
- There are limited active recreation opportunities within Redland City. There is a need for more active recreation places across the LGA to support wellbeing and preventative health measures.

### Future considerations



- The proposal should encourage and support the inclusion of healthy food options within any commercial or retail offerings.



## 6. POTENTIAL IMPACTS

A proposal may cause a range of direct and indirect social impacts which can have a positive, negative or neutral impact on the existing environment and community. A SIA should assess the impacts which are considered to have the most significant impacts on the community and identified stakeholder groups.

The following section outlines the impact scoping considerations which were used to inform the determination of significant social impacts. This process has been guided by leading SIA standards as outlined by the IAIA and the Queensland Coordinator-General's SIA Guidelines.

### 6.1. IMPACTED COMMUNITIES

Based on the existing environment and consultation undertaken to date, the following communities are likely to be impacted throughout the lifecycle of the proposal:

- Quandamooka people
- Cleveland residents
- North Stradbroke Island (Minjerribah) residents
- Redland LGA residents
- Cleveland businesses
- Redlands and North Stradbroke Island (Minjerribah) visitors
- Users and operators of the port.

### 6.2. IMPACT SCOPING

Table 6 outlines the social impacts which were considered as part of this SIA. These social impacts have been informed by the baseline information presented in Sections 2, 4 and 5 of this report.

Impacts which were assessed as having a moderate or higher impact are considered significant and are included for further assessment in Section 7. Social impacts which were considered as having a low or neutral impact, or where further information is required, are described below are not included for further assessment.

Table 6 Impact scoping

Potential impacts	Potentially impacted communities	Preliminary assessment
<b>Impacts requiring further information</b>		
<b>Increased traffic generation and associated travel time</b>	Cleveland residents Cleveland businesses	<p>Traffic engineering advice prepared by PSA Consulting considered the traffic generation, link traffic volumes, intersection pinch points, car parking and street and movement networks within Toondah Harbour.</p> <p>Traffic counts were undertaken in October 2020 to obtain a baseline understanding of existing traffic volumes within and surrounding Toondah Harbour. Intersection movement volumes were also collected from the counts and link volumes calculated.</p> <p>This work found that of six roads considered within the study area, four (Shore Street West, Shore Street East, Passage Street and Wharf Street) currently</p>

Potential impacts	Potentially impacted communities	Preliminary assessment
		<p>have existing daily traffic volumes within the maximum desired traffic volume associated with the Redland City Council road hierarchy. Two streets (North Street and Middle Street) currently exceed the desired maximum traffic volumes associated with the road hierarchy.</p> <p>PSA also estimated daily and peak hour trip generation rates once the development is complete. The daily trip generation associated with the proposal was calculated to reach 20,905 trips per day when the development is fully complete.</p> <p>The advice notes that the trip generation rates provided are highly conservative as the nature of the proposed development will likely see a greater uptake of active and public transport travel than what has currently been included.</p> <p>Given the stage in the planning process, the traffic engineering advice does not currently include management recommendations to reduce potential impacts. Given the preliminary nature of the advice, it is also difficult to ascertain the social impacts of increased traffic on residents and businesses.</p> <p>A detailed traffic impact assessment will be undertaken at the next stage of the planning process. A full assessment of the social impact of increased traffic generation should be undertaken at that time, when a more complete evidence base is available.</p> <p>Social impacts associated with increased traffic may relate to increased travel time for residents, businesses and visitors. There can also be impacts associated with a community's fears relating to traffic increases, as well as potential increases in stress and perceptions of increased traffic as an indicator of community change.</p> <p>It is expected that the impacts associated with increased traffic will be managed through recommendations in the traffic impact assessment, in discussion between the proponent, relevant Queensland Government agencies and/or Redland City Council.</p> <p>Impacts relating to community fears and perceptions can also typically be mitigated through communications and engagement processes which provide clear information about the likely traffic</p>

Potential impacts	Potentially impacted communities	Preliminary assessment
		impacts of a project and proposed management measures. These processes should preferably provide opportunities for individuals to discuss their specific concerns with relevant members of the project team.
<b>Moderate to very high impacts: significant impacts, assessed further in Section 7</b>		
<b>Increased local employment opportunities</b>	Quandamooka people Cleveland residents Redland LGA residents	<p>Employment and tourism growth are key goals for Redland LGA, with Council aiming to create 30,000 additional jobs by 2041 and support the development of a tourism precinct at Toondah Harbour. The proposal will increase the available job opportunities for the area and is likely to have positive impact.</p> <p>The project has been identified as an Indigenous Project by the Queensland Government, which will require an Indigenous Economic Opportunities Plan to be developed and implemented if the project is approved.</p> <p>This impact has been included for further assessment in Section 7.</p>
<b>Increased housing diversity</b>	Cleveland residents Redland LGA residents	<p>Evidence indicates that Redland LGA will require an additional 17,200 dwellings between 2016 and 2041 to accommodate the projected population growth. Demand is needed for housing across all dwelling types. The proposal will increase the supply and diversity of housing in the area to help meet this demand.</p> <p>This impact has been included for further assessment in Section 7.</p>
<b>Improved safety and activation</b>	Users and operators of the port Redland LGA residents	<p>The proposal will improve the safety and operation of the ferry channel and redevelop the port area, providing new opportunities to activate the area. Ferry parking will also be consolidated to improve user safety.</p> <p>The urban design of the project incorporates Crime Protection through Environmental Design (CPTED) principles, including activation of street frontages and passive surveillance of public spaces from businesses and residences.</p> <p>This impact has been included for further assessment in Section 7.</p>

Potential impacts	Potentially impacted communities	Preliminary assessment
<b>Access to open space</b>	Cleveland residents  Redland LGA residents	Community consultation on the proposal indicated there were concerns the proposal would reduce access to existing park areas and negatively impact on resident's current open space provision. The proposal aims to protect and expand on the current provision of public open space around Toondah Harbour by providing new foreshore parks, linkages and recreational facilities.  This impact has been included for further assessment in Section 7.
<b>Pressure on health and education facilities</b>	Cleveland residents  Redland LGA residents	The proposal is expected to introduce an eventual population of 5,754 people who are likely to require access to key services. Community consultation on the proposal indicated there was concern an increase in residents would generate a strain on existing schools and hospitals.  This impact has been included for further assessment in Section 7.
<b>Change to local character</b>	Quandamooka People  Cleveland residents  North Stradbroke Island (Minjerribah) residents  Redlands LGA residents and visitors  Cleveland visitors	Cleveland is a coastal suburb, known locally for its natural assets and connections to North Stradbroke Island (Minjerribah). It is home to a relatively established community which has strong ties to the area. Community consultation shows that Cleveland is valued by residents for its natural environment and associated lifestyle and amenity benefits.  The proposal will introduce a significant development with 3,600 dwellings including a hotel and retail activities on what has historically been a low scale, wetland environment.  This impact has been included for further assessment in Section 7.

## 7. ASSESSMENT OF SIGNIFICANT IMPACTS

The following section provides a detailed assessment of the significant social impacts to the proposal as identified in Table 6. The significant impacts are assessed with any planned mitigation measures to determine the residual impact level.

The assessment process used to determine each impact level is described in Section 3.3 of this report.

### 7.1. INCREASED LOCAL EMPLOYMENT OPPORTUNITIES

Impact description	Impacted groups
Increased employment opportunities for local residents during the construction and operation of the project, including for First Nations peoples	<ul style="list-style-type: none"> <li>▪ Quandamooka People</li> <li>▪ Cleveland residents</li> <li>▪ Redland LGA residents</li> </ul>
	<b>Impact timing</b> <ul style="list-style-type: none"> <li>▪ Dredging and reclamation</li> <li>▪ Civil construction</li> <li>▪ Building construction</li> <li>▪ Ongoing use and operations of port, tourism, parklands, marina, hotel/conference and commercial facilities</li> </ul>
<b>Current environment</b>	
<p>The importance of employment to social development and the eradication of poverty is recognised in the United Nation's 2030 Agenda for Sustainable Development. Goal 1 of the Agenda is to "End poverty in all its forms everywhere". This is strongly linked to a range of socially focused goals, as well as to Goal 8, which is to "Promote sustained, inclusive and sustainable growth, full and productive employment and decent work for all".<sup>12</sup></p> <p>ABS Census data shows there were 70,168 employed residents living in the Redlands LGA in 2016. Only 40,572 people accessed jobs in the LGA, meaning a net total of 29,596 people travelled outside the LGA to work. The occupations with the largest disparity between the number of employed residents in the LGA compared with the number of jobs were Clerical and Administrative Workers (5,961 fewer jobs than residents), Technicians and Trades Workers (5,635 fewer jobs than residents), Professionals (4,864 fewer jobs than residents) and Managers (4,248 fewer jobs than residents).</p> <p>As at September 2020, 9.6% of Cleveland residents aged 15 – 64 received Jobseeker payments. The proportion of Cleveland residents receiving this form of income support increased significantly over the six months between March and September 2020, most likely as a result of COVID-19. As shown in Section 4.2, the proportion of Cleveland residents receiving Jobseeker payments was also higher than the LGA average in both March and September 2020.</p> <p>Redland City Council's Economic Development Framework projects that 30,000 additional jobs will be created in the LGA between 2014 and 2041. This includes 4,188 construction sector jobs and 2,915</p>	

<sup>12</sup> United Nations (2015) Transforming Our World: The 2030 Agenda for Sustainable Development  
<https://sdgs.un.org/sites/default/files/publications/21252030%20Agenda%20for%20Sustainable%20Development%20web.pdf>

accommodation and food services jobs. The Framework also seeks to increase the proportion of total economic output created by tourism in the LGA from 1.4% to 2.0%.

Council's Tourism Strategy and Action Plan provides a finer grain of planning for tourism in the Redland LGA. Actions relevant to this proposal included 'Continue to work with the industry to development a tourism precinct at Toondah Harbour'.

### Impact of the proposal

The Economic Analysis of the Toondah Harbour Development Project Benefit prepared by Synergies Economic Consulting estimated there will be a peak of 770 full time equivalent (FTE) jobs per annum created during the construction phase of the project. Of these, 390 FTE jobs per annum are expected to be direct impacts, with the remaining 380 FTE jobs being due to industry and consumption effects.

During ongoing use and operations, the Economic Analysis of the Toondah Harbour Development Project Benefit estimated that by 2030 project will generate:

- 357 FTE jobs on North Stradbroke Island (Minjerribah)
- 135 FTE jobs in the rest of the Redland LGA, with an additional 28 FTEs due to flow on effects.

This additional employment is largely related to the removal of barriers to tourism visitation and expenditure.

Given the industries in which the construction and operational jobs are projected to be created, it is unlikely that the project will contribute significantly to reducing the number of Redland residents who need to travel outside the LGA to work.

However, the creation of 770 FTE jobs per annum during the construction phase of the project has the potential to assist in reducing the Cleveland's unemployment rate, which is higher than the LGA average. The positive impacts of the proposal during the construction phase could be further strengthened through a local employment and procurement program. The creation of approximately 500 FTE tourism industry jobs on North Stradbroke Island (Minjerribah) and in the Redland LGA is also likely to contribute to reducing the local unemployment rate. It will also contribute to achieving the target in Council's Economic Development Framework of increasing the proportion of total economic output created by tourism in the LGA.

Toondah Harbour has also been selected as an Indigenous Project under the Queensland Government's Building and Construction Training Policy. An Indigenous Economic Opportunities Plan will therefore need to be prepared in consultation with the Department of Aboriginal and Torres Strait Islander Partnerships and QYAC. The plan will be developed after the EIS has been exhibited and will be required to show how employment, training and business supply opportunities for First Nations people will be maximised during the project. The plan will also set employment targets, which will be monitored for compliance throughout the construction phase of the project.

### Management measures

- Employment of professional services local businesses, such as Biodiversity Assessment and Management and FRC Environmental, to assist in the delivery of the EIS.
- Written commitment to provide local contractors, subcontractors and suppliers with face to face briefings on the type, scope and

### SIA recommendations

- Engage closely with the Department of Aboriginal and Torres Strait Islander Partnerships and QYAC in preparing the Indigenous Economic Opportunities Plan.
- Prioritise the training and employment needs of residents of Cleveland and Redland LGA in the partnership with TAFE Queensland.

<p>timing of future works packages. These are expected to be expected to be held quarterly.</p> <ul style="list-style-type: none"> <li>▪ As a major project a minimum of 15% of the total labour hours on the project to be undertaken by apprentices/trainees and/or through other workforce training in accordance with the Building and Construction Training Policy.</li> <li>▪ As a selected Indigenous project under the Training Policy the core deemed hours requirement of 15% of total labour hours is to be met by Aboriginal and Torres Strait Islander apprentices and trainees and local Aboriginal and Torres Strait Islander workers.</li> <li>▪ Preparation of an Indigenous Economic Opportunities Plan under the Training Policy.</li> <li>▪ Establishment of a partnership with TAFE Queensland to look at future workforce needs and training opportunities from the Alex Hills Campus.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Build a relationship with Minjerribah Ganaba Education and training to create pathways to employment for members of the North Stradbroke Island (Minjerribah) community members across a variety of sectors.</li> </ul>
<b>Residual impact (considering management measures)</b>	
<b>Consequence:</b> Moderate	<b>Likelihood:</b> Likely
<p>Based on the assessment above, the proposal is expected to have a high positive impact by increasing employment opportunities for the local community. The selection of Toondah Harbour as an Indigenous Project under the Building and Construction Training Policy is likely to have a particularly positive impact, due to requirements relating to matters such as employment of apprentices and trainees and local First Nations peoples.</p> <p>The jobs created during the construction and operations phases of the project will also contribute to reducing Cleveland's unemployment rate, which is higher than the LGA average.</p>	

## 7.2. INCREASED HOUSING DIVERSITY

Impact description	Impacted groups
Increased housing choice and diversity for existing and future residents	<ul style="list-style-type: none"> <li>▪ Cleveland residents</li> <li>▪ Redland LGA residents</li> </ul>
	Impact timing
	<ul style="list-style-type: none"> <li>▪ Ongoing use and operations</li> </ul>
Current environment	
<p>The populations of Cleveland and Redland LGA in 2016 were approximately 14,800 and 147,000 respectively. The South East Queensland Regional Plan projects that Redland will grow by 36,000 people between 2016 and 2041, with an additional 17,200 dwellings needed to accommodate this growth. Council's Housing Strategy also expects the population of the LGA to grow, although by a greater amount over a shorter timeframe than the South East Queensland Regional Plan. The Housing Strategy identifies the need for approximately 21,000 extra dwellings in the LGA between 2011 and 2021.</p> <p>In 2016, 62% of Cleveland households lived in a separate house, 21% in a semi-detached dwelling and 16% in a flat or apartment. In comparison, 85% of Redland households lived in a separate house, 9% in a semi-detached dwelling and 5% in a flat or apartment.</p> <p>Council's Housing Strategy targets the construction of 12,000 separate houses, 4,500 semi detached dwellings and 5,000 apartments between 2011 and 2021. It also targets the creation of 2,200 aged care/retirement living places. One of the five outcomes sought in the strategy is for diverse housing, defined as "Housing that is diverse in form, meeting the needs of households of different sizes, different ages, different levels of ability and different cultural backgrounds, and is adaptable over time" (2011, p. 33).</p>	
Impact of the proposal	
<p>The proposal is currently expected to result in 3,600 dwellings including a hotel, with the following proposed dwelling mix:</p> <ul style="list-style-type: none"> <li>▪ 7 detached dwellings</li> <li>▪ 25 terraces</li> <li>▪ 3,368 apartments.</li> </ul> <p>The proposal will contribute to diversifying the housing options available in Cleveland and Redland more generally, both of which have low proportions of apartments. There are significant opportunities to further increase the diversity of housing in the Toondah Harbour PDA during the detailed design phases.</p>	
Management measures	SIA recommendations
<ul style="list-style-type: none"> <li>▪ Detailed design of housing is to be undertaken as part of the next stages of the planning process.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Include a diversity of apartment sizes and configurations during the detailed design phases of the project.</li> <li>▪ Maximise the proportion of dwellings which comply with Silver level or above in the Liveable Housing Design Guidelines.</li> </ul>



	<ul style="list-style-type: none"> <li>Consider including Independent Living Units or other apartment types designed to accommodate aging in place.</li> <li>Include adaptable design features in dwellings during the detailed design phases of the project.</li> <li>Include affordable housing, managed by a registered community housing provider, in the development of the Toondah Harbour PDA.</li> <li>Align the target cohort/s of the affordable housing with local needs, potentially including people working in or near the PDA.</li> </ul>
<b>Residual impact (considering management measures)</b>	
<b>Consequence:</b> Moderate	<b>Likelihood:</b> Possible
<p>Detailed design of housing is to be undertaken as part of the next stages of the planning process. With the incorporation of recommendations in this SIA, the proposal has the potential to have a high positive impact on housing diversity in Cleveland and Redlands. This includes the provision of dwellings of diverse sizes and configurations, as well as the incorporation of accessible and affordable housing.</p>	

## 7.3. IMPROVED SAFETY AND ACTIVATION

Impact description	Impacted groups
Improved safety and activation of Toondah Harbour and the associated carpark	<ul style="list-style-type: none"> <li>Users and operators of the port</li> <li>Cleveland residents and visitors</li> <li>North Stradbroke Island (Minjerribah) residents and visitors</li> <li>Redland LGA residents and visitors</li> </ul>
	Impact timing
	<ul style="list-style-type: none"> <li>Dredging and reclamation</li> <li>Ongoing use and operations</li> </ul>
Current environment	
<p>Toondah Harbour is the main departure and arrival point for ferry services between the mainland, North Stradbroke Island (Minjerribah) and Moreton Bay. The harbour is a busy passenger port, serving approximately one million passengers and 29,000 vessels movements annually.</p> <p>The ferry port was originally designed to support the sand mining industries on North Stradbroke Island and has since been adapted for visitor use. However, the appearance of the port has generally not been upgraded. The industrial-style design of the current port and open grade carpark lack amenity and have limited streetscape interface. Crime data from Queensland Police for the past year (October 2019 – October 2020) indicates Cleveland also has higher rates of ‘other theft’ crime types, which includes steal from motor vehicles, dwellings and unauthorised access of vehicles, compared to neighbouring areas.</p>	

Consultation with Council indicated that crime rates at the port could be improved through better activation of the port and broader area.

The existing one way entrance channel and turning basin which services the ferry route is approximately 2.55km long and 45m wide. The diameter of this channel is well below the minimum accepted maritime standards and is creating several safety issues, including vessels 'bottoming out' on the channel and harbour floor at low tide. Consultation with the community indicates there is a need to revitalise the ferry terminal and improve this access to the island.

### Impact of the proposal

The proposal will undertake capital dredging of the ferry channel and harbour turning basin, widening it to a two way channel and deepening it, which will significantly improve the efficiency and safety of the ferry route for both users and operators. The existing navigation channel will be deepened to a depth of -3m LAT (Lowest Astronomical Tide) with a base width of 75m, in line with accepted maritime standards. The increase in depth will provide a safer entry and turning environment for boat operators and considerably reduce the potential of vessels hitting the harbour or channel base. It will also double the existing carrying capacity of the channel, allowing for an increase in users while still maintaining appropriate distance and safety standards between vessels.

The airport style ferry terminal and additional ferry car parking, as well as a new public pontoon, will allow for new or additional operators, such as charter operators to use the Toondah Harbour transport hub.

The development of the site into a new mixed use precinct will also provide opportunities for increased activation, particularly at key public areas. The positioning of three new residential buildings adjacent to the carpark will provide greater natural surveillance opportunities over this area through the day and night, a known crime deterrent measure. The carpark will also be upgraded with new terminal buildings and landscaping works to help improve amenity and bring the terminal in line with modern passenger standards.

The development of a new boardwalk connection to Middle Street, as well the potential for ground floor retail offerings within the residential buildings, will encourage more people to stay and walk through these areas. This is likely to attract more public activity and surveillance opportunities around the carpark area than are presently available.

### Management measures

### SIA recommendations

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|---|---|
| <ul style="list-style-type: none"> <li>▪ Widening of the entrance channel to accommodate two way movement of vessels.</li> <li>▪ Design of the entrance channel and turning basin in line with minimum accepted maritime standards.</li> <li>▪ Commencement of port upgrades in the first year of construction to prioritise these works for broader community benefit and use.</li> <li>▪ Staging and management of the port facility and channel works to ensure there is no disturbance to services between the mainland and North Stradbroke Island (Minjerribah).</li> <li>▪ Preparation of a detailed Landform Construction Methodology and Construction Scheduling to</li> </ul> | <ul style="list-style-type: none"> <li>▪ Undertaken a CPTED assessment during the detailed design phase to assess and minimise any safety risks of the proposed design. The CPTED should consider the safety of incoming residents and the expected movements of visitors, particularly around the port and carpark.</li> <li>▪ Require Construction Plans detailing all WH&amp;S and work safety procedures from potential contractors which outline how on-site safety will be managed and maintained throughout construction. This can be done post EIS as part of the construction tender process.</li> <li>▪ Continue to communicate with the community around the expected timeframes and likely</li> </ul> |
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<p>guide the safe construction of the port facilities and associated residential development over the project life.</p> <ul style="list-style-type: none"> <li>Intended implementation of lighting, CCTV and public art around the marina and boardwalk promenades to contribute to a safe and activated public environment.</li> <li>Introduction of new residential and commercial uses will provide 24/7 activity and overlooking of the ferry precinct enhancing community safety.</li> </ul>	<p>duration of the port facility upgrades to provide clarity around what to expect during construction and when new facilities will be operational. This should be undertaken continuously throughout and after the EIS process as details are confirmed.</p>
<b>Residual impact (considering management measures)</b>	
<b>Consequence:</b> Moderate	<b>Likelihood:</b> Likely
<p>Based on the assessment above, the proposal is expected to have a positive impact on the local area by significantly improving and upgrading the safety of Toondah Harbour's port and ferry route in line with maritime standards. The proposal will provide opportunities for additional operators to access the site, for example, charter operations, or new routes within southern Moreton Bay. The proposal will also broaden opportunities for increased activation and natural surveillance across the site through a mix of uses and new site linkages.</p>	

## 7.4. ACCESS TO OPEN SPACE

Impact description	Impacted groups
Increased community access to public open space	<ul style="list-style-type: none"> <li>Cleveland residents</li> <li>Redland LGA residents</li> </ul>
	<b>Impact timing</b> <ul style="list-style-type: none"> <li>Civil construction</li> <li>Ongoing use and operations</li> </ul>
<b>Current environment</b>	
<p>As outlined in Section 4.5, Cleveland has access to a range of open space and recreation areas. Most open space within 2km of the site consists of parks which are generally well embellished with playgrounds, seats and some sporting infrastructure.</p> <p>GJ Walter Park is part of this network and is located within the PDA boundary. It provides approximately 3.9 ha of publicly accessible, formal open space within the site area. The park is in a prominent visitor location. Council's 2036 Open Space Strategy recommends upgrading the park to formalise the connection to Toondah Harbour and include a fenced dog off-leash area.</p> <p>Consultation shows that GJ Walter Park is highly valued by the local community for its recreational and amenity offerings. Consultation also shows there are concerns that the size of the proposal will negatively impact on the amenity, heritage and community value of the park.</p> <p>Aside from formal open spaces, Cleveland residents also have access to large areas of natural foreshore which provide considerable amenity and enable passive recreation use by residents. Council's 2036 Open</p>	

Space Strategy aims to maintain the social and ecological values of the natural environment. It also aims to maintain community access to a well-connected, well designed and diverse network of open space and recreational opportunities.

Community consultation on the proposed development of the Toondah Harbour PDA indicates some community members are concerned the proposal will reduce access to Cleveland's foreshores and negatively impact on the provision of open space to residents.

### Impact of the proposal

The proposal will expand the current provision of open space around Toondah Harbour by providing new foreshore parks, urban plazas, boardwalks, pedestrian and cycle linkages and recreational opportunities such as a lagoon pool, kayaking and land based recreational fishing activities. The proposal has been designed in conjunction with ecology specialists to help minimise wildlife disturbance while providing new opportunities to access and interact with Cleveland's existing foreshores.

This current provision of open space will be protected, with the proposal preserving GJ Walter Park. Public access to GJ Walter Park will be maintained via Middle Street and Shore Street East. A new boardwalk promenade will also connect GJ Walter Park to the Toondah Harbour port, in line with recommendations in Council's Open Space Strategy 2036.

The proposal will also provide an additional 3.5ha of foreshore parks, plazas and boardwalk connections. This includes:

- **Foreshore park** – development of an additional 3.5ha of foreshore park at the northern end of the site, extending from GJ Walter Park. The new foreshore park is intended to support passive and active recreation uses. It is planned to contain 1.5km of foreshore walkways and trails, a new lagoon pool, a water play area and rocky coves and walls suitable for fishing and as a landing place for small water activities (e.g. kayaks, paddle boards).
- **Plazas** – development will deliver significant new community spaces in the form of a marina plaza, events promenades and a ferry precinct plaza and landscape park area.
- **Boardwalks** – development of approximately 1ha of new harbour and marina front boardwalks and pathways, suitable for passive recreational activities, dining and events.
- **Waterfront pathways** – development of 4.5km of publicly accessible waterfront pathways throughout the site, providing new public accessways for people to observe and interact with the internal waterways and foreshore edges.

These new facilities are expected to help alleviate the potential demand on existing open spaces from the incoming population and provide broader public benefit. In alignment with Council's Open Space Strategy 2036, the inclusion of new boardwalks and trails throughout the site will contribute to a well-connected, publicly accessible open space network. The design of the foreshore areas to include active recreation facilities will also help support the community in leading healthy and active lives, a key Council value.

### Management measures

### SIA recommendations

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| <ul style="list-style-type: none"> <li>▪ Design of the proposal to result in no net loss of public open space, with GJ Walter Park to be retained in its entirety.</li> <li>▪ Intended embellishment and refurbishment of GJ Walter Park with playground equipment, street furniture, public art and lighting to</li> </ul> | <ul style="list-style-type: none"> <li>▪ Engage with the Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC), on behalf of the Quandamooka people, on the design of open spaces.</li> <li>▪ Consider including more active recreation facilities, such as outdoor gym equipment, along the foreshore park or boardwalk</li> </ul> |
|---|--|

<p>improve the amenity and functionality of the space for the community.</p> <ul style="list-style-type: none"> <li>▪ Inclusion of a new lagoon pool and water play area into the final design as a result of community feedback received during the pre-EIS exhibition process.</li> <li>▪ Design of all boardwalks, trails, plazas and foreshore parks to be publicly accessible, allowing access to both incoming residents and the general public.</li> <li>▪ Construction of the foreshore park in the first stage of the proposal to enable community access to open space areas early in the development.</li> <li>▪ Design of plazas, particularly the marina plaza, as spaces for programmed activities, festivals and other events.</li> </ul>	<p>connections to help further support community health objectives.</p> <ul style="list-style-type: none"> <li>▪ Communicate with the surrounding community about the timing and staging of improvement works to GJ Walter Park, including any temporary access restrictions during embellishment.</li> </ul>
<b>Residual impact (considering management measures)</b>	
<b>Consequence:</b> Moderate	<b>Likelihood:</b> Likely
<p>Based on the assessment above, the proposal is expected to have a high positive impact on the provision of accessible and embellished open space to the community. GJ Walter Park is proposed to be retained and improved, with no loss of access to this space other than during temporary periods associated with improvement works. The proposal will also result in 3.5ha of new foreshore parks, plazas and boardwalk connections, providing a range of recreation and leisure opportunities. A lagoon pool and water play area have been incorporated into the design as a result of community engagement. These facilities will increase the positive impact of the proposal.</p>	

## 7.5. PRESSURE ON HEALTH AND EDUCATION FACILITIES

Impact description	Impacted groups
Pressure on surrounding health and education facilities from the incoming residential population	<ul style="list-style-type: none"> <li>▪ Cleveland residents</li> <li>▪ Redland LGA residents</li> </ul>
	<b>Impact timing</b> <ul style="list-style-type: none"> <li>▪ Ongoing use and operations</li> </ul>
<b>Current environment</b>	
<p>As an established centre, Cleveland is the location of a range of existing social infrastructure. As outlined in Section 4.5, this includes all main emergency services (police, fire, ambulance and SES) and Redland Hospital. Redland Hospital is the tertiary health facility for the LGA and broader surrounds, providing 172 overnight beds and supporting a range of surgery, allied health and general medicine needs.</p>	

Consultation with Queensland Health and Queensland Metro South Health indicates Redland Hospital is currently over capacity. The hospital requires expansion to increase its service delivery and carrying capacity to support the existing and future population. In September 2020, Redland Hospital was approved for a new intensive care unit and 32 bed-ward, with development expected to begin in 2021. A Stage 2 expansion was also approved, the details of which will be outlined in a future business case.

The site is also within the catchment area for two government schools: Cleveland State School (Prep to Year 6) and Cleveland District State High School (Years 7 – 12). Enrolment data from the Department of Education indicates these schools have varying levels of capacity. Enrolments at Cleveland State School have declined by 5% over the past four years (2016 – 2020), with 675 students currently enrolled at the school against a maximum capacity of 800 students. Conversely, Cleveland District State High School has experienced reasonable enrolment growth, increasing by 10% over the past four years. Enrolments at Cleveland District State High School are nearing capacity, with 2,140 students enrolled in 2020 against a maximum capacity of 2,155 students.

The site is also in the catchment area for Star of the Sea Primary School, which had 189 students in 2019. This is a decrease of 37% from the 298 students enrolled at the school in 2014.

Community consultation on the proposal indicated there were concerns an increase in residents would create a strain on community infrastructure, particularly schools and hospitals.

## Impact of the proposal

The proposal is expected to introduce an eventual residential population of approximately 5,754 people. While this represents a considerable number of people, this population will be staged over a period of 15 to 20 years in line with the proposed construction timeline. Initially, it is expected the proposal will introduce approximately 1,145 people in the first six years and 2,168 people in the next seven years, with the remaining population by year 2043. This staging is indicative and subject to market demand.

As there are no hospitals or schools proposed in the development of the Toondah Harbour PDA, incoming residents are expected to use Cleveland's existing health and education facilities. As discussed below, the current performance and function of these facilities suggest the needs of the incoming population can be accommodated without excessive demand.

### Health facilities

Redland Hospital is the tertiary health facility for the LGA and its expected most of the incoming population will use this hospital in the future for surgical or higher-order health needs. As Redland Hospital is currently over capacity, the proposal has likely caused some concern for the local community.

However, in September 2020 Redland Hospital was approved for a \$62 million Stage 1 expansion to improve its capacity and on-site services. Works on the new intensive care unit and 32 bed-ward are expected to commence in 2021, while Stage 2 of the expansion was also approved to increase the hospital's self-sufficiency and provide more services closer to people's homes.

Consultation with Queensland Metro Health South indicated that, based on health benchmarks, the proposal is unlikely to create a significant demand increase for hospital beds. It was recognised that given the existing undersupply of beds and planned hospital upgrades to improve this, the proposal is unlikely to present significant challenges for Queensland's health forward planning.

Based on this consultation and the approved expansion works for Redland Hospital, it is expected the needs of the incoming population can be accommodated without creating additional strain on the hospital services. Recommendations have been made below to help further manage this and enhance local health offerings by the proposal, based on consultation with Queensland Health and Metro South Health.

## Education facilities

Based on preliminary estimates, when fully developed the proposal may introduce 449 children aged 5 to 14 years and 289 children aged 15 to 19 years into Cleveland. It is expected most children will attend either Cleveland State School or Star of the Sea Primary School and Cleveland District State High School in the future.

Available enrolment data suggests that Cleveland State School and Star of the Sea Primary School will have capacity to accommodate enrolments associated with all stages of the proposal. It also appears that Cleveland District State High School will have initial capacity to accommodate enrolments associated with the first phases of the proposal. However, Cleveland District State High School is nearing capacity and may have limited long term enrolment capacity based on current trends.

The Queensland Schools Planning Reference Committee (QSPRC) advises the QLD Department of Education of the need for new schools across the state based on expected population growth and the timing of planned growth areas. On 20 May 2020, the QSPRC met and assessed the demand for new schools across the Redland LGA. The QSPRC assessed that, based on expected population growth and available enrolment capacity, no new schools would be required in Cleveland over the next 20 years (2021 – 2041).

As part of this SIA, Queensland Education, Independent Schools Queensland and Catholic Education were contacted to help further understand the potential enrolment impact of the proposal on these schools. All parties either declined or did not respond to the opportunity to comment.

The Toondah Harbour proposal was publicly available at the time of the May 2020 QSPRC meeting and was regularly reported on in the media for some time prior. Given this, it is reasonable to assume that the growth of Toondah Harbour may have informed enrolment growth discussions. Based on the findings of the QSPRC, it is expected that the existing schools in Cleveland can accommodate the needs of the incoming population and would not generate demand for a new school. Recommendations have been made below to help further manage and monitor this.

Management measures	SIA recommendations
<ul style="list-style-type: none"><li>▪ Consultation with Queensland Health and Metro South Health to inform them of the proposal during the EIS process to enable forward planning of health services.</li><li>▪ Staged approach to construction and residential delivery to allow for a gradual increase in incoming residents over a 18-year period, allowing time for service upgrades to be completed and reducing the strain an immediate and sudden population increase would generate.</li><li>▪ Staging and management of the port facility and construction works to ensure there is no disturbance to emergency service access between the mainland and North Stradbroke Island (Minjerribah).</li><li>▪ New ferry terminal arrangements and layout to support improved emergency service access.</li></ul>	<ul style="list-style-type: none"><li>▪ Consider encouraging the inclusion of healthy food options within retail areas on site to support healthy living options for residents and visitors.</li><li>▪ Continue to communicate with Queensland Metro South Health and the Department of Education regarding the expected construction and occupancy dates of the residential developments to inform forward health and education planning. This will be essential if there are any significant changes in yield or planned occupancy dates in the future.</li><li>▪ Monitor the demand for a potential GP on site. This can be done post EIS once demand can be demonstrated as the proposal progresses.</li></ul>



Residual impact (considering management measures)	
<b>Consequence:</b> Minimal	<b>Likelihood:</b> Unlikely
Based on the assessment above, the incoming residential population of approximately 5,750 people is unlikely to create excessive demand on the surrounding health and education facilities and will have a low impact on the community. The approved upgrades to Redland Hospital, as well the Queensland Schools Planning Reference Committee assessment that no new schools are needed in Cleveland over the next 20 years, suggests the needs of the incoming and existing residential population can be accommodated adequately.	

## 7.6. CHANGE TO LOCAL CHARACTER

Impact description	Impacted groups
Change to the character of Toondah Harbour and the site	<ul style="list-style-type: none"> <li>▪ Quandamooka people</li> <li>▪ Cleveland residents and visitors</li> <li>▪ North Stradbroke Island (Minjerribah) residents and visitors</li> <li>▪ Redland LGA residents</li> </ul>
	Impact timing
	<ul style="list-style-type: none"> <li>▪ Dredging and reclamation</li> <li>▪ Civil construction</li> <li>▪ Building construction</li> <li>▪ Ongoing use and operations</li> </ul>
Current environment	
<p>The site is a considerable land holding situated at the edge of Cleveland, covering an area of approximately 67ha. Much of this land area is dominated by marine and tidal environments, which account for 70% of the total site area. The remainder of the site's land area largely consists of an at-grade carpark and port facilities to the south, and GJ Walter Park to the north. The site's natural bay environment and low scale form are key features of its current character and amenity.</p> <p>Different social and cultural groups are likely to understand local character in different ways. The Cultural Heritage Study prepared by Everick Heritage in March 2020 states that the site is within the area administered for Aboriginal Cultural Heritage purposes by QYAC. In 2016, there were 252 Aboriginal and Torres Strait Islander people living in Cleveland.</p> <p>Cleveland is home to a relatively established community which has strong ties to the area, with around 50% of residents living at the same location for the past five years. Community consultation shows that Cleveland is valued by residents for its natural environment and associated lifestyle and amenity benefits. The location of the Moreton Bay Marine Park along the Toondah Harbour contributes significantly to this, with residents commonly citing the protected wetlands, wildlife, scenic views and natural coastline as reasons why they value the area.</p>	



In recent years, Cleveland has experienced increased development. This has seen an increase in compact building forms and medium density apartments, particularly along Middle Street close to the site. This change is expected to continue, with the South East Queensland Regional Plan identifying Cleveland as a regional activity centre which is suitable for increased density.

### Impact of the proposal

The proposal will introduce a significant development with 3,600 dwellings, multistorey towers, a hotel and retail activities at the edge of Toondah Harbour. Building will range from two to 10 storeys in height. This will represent a significant change to the form of the area, which has historically been a low scale, wetland environment and industrial port.

Different community members are likely to have different perspectives on the nature of the project's impact on local character (positive to negative), as well as the scale of that impact (high to low). As discussed in Section 5.2, 55% of community members engaged about the project supported it overall. These community members are more likely to view the proposal's impact on local character positively. A smaller proportion of community members (22%) did not support the proposal for reasons relating to local character. These reasons included the size of the proposal and its perceived environmental impacts.

Cultural heritage investigations have been completed by QYAC and a cultural heritage management agreement is being developed to ensure that the proposed project does not harm Aboriginal cultural heritage. The area in the north east of GJ Walter Park is of particular importance from an Aboriginal cultural heritage perspective. This area is not subject to a development proposal, however any embellishments and landscape treatments will be designed in consultation with Quandamooka representatives.

Changes to an area's visual environment can impact the way a community understands the quality of its built environment. This impact can be reduced by ensuring height is concentrated in appropriate locations, overshadowing is reduced, and key vistas are protected.

The proposal has been designed to complement the existing visual character of the town centre, supporting the objectives of the South East Queensland Regional Plan to transform Cleveland into a modern, compact centre. The taller building heights are concentrated in the middle portion of the site, forming a continuous boulevard and visual link with the existing apartments situated along Middle Street. Building heights across the site are also stepped, ensuring the bulk of density is located closest to the Cleveland town centre and away from the eastern waterfront boundaries.

The Landscape and Visual Impact Assessment prepared by Archipelago found that "the proposed development with its complex of buildings is likely to have broad landscape character and visual impacts". These include "Changing the existing low rise Cleveland coastal character along the eastern mainland edge to that of a large scale residential and tourism precinct particularly when seen from GJ Walter Park, adjoining streets and from Moreton Bay" (2021: 6).

### Management measures

- Inviting QYAC to participate in the development of precinct wide landscape, built form, public art, place naming, wayfinding and heritage and environmental interpretation elements to maximise opportunities for Quandamooka culture to be reflected and communicated to a wider audience.

### SIA recommendations

- Complete and implement the Cultural Heritage Management Agreement.
- Implement the mitigation measures recommended in the Landscape and Visual Impact Assessment.
- Prepare and deliver an ongoing Communications and Engagement Plan to

<ul style="list-style-type: none"> <li>▪ Land and sea management by Quandamooka community rangers is proposed as part of the Offsets Strategy.</li> <li>▪ Design of building layouts to reduce bulk appearances, maximise connections to the existing waterfront environment and enable the delivery of a high quality architectural finish.</li> <li>▪ Straightening of Middle Street will provide a new vista to North Stradbroke Island (Minjerribah, creating a strong visual connection between the mainland centre of activity and the island.</li> <li>▪ Location of detached houses and terraces near GJ Walter Park and the eastern waterfront boundary to help create an appropriate transition from public spaces and the existing wetland environment to higher density areas.</li> <li>▪ Design of the site to incorporate a range of community uses and access to provide public benefit and invite people into the site. This reduces the potential for the site to become isolated from the existing community and helps to better integrate the site into the urban fabric.</li> <li>▪ Provision of foreshore parks and boardwalk connections and walkways on site to maintain community access and help better integrate with the environmental and open space values of the areas.</li> <li>▪ Display of the site plans and photomontages in the Toondah Harbour Community Information Office to allow the public to understand how the proposal is likely to look (and the realistic visual impact on surrounding areas.</li> </ul>	<p>continue to engage and inform the community through all development stages.</p> <ul style="list-style-type: none"> <li>▪ Consider seeking a five or six star Green Star rating from the Green Building Council of Australia to gain independent verification of the project's respect for environmental and social sustainability.</li> <li>▪ Engage and collaborate with local artist/s for the identified public art within the proposal, including Quandamooka artists. Consideration should be given to public art which acknowledges and celebrates the history community values of Cleveland and Redland LGA, in collaboration with QYAK and Council.</li> </ul>
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### Residual impact (considering management measures)

**Consequence:** Major

**Likelihood:** Very likely

Based on the assessment above, it is expected the proposal will have a very overall high impact on the community's understanding of the local character of Toondah Harbour and surrounding areas. The nature of this impact (positive to negative) is likely to vary considerably between community members, based in part on their perceptions of the proposal overall. Ongoing implementation of the management measures and SIA recommendations will be important to reflect local character, encourage a sense of community ownership and support the community to adapt to change over time. Delivery of an ongoing Communications and Engagement Plan, with as much community participation as possible, will be particularly important in managing this impact.

## 8. CONCLUSION

This SIA has been prepared to accompany the preparation of the EIS for the development of the Toondah Harbour PDA in Cleveland.

### 8.1. KEY SOCIAL IMPACTS

Based on the assessment in this report, the key social impacts of the proposal are:

- **Increased local employment opportunities:** The proposal is expected to have a high positive impact by increasing employment opportunities for the local community. The selection of Toondah Harbour as an Indigenous Project under the Queensland Government's Building and Construction Training Policy is likely to have a particularly positive impact, due to requirements relating to matters such as employment of apprentices and trainees and local First Nations peoples. The jobs created during the construction and operations phases of the project will also contribute to reducing Cleveland's unemployment rate, which is higher than the LGA average.
- **Increased housing diversity:** Detailed design of housing is to be undertaken as part of the next stages of the planning process. With the incorporation of recommendations in this SIA, the proposal has the potential to have a high positive impact on housing diversity in Cleveland and Redlands. This includes the provision of dwellings of diverse sizes and configurations, as well as the incorporation of accessible and affordable housing.
- **Improved safety and activation:** The proposal is expected to have a positive impact on the local area by significantly improving and upgrading the safety of Toondah Harbour's port and ferry route in line with maritime standards. The proposal will provide opportunities for additional operators to access the site, for example, charter operations, or new routes within southern Moreton Bay. The proposal will also broaden opportunities for increased activation and natural surveillance across the site through a mix of uses and new site linkages.
- **Access to open space:** The proposal is expected to have a high positive impact on the provision of accessible and embellished open space to the community. GJ Walter Park is proposed to be retained and improved, with no loss of access to this space other than during temporary periods associated with improvement works. The proposal will also result in 3.5ha of new foreshore parks, plazas and boardwalk connections, providing a range of recreation and leisure opportunities. A lagoon pool and water play area have been incorporated into the design as a result of community engagement. These facilities will increase the positive impact of the proposal.
- **Pressure on health and education facilities:** The incoming residential population of approximately 5,750 people is unlikely to create excessive demand on the surrounding health and education facilities and will have a low impact on the community. The approved upgrades to Redland Hospital, as well the Queensland Schools Planning Reference Committee assessment that no new schools are needed in Cleveland over the next 20 years, suggests the needs of the incoming and existing residential population can be accommodated adequately.
- **Change to local character:** It is expected the proposal will have a very high overall impact on the community's understanding of the local character of Toondah Harbour and surrounding areas. The nature of this impact (positive to negative) is likely to vary considerably between community members, based in part on their perceptions of the proposal overall. Ongoing implementation of the management measures and SIA recommendations will be important to reflect local character, encourage a sense of community ownership and support the community to adapt to change over time. Delivery of an ongoing Communications and Engagement Plan, with as much community participation as possible, will be particularly important in managing this impact.

### 8.2. RECOMMENDATIONS

The following recommendations are provided to further manage and enhance the potential impacts from the proposal:

- Engage closely with the Department of Aboriginal and Torres Strait Islander Partnerships and QYAC in preparing the Indigenous Economic Opportunities Plan.

- Prioritise the training and employment needs of residents of Cleveland and Redland LGA in the partnership with TAFE Queensland.
- Build a relationship with Minjerribah Ganaba Education and training to create pathways to employment for members of the North Stradbroke Island (Minjerribah) community members across a variety of sectors.
- Include a diversity of apartment sizes and configurations during the detailed design phases of the project.
- Maximise the proportion of dwellings which comply with Silver level or above in the Liveable Housing Design Guidelines.
- Consider including Independent Living Units or other apartment types designed to accommodate aging in place.
- Include adaptable design features in dwellings during the detailed design phases of the project.
- Include affordable housing, managed by a registered community housing provider, in the development of the Toondah Harbour PDA. Align the target cohort/s of the affordable housing with local needs, potentially including people working in or near the PDA.
- Undertaken a CPTED assessment during the detailed design phase to assess and minimise any safety risks of the proposed design. The CPTED should consider the safety of incoming residents and the expected movements of visitors, particularly around the port and carpark.
- Require Construction Plans detailing all WH&S and work safety procedures from potential contractors which outline how on-site safety will be managed and maintained throughout construction. This can be done post EIS as part of the construction tender process.
- Continue to communicate with the community around the expected timeframes and likely duration of the port facility upgrades to provide clarity around what to expect during construction and when new facilities will be operational. This should be undertaken continuously throughout and after the EIS process as details are confirmed.
- Engage with the Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC), on behalf of the Quandamooka people, on the design of open spaces.
- Consider including more active recreation facilities, such as outdoor gym equipment, along the foreshore park or boardwalk connections to help further support community health objectives.
- Communicate with the surrounding community about the timing and staging of improvement works to GJ Walter Park, including any temporary access restrictions during embellishment.
- Consider encouraging the inclusion of healthy food options within retail areas on site to support healthy living options for residents and visitors.
- Continue to communicate with Queensland Metro South Health and the Department of Education regarding the expected construction and occupancy dates of the residential developments to inform forward health and education planning. This will be essential if there are any significant changes in yield or planned occupancy dates in the future.
- Monitor the demand for a potential GP on site. This can be done post EIS once demand can be demonstrated as the proposal progresses.
- Complete and implement the Cultural Heritage Management Agreement.
- Implement the mitigation measures recommended in the Landscape and Visual Impact Assessment.
- Prepare and deliver an ongoing Communications and Engagement Plan to continue to engage and inform the community through all development stages.
- Consider seeking a five or six star Green Star rating from the Green Building Council of Australia to gain independent verification of the project's respect for environmental and social sustainability.
- Engage and collaborate with local artist/s for the identified public art within the proposal, including Quandamooka artists. Consideration should be given to public art which acknowledges and celebrates the history community values of Cleveland and Redland LGA, in collaboration with QYAK and Council.

### 8.3. OVERALL SOCIAL IMPACT

Based on this assessment and the implementation of recommendations, it is likely the proposal will generate a positive social impact. Best practice communications, engagement and, where possible, participatory processes will be critical in achieving this outcome. Engagement will be particularly important in reflecting local character, encouraging a sense of community ownership and supporting the community to adapt to change over time. The detailed urban, landscape and architectural design subsequent to the EIS, as well as the design of associated environmental, economic, social and cultural programs, will also be crucial in enhancing positive impacts and minimising negative impacts.

## 9. REFERENCES

The following reference list provides a record of all data sources accessed as part of this SIA. Reviewed local and state policies have been titled appropriately in Section 2 and as such are not listed below.

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# APPENDIX A      DEMOGRAPHIC DATA



Table 7 Demographic data

Data item	Cleveland	Redland LGA	Greater Brisbane
Population	14,801	147,010	2,270,800
Median age	49	41	35
Average people per household	2.3	2.6	2.7
<b>Age distribution (%)</b>			
Aged 0-4	3.7%	5.5%	6.5%
Aged 5-9	4.8%	6.6%	6.8%
Aged 10-14	5.7%	6.7%	6.3%
Aged 15-19	6.1%	6.6%	6.5%
Aged 20-24	5.1%	5.6%	7.5%
Aged 25-29	4.3%	5.0%	7.5%
Aged 30-34	4.3%	5.7%	7.6%
Aged 35-39	4.5%	5.8%	6.9%
Aged 40-44	5.8%	6.8%	7.1%
Aged 45-49	6.6%	7.1%	6.9%
Aged 50-54	7.4%	7.3%	6.3%
Aged 55-59	8.0%	7.1%	5.7%
Aged 60-64	7.8%	6.4%	5.0%
Aged 65-69	7.6%	6.0%	4.5%
Aged 70-74	6.3%	4.5%	3.3%
Aged 75-79	4.7%	3.1%	2.3%
Aged 80-84	3.6%	2.1%	1.6%
Aged 85+	3.7%	2.2%	1.7%
<b>Country of birth and Indigenous identification (%)</b>			
Australia	64.8%	72.5%	67.8%
Born overseas country #1	England: 9.3%	England: 6.7%	New Zealand: 4.7%

Data item	Cleveland	Redland LGA	Greater Brisbane
Born overseas country #2	New Zealand: 5.8%	New Zealand: 5.4%	England: 4.0%
Born overseas country #3	South Africa: 2.0%	South Africa: 1.7%	China: 1.6%
Aboriginal and/or Torres Strait Islander people	1.7%	2.3%	2.4%
<b>Language spoken at home (%)</b>			
English only	86.3%	88.9%	78.0%
Language other than English #1	Mandarin: 1.1%	Afrikaans: 0.5%	Mandarin: 2.4%
Language other than English #2	Cantonese: 0.4%	Mandarin: 0.5%	Vietnamese: 1.0%
Language other than English #3	German: 0.4%	German: 0.5%	Cantonese: 0.9%
<b>Family composition (%)</b>			
Couple family without children	45.4%	39.5%	36.7%
Couple family with children	36.1%	44.2%	45.1%
One parent family	17.4%	15.3%	16.3%
Other family	1.1%	1.1%	1.9%
<b>Household composition (%)</b>			
Family households	67.3%	76.6%	72.8%
Lone person households	30.1%	20.8%	22.0%
Group households	2.6%	2.6%	5.3%
<b>Dwelling structure (%)</b>			
Separate house	62.1%	85.0%	76.4%
Semi-detached	21.1%	9.4%	10.0%
Flat or apartment	16.1%	4.5%	12.6%
Other dwelling	0.1%	0.7%	0.6%

Data item	Cleveland	Redland LGA	Greater Brisbane
<b>Tenure (%)</b>			
Owned outright	36.0%	31.8%	26.4%
Owned with mortgage	26.2%	39.7%	35.7%
Rented	32.8%	24.5%	34.5%
Other tenure type	1.7%	1.6%	0.8%
<b>Rent weekly payments (%)</b>			
Median rent	\$375	\$386	\$355
Households where rent payments are less than 30% of household income	85.2%	89.9%	87.1%
Households where rent payments are greater than or equal to 30% of household income	14.8%	10.1%	12.9%
<b>Mortgage monthly repayments (%)</b>			
Median mortgage repayments	\$1,950	\$1,950	\$1,861
Households where mortgage repayments are less than 30% of household income	94.9%	92.7%	93.6%
Households with mortgage repayments greater than or equal to 30% of household income	5.1%	7.3%	6.4%
<b>Employment (%)</b>			
Worked full-time	57.9%	58.8%	58.8%
Worked part-time	31.7%	30.6%	29.3%
Away from work	4.4%	4.5%	4.6%
Unemployed	6.0%	6.1%	7.4%

Data item	Cleveland	Redland LGA	Greater Brisbane
<b>Occupation (%)</b>			
Professionals	19.0%	17.2%	22.9%
Technicians and Trades Workers	13.5%	15.9%	13.0%
Clerical and Administrative Workers	15.3%	16.0%	14.8%
Managers	15.6%	12.4%	11.8%
Sales Workers	10.5%	10.0%	9.3%
Labourers	9.2%	9.8%	9.4%
Community and Personal Service Workers	10.8%	10.9%	10.9%
Machinery Operators and Drivers	4.8%	6.3%	6.3%
<b>Industry of employment, top responses (%)</b>			
Top response #1	Hospitals (except psychiatric hospitals): 4.0%	Hospitals (except psychiatric hospitals): 3.7%	Hospitals (except psychiatric hospitals): 4.4%
Top response #2	Cafes and restaurants: 2.8%	Supermarket and Grocery Stores: 2.7%	Primary Education: 2.4%
Top response #3	Aged Care Residential Services: 2.4%	Primary Education: 2.6%	Cafes and restaurants: 2.3%
Top response #4	Supermarket and Grocery Stores: 2.3%	Aged Care Residential Services: 2.3%	State Government Administration: 2.3%
Top response #5	Primary Education: 2.3%	Cafes and restaurants: 1.9%	Supermarket and Grocery Stores: 2.3%
<b>Income (\$)</b>			
Median personal weekly income	\$656	\$686	\$703
Median family weekly income	\$1,716	\$1,815	\$1,821
Median household weekly income	\$1,275	\$1,521	\$1,562
<b>Level of highest educational attainment (%)</b>			

Data item	Cleveland	Redland LGA	Greater Brisbane
Year 9 or below	6.6%	6.7%	6.3%
Year 10	14.0%	14.3%	11.2%
Year 11	4.0%	4.4%	3.9%
Year 12	16.2%	16.5%	17.8%
Certificate level I-IV	24.9%	18.2%	16.4%
Advanced Diploma and Diploma level	10.4%	8.7%	9.2%
Bachelor Degree level and above	17.0%	15.5%	22.9%
<b>Motor vehicles (%)</b>			
None	8.0%	4.6%	6.5%
1 motor vehicle	37.4%	30.4%	34.2%
2 motor vehicle	32.9%	39.3%	37.3%
3 or more vehicles	17.9%	22.9%	19.0%
<b>Method of travel to work (%)</b>			
People who travel to work by public transport	6.5%	7.0%	11.6%
People who travel to work by car as driver or passenger	72.6%	75.6%	69.0%
<b>Physical health (%)</b>			
	<b>Cleveland (SA2)</b>	<b>Redland LGA</b>	<b>QLD</b>
People who are overweight or obese	N/A	59%	58%
People who participate in sufficient physical activity	N/A	55%	60%

Source: Australian Bureau of Statistics 2016, 2016 Census QuickStats, Australian Government, <https://www.abs.gov.au/websitedbs/D3310114.nsf/Home/2016%20QuickStats>.

### Socio Economic Indexes for Areas (SEIFA)

The Socio-Economic Indexes for Areas (SEIFA) has been developed by the Australian Bureau of Statistics (ABS) to provide an overview of social and economic wellbeing and welfare of communities across a range of spatial scales. Four indices have been developed. The Index of Relative Socio-Economic Advantage and Disadvantage is a continuum of advantage (high values) to disadvantage (low values) and is derived from Census variables related to both advantage and disadvantage.

The area with the lowest score is given a decile of 1, the area with the second lowest score is given a decile of 2 and so on, up to the area with the highest score is given the highest decile.

Table 8 SEIFA data

	Advantage and disadvantage	
	Score	Decile
Cleveland (SA2)	1009	6
Redland LGA	1015	9

Source: Australian Bureau of Statistics 2016

Table 9 Cleveland population projections

Cleveland SA2	Year					% Change 2016 – 2036
	2016	2021	2026	2031	2036	
Aged 0 to 4	598	629	700	757	789	-0.5%
Aged 5 to 9	743	769	853	914	954	-0.8%
Aged 10 to 14	875	958	1,052	1,119	1,166	-0.8%
Aged 15 to 19	939	1,046	1,229	1,300	1,344	-0.4%
Aged 20 to 24	826	844	978	1,128	1,161	-0.5%
Aged 25 to 29	713	719	783	868	956	-0.6%
Aged 30 to 34	690	695	770	811	852	-0.9%
Aged 35 to 39	689	790	876	942	957	-0.4%
Aged 40 to 44	693	900	1,094	1,184	1,237	0.7%
Aged 45 to 49	1,001	1,054	1,135	1,325	1,400	-0.6%
Aged 50 to 54	1,129	1,165	1,297	1,350	1,525	-0.9%
Aged 55 to 59	1,210	1,313	1,450	1,550	1,572	-1.2%
Aged 60 to 64	1,162	1,314	1,504	1,614	1,679	-0.4%
Aged 65 to 69	1,124	1,290	1,545	1,702	1,781	0.2%
Aged 70 to 74	923	1,215	1,466	1,700	1,821	1.7%
Aged 75 to 79	695	910	1,270	1,480	1,677	2.6%
Aged 80 to 84	531	623	872	1,183	1,346	2.3%
Aged 85 +	551	577	701	936	1,260	1.8%
Total persons	15,292	16,811	19,573	21,870	23,475	-
%Change from previous year	N/A	9.9%	16.4%	11.7%	7.3%	-

Source: Queensland Government Statisticians Office 2016

## APPENDIX B      CRIME DATA



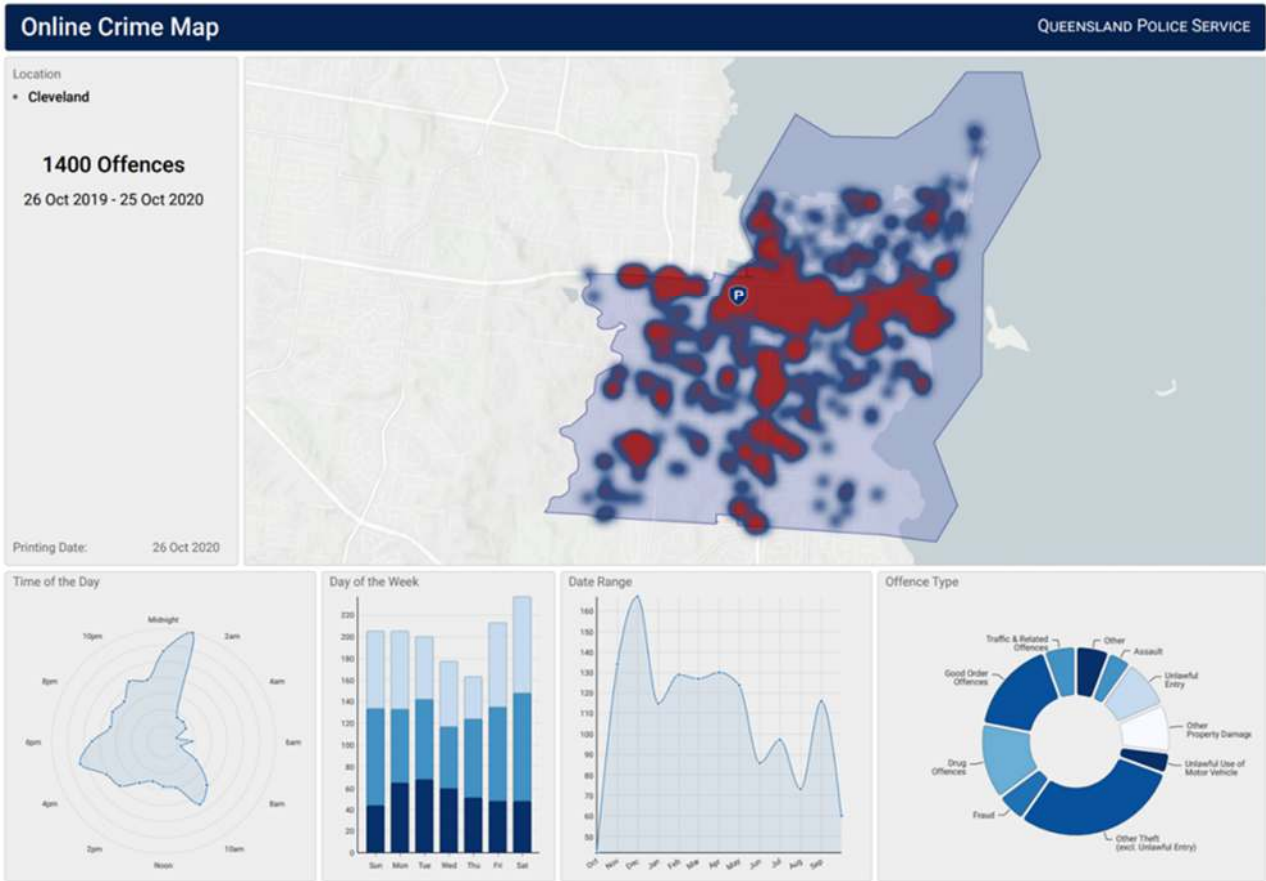
## Crime and Safety

Table 10 Cleveland suburb crime data from 26 October 2019 – 25 September 2020

Offence	Cleveland	Thornlands
Assault	52	19
Robbery	3	3
Other offences against the person	7	4
Unlawful entry	119	55
Arson	1	2
Other property damage	117	51
Unlawful use of a motor vehicle	46	22
Other theft (excl. unlawful entry) including stealing from dwellings, shop stealing, vehicles (steal from/enter with intent) and other stealing	424	102
Fraud	68	19
Handling stolen goods	21	8
Drug offences	187	65
Liquor (excl. drunkenness)	2	0
Trespassing & vagrancy	16	5
Weapons act offences	23	7
Good order offences	235	17
Traffic & related offences	74	33
Miscellaneous offences	5	0
<b>Total offences</b>	<b>1400</b>	<b>412</b>

Source: Queensland Police Service 2020. Data accurate as of 26 October 2020

Figure 4 Cleveland suburb crime hotspots from 26 October 2019 – 25 October 2020



Source: Queensland Police Service 2020

## APPENDIX C      DISCUSSION GUIDE

## SIA Interviews Discussion Guide

The following questions were provided to all SIA interview participants to help guide the discussion. Participants were also provided with a summary of the proposal and objectives of the SIA.

### Your role

- Could you tell me about your organisation's role in Cleveland and your position within it?

### Cleveland and Redlands now

- How would you describe the communities of Cleveland and the broader Redlands area – their characteristics, strengths and interests?
- What do you see as the current challenges within Cleveland and Redlands?
- And the opportunities?

### Impact of Toondah Harbour

- What is your understanding of the Toondah Harbour proposal?
- What impacts – positive and negative – do you think the proposal will have on the Cleveland community?
- And on the broader Redlands community?
- Do you see ways any positive impacts of the proposal can be enhanced? If so, how and why could those enhancements be made?
- Do you see ways any negative impacts of the proposal can be mitigated? If so, how and why could those mitigations be undertaken?
- Is your organisation changing any of its planning, policy or service delivery approach as a result of the proposal?

### Other comments

- Do you have any other comments relevant to this study?

