



Policy 21 – Social and Health Impact Assessment

About this Policy

This Planning Scheme Policy provides further information on undertaking a Social and Health Impact Assessment (SHIA) process, which may be required to accompany impact assessable development applications. It contains the procedures for confirming the need for a SHIA process and preparing a SHIA Report.

The Appendices to the document also contain helpful information for applicants when undertaking the SHIA process, including:

- Indicative land uses to which this Planning Scheme Policy applies;
- An overview of the SHIA process;
- Considerations when selecting a consultant to undertake the SHIA process;
- A proforma for the preparation of an Initial Review of possible social and health impacts;
- Useful resources;
- A table to guide determination of whether impacts might be significant;
- Guidance on how to prepare a SHIA Report; and
- Guidance for undertaking community consultation to inform the SHIA process.

Further Information

For further information about this Planning Scheme Policy please contact Council's Social Planning and Development Branch on (07) 5581 6642 or email shia@goldcoast.qld.gov.au.



1.0 Introduction

1.1 Purpose

The purpose of this Planning Scheme Policy is to provide support and guidance to the Gold Coast Planning Scheme 2003 to ensure that social and health impacts of new development are assessed and understood, and that steps are taken to enhance positive social and health impacts and avoid or mitigate any significant negative social and health impacts that may arise. In addition, the purpose is to provide additional information to assist applicants to prepare an Initial Review and/or Social and Health Impact Assessment (SHIA) Report.

1.2 Application

This Planning Scheme Policy applies where:

1. The proposed development triggers an impact assessable development application under the Planning Scheme; and
2. The proposed use (and its characteristics) is listed in **Appendix 1** of this Planning Scheme Policy.

Additionally, under some limited circumstances, assessment against this Planning Scheme Policy may also be required where the proposal does not meet the criteria above and:

1. The proposed development triggers an impact assessable development application under the Planning Scheme; and
2. Council considers that the likelihood of significant negative social and/or health impacts resulting from the development warrants further consideration against the SHIA Policy (see **Appendix 6** for further information on when an impact may be considered significant).

Note: *Following consideration of an Initial Review, the assessment manager, in consultation with Council's Social Planning and Development Officers, will determine whether a SHIA Report is required, as per Appendix 2.*

1.3 Relationship to the Planning Scheme

The policy will assist in the achievement of the planned outcomes in the Planning Scheme. The Policy must therefore be read in conjunction with the Planning Scheme to properly understand the level of impact a development may create.

2.0 Social and Health Impacts

2.1 What are Social and Health Impacts?

Social and health impacts are defined as significant changes to:

- People's way of life – how they live, work, play and interact with one another on a day-to-day basis;
- Their culture – shared beliefs, customs and values;
- Their community – its cohesion, stability, character, services and facilities; and
- Their health – including physical and mental health.

These changes may lead to significant impacts (positive or negative) on community wellbeing, due to changes affecting:

- Demographic and population structure;
- Accommodation and housing;
- Mobility and access;
- Social Infrastructure (including recreation);
- Cultural values and beliefs;
- Community identity and cohesion;
- Health and wellbeing;
- Crime and public safety;
- Employment and local economic effects; and
- Groups with particular needs.



2.2 What is Social and Health Impact Assessment?

Social and Health Impact Assessment (SHIA) is a process that seeks to identify, anticipate, understand and manage the social and health outcomes of a development that are likely to impact on community wellbeing. The fundamental objective of SHIA is to ensure that development maximises positive impacts and minimises negative impacts, especially those impacts that are borne by people.

Although social and health impacts may not always be measurable or quantifiable, by identifying potential impacts early in the process, better decisions can be made about how to proceed and mitigation measures can be implemented to achieve balanced development.

3.0 Social and Health Impact Assessment Process

The Social and Health Impact Assessment process provides stakeholders with clear guidance and direction for considering the social and health impacts associated with a development.

The process is made up of a number of stages intended to provide relevant input at appropriate points during the life of a development. These stages can be broadly categorised as:

- Identify whether the policy is applicable to the proposed development (refer **Subclause 1.2**);
- Early consideration of potential impacts during site analysis and design development;
- Conduct Initial Review;
- Prepare SHIA Report (where required);
- Implement measures to address identified impacts in accordance with Council's Decision.

The recommended SHIA process is shown in **Appendix 2**.

4.0 Early Consideration of Social and Health Impacts

It is desirable to consider potential social and health impacts as early as possible in the development process, including during the site analysis and development design stages. This enables early incorporation of strategies to manage or mitigate the impacts in the development proposal.

5.0 Initial Review

5.1 What is an Initial Review?

An Initial Review of social and health impacts is required to accompany development proposals to which this Planning Scheme Policy applies (see **Subclause 1.2**).

The purpose of an Initial Review is to determine whether there are likely to be any significant social and/or health impacts (positive or negative) that may result from a proposed development and whether a SHIA Report will be required. An Initial Review will assist with early identification of issues and required mitigation measures.

An applicant is encouraged to prepare an Initial Review prior to lodging a development application and early in the development process (for example at the pre-lodgement stage) or may self-determine the need for a SHIA Report where it is anticipated that any significant negative social and/or health impacts may arise from the development. This would enable the concurrent preparation of the SHIA Report with other development proposal documentation.

Discussion of the completed Initial Review at a pre-lodgement meeting with Council is strongly recommended by Council officers, as mitigation strategies may lead to suggested changes in the form or layout of the development.

5.2 What is required for an Initial Review?

An Initial Review requires that the applicant fill out the proforma provided in **Appendix 4**.

The preparation of an Initial Review involves some basic research about the local community and consideration of how to enhance positive social and/or health impacts and mitigate any negative social and/or health impacts that may result from a development.



The Initial Review proforma requires (refer to **Appendix 4**):

- An assessment of whether for each type of social or health impact listed in **Subclause 2.1**, there will be a significant impact ('yes' or 'no');
- A brief description of the nature of the impact; and
- A description of any enhancement measures for positive impacts and mitigation measures for negative impacts that are proposed to be undertaken.

Further information can be provided by the applicant to support or justify their assessment if so desired.

5.3 What Types of Impacts Should be Considered?

Subclause 2.1 above identifies a number of different types of social and health impacts that may arise from development. The specific impacts that need to be addressed in an Initial Review will vary on a case-by-case basis. The Initial Review proforma will assist the applicant to consider whether there may be social and/or health impacts associated with their proposed development (positive and negative), however, the applicant should identify any other types of impacts that may arise in relation to a proposal that may not be captured in this proforma.

Appendix 5 provides useful resources for researching potential impacts and possible ways of enhancing positive impacts and mitigating negative impacts.

5.4 When is an Impact Significant?

Key criteria that Council will apply to determine whether significant negative social and/or health impacts are likely to arise, and therefore whether a SHIA Report needs to be prepared, may include:

- The degree of change likely to arise relative to existing circumstances and the planned outcomes in the planning scheme;
- The number and nature of people likely to be affected;
- Whether the impact will be direct or indirect;
- The duration of the impact;
- The level of community perception that the development will cause a significant negative social and/or health impacts;
- The potential for cumulative impacts.

The assessment of the significance of potential impacts applies to the development application as it is submitted (i.e. prior to the application of any mitigating measures which might be adopted to reduce that impact).

Appendix 6 provides a table that can be used for further guidance to determine the 'significance' of the social and/or health impacts identified through the Initial Review.

The terms direct, indirect and cumulative are defined and discussed in the box below.

A Note on Direct, Indirect and Cumulative Impacts

Impacts may be experienced in a range of different ways. It is important to address the direct, indirect and cumulative impacts that may arise in relation to the development or project.

- **Direct Impacts** are caused by the action and occur at the same time and place.
- **Indirect Impacts** are caused by the action and are reasonably foreseeable, however, will occur later in time or are farther removed in distance. Indirect effects, for example, may include impacts on community cohesion and changes in the cultural diversity of an area.
- **Cumulative Impacts** are the incremental effects an individual proposal may have when considered in conjunction with the effects of past, current and future projects, beyond those envisaged by the planning scheme. Identifying and analysing cumulative impacts is an important process in terms of management of the social sustainability of an area.



5.5 What Information is Required About Mitigating Impacts?

In cases where a significant negative impact is identified, information will need to be provided about any steps that can be taken to eliminate or ameliorate the impact, including any alternative options to mitigate these significant negative impacts. The applicant should consider:

- What measures have been/are proposed to be taken in the design phase of the development to enhance positive and mitigate negative impacts? (e.g. site and layout for the development, design of the building etc.); and
- What measures are proposed to be taken during construction and/or post construction (after the completion of the development) to enhance positive and mitigate negative impacts? (e.g. identification of strategies to manage impacts).

Some examples of mitigation measures are listed in the Initial Review proforma.

Generally, where any significant negative impacts are anticipated which cannot in Council's opinion be satisfactorily mitigated, the applicant will be required to prepare a SHIA Report. In some cases, Council may require a SHIA Report even when no significant negative impacts have been indicated on the Initial Review proforma. This would be guided by Council's assessment of the information provided by the applicant in the Initial Review.

6.0 Social and Health Impact Assessment Report

6.1 What is a Social and Health Impact Assessment Report?

A SHIA Report is a comprehensive assessment that thoroughly assesses all potential social and/or health impacts that may arise during, or as a result of, a development project. It is required to be prepared in the form of a detailed statement or study and it is recommended to include in-depth research about the local community and consultation with neighbours, key stakeholders and the local (and in some cases wider) community (see **Clause 7**).

The SHIA Report should also include the development of an **Impact Management Plan (IMP)** to provide strategies and monitoring mechanisms to help enhance positive social and/or health impacts and mitigate any negative social and/or health impacts that may result from the development.

6.2 What Types of Impacts Should be Considered?

The types of impacts considered for a SHIA Report may include those directly identified in the initial review and/or impacts identified through research and preparation for the SHIA. However, given the potential for significant social and/or health impacts to arise as a result of the development, these impacts should be addressed in more detail in the SHIA Report than the Initial Review.

6.3 What Information is Required for a SHIA Report?

The information that will be required for a SHIA Report is considerably more than for an Initial Review. The SHIA Report will need to address in detail:

- Temporary (e.g. during construction) and permanent (e.g. post-construction) impacts;
- Direct and indirect impacts;
- The potential for cumulative impacts beyond those envisaged by the planning scheme; and
- The significance of potential impacts (see **Subclause 5.4**).

The terms direct, indirect and cumulative are defined and discussed in **Subclause 5.4** above.

The amount of information needed in relation to each identified impact will depend on the type of impact (positive or negative), significance of the impact and what kinds of measures (if any) need to be taken to enhance or mitigate the impacts identified.

Potential negative impacts should be identified early (in the site analysis and development stage if possible) and strategies developed to manage or mitigate the impact within the submitted development application.

For information on how to prepare a SHIA Report refer to **Appendix 7**.



6.4 What is an Impact Management Plan (IMP)?

An **Impact Management Plan (IMP)** is a plan to guide the implementation of impact mitigation and enhancement strategies.

An IMP is required to be prepared in conjunction with the SHIA Report and may form the basis for conditions of development approval, by establishing the minimum performance required of the development to enhance positive and mitigate negative social and/or health impacts that may result.

An IMP contains:

- Proposed measures to enhance positive and mitigate negative impacts;
- A monitoring regime for assessing the performance of the measures including performance indicators;
- Strategies for dealing with divergence from the desired performance levels;
- Details of how the community will be involved in the monitoring and evaluation process (if relevant);
- Details of how performance against the performance indicators will be reported to stakeholders and the community; and
- Procedures for periodically reviewing and updating the IMP.

At a minimum, the IMP will cover each significant (positive and/or negative) impact identified within the SHIA Report. The content of the IMP will consequently vary depending on the development and the impacts it is likely to generate. It will cover all stages of the development when such impacts will occur (e.g. construction and post-construction).

7.0 How Should the Community be Involved?

7.1 What are the Requirements for Community Consultation Under this Planning Scheme Policy?

This policy does not specify any particular community consultation requirements beyond the statutory requirements of the **Integrated Planning Act 1997 (IPA)**. However, Council recommends that adequate consultation beyond the requirements of the IPA be undertaken by the applicant to enable the satisfactory assessment of social and health impacts. The extent of community consultation should be based on the following considerations:

- The potential number and extent of significant negative social and/or health impacts;
- The number of individuals/groups who may be affected by the impacts identified; and
- Whether any individuals or groups need to be consulted in the design of any mitigation or enhancement measures, or in the monitoring and evaluation process.

While consultation is not required for an Initial Review, it is recommended that an applicant provide a list of any individuals and groups who have been consulted during the course of preparation of the proforma.

An applicant preparing a SHIA Report should provide Council with the following (including but not limited to):

- Evidence of efforts to understand and consider the wishes and concerns of the local community including traditional owners;
- Measures to raise awareness of relevant parties, beyond regulatory requirement (e.g. through an appropriate on-site billboard, an appropriately targeted letter drop or an open meeting);
- Evidence that community feedback has been considered and incorporated where feasible and appropriate; and
- A list of individuals and groups consulted during the course of preparation of the SHIA Report.

Additional guidance and recommendations on how to undertake community consultation is provided in **Appendix 8** and in the Useful Resources provided in **Appendix 5**.



7.2 Who Should be Consulted?

Some significant consultation is likely to be needed for a SHIA Report. For example, neighbours and any other people who will be directly affected by the development could be consulted when preparing an Initial Review, whereas the preparation of a SHIA Report may include:

- Geographically based communities, e.g. neighbours, people resident in the street (both owner occupiers and tenants), residents and workers in the local area;
- Key stakeholder groups in the local area, e.g. housing agencies, organisations for people with disabilities, migrant groups, Aboriginal communities and service providers, government agencies, non government service providers; and
- Wider stakeholder groups representing non-geographic interests.

7.3 What Type of Community Consultation Should be Undertaken?

The type of community consultation that should be undertaken will vary depending on the particular features and circumstances of the development or project. The table in **Appendix 8** illustrates the types of consultation techniques that may be used according to the community affected.

8.0 Integration with Other Processes

Some types of development will trigger the need for a social impact assessment under other approval processes, which can be referred to as Community Impact Assessments, or Environmental Impact Statements (e.g. applications for gaming machine or liquor licences; or major projects under the **State Development and Public Works Organisation Act**).

To avoid the need for multiple social impact assessments, applicants are encouraged to integrate, as far as possible, the requirements for assessment of each approval agency. Early consultation with Council and other relevant approval agencies is recommended in these cases.

9.0 Who is Competent to Undertake a Social and Health Impact Assessment?

In most cases, applicants should be able to prepare their own Initial Review, provided that they consider issues adequately and in sufficient depth and quality to form part of the development application. In more complex cases, it may be advisable to engage an appropriately qualified and experienced professional to undertake the Initial Review.

A SHIA Report must be undertaken by an appropriately qualified and experienced professional. The principal consultant preparing the SHIA Report must have:

- Appropriate qualifications in social planning; and/or
- Demonstrated competent experience in undertaking Social and/or Health Impact Assessment.

Information to assist applicants to select a suitable person to undertake the SHIA (an Initial Review and/or a SHIA Report) is provided in **Appendix 3**.



Appendix 1 - Land Use Trigger Table

Material Change of Use (MCU) – Non Residential Land Uses

- Adult Entertainment
- Amusement Parlour
- Brothel
- Car Park
- Cinema
- Community Purpose
- Corrective Institution
- Educational Establishment
- Fast Food Premises (where operating 24 hours)
- Hospital
- Hostel Accommodation (>15 beds)
- Indoor Recreation Facility (Gross Floor Area >150m²)
- Nightclub
- Place of Worship
- Resort Hotel
- Restricted Club
- Service Station
- Shopping Centre Development
- Surf Life Saving Club
- Tavern
- Theatre
- Transit Centre

MCU – Residential

- Apartment (>100 dwelling units or 250 bedrooms)
- Attached Dwelling & Medium Density Detached Dwellings (>100 dwelling units or 250 bedrooms)
- Aged Persons Accommodation (> 30 units)
- Community Care Centre
- Caravan Park
- Relocatable Home Park

Reconfiguration of a Lot

- Reconfiguration of a Lot (where creating >250 residential allotments or >30 industrial allotments)

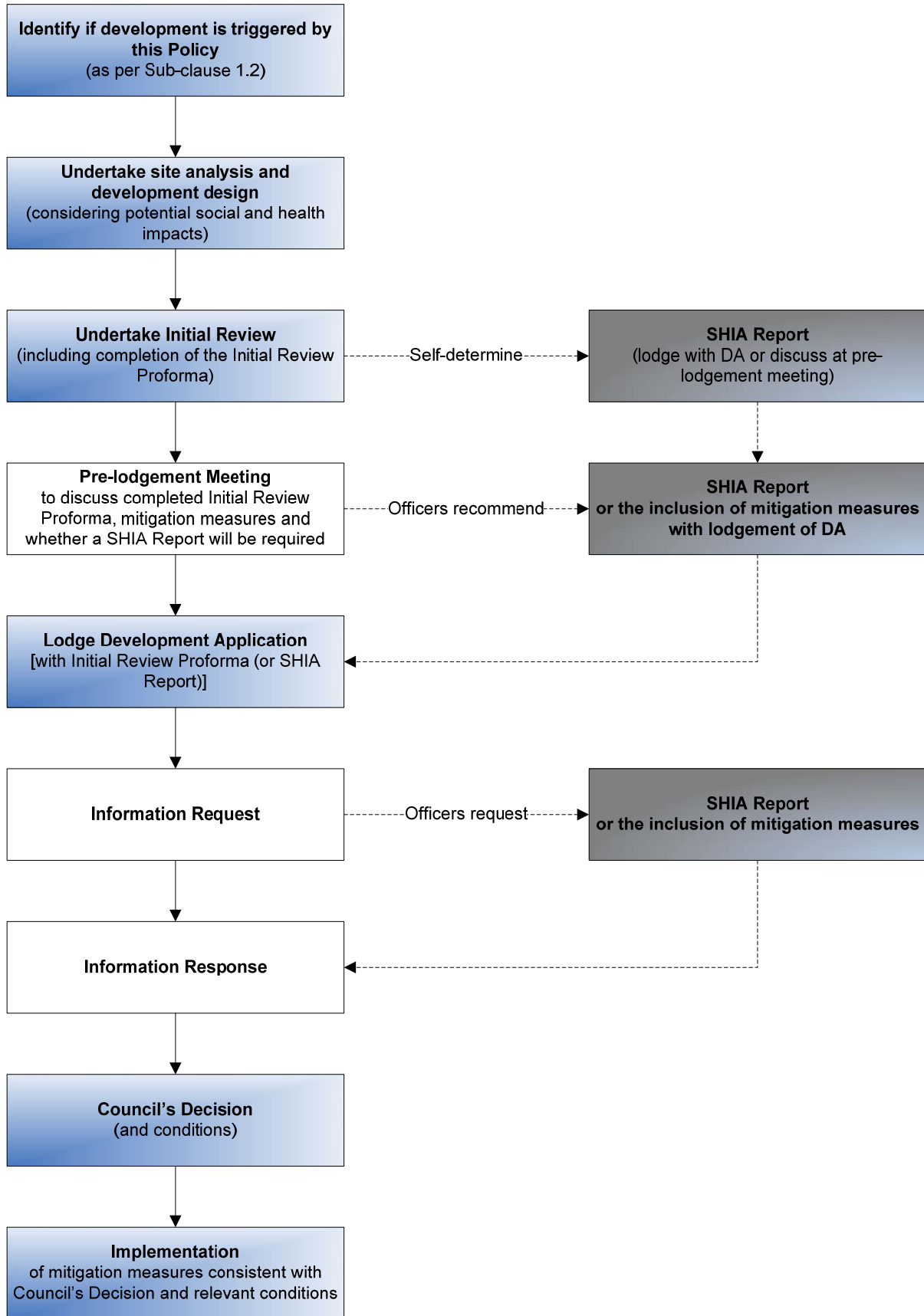
Other

- Development which would result in the loss of an existing Caravan Park, Hostel Accommodation, Community Purpose or Community Care Centre (or any part of these uses).

Note: *Following consideration of an Initial Review, the assessment manager, in consultation with Council's Social Planning and Development Officers, will determine whether a SHIA Report is required for applications triggered by the above table, as per Appendix 2.*



Appendix 2 - Social and Health Impact Assessment Process





Appendix 3 - Considerations when Selecting a Person to Undertake SHIA

The following considerations are provided to help when selecting a suitable consultant, if required, to undertake Social and Health Impact Assessment. They are not intended as a checklist or criteria. Rather, they are considerations to help select an appropriate consultant who can provide a well informed, quality assessment, using appropriate methodology, data and analysis. The achievement or otherwise of one or more of these considerations should not represent qualification or disqualification to prepare such assessments.

1. Does the consultant have the necessary field experience in the technical area in which they will be expected to undertake work?
 - Can the consultant provide referees within the profession or within relevant areas of Government, such as the Department of Communities, the Department of Infrastructure and Planning, Queensland Health or other Local government authorities?
2. Does the consultant have qualifications in the technical area in which they will be expected to undertake work?
 - For example: qualifications in social science, human geography, urban or social planning? **Note that such qualifications may not be essential, provided the consultant has field experience, as per above.**
3. Does the consultant have a good reputation in relation to the quality of their work and is their advice well regarded professionally?
 - Can the consultant provide referees within the profession or within relevant areas of Government such as the Department of Communities, the Department of Infrastructure and Planning or other Local government authorities?
4. Does the consultant use recognised best practice methodologies in data gathering, community consultation and information analysis, to support their technical reports?
 - Such as those specified in this policy, or by the International Association for Impact Assessment?
5. Does the consultant have experience in preparing and submitting similar technical reports to Queensland or interstate local authorities?
 - Can the consultant provide evidence of relevant experience?
6. Is the consultant a member, or do they hold the necessary qualifications to make them eligible to be a member, of the Social Planning Chapter of the Planning Institute of Australia?
 - Including adhering to the principles of social planning practice, including applying social justice principles to work practices, integrated planning methodology and community consultation processes?
7. Does the consultant, or their firm, have an identifiable conflict of interest or a financial interest in the project (other than payment for service) that would reduce the credibility of their advice in the eyes of an independent third party?



Impact Details			
<p>1. Demographic and Population Change</p> <p>Changes to the size and structure of the population and workforce relative to existing circumstances and outcomes detailed in the planning scheme.</p> <p>Explanation: A significant change in the size, age structure, income status, gender balance, ethnic composition, household make up or permanence of the resident population may have implications for the adequate provision of social infrastructure, appropriate urban design and community cohesion, thus impacting on the City's sustainability.</p> <p>Example: A large residential development exceeding 100 dwellings may result in an influx of new residents to an area. These residents may initially have limited access to social networks and be unsure how to access services, facilities and other supports they may require. Mitigations could include the development and distribution of new resident's kits and organising events to provide opportunities for social networking.</p>	<p>1. <i>Will the development result in significant change/s to the local area's existing and/or planned population (either permanent and/or temporary)?</i></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>		
	Impact Description	Proposed Mitigations/Enhancements	
<p>2. Accommodation and Housing</p> <p>Impacts on existing housing supply/demand; low cost housing stock; or housing for people with particular needs (e.g. older people, people with disability, Indigenous people).</p> <p>Explanation: A mix of housing types and sizes encourages social diversity, social interaction and inclusion. Retention or provision of affordable housing, avoids displacement of existing low income residents.</p> <p>Example: A new housing development may result in the loss of dwellings which are currently affordable for people on low to moderate incomes living in the area. Mitigations could include provision of a range of housing types in the new development that cater for a population mix (eg some smaller units), investigating providing a proportion of affordable housing to be managed by a not-for-profit affordable housing organisation.</p>	<p>2. <i>Will the proposal significantly impact (either positively or negatively) on appropriate housing outcomes, including mix, accessibility and affordability?</i></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>		
	Impact Description	Proposed Mitigations/Enhancements	
<p>3. Mobility and Access</p> <p>Impacts on equitable access for all members of the community; access to public transport; pedestrian/cycle access; and access to services, facilities and local destinations.</p> <p>Explanation: Accessible developments help to create inclusive communities, maximise access to public transport, pedestrian and cycle networks and ensure convenient and continuous paths of travel for people.</p> <p>Example: A large shopping centre development on a sloping site may result in access difficulties for older people and people with a disability. Mitigations may include engaging an access consultant to ensure that equitable access is provided</p>	<p>3. <i>Will the development either positively or negatively affect accessibility?</i></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>		
	Impact Description	Proposed Mitigations/Enhancements	



<p>4. Social Infrastructure</p> <p>Changes to the demand for, or supply of community and recreation services and facilities.</p> <p>Explanation: Access to adequate and appropriate social infrastructure is seen to be associated with economic prosperity, social inclusion and well-being, and contributes to positive health outcomes. A range of community and recreation facilities and services should be available to support the community and in particular the needs likely to be generated by all user groups of the development.</p> <p>Example: Significant unplanned population increase is likely to impact on the need for open space, recreation, sporting or community facilities and/or services such as child care, family support or community development services. Mitigations may include provision of these facilities.</p>	<p>4. <i>Will the development significantly impact on the demand for, or supply of, community and recreation services and facilities (either positively or negatively)?</i></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
	<p>Impact Description</p>	<p>Proposed Mitigations/Enhancements</p>
<p>5. Cultural Values and Beliefs</p> <p>Impacts on cultural values; cultural diversity and acceptance; places, items or qualities of cultural or community significance or importance.</p> <p>Explanation: Cultural association makes people feel valued and is a major contributor to strong communities and good health.</p> <p>Example: Development of a site may impact on a feature of the local area that is valued by residents. Mitigations may include protection of the culturally significant feature and/or development of a Cultural Heritage Interpretation Strategy in consultation with the community.</p>	<p>5. <i>Will the development significantly affect cultural or community values and beliefs (either positively or negatively)?</i></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
	<p>Impact Description</p>	<p>Proposed Mitigations/Enhancements</p>
<p>6. Community Identity and Cohesion</p> <p>Impacts on social interaction, inclusiveness and community identity and harmony; and physical connectivity within and between communities.</p> <p>Explanation: Council places strong emphasis on an inclusive and supportive community where all people are safe and secure.</p> <p>Example: A new development adjacent to an existing community can provide connectivity between the two sites or sever existing connections that may be in place. Mitigations may include retention of existing pedestrian walkways and linkages and strengthening links with the existing community.</p>	<p>6. <i>Will the development significantly affect social interaction, social cohesion, belonging and integration within and between communities (either positively or negatively)?</i></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
	<p>Impact Description</p>	<p>Proposed Mitigations/Enhancements</p>
<p>7. Health and Wellbeing</p> <p>Impacts on physical activity; nutrition/healthy food access; sun safety/shade creation; health and safety; psychological impacts, hardship or the ability to use or enjoy an area or property; and civic participation and empowerment.</p> <p>Explanation: Council places strong emphasis on an active and healthy community that embraces recreation, leisure and social interaction. Wellbeing is influenced by a range of factors including security and quality of life, as well as participation in one's community and a sense of empowerment.</p> <p>Example: A development which alters existing pedestrian arrangements and public spaces can impact on opportunities for physical activity in the area. Mitigations may include incorporating opportunities (and supporting facilities) for walking, cycling and active recreation.</p>	<p>7. <i>Will the development significantly affect health and wellbeing (either positively or negatively)?</i></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
	<p>Impact Description</p>	<p>Proposed Mitigations/Enhancements</p>



<p>8. Crime and Public Safety</p> <p>Impacts on perceived or actual personal safety, and opportunities for criminal behaviour.</p> <p>Explanation: Council plays an active role in community safety and works closely with the Queensland Police Service and community organisations in promoting Crime Prevention Through Environmental Design (CPTED). Safety and perceptions of safety influence people's sense of security in the home and their willingness to use the public domain. Sustained anxiety and social isolation erode strong communities and generate negative health outcomes.</p> <p>Example: A development proposing late trading licensed premises in a residential area may lead to negative crime and public safety impacts in the area. Mitigations may include best practice application of CPTED design principles in accordance with the State CPTED Guidelines, limiting hours of operation, security management, and provision of a patron transport service.</p>	<p>8. <i>Will the development significantly impact on perceived or actual public safety and opportunities for criminal behaviour (either positively or negatively)?</i></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
<p>9. Employment and Local Economic Effects</p> <p>Impacts on the availability of employment, and resulting economic opportunity.</p> <p>Explanation: Council's places strong emphasis on the development of a City with a thriving economy. The provision of accessible, diverse local employment opportunities reduces the risk of unemployment and income disparity, which result in poorer social and health outcomes.</p> <p>Example: A development may result in local employment opportunities. However these may not be suited to the characteristics of local people. Mitigations/enhancements may include measures to support local businesses, jobs and training opportunities.</p>	<p>9. <i>Will the development provide diverse local employment opportunities?</i></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
<p>10. Groups with Particular Needs</p> <p>Impacts on access for all to livelihood, education and resources, full participation in the political and cultural life of the community and self determination in meeting individual and collective needs.</p> <p>Explanation: Council places strong emphasis on access and equity for all groups in the community. This includes Strategies for Ageing, Youth and Disability as well as the Access and Equity Policy. Groups with Particular Needs include older people, people with disability, Indigenous people, young people, children, women and people from different cultural backgrounds, people with a mental illness, volunteers and carers as well as people who are socially and economically disadvantaged. These groups may have particular needs, ranging from accessibility to cultural appropriateness, inclusivity, public acceptability, understanding and communication. They may also have particular community facility and service needs. Planning for these needs is critical to ensuring all groups in the community have equal access to opportunities and participation in the life of the community.</p> <p>Example: A development may disadvantage particular groups or may not adequately provide for their needs. Mitigations may include engaging groups with particular needs in the planning and development process and providing culturally appropriate and inclusive facilities, services and design.</p>	<p>10. <i>Will the development significantly impact, either positively or negatively, on groups in the community with particular needs?</i></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
	<p>Impact Description</p>	<p>Proposed Mitigations/Enhancements</p>
	<p>Impact Description</p>	<p>Proposed Mitigations/Enhancements</p>
	<p>Impact Description</p>	<p>Proposed Mitigations/Enhancements</p>



Appendix 5 - Useful Resources

The list of resources in this appendix is provided as a reference to additional external material and does not form part of Council policy.

Useful Reference Material

- Cox, G. & Miers, S. (1995). Social impact assessment for local government: a handbook for Councillors, Town Planners and Social Planners. NSW Government . Office on Social Policy. NSW Government.
 - International Association for Impact Assessment (May 2003) International Principles for Social Impact Assessment. Available at www.iaia.org
 - International Association for Impact Assessment (August 2006) Public Participation International Best Practice Principles. Available at www.iaia.org
 - International Association for Impact Assessment (November 2006) Health Impact Assessment International Best Practice Principles. Available at www.iaia.org
 - Queensland Health Statewide Health Services Planning and Andrea Young Planning Consultants, (2005) Health and Social Impact Assessment of the South East Queensland Regional Plan (2005-2026,) Volume 1.
 - Queensland Health Statewide Health Services Planning and Andrea Young Planning Consultants, (2005) Health, Wellbeing and the Urban Environment – A Summary of Known Relationships, Volume 2.
 - NSW Health Healthy Urban Development Checklist. Available at http://www.health.nsw.gov.au/pubs/2010/hud_checklist.html
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Useful Information Sources

Gold Coast City Council

- Profile ID The Gold Coast City Community Profile includes local demographic information from the Census of Population and Housing for 2006, 2001, 1996 and 1991
http://www.goldcoast.qld.gov.au/t_standard.aspx?PID=250
 - About Council http://www.goldcoast.qld.gov.au/t_standard.aspx?PID=2
 - Community Guide (This guide lists over 2000 non-profit Gold Coast organisations)
<http://www.advicebureau.org.au/community-guide>
 - People with a Disability http://www.goldcoast.qld.gov.au/t_standard2.aspx?PID=319
 - Seniors http://www.goldcoast.qld.gov.au/t_standard2.aspx?pid=6716
 - Young People http://www.goldcoast.qld.gov.au/t_standard2.aspx?pid=6652
 - Indigenous People http://www.goldcoast.qld.gov.au/t_standard.aspx?pid=6779
 - Cultural Diversity http://www.goldcoast.qld.gov.au/t_standard2.aspx?pid=6640
 - Families and Children http://www.goldcoast.qld.gov.au/t_standard2.aspx?pid=6623
 - Community Health http://www.goldcoast.qld.gov.au/t_standard.aspx?pid=6660
 - Community Issues (homelessness, housing, crime, domestic violence)
http://www.goldcoast.qld.gov.au/t_standard.aspx?pid=6641
 - Community Safety http://www.goldcoast.qld.gov.au/t_standard.aspx?pid=3156
 - Housing Strategy and Housing Needs Assessment
http://www.goldcoast.qld.gov.au/t_standard2.aspx?PID=3162#housing
 - Planning, Building and Environment http://www.goldcoast.qld.gov.au/t_standard.aspx?PID=4074
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State Government

- Queensland Department of Infrastructure and Planning - Local Government <http://www.dip.qld.gov.au/>
- Tourism Queensland Corporate <http://www.tq.com.au/>
- Queensland Police Service - Neighbourhood Watch <http://www.police.qld.gov.au/programs/crimePrevention/nhw/>
- Queensland Department of Environment and Resource Management <http://www.derm.qld.gov.au/>
- Queensland Department of Communities <http://www.communities.qld.gov.au/>
- Queensland Transport <http://www.transport.qld.gov.au/>
- Disability Services Queensland <http://www.disability.qld.gov.au/>
- Queensland Department of Education and Training <http://education.qld.gov.au/>
- Queensland Health <http://www.health.qld.gov.au/>
- Aged Care Queensland <http://www.acqi.org.au/>
- Community Renewal <http://www.communityrenewal.qld.gov.au/>
- Department of Housing Queensland <http://www.housing.qld.gov.au/>
- Crime Prevention Through Environmental Design Guidelines <http://www.police.qld.gov.au/programs/crimeprevention/cpted.htm>
- Queensland Home and Community Care (HACC) Program <http://www.health.qld.gov.au/hacc/>
- Queensland Department of Communities www.getinvolved.qld.gov.au/engagement/guides/intro-engage/intro-engage.html

Federal Government

- ABS (Australian Bureau of Statistics) <http://www.abs.gov.au/>
- Department of Education, Employment and Workplace Relations <http://www.deewr.gov.au/>
- ACOSS (Australian Council of Social Services) <http://www.acoss.org.au/>
- Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) <http://www.fahcsia.gov.au/>
- Australian Building Codes Board <http://www.abcb.gov.au/>
- Disability Discrimination Act 1992 http://www.hreoc.gov.au/disability_rights/dda_guide/dda_guide.htm
- Department of Health and Ageing <http://www.health.gov.au/>
- Department of Employment and Industrial Relations <http://www.deir.qld.gov.au/workplace/>
- Australian Human Rights Commission (Aboriginal and Torres Strait Islander Social Justice), see http://www.hreoc.gov.au/social_justice/native_title/discussion/native_title_discussion.html
- The Australian Heritage Council <http://www.ahc.gov.au/>
- Department of Immigration and Citizenship <http://www.immi.gov.au/>



Appendix 6 - Guide to Determining Levels of Significance of Impacts

Assessment Criteria	Neutral (neither positive or negative)	Minor Impact (positive or negative)	Significant Impact (positive or negative)
The degree of change likely to arise relative to existing circumstances .	Insignificant/ No change	Some low level change but not likely to be of importance overall.	High level of change.
The degree of change likely to arise relative to the desired and intended outcomes of the planning scheme.	Insignificant/ No change	Some low level change, but not likely to impact on the achievement of Planning Scheme DEO's, Planning Strategies and Intent.	Change is likely to impact on the achievement of Planning Scheme DEO's, Planning Strategies and Intent.
The number and nature of people likely to be affected.	None	A small number of people (e.g. immediate neighbours). Limited effects only.	A large number of people (e.g. neighbours, local community, groups with particular needs). Substantial effects on disadvantaged people.
The duration of the impact.	N/a	Less than a year.	More than a year.
The level of community perception that the development will cause significant negative social and/or health impacts.	None	Low level of reaction from the people affected.	High level of reaction from people affected (may include neighbours, local community or wider community).
The potential for cumulative impacts.	Insignificant/ None	Little likelihood of leading to an increase in the overall effects on the area.	High likelihood of leading to a substantial accumulation of effects over time beyond that envisaged by the planning scheme.

Note: *Consideration should also be given to the likelihood that an impact will occur (whether not likely, moderately likely or highly likely to occur).*



Appendix 7 - How to Prepare a Social and Health Impact Assessment Report

The following steps for preparing a Social and Health Impact Assessment have been adapted from the **Queensland Department of Families' Social Issues in Development Assessment: A Resource Guide (2002)** and **Social Impact Assessment in Queensland (2000)**. These documents provide more comprehensive guidelines for the preparation of Social Impact Assessments. Guidance on the relationships between health, wellbeing and the urban environment is provided by a project on Health and Social Impact Assessment of the **SEQ Regional Plan 2005-2026** (Volumes 1 and 2) prepared by Queensland Health and Andrea Young Planning Consultants.

<p>Scoping and Profiling</p>	<ol style="list-style-type: none"> 1. Define the study area; 2. Establish a baseline demographic profile of the community against which impacts can be assessed; 3. Identify the neighbours, local people, key stakeholder groups, wider community groups and organisations – government and non government who are likely to be affected by the proposed development; 4. Identify and collect existing data relating to existing social conditions in the locality, existing community facilities and services and relevant community values; 5. Prepare a community consultation strategy ensuring that steps are taken to include all stakeholders (identified above); and 6. Collect any necessary data that is not available or could not be derived from the community consultation process.
<p>Prediction</p>	<ol style="list-style-type: none"> 1. Using the baseline data, consider the general trends that are occurring in the locality based on past or comparable experience; 2. Instigate a community consultation process, ensuring that steps are taken to include all stakeholders (refer to Clause 5); 3. Broadly identify the ways in which stakeholders are likely to be affected; 4. Predict how the proposed development will negatively and positively alter or influence these trends and social conditions in the locality; 5. Consider strategies that may enhance positive impacts and mitigate negative impacts; and 6. Using the baseline data, compare social conditions before and after changes resulting from the development and enhancement/mitigation strategies.
<p>Assessment and Evaluation</p>	<ol style="list-style-type: none"> 1. Assess the significance of each predicted impact (see Subclause 3.4) and the potential for cumulative impacts not envisaged by the Planning Scheme; 2. Identify possible alternatives and their advantages and disadvantages for different stakeholders (Note: under the IPA, the "no development" option must be considered); and 3. Evaluate the alternatives.
<p>Recommendations</p>	<ol style="list-style-type: none"> 1. Identify strategies that may enhance positive impacts and mitigate negative impacts; 2. Evaluate alternative enhancement and mitigation strategies in terms of their acceptance by stakeholders, the likelihood of implementation and on-going management, their costs and benefits, and their effect on project viability; 3. Make recommendations about: <ul style="list-style-type: none"> ▪ Whether positive social impacts generally outweigh negative social impacts; ▪ Whether negative impacts and risks can be satisfactorily mitigated to acceptable levels; ▪ The likely effectiveness of strategies to enhance positive impacts.
<p>Impact Mitigation Plan</p>	<p>Develop an Impact Management Plan to:</p> <ol style="list-style-type: none"> 1. Detail strategies required to enhance positive impacts and mitigate negative impacts; 2. Develop contingency plans to identify and respond to potential future problems; 3. Develop monitoring and response plans (where relevant); 4. Outline community consultation programs relevant to the proposed strategies; and 5. Identify procedures for periodically reviewing and updating the IMP (if necessary).



Appendix 8 - Guidance for Undertaking Community Consultation

Technique	Objective	Affected Community				Relevant Government Agencies
		Neighbours	Local Street	Local Stakeholder Groups	Wider Community Groups	
Letters	Informing the community	✓	✓		✓	✓
Brochures and information updates/ leaflets		✓	✓	✓	✓	
Media releases				✓		
Signage on land		✓	✓	✓		
Display				✓		
Questionnaires	Informing the community and obtaining specific feedback			✓	✓	
Discussions with adjoining property owners	Information exchange, involving the community and obtaining some feedback	✓	✓	✓		
Street meetings	Information exchange, involving the community and obtaining feedback	✓	✓			
Community meetings					✓	
Personal interviews		✓			✓	✓
Workshops	Information exchange, educating, involving the affected community and obtaining specific and broad feedback				✓	✓
Community advisory committee	Information exchange, educating and involving the community, building support and obtaining feedback on a wide range of issues				✓	
New Technology (e.g. website)	Information exchange, involving the community and obtaining specific and broad feedback	✓	✓	✓	✓	✓

Source: Adapted from Brisbane City Council, City Plan 2000.