



TOONDAH HARBOUR

CHAPTER 20 SOCIAL ENVIRONMENT



20. Social Environment

20.1. Introduction

The social environment technical studies were completed by Urbis Pty Ltd (Urbis). The full technical report is included as Appendix 2-Q. Details of the key personnel involved in the study are provided in Appendix 1-F.

20.1.1 Scope of Study

The EIS Guidelines require the economic and social impacts of the action (i.e., the Project), both positive and negative to be assessed, including projected costs and benefits of the Project such as construction and operational employment opportunities. It requires that “economic and social impacts should be considered at the local, regional and national levels”. This chapter addresses the social impacts, positive and negative, of the Project. Economic considerations are addressed in Chapter 22.

This social impact assessment (SIA) has also been prepared to fulfil parts of the more rigorous future State Government social impact assessment requirements. A SIA is a process for the identification, analysis, assessment, management and monitoring of the social impacts of a project, both positive and negative.

A number of guidelines and policies also apply to the SIA, including:

- International Association for Impact Assessment (IAIA) Guidance Note - Social Impact Assessment (2015);
- 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);
- Department of State Development, Manufacturing, Infrastructure and Planning – Social Impact Assessment Guideline (2018).

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 identifies 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.

20.1.2 Local Strategies and Planning

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 RCC plans and strategies that have been reviewed to inform this understanding. RCC has developed strategies to help strengthen the city’s economy, protect the local environment and improve local services and facilities. This review focuses on strategies relevant to the Project, including documents which articulate the community vision for the Redlands and outline the local needs and priorities for housing, economic growth and social infrastructure.

This section also reviews the local tourism strategy prepared by QYAC.

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

In December 2020, RCC adopted Our Future Redlands – A Corporate Plan to 2026 and Beyond. The new plan, which commenced on 1 July 2021, outlines the 2041 vision for the LGA as “Connected communities. Enviably lifestyle. Embracing opportunities”. The plan provides long term goals, priorities and initiatives for the LGA. Toondah Harbour PDA has been identified in the Our Future Plan Redlands as a ‘catalyst project’ for a thriving LGA economy, as it provides a regional gateway to Moreton Bay and the islands.

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

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 designed, vibrant city’, a key consideration of this SIA. This includes:

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

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

The Redland Open Space Strategy was developed to assist with the delivery of the City’s open space goals. 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. GJ Walter Park is located within the Toondah Harbour PDA 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.

20.1.2.4 *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.

20.1.2.5 *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 aims to:

- Build on the region’s continued economic and population growth;

- Leverage the region's destination advantage; and
- 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 develop a tourism precinct at Toondah Harbour;
- Advocate for an attractive promenade in the Toondah Harbour PDA including seating, visitor information, interpretive signage and food and beverage facilities; and
- Advocate for the inclusion of a conference centre and attached branded accommodation property at Toondah Harbour.

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

The events strategy and action plan provides a vision for the Redlands 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 events 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 as likely to assist in attracting conferences and events to the LGA.

20.1.2.7 Quandamooka Yoolooburrabee Aboriginal Corporation – Gudjundabu Marumba Gubiyiyana: 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 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.

20.2. Assessment Methodology

The following methods were used in the preparation of this chapter:

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; and
- 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; and
- 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; and
- Finalisation of SIA 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 addressed in Section 20.4.2.

20.2.1 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 presented in Figure 20-1 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		

Figure 20-1: SIA Risk Assessment Methodology.

20.2.1.1 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; and
- The extent to which people or an environment can adapt to or mitigate the impact.

20.2.1.2 *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 Project.

20.2.1.3 *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 Project to be assessed as a low-level impact. Anyone using this SIA for the purposes of assessing the Project should recognise these limitations and not take the assessed impact levels out of context.

20.3. Existing Values

20.3.1 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 City LGA and Greater Brisbane are used for comparison purposes.

According to the Census, in 2016 Cleveland had a population of 14,801 people, representing 10% of the Redland City 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 City 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 City 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 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 five years up to 2019/2020, there were an average of 341,551 domestic visitors to Redland City LGA, 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 City LGA were overweight or obese, which was the same as the state average. There were lower rates of physical activity in Redland City LGA with only 55% of the population participating in sufficient physical activity compared to 60% across Queensland.
- **Less economically advantaged than the LGA** - Cleveland is in the top 40% of suburbs for socio economic advantage (compared to the top 10% for the LGA) and has a lower median weekly household income (\$1,275) than Redland City 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.

20.3.2 Future Community Profile

This section considers the potential future population of the Project 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.

The Project includes up to 3,600 dwellings including a 150 to 180 room hotel. RCC's Priority Infrastructure Plan (2011) suggests average residential occupancy rates of:

- 2.77 persons per dwelling for detached dwellings; and
- 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 approximately 5,700 people.

The Project 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.

20.3.3 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 20-2 contains a map of existing social infrastructure within 2 km of the Toondah Harbour PDA. A summary of the key functions and service offerings of these facilities is provided in Table 20-1.

Table 20-1: Social Infrastructure Review.

Category	Findings
Community and cultural facilities	<p>There is one community facility, Redlands Lions Community Hall, located within 2 km of the Toondah Harbour PDA, which is operated by the Redland City Lions Club. The main service they 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>
Open space and recreation facilities	<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 existing open space area for the PDA, 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 the Proponent is expected to deliver these as part of the Project.</p> <p>Most other open spaces within walking distance of the PDA 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 (3.1 km from the PDA) and Norm Price Park (3.8 km from the PDA).</p>
Education facilities	<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 Project. The college will be expected to relocate within the Cleveland area.</p> <p>The site is also within the catchment area for three schools:</p> <ul style="list-style-type: none"> ▪ Cleveland State School (a public primary school offering Prep to Year 6); ▪ Star of the Sea Catholic Primary School (a faith-based primary school offering Prep to Year 6); and ▪ Cleveland District State High School (a public high school offering Year 7 to Year 12). <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% 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 was a decrease of 37% from the 298 students enrolled at the school in 2014.</p>

Category	Findings
Health facilities	<p>The site is serviced by Redland Hospital and Mater Private Hospital Redland which are approximately 6 km away.</p> <p>Redland Hospital is the major health centre for Redland City 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 obstetrics⁶. 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 services⁷.</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.</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 PDA.</p>
Emergency services	<p>The PDA 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. These services are located between 2.4 km and 3.4 km from the PDA.</p> <p>Emergency services based on Minjerribah (North Stradbroke Island) utilise the ferry facilities and other infrastructure at Toondah Harbour.</p>

⁶ Redland Hospital <https://metrosouth.health.qld.gov.au/redland-hospital>

⁷ Mater Private Hospital Redland <https://www.mater.org.au/health/hospitals/mater-private-hospital-redland>

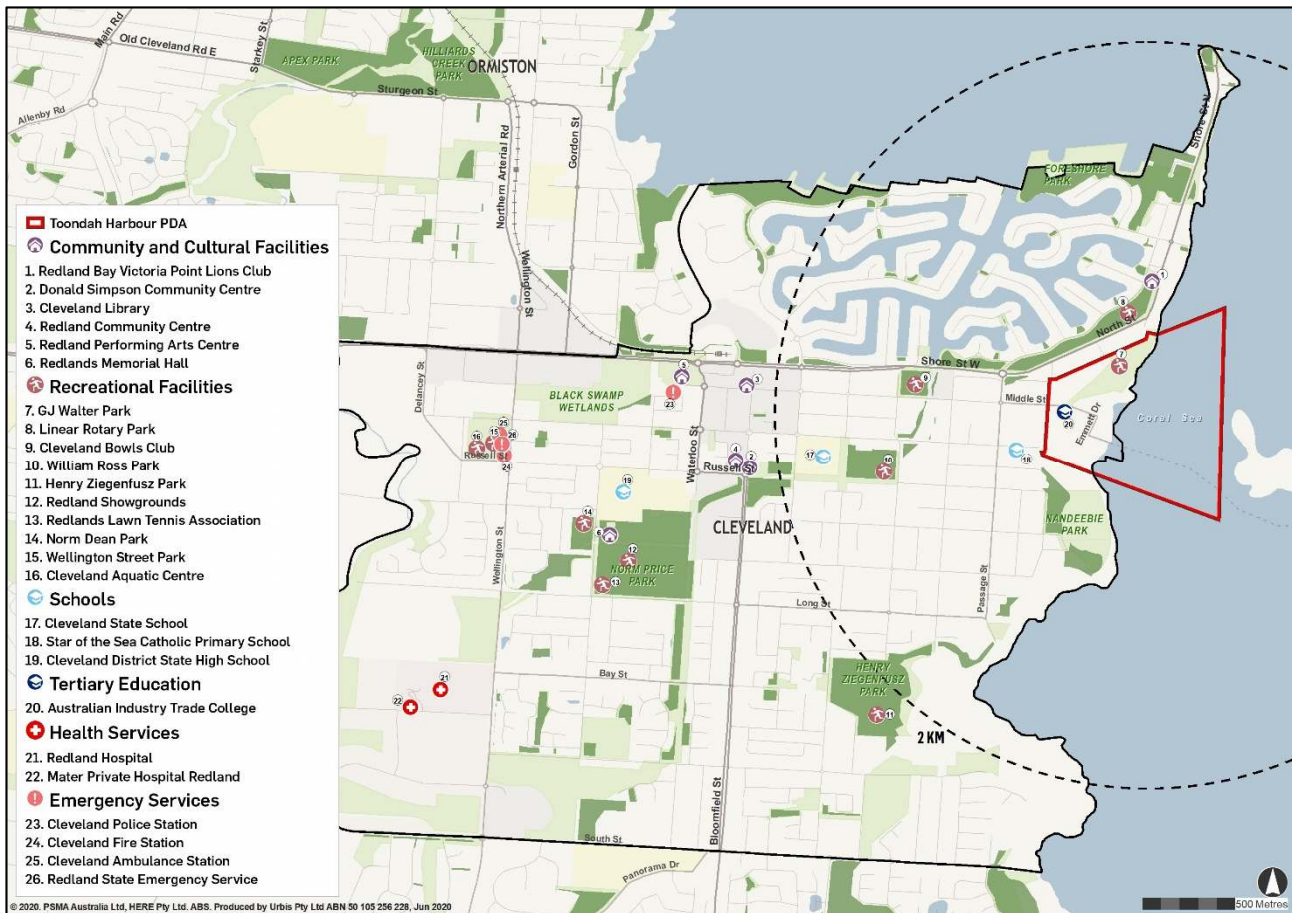


Figure 20-2: Social Infrastructure Map (Source: Urbis).

20.4. Community and Stakeholder Engagement

20.4.1 Stakeholder Engagement

Considerable community and stakeholder consultation have been undertaken for Toondah Harbour 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 Project and provide feedback to influence the proposed design. A summary of the consultation effort and outcomes are addressed in Chapter 5.

During the engagement process, a range of comments were received by supportive, neutral, unsure and unsupportive community members about the Project. The feedback was analysed and categorised into common themes and findings based on the perceived benefits and potential opportunities and perceived impacts of the Project. Those relevant to the SIA are outlined below.

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; and
- 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; and
- Concerns relating to the management of noise, dust and parking availability.

20.4.2 SIA Specific Consultation

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. Consultation was undertaken with:

- Redland City Council – Social Planner and Strengthening Communities Manager;
- Redland Coast Chamber of Commerce;
- Queensland Health; and
- Queensland Metro South Health.

Representatives from 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 to the opportunity to comment.

Key issues and considerations raised by each of the above listed groups are summarised below.

Redland City Council

- 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.
- The Project is not seen to exacerbate any service delivery requirements from Council's perspective. It is expected the Project could contribute positively to Cleveland and Redland City LGA.
- 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 channel 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.

Redland Coast Chamber of Commerce

- 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 Project should complement the existing Cleveland town centre, rather than compete with it.
- The Project has potential to create widespread economic benefits for Cleveland.
- 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 Project is needed now and throughout the planning process to help educate the community about the facts of the Project and to build trust.
- The local nighttime economy is currently focussed in Cleveland. This evening economy could be further strengthened through streetscape improvements in the Cleveland town centre.

Queensland Health and Metro Health South

- The activation of Toondah Harbour by the Project is likely to generate a positive community benefit.
- While the Project itself is unlikely to create a significant demand on existing health services, the cumulative impact of developments on health capacity must be considered.
- The staging of the Project will be important to understand to ensure essential health and emergency services are available to meet the demands from the expected visitor and resident population.
- 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 could be an opportunity to integrate a local clinic/health education service near Toondah Harbour, in consultation with local health authorities.
- 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 proposed upgrades to Toondah Harbour may provide an opportunity to enhance and 'future-proof' the current emergency service/ambulance access at the ferry terminal if needed. Planning for this should be done in consultation with relevant Queensland health representatives as the Project evolves.
- The Project should encourage and support the inclusion of healthy food options within any commercial or retail offerings.
- 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.

20.5. 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 SIA Guidelines.

20.5.1 Impacted Communities

Based on the existing environment and consultation undertaken to date, the following communities have the potential to be impacted throughout the lifecycle of the Project:

- Quandamooka People;
- Cleveland residents;
- Minjerribah (North Stradbroke Island) residents;
- Redland City LGA residents;
- Cleveland businesses;
- Redlands mainland and Minjerribah visitors; and
- Users and operators of the ferry port.

20.5.2 Impact Scoping

Table 20-2 outlines the social impacts which were considered as part of this SIA. Impacts which were assessed as having a moderate or higher impact are considered significant and are included for further assessment in Section 20.6. Social impacts which were considered as having a low or neutral impact, or where further information is required, are described below but are not included for further assessment.

Table 20-2: Impact Scoping.

Potential impacts	Potentially impacted communities	Preliminary assessment
Impacts requiring further information		
Increased traffic generation and associated travel time	Cleveland residents and 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>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 have existing daily traffic volumes within the maximum desired traffic volume associated with the RCC road hierarchy. Two streets (North Street and Middle Street) currently exceed the desired maximum traffic volumes associated with the road hierarchy.</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 will 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</p>

Potential impacts	Potentially impacted communities	Preliminary assessment
		<p>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 RCC.</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 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.</p>
Moderate to very high impacts: significant impacts		
Increased local employment opportunities	Quandamooka People Cleveland residents Redland City LGA residents	<p>Employment and tourism growth are key goals for Redland City LGA, with Council aiming to create 30,000 additional jobs by 2041 and support the development of a tourism precinct at Toondah Harbour. The Project 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 20.6.</p>
Increased housing diversity	Cleveland residents Redland City LGA residents	<p>Evidence indicates that Redland City 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 Project 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 20.6.</p>
Improved safety and activation	Users and operators of the ferry port Redland City LGA residents	<p>The Project will improve the safety and operation of the Fison 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 20.6.</p>
Access to open space	Cleveland residents Redland City LGA residents	<p>Community consultation on the Project indicated there were concerns the Project would reduce access to existing park areas and negatively impact on resident's current open space provision. The Project 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.</p> <p>This impact has been included for further assessment in Section 20.6.</p>

Potential impacts	Potentially impacted communities	Preliminary assessment
Pressure on health and education facilities	Cleveland residents Redland City LGA residents	<p>The Project is expected to introduce an eventual population of over 5,000 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.</p> <p>This impact has been included for further assessment in Section 20.6.</p>
Change to local character	Quandamooka People Cleveland residents Minjerribah (North Stradbroke Island) residents Redland City LGA residents and visitors Cleveland visitors	<p>Cleveland is a coastal suburb, known locally for its natural assets and connections to 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.</p> <p>The Project will introduce a significant development on what has historically been a low scale coastal environment.</p> <p>This impact has been included for further assessment in Section 20.6.</p>

20.6. Assessment of Significant Impacts

The following section provides a detailed assessment of the significant social impacts of the Project as identified in Table 20-2. The significant impacts are assessed with any planned mitigation measures to determine the residual impact level.

Increased Employment Opportunities

Increased employment opportunities for local residents during the construction and operation of the project, including for First Nations peoples

Impact of the Project

The Economic Analysis of the Toondah Harbour Development Project Benefit (Synergies Economic Consulting 2020) (refer to Chapter 21) estimated there will be a peak of 770 full time equivalent (FTE) construction jobs per annum created by 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. When combined with the estimated employment impacts on Minjerribah, peak annual employment is expected to be well in excess of 1,000 FTEs.

During ongoing use and operations, the economic analysis estimated that by 2030 project will generate:

- 357 FTE jobs on Minjerribah
- 135 FTE jobs in the rest of the Redland City 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.

Increased Employment Opportunities

However, the creation of over 1,000 FTE jobs per annum during the construction phase of the Project has the potential to assist in reducing Cleveland's unemployment rate, which is higher than the LGA average. The positive impacts of the Project during the construction phase will be further strengthened through a local employment and procurement program. The creation of approximately 500 FTE tourism industry jobs on Minjerribah and in the Redland City 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 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 Queensland Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships and QYAC. The plan will be developed prior to construction (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 BAAM 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 timing of future works packages. These are expected to be held quarterly.
- 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.
- 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.
- Preparation of an Indigenous Economic Opportunities Plan under the Training Policy.
- Establishment of a partnership with TAFE Queensland to look at future workforce needs and training opportunities from the Alexandra Hills Campus.

SIA recommendations

- Engage closely with the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships and QYAC to prepare the Indigenous Economic Opportunities Plan.
- Prioritise the training and employment needs of residents of Cleveland and Redland City 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 Minjerribah community across a variety of sectors.

Increased Employment Opportunities

Residual impact (considering management)

Based on the assessment above, the Project 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.

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

Increased housing choice and diversity for existing and future residents

Impact of the project

The Project is currently expected to result in up to 3,600 dwellings including 150 hotel rooms. The Project will contribute to diversifying the housing options available in Cleveland and Redland City LGA 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.

Management measures	SIA recommendations
<ul style="list-style-type: none"> Detailed design of housing is to be undertaken as part of the next stages of the planning process. 	<ul style="list-style-type: none"> 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.

Residual impact (considering management measures)

Increased Housing Diversity

Detailed design of housing is to be undertaken as part of the next stage of the planning process. With the incorporation of recommendations in this SIA, the Project has the potential to have a high positive impact on housing diversity in Cleveland and the 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

Improved safety and activation of Toondah Harbour and the associated car park

Impact of the Project

The Project will undertake capital dredging of the Fison 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 -3 m LAT with a base width of 75 m, 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 bottoming out in turning basin or channel. It will also allow for an increase in users and vessel sizes while still maintaining appropriate distance and safety standards between vessels.

The airport style ferry terminal and additional public 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 car park will provide greater natural surveillance opportunities over this area through the day and night, a known crime deterrent measure. The car park 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 car park area than are presently available.

Management measures	SIA recommendations
<ul style="list-style-type: none"> Widening of the entrance channel to accommodate two-way movement of vessels. Design of the Fison Channel and turning basin in line with minimum accepted maritime standards for a two-way channel. Commencement of port upgrades in the first year of construction to prioritise these works for broader community benefit and use. 	<ul style="list-style-type: none"> Undertaking 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 car park. Require construction plans detailing all WH&S and work safety procedures from potential contractors which outline how on-site safety will be managed

Improved Safety and Activation

- Staging and management of the port facility and channel works to ensure there is no disturbance to services between the mainland and Minjerribah.
- Preparation of a detailed Landform Construction Methodology and Construction Scheduling to guide the safe construction of the port facilities and associated residential and mixed-use development over the project life.
- Intended implementation of lighting, CCTV and public art around the marina and boardwalk promenades to contribute to a safe and activated public environment.
- Introduction of new residential and commercial uses will provide 24/7 activity and overlooking of the ferry precinct and parklands enhancing community safety.

and maintained throughout construction. This can be done post-EIS as part of the construction tender process.

- 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.

Residual impact (considering management measures)

Based on the assessment above, the Project 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 for two-way channels. Emergency services from Minjerribah (North Stradbroke Island) utilising the ferry port will have improved access. The Project will provide opportunities for additional operators to access the site, for example, charter operations, or new routes within southern Moreton Bay. The Project 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

Increased community access to public open space

Impact of the Project

The Project will expand the current provision of open space around Toondah Harbour by providing new foreshore parkland, urban plazas, boardwalks, pedestrian and cycle linkages and recreational opportunities such as a lagoon pool, kayaking and land based recreational fishing activities. The Project 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 Project 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.

Access to Open Space

The Project will provide an additional 3.5 ha of foreshore parks, and new plazas and boardwalk connections. 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

- Design of the Project to result in no net loss of public open space, with green space in GJ Walter Park to be retained in its entirety.
- Intended embellishment and refurbishment of GJ Walter Park with playground equipment, street furniture, public art and lighting to improve the amenity and functionality of the space for the community.
- Inclusion of a new lagoon pool/water play area into the final design as a result of community feedback received during the pre-EIS community engagement process.
- Design of all boardwalks, trails, plazas and foreshore parks to be publicly accessible, allowing access to both incoming residents and the general public.
- Construction of the foreshore park in the first stage of the Project to enable community access to open space areas early in the development.
- Design of plazas, particularly the marina plaza, as spaces for programmed activities, festivals and other events.

SIA recommendations

- Engage with the QYAC 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.

Residual impact (considering management

Based on the assessment above, the Project 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 Project will also result in 3.5 ha of new foreshore parks, new plazas and boardwalk connections, providing a range of recreation and leisure opportunities. A lagoon pool/water play area have been incorporated in into the design as a result of community engagement. These facilities will increase the positive impact of the Project.

Pressure on Health and Education Facilities

Pressure on surrounding health and education facilities from the incoming residential population

Impact of the Project

The Project is expected to introduce an eventual residential population of approximately 5,700 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.

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 Project 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 Project 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 Project is unlikely to present significant challenges for Queensland's health forward planning.

Education facilities

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 Project. It also appears that Cleveland District State High School will have initial capacity to accommodate enrolments associated with the first phases of the Project. 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 City 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).

Management measures

- Consultation with Queensland Health and Metro South Health to inform them of the Project during the EIS process to enable forward planning of health services.

SIA recommendations

- Consider encouraging the inclusion of healthy food options within retail areas on site to support healthy living options for residents and visitors.

Pressure on Health and Education Facilities

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| <ul style="list-style-type: none"> ▪ Staged approach to construction and residential delivery to allow for a gradual increase in incoming residents over an 18-year period, allowing time for service upgrades to be completed and reducing the strain an immediate and sudden population increase would generate. ▪ Staging and management of the port facility and construction works to ensure there is no disturbance to emergency service access between the mainland and Minjerribah. ▪ New ferry terminal arrangements and layout to support improved emergency service access. | <ul style="list-style-type: none"> ▪ Continue to communicate with Queensland Metro South Health and the Queensland 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 Project progresses. |
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Residual impact (considering management measures)

Based on the assessment above, the incoming residential population 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

Change to the character of Toondah Harbour and the site

Impact of the Project

The Project will introduce a significant development with up to 3,600 dwellings (including 150 hotel rooms), multi-storey towers, a hotel and retail activities at the edge of Toondah Harbour. Buildings 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). About 55% of community members engaged about the Project supported it overall. These community members are more likely to view the Project's impact on local character positively. A smaller proportion of community members (22%) did not support the Project 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 Project does not harm Aboriginal cultural heritage. The area in the northeast of GJ Walter Park is of particular importance from an Aboriginal cultural heritage perspective. This area is not subject to any

Change to Local Character

development proposal; however any embellishments and landscape treatments will be designed in consultation with QYAC 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 Project 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 and emerging apartment buildings situated along Middle Street. Building heights across the site are also stepped, ensuring the bulk of density is located closest to the existing built form, while providing appropriate interfaces, and away from the eastern waterfront boundaries.

Management measures	SIA recommendations
<ul style="list-style-type: none"> 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. Exploring land and sea management roles for QYAC as part of the environmental management of the Project. 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. Straightening of Middle Street will provide a new vista to Minjerribah creating a strong visual connection between the mainland centre of activity and the island. 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. 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. 	<ul style="list-style-type: none"> Complete and implement the Cultural Heritage Management Agreement. 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 or equivalent rating system 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 Project, including Quandamooka artists. Consideration should be given to public art which acknowledges and celebrates the history and community and cultural values of Cleveland and Redland City LGA, in collaboration with QYAC and RCC.

Change to Local Character

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| <ul style="list-style-type: none">▪ Provision of foreshore parks and boardwalk connections and walkways on site to maintain community access and better integrate with the environmental and open space values of the areas.▪ Display of the site plans and photomontages in the Toondah Harbour Virtual Information Centre to allow the public to understand how the Project is likely to look (and the realistic visual impact on surrounding areas. | |
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Residual impact (considering management measures)

Based on the assessment above, it is expected that the Project will have an overall very 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 Project 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 community participation, will be particularly important in managing this impact.