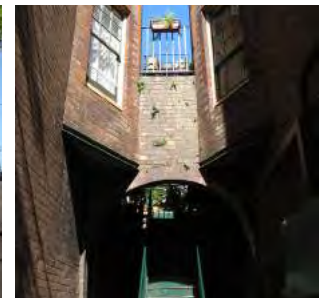


SOCIAL IMPACT ASSESSMENT OF THE POTENTIAL SOCIAL IMPACTS ON THE EXISTING MILLERS POINT COMMUNITY, AND THE BROADER SOCIAL HOUSING SYSTEM, THAT MAY RESULT FROM THE SALE OF ANY FURTHER SOCIAL HOUSING IN MILLERS POINT

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Definitions and acronyms

Affordable housing

Affordable housing is housing that is appropriate for the needs of a range of very-low to moderate-income households and priced so that these households are also able to meet other basic living costs such as food, clothing, transport, medical care and education. As a rule of thumb, housing is usually considered affordable if it costs less than 30% of gross household income. Affordable rental housing may be owned by private developers or investors, local governments, charitable organisations or community housing providers. It is usually managed by not-for-profit community housing providers, and sometimes by private organisations.¹

Community housing

Community housing is housing that is owned and/or managed by not-for-profit, non-government organisations. This is mostly affordable rental housing but also includes some social housing. Community housing provides affordable rental housing to around 18,000 households on low to moderate-incomes across NSW. NSW has the largest community housing sector in Australia, managing over 40% of the total national community housing stock.² Key providers in Sydney include, but are not limited to, Bridge Housing, St George Housing, City West Housing, and Mission Australia (MA) Housing.

CoRE

Committee of Residents Elected by: the Millers Point, Dawes Point and the Rocks.

Crisis housing

Short-term accommodation provided for people who are homeless.

DFS

Department of Finance and Services.

EAB

Estate Advisory Board.

FACS

Department of Family and Community Services. Housing NSW (HNSW) and the Land and Housing Corporation (LAHC) are part of FACS.

Housing co-operative

A Housing co-operative is an autonomous association of persons united voluntarily to meet their common economic, social and cultural needs and aspirations through a jointly-owned and democratically-controlled enterprise”³ Housing co-operatives are a legal entity that consist of members that work together to manage the dwellings either owned or leased by the cooperative. In NSW Housing Cooperatives form part of the community housing and social housing sector. Common Equity New South Wales (CENSW) is the not-for-profit company that support Housing co-operatives across NSW. CENSW leases properties to housing co-operatives providing a range of support services.

¹ NSW Family and Community Services, Centre for Affordable Housing

² Family and Community Services Housing NSW Fact Sheet, April 2010

³ International Co-operative Alliance 2007.

Housing First

Housing First is a model of providing housing to homeless people where long-term housing is provided, rather than crisis housing, along with support to help the person to sustain their housing and deal with the issues that led to them becoming or staying homeless⁴.

Housing NSW

Housing NSW (HNSW) is an agency of the NSW Department of Family and Community Services (FACS). In partnership with the community, industry and individuals, Housing NSW provides safe, decent and affordable housing opportunities for those most in need. It manages and coordinates a range of housing assistance programs including provision of long-term subsidised rental housing.

HNSW provides tenancy management services to public housing tenants under a contract arrangement with the Land and Housing Corporation. It also has broad responsibility for the development of housing policy and strategy for NSW.

Housing Pathways

In April 2010 Housing NSW, the Aboriginal Housing Office and 27 community housing providers across the State implemented a new housing application system known as Housing Pathways. Applicants now fill out a single form to apply for properties managed by Housing NSW or participating community housing providers. They can choose either public or community housing or both. A single statewide waiting list, the NSW Housing Register, has also been created under the Pathways initiative. It combines the waiting lists of Housing NSW and participating community housing providers and replaces the separate lists previously maintained. All new applications are logged on the NSW Housing Register.

Housing stress

A household is considered to be in “housing stress” if its income is in the bottom 40% of incomes and it is paying more than 30% of its income on housing. This may also be referred to as “housing unaffordability”.

Key worker housing

“Key worker” is a term used for workers in essential public services such as police, health and education. Some low-paid private and public sector workers (such as hospital cleaners and hospitality workers) may find it even more difficult to access affordable housing and the terms “key worker” and “essential worker” are sometimes used to refer to them as well⁵.

LAHC - NSW Land And Housing Corporation

The NSW Land and Housing Corporation (LAHC), an agency of the Department of Family and Community Services, owns and is responsible for a portfolio of around 144,000 dwellings with a value of \$32billion, principally used for the provision of social housing. Prior to August 2013, LAHC was a division of the Department of Finance and Services.

RAG

Resident Action Group.

⁴ Shelter NSW, Housing terms factsheet, June 2012

⁵ Shelter NSW, Housing terms factsheet, June 2013

Social housing

Social housing is rental housing targeted to very-low and low-income households. Social housing includes public housing, some forms of community housing, Aboriginal rental housing.

Social Impact Assessment (SIA)

Social Impact Assessment (SIA) is a method for predicting and assessing the consequences of a proposed action or initiative before a decision is made. SIA refers to the assessment of the social consequences of a proposal or the impacts, on affected groups of people and on their way of life, life chances, health, culture, and capacity to sustain these.⁶

⁶ Planning Institute of NSW, SIA National Position Statement, June 2009

Executive summary

Purpose

The purpose of this study is to prepare a Social Impact Assessment (SIA) looking at the potential social impacts on the existing Millers Point community, and the broader social housing system, that may result from the sale of any further social housing in Millers Point as currently under consideration by the NSW Government. This study has been undertaken to contribute to an evaluation of social housing assets in the Millers Point area, initiated in October 2012 by (then) Minister for Finance and Services. The property and tenancy information used in this study was current at the time the study was carried out, but as the Government's evaluation progressed, this data may have changed. This study is not the Government's evaluation of social housing in Millers Point.

Methodology

- Demographic analysis for the suburb of Millers Point (ABS Census 2011) and social housing residents in Millers Point (Land and Housing Corporation 2013);
- 152 residents were engaged through door knocks, drop in sessions, interviews and submissions;
- Meetings with peak resident groups CORE, EAB, and RAG. Interviews with 12 peak bodies/community service providers and City of Sydney, NSW Government, and Member for Sydney Alex Greenwich;
- Literature review of relevant social research, policy, plans and case studies;
- Analysis of current supply and demand for social housing;
- Analysis and identification of potential social impacts against three possible scenarios: 0% sale, 50% sale or 100% sale of social housing; and
- Identification of mitigation measures to address identified social impacts.

This SIA has been peer reviewed by Doctor Peter Phibbs. Doctor Phibb's peer review is attached at *Appendix 1*.

Key findings

Social history and heritage of Millers Point

- Millers Point is listed on the State Heritage Register for both its social and physical character. The listing identifies Millers Point as a "living cultural landscape". Twelve residents have links to the area stretching back five generations to its working harbour past;
- Millers Point is listed in the LAHC Conservation Management Guidelines as a socially significant area and a key principle of these guidelines is to "Maintain the social significance of the community at Millers Point while having regard to its changing profile".

Community profile and social housing stock

- LAHC owns 206 properties within Millers Point equal to 448 tenancies with 349 dwellings occupied;
- 481 people live in social housing in Millers Point (in 448 tenancies) and 1,037 people live in the suburb of Millers Point;
- While Millers Point was historically an area of low-income working people and families, the area is under transition with increasing residents with complex social issues moving here as a result of

Housing NSW's Allocation Policy and an increasing ageing population and decreasing number of children and families; and

- Nearly half of all residents living in social housing in Millers Point are aged over 60 and almost 20% have lived here for more than 20 years. Around 45% have lived here less than 10 years.

Stakeholder engagement

- Extensive qualitative and quantitative engagement was completed between March and May 2013 with Millers Point residents (152 residents), community groups (five) community services/peak bodies (12), government (six interviews), political representatives (one) and through submissions and letters (12 submissions or letters);
- The engagement identified that the Millers Point community is mostly strong and connected (95% of residents engaged with identified as having a deep connection with Millers Point) with neighbours who help each other out with daily activities and during difficult times resulting in a low reliance on community services in the area. Many residents also spoke of the convenience of Millers Point being close to many services and transport;
- Many residents raised their main concern for older people and particularly those with generational connections, and feared for their health if they were forced to relocate from Millers Point. Many believe that those with generational connections should live their lives out here, potentially in more appropriate housing for older people;
- Residents both private and social thought that the vacant houses should be sold and funds reinvested in Millers Point. They commented that increasingly vacant and run down properties were impacting on local pride and self esteem. They were also concerned that the government must be transparent about how any funds from divestment would be reinvested in social housing; and
- Submissions from advocacy groups and representatives identified their concern about any social housing being sold or lost in Millers Point due to the high demand for housing in the inner city of Sydney and the social significance of low-income housing in Millers Point, with some advocating for the sale of no housing. However, some considered that some sale could go ahead if increased and more appropriate housing, including seniors and mixed tenure housing, was replaced in inner Sydney and if the needs of older residents with generational connections were considered as a priority.

Social and affordable housing demand

- There are 55,000 people on the social housing wait list in NSW and there is between a five and 10-year wait for a social housing tenancy in the Inner City CS1 Allocation Zone; and
- In the City of Sydney around 8.6% of all housing is social housing (higher than the City's target of 8.0%) but only around 1% is affordable housing (much lower than the City's target of 7.5%).

Current social housing properties in Millers Point

- There are 206 social housing properties in Millers Point equal to 448 tenancies. Currently 83% of all dwellings in Millers Point are social housing, (or 64% of all occupied dwellings). This is higher than the 30% mix of social housing considered best practice under NSW Government policy. Due to their age, many properties are not BCA compliant, do not meet accessibility standards and may pose a health risk to older residents due to steep and narrow stairs and other trip hazards; and

- The estimated average cost to renovate one Millers Point property is \$350,000. Based on the new build cost of \$300,000 on LAHC owned land, sale of one Millers Point property could fund 4.5 new social housing dwellings (1 or 2 bedroom). If 100% of LAHC properties in Millers Point were sold, around 892 new social housing dwellings (1 or 2 bedrooms) could be built on LAHC land from the funds, or 454 additional dwellings above current supply in Millers Point.

Identified social impacts

Chapter 8 provides an analysis of the potential social impacts (positive and negative) of any further sale of social housing in Millers Point. In accordance with the project brief, impacts have been analysed on both the i) existing Millers Point community and ii) the broader social housing system.

Because no decision has been made by the Government on either the sale of some, any, or no further housing in Millers Point, analysis of social impacts against three possible scenarios:

1. Sale of no (0%) social housing and keeping the status quo;
2. Sale of 50% of social housing, which provides a middle ground outcome; and
3. Sale of 100% of social housing which is the maximum possible sale.

Overall, the SIA has identified that any further sale of social housing in Millers Point could result in the cumulative loss of social housing in the Inner City CS1 Allocation Zone, an area of high demand. It could also mean the loss of the important social history of the area identified under the State Heritage Register for its “living cultural landscape”. Relocating social housing residents could negatively impact on the health and wellbeing of local residents who have identified strong connections to the area and to their neighbours. In particular, the potential negative health and wellbeing outcomes for those residents with long-term or generational connections to the area, particularly older people, has been clearly noted through engagement and other social research.

On the other hand, no sale could see a community transition to one of made up of increasing numbers of residents with complex needs (those with priority under HNSW’s allocation policy) living alongside an ageing population in run down heritage properties that may pose a health risk due to steep and narrow stairs and other issues. It could also mean the further degradation of these heritage properties and loss of social history and pride in this significant area of NSW. The continued high maintenance costs and an estimated \$72million⁷ cost to renovate the properties over the next 15 years could significantly impact on funding available for the broader social housing system.

However, if wisely (and transparently) reinvested, the funds generated from any further sales could contribute to increased and improved social housing supply, renovation of Millers Point properties (depending on the proportion of housing sold) and more appropriate social housing for residents within mixed tenure developments located in well serviced areas of inner Sydney (including Millers Point) potentially addressing the long wait list for social housing and the housing, social and support needs of Millers Points’ ageing and other residents.

Chapter 8 provides a full analysis of social impacts under the following areas:

- Social history and heritage;
- Connection to home and community;
- Social mix and social housing concentration;
- Health, wellbeing and safety;

⁷ According to internal Land and Housing Corporation figures, 2013

- Inner Sydney social housing and the broader social housing system; and
- Community facilities and services.

Mitigation measures and principles

This SIA provides a suggested mitigation plan to address the potential social impacts that may result from the NSW Government's evaluation of social housing in Millers Point. Mitigation measures are recommended actions to reduce, avoid or offset the potential adverse social impacts and to maximise the project benefits of development activities. Mitigation measures have been identified relating to the positive and negative social impacts identified against three possible scenarios as detailed in Chapter 9.

Mitigation principles moving forward

If any further sale of social housing is to go ahead, the following Mitigation Principles are recommended for the LAHC to consider as part of their evaluation:

1. Replace any social housing lost through divestment in Millers Point within the inner Sydney⁸ area and connected to employment, transport and services.
2. Be transparent about how funds from divestment will be used for increased and improved social housing to address the social housing wait list.
3. Consider opportunities for the provision of a future diverse mix of housing types and forms in Millers Point including private, social, affordable and accessible housing for older people.
4. Enable older residents of Millers Point to retain connections to their local community, particularly residents with generational connections.
5. Keep residents informed and get them involved in decision-making processes about any renewal and the tenant relocation processes.
6. Minimise disruption to residents by staging any relocations so that they only move once and are supported to maintain existing connections and supports where possible and to make new connections.

⁸ See Map 4, Page 56 of this report for the boundaries of the inner Sydney area

1 Background

Since 2008, LAHC has sold 29 properties under 99-year leases as part of a Leasehold Sales Program of 36 properties. Sales generated revenue in excess of approximately \$38 million, which was reinvested into the social housing system, permitting funding of new housing in Sydney's Inner west. This SIA is in relation to the social impacts that may result from the sale of up to a further 206 LAHC owned properties in Millers Point. The NSW Government is currently undertaking an evaluation of the ongoing use of the Millers Point social housing properties as an appropriate use of assets. There is currently a long waiting list for social housing in Sydney and NSW (with up to five to ten years wait in the Inner City CS1 Allocation Zone and the Government has identified that addressing this waiting list is a priority. The SIA is being undertaken to ensure that any social impacts and issues that might result from any, or no, further sale of social housing in Millers Point are identified – enabling a corresponding range of mitigation strategies to be prepared where relevant, dependent upon the outcome of the evaluation.

1.1 Study purpose

Cred Community Planning is an independent social planning consultancy based in Sydney (www.cred.com.au). Cred was engaged by NSW Land and Housing Corporation (LAHC) to prepare a Social Impact Assessment (SIA) looking at the potential social impacts on the existing Millers Point community, and the broader social housing system, that may result from the sale of any further social housing in Millers Point (see Appendix 2 for Cred's letter of introduction), as currently under consideration. Social housing is rental housing targeted to very-low and low-income households and provided on a 'long-term' basis (generally for as long as the household continues to need it). Social housing includes public housing, community housing and Aboriginal housing⁹.

This study was carried out to contribute to an evaluation of social housing assets in the Millers Point area, initiated in October 2012 by (then) Minister. This study is not the Government's evaluation of social housing in Millers Point.

On 25 October 2012, the former Minister explained that an evaluation was being undertaken in an interview in *The Australian* newspaper:

"We will look after our social housing tenants. But as we go forward we have to make an evaluation on each of the (public housing) properties we have as to whether they are appropriate use of assets. We have to evaluate our assets in the context of service delivery needs, developing the economy and building our public capacity."

1.2 Study area

Millers Point is located at the northwestern edge of the Sydney CBD, next to The Rocks, overlooking Sydney Harbour. Millers Point has historically been recognised as a 'working class' area with connections to Sydney's working harbour past (see Chapter 2). Settlement of the area dates from the arrival of the First Fleet in 1788. Between 1910 and 1930, as a response to the outbreak of the plague,

⁹ Shelter NSW, Housing NSW Factsheet

some of Millers Point was redeveloped. In the 1950s the area was characterised by predominantly port-related functions, with worker's housing, warehousing and light industries¹⁰. Currently, social housing properties account for around 83% of all dwellings in Millers Point. More recently, there have been significant changes to the socio-economic profile of surrounding areas with the development of significant medium and high-density private housing in Walsh Bay and Dawes Point and the developing residential and commercial Barangaroo precinct.

1.3 What is SIA?

According to the Planning Institute of NSW, SIA National Policy Statement, June 2009, Social Impact Assessment (SIA) is “a method for predicting and assessing the social consequences of a proposed action or initiative before a decision is made. It relates to impacts on affected groups of people and on their way of life, life chances, health, culture, and capacity to sustain these”. The SIA process involves analysing, monitoring, and managing these social consequences, both positive and negative, and any social change processes they cause. According the Planning Institute of Australia, Social Impact Assessment Principles, 2006, the principles for effective SIA are to:

- “Seek to support socially sustainable development and decision-making, contributing to the determination of best policy or development alternatives;
- Be informed by relevant policy and legislation and integrate policy priorities in the assessment (for example: affordable housing, equitable access to services, integrated community facilities, sustainable transport);
- Acknowledge the values of local communities. That is, be informed by the things that are likely to impact on community wellbeing (these values differ between communities);
- Identify impacts that are directly related to the proposed development, intervention or policy (demonstrate the connection between the intervention and the likely impact);
- Demonstrate rigor and a social science base in presenting evidence; and
- Address how net social benefit can be enhanced through the development or proposal and how negative social outcomes can be ameliorated and managed through mitigating and monitoring measures”.

This SIA addresses the expectations of the Planning Institute of Australia's (PIA) SIA Position Statement 2009(see *Appendix 3 for a copy of the PIA SIA Position Statement*) and Planning Institute of Australia, Social Impact Assessment Principles, 2006.

1.4 Project methodology

A project methodology was prepared and distributed to stakeholders at the commencement of the SIA (see *Appendix 4 for a full copy of the project methodology*). Key elements of the methodology include:

- Analysis of the significant social and geographical history and heritage of the Millers Point area;
- Demographic analysis of residents living in social housing in Millers Point (LAHC data 2013) and residents living in the suburb of Millers Point (2006 and 2011 ABS Census) and consideration of post-change implications;

¹⁰ profile.id, City of Sydney Community Profile, www.cityofsydney.com.au

- Audit and mapping of social infrastructure and services and assessment of gaps;
- Qualitative and quantitative community and stakeholder engagement with residents, advocacy groups, housing providers, Government agencies and service providers;
- Review of existing local, State and National plans and policies;
- Review of academic articles and social research relating to socio-cultural change and housing with particular reference to ageing;
- Analysis of housing supply and demand in Sydney;
- Case studies around innovative community housing models;
- Analysis of how the Government's evaluation will impact on the provision of social housing and housing needs in Sydney and on the revitalisation of the local area; and
- Evaluation of the potential social impacts of any further sale, or no sale, of social housing on residents of Millers Point and the broader social housing system against three scenarios. Because no decision has been made on whether, or how much, social housing will be sold, the consultants have looked at three scenarios of 0% sale, 50% sale and 100% sale. Mitigations have been suggested against each of these scenarios, which, if implemented would reduce negative impacts and enhance positive impacts.

Peer review

This SIA has been peer reviewed by Doctor Peter Phibbs. Doctor Phibb's peer review is attached at *Appendix 1*.

2 Social history and heritage of Millers Point

This chapter looks at the social history and heritage of Millers Point, which:

- Is recognised as a special area in the Sydney Local Environment Plan 2005;
- Is listed on the State Heritage Register as the Millers Point and Dawes Point Village Precinct;
- Is documented in the Housing NSW Conservation Management Guidelines as a socially significant area; and
- Is the subject of a major oral history project.

2.1 Significance of the Millers Point area

At a local government level, Millers Point is recognised as a special area in the Sydney *Local Environment Plan 2005*. In addition, in 2003 the whole Millers Point precinct was listed on the State Heritage Register as the Millers Point and Dawes Point Village Precinct (State Heritage Register Number 1682). The listing identifies Millers Point as a “living cultural landscape”, stating that “The historic, social and physical fabric of Millers Point cannot therefore be considered as separate components, but rather as interwoven traits making up the precinct so that an unusually high and rare degree of social significance can be ascribed to this area”.

The Millers Point Conservation area and its individual buildings are considered to be of national significance because:

- It is a rare urban residential precinct, and an important remnant of the early port of Sydney – much of it dating from the 18th century, which has remained relatively unchanged since the 1930s and has been conserved primarily due to public ownership of the area;
- It demonstrates clear layers of port history and an extraordinary range of fine buildings and spaces – particularly from the 1830s-1920s with high individual and collective integrity including an important collection of Government-built housing types (built for port workers);
- It demonstrates significant 19th and 20th Century adaptation of landform to create a significant cultural landscape;
- It retains tangible and intangible evidence of early maritime community associations from European settlement into the 21st Century; and
- The area retains a high degree of authenticity and integrity.

The urban precinct of Millers Point has evolved since the early settlement of Sydney, resulting in a range of residential building types and a varying community. The chronological history summary of Millers Point provides an understanding of the changing nature of buildings and activities and also the community. The LAHC *Conservation Management Guidelines for Housing NSW Properties Millers Point - Volume 1 Main Report*, now the responsibility of LAHC, summarises the historic make-up of the community and its relationship to colonial and port activities as follows:

Table 1 History of development in Millers Point (source: Internal Land and Housing Corporation Research)

Period	Activity
Pre-1835	Evidence of continued Aboriginal occupation. Limited European residential settlement.
1835 – 1850	Desirable residential address for merchants, ship owners and local tradesmen.
1851 – 1879	Continuation and significantly increased residential development as above.
1880 – 1899	Prosperity of gold rush shows in buildings & therefore increase of wealthy community & demand for space and workers housing.
1900 – 1949	Land resumed by government, demolition of ‘slums’ and construction of workers/public housing.
1950s – Early 1980s	Shift from high proportion of government port workers to Department of Housing tenants in the 1980s.
Early 1980s – 1994	Downturn in wharf activity, more new residents with no local connections placed in Millers Point.
1996-2007	Redevelopment and renewal of large areas of Dawes Point and Walsh Bay.

2.2 Significance of the Millers Point people

2.2.1 LAHC Conservation Management Guidelines 2007

The LAHC *Conservation Management Guidelines 2007* state their intention as a guide “not only to Housing NSW, but also all stakeholders in Millers Point towards a common vision and objective of maintaining this unique place and its residential community as a priceless asset of the people of New South Wales and Australia.” The social significance of Millers Point is fully documented in the LAHC *Conservation Management Guidelines 2007*, in the following terms:

- “Millers Point has a well-established though changing community, and some residents have links to the area stretching back five generations;
- The community is changing as the longstanding residents are reduced. Families are shrinking and some under-occupancy is evident. The loss of cultural continuity in the previously close-knit Millers Point community is leading to a diminution of community heritage values;
- The social significance of Millers Point arises from its connections with earlier maritime communities commencing from early settlement of Australia, the descendants of Maritime Services Board employees, and increasingly Housing NSW tenants;
- Over time, Housing NSW tenants become part of the long-term community and have developed associations with the area. In determining use of buildings Housing NSW should have regard to the social values of the area, to maintain community esteem and associations with the area;
- The remaining long-term Millers Point community is a significant element in the unity of Millers Point as a ‘place’ of State heritage significance. LAHC should ensure that people who have heritage

roots or long-term connections to the area are mapped to avoid any actions that may disperse this existing community, or reduce their connections to the area or to Sydney port activities; and

- In determining use of its buildings in Millers Point, LAHC should have regard to the community and social significance of the area to maintain a sustainable and diverse community” (source: Housing NSW (now LAHC) *Conservation Management Guidelines*, 2007, p.10)

A key principle of the LAHC *Conservation Management Guidelines 2007* is to “Maintain the social significance of the community at Millers Point while having regard to its changing profile”. However, Millers Point is a community under transition and there are now only 12 households with long-term connections to the working harbour. The LAHC *Conservation Management Guidelines 2007* state: “Over time, the number of DoH (now HNSW) tenants with family roots or longer-term connections to the area has diminished. New DoH (now HNSW) tenants and private tenants have become part of the community, developing their own associations with the area”.

2.2.2 Millers Point Oral History Project

The social and cultural heritage of Millers Point has been documented in a major oral history project undertaken by Housing NSW in 2007. The Millers Point Oral History project¹¹ tells the social history of Millers Point. Residents’ knowledge of the area encompasses a rich history that covers life in Millers Point from its days as one of Sydney’s earliest settlements, through the plague and the Great Depression and the Second World War, the shops and housing stock that date back to about the 1850s, life on the waterfront, and the current years under Housing NSW.

According to the Millers Point Oral History, long-term residents have a rich reservoir of memories of living at the Point, in some cases going as far back as six generations. They lived their lives in the houses at Millers Point. They also have a strong sense of history and heritage. According to the Oral History, it was a community within a community where everyone knew each other through work and place of living. Some interviewees described it as a “company town” (virtually everyone worked for Maritime Services Board or was connected with it or the waterfront in some way). One man described the Highgate Apartment complex as a “vertical village” – hosting social events and clubs within the complex.

The Millers Point Oral History describes residents’ community spirit and connection to their heritage. For instance, in 1982 the “Battle of the Landladies” began, between the landladies of Millers Point and Housing NSW, over their leases on their tenancies, which the landladies won in the Supreme Court of NSW.

As part of the Oral History Project residents spoke of their concerns when Housing NSW took over the Maritime Services Board properties in the early 1980s. Residents remembered the increased rents, and frustrations with maintenance. The Oral History states that: “the residents’ biggest fear was that Housing NSW would change the nature of their precinct by bringing in people who may have issues such as with drug and alcohol problems”.¹² Some residents also spoke of the difficulty of integrating new wealthier residents into the community – saying that some people moving into the area lacked the community spirit and dedication of the long-term residents. However, others felt that new residents added value and diversity to the community.

¹¹ <http://www.housing.nsw.gov.au/NR/rdonlyres/B4A06A4B-5976-4824-90E3-F67322B7B923/0/MillersPointOralHistoryProjectSummaryReport.pdf>

¹² p.28, Oral History commentary

The report can be found at: <http://www.housing.nsw.gov.au/NR/rdonlyres/B4A06A4B-5976-4824-90E3-F67322B7B923/0/MillersPointOralHistoryProjectSummaryReport.pdf>.

3 Community profile

This chapter provides an overview of:

- The demographic profile of the social housing residents living in social housing owned by LAHC in the suburb of Millers Point; and
- Demographic information of residents living in the suburb of Millers Point. Population data for the suburb of Millers Point is sourced from the Australian Bureau of Statistics (ABS) Census 2011 and 2006 covering the small areas of SA1133724, SA1133725, SA 1133727 and SA 1133726 were used (see Map1). These small areas represent the boundaries of the suburb but also include some properties identified as being outside the Millers Point area. However, these small areas provide the best indication available of the resident population living in the suburb of Millers Point based on 2011 and 2006 ABS Census data.

3.1 About the Millers Point community

The Millers Point community is a unique community of residents of whom 12 residents have generational connections to Millers Point. Within the community there are a number of subgroups including:

- Long term residents who have generational connections to the working harbour;
- Social housing residents who have lived in the area a long time, many being older, settled tenants who feel a strong connection to the area;
- Social housing residents who have more recently moved into the area, some with more complex needs;
- Affordable renters in Community Housing properties in Bridge managed housing;
- Compound Co-op residents;
- Private renters, including some managed by Run real estate and owned by LAHC
- Private residents who own their properties; and
- Private 99-year leaseholders.

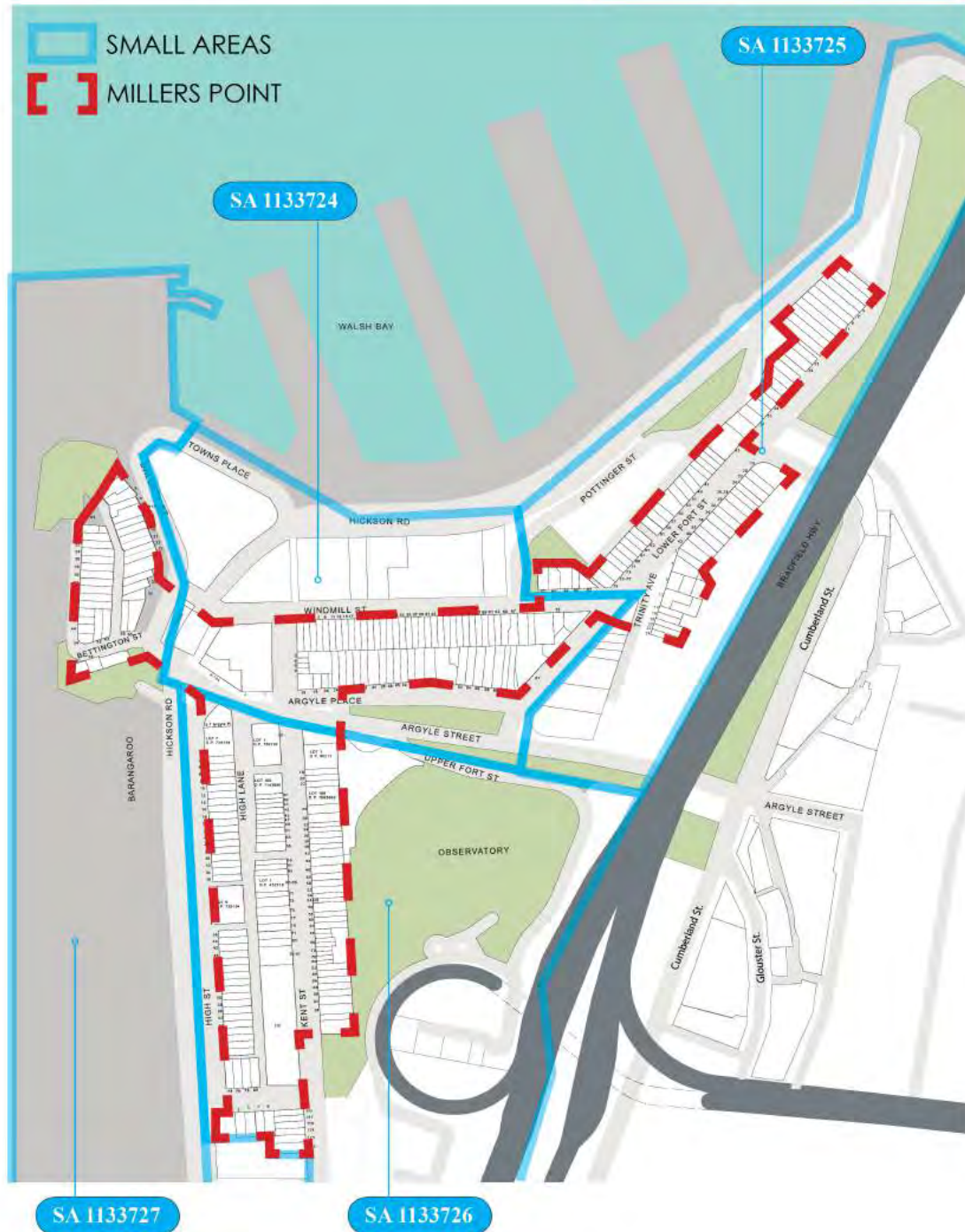
Map 1 shows the ABS small areas used to determine the population information for the suburb of Millers Point and shows the boundaries of the suburb of Millers Point.

MAP 1 MILLERS POINT SYDNEY SMALL AREAS MAP

MILLERS POINT
DEMOGRAPHIC SNAPSHOT ABS 2011

1037 residents
average age = 49

529 occupied
households



3.2 Social housing residents

3.2.1 Total population and dwellings

Demographic information on the population of residents living in LAHC owned dwellings in Millers Point has been sourced from the internal FACS tenancy database. As at June 2013, there were approximately 481 people living in the 448 tenancies or 349 tenanted dwellings in LAHC properties in the suburb of Millers Point. According to the 2011 ABS Census, there were 1,037 residents of the suburb of Millers Point. 481 people living in the 448 tenancies would represent around 46.5% of the resident population.

There are approximately 206 properties owned by the LAHC in the suburb of Millers Point. Within these 206 properties, there are 448 possible tenancies (in 448 dwellings) of which there are approximately 349 occupied tenancies (dwellings). There are approximately 481 people living in these 349 tenanted dwellings with an average household size of 1.4 persons per dwelling. According to the Australian Bureau of Statistics (ABS) Census 2011, within the suburb of Millers Point there were 529 occupied households.

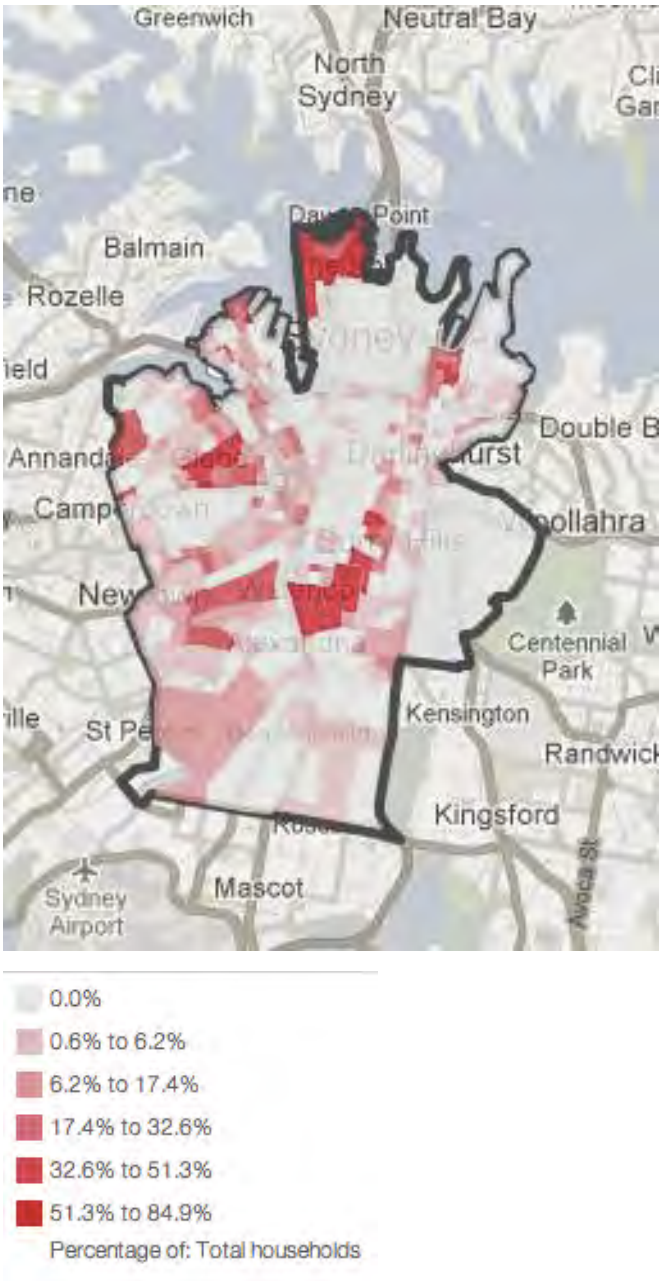
While LAHC owned properties account for 83% of all dwellings/households in the suburb of Millers Point, as there are currently 31 fully vacant LAHC properties, approximately 65%¹³ of all **occupied** dwellings in the suburb of Millers Point are in properties owned by LAHC. Figure 1 illustrates that in 2011, there was a high concentration of social housing in the Millers Point area.

According to the ABS in 2011, 8.6% of all housing tenure in the City of Sydney was rented through social housing. This is higher than Greater Sydney at 5.0% and NSW at 4.9%. At 448 possible tenancies, social housing in Millers Point represents 6% of all social housing within the City of Sydney.

The majority of properties were constructed between approximately 100 and 170 years ago. They are generally considered by LAHC and Housing NSW to be unsuitable for elderly tenants or those with special needs due to configuration, very steep staircases and lack of internal services. Properties range from one, two, and three bedroom apartments through to seven and eight bedroom terraces and the conditions of properties vary considerably.

¹³ This is based on 529 occupied households (private and public) in the suburb of Millers Point (ABS Census 2011) and 349 occupied tenancies (households) owned by the LAHC (based on internal Land and Housing Corporation research) – equating to 65%

Figure 1 Proportion of social housing in Millers Point (source: Profile.id 2011 for the City of Sydney, Atlas.id)



3.2.2 Age profile

Table 2 provides an age breakdown of the social housing residents living in Millers Point as compared to the resident population of the suburb of Millers Point and the City of Sydney LGA. Compared to the suburb of Millers Point and the City of Sydney LGA, the age profile of the social housing population in Millers Point has:

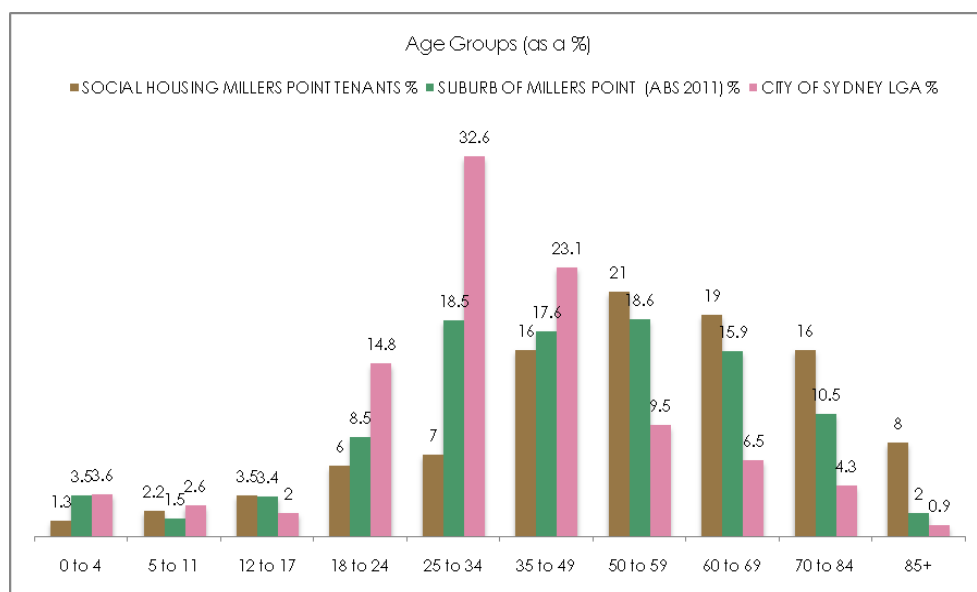
- A significantly older population with 43% of the total population aged 60 years or over compared with 28.4% in the suburb of Millers Point and 11.7% within the City of Sydney LGA;
- A lower proportion of children and young people than the suburb of Millers Point and the City of Sydney with 3.5% aged 0 to 11 years compared with 5% in the suburb of Millers Point and 6.2% in the City of Sydney LGA;
- An older median age at 59 years, much older than the suburb of Millers Point (49 years) and the City of Sydney LGA (32 years); and

- A significantly lower proportion of working age residents with only 23% of the population aged 25 to 49 years working compared with 36.1% in the suburb of Millers Point and 55.7% in the City of Sydney LGA.

Table 2 Age of residents (source: Internal FACS tenant data and ABS Census 2011))

	Social housing Millers Point tenants (#) ¹⁴	Social housing Millers Point tenants (%)	Suburb of Millers Point (ABS 2011)	Suburb of Millers Point (%) (ABS 2011)	City of Sydney LGA
	No.	%	No.	%	%
0 to 4	6	1.3	36	3.5	3.6
5 to 11	11	2.2	16	1.5	2.6
12 to 17	17	3.5	35	3.4	2.0
18 to 24	29	6	88	8.5	14.8
25 to 34	34	7	192	18.5	32.6
35 to 49	77	16	182	17.6	23.1
50 to 59	101	21	193	18.6	9.5
60 to 69	91	19	165	15.9	6.5
70 to 84	77	16	109	10.5	4.3
85+	38	8	21	2	0.9
TOTAL STATED	481	100%	1,037	100%	100%

Figure 2 Age comparison Millers Point social housing tenants, suburbs of Millers Point and City of Sydney LGA



¹⁴ The population numbers of people living in properties owned by LAHC may have changed post this report. These numbers are correct as at 7 June 2013.

3.2.3 Households and tenure

Within Millers Point social housing, lone person households account for 57% of all occupied dwellings. This is much higher than the suburb of Millers Point at 41% and the City of Sydney at 34%. This is consistent with social housing nationally, where more single people were living in social housing than couples, as identified in Australian Institute of Health and Welfare, National social housing survey 2012: a Summary of National Results May 2013.

Table 4 shows that a minimum 19.5% of residents in social housing in Millers Point have lived in their home for more than 20 years. While the data from LAHC shows two tenancies of more than 30 years, we know that the number is higher, as this data is based on the time tenants have lived in their current premises which has been influenced by a number of factors:

- Some long-term residents were moved into new homes recently as a result of the 99-year lease program; and
- Other long-term residents were relocated to smaller housing or housing in better condition.

According to FACS internal data, there are 15 residents (living in 12 dwellings) who are considered “long term” and whose families have lived in Millers Point for generations. Two of these rent their properties from RUN property (a private property management company) and pay market rental and 13 rent from Housing NSW.

Table 3 Length of tenure of residents living in social housing in Millers Point (source: internal FACS tenancy database as at June 2013):

Timeframe	Length of tenure in their current property social housing residents (based on number of tenancies n358)	
	No.	%
Less than 10 years	157	45%
Between 10 and 20 years	91	26%
20 years or over	66	19%
30+	2	0.5%
Not available	33	9.5%
TOTAL	349 ¹⁵	100%

3.3 Millers Point the suburb

3.3.1 Age profile 2006 to 2011

According to the ABS Census 2011 and 2006, there are a number of population trends for the suburb of Millers Point between 2006 and 2011 (data not available for social housing residents for this time period). As shown in Table 3 between 2006 and 2011 there was:

¹⁵ 349 is the number of tenanted households/tenancies in Millers Point

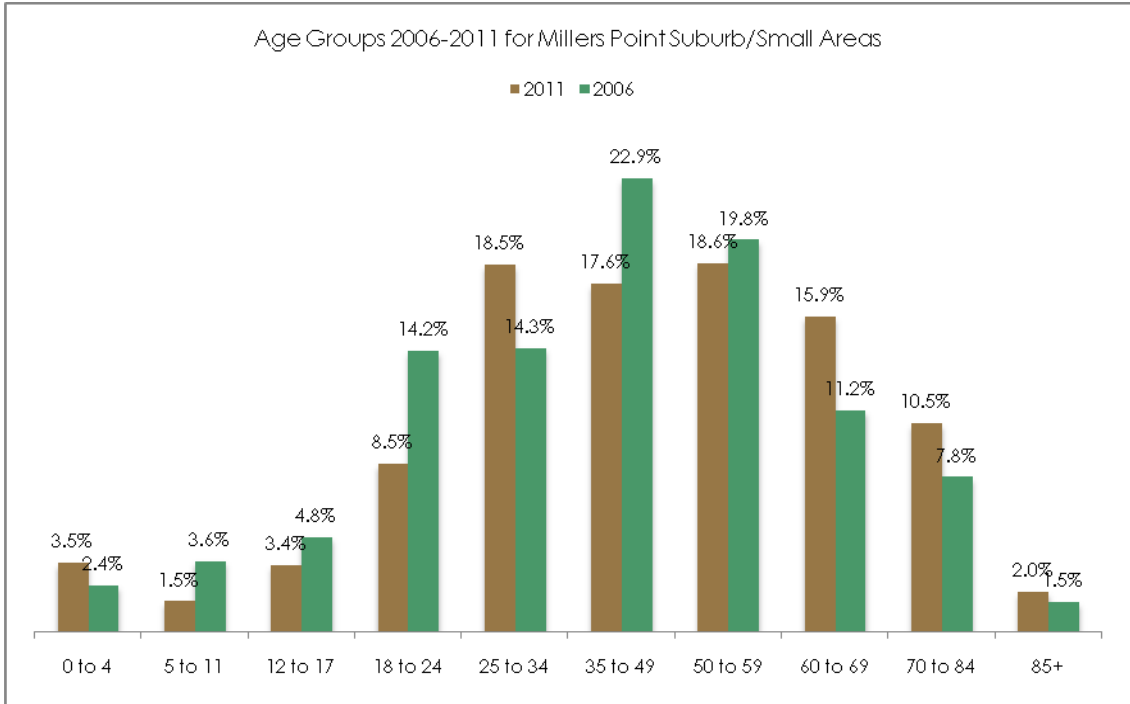
- A decrease in the age group 5 to 11 (-34);
- A decrease in the age group 12 to 17 (-32);
- A significant decrease in the age group 18 to 24 (-110);
- A significant decrease in the age group 35 to 49 (-137); and
- A significant decrease in the age group 50 to 59 (-83).

This makes the total decrease 358 people in the suburb of Millers Point. The sale of 29 social housing properties in Millers Point contributed to the decrease, through relocation of around 100 people. Based on 448 possible tenancies and a current household size of 1.4 residents per social housing dwelling, there could be 627 people living in Land and Housing Corporation properties. But currently there are 481, a difference of 146 people.

Table 4 Population change suburb of Millers Point suburb/small areas (source ABS Census 2011 and 2006, small areas ABS small areas of SA1133724, SA1133725, SA 1133727 and SA 1133726)

	Millers Point suburb/small areas 2011		Millers Point suburb/small areas 2006		Change
	No.	%	No.	%	No.
0 to 4	36	3.5%	33	2.4%	3
5 to 11	16	1.5%	50	3.6%	-34
12 to 17	35	3.4%	67	4.8%	-32
18 to 24	88	8.5%	198	14.2%	-110
25 to 34	192	18.5%	200	14.3%	-8
35 to 49	182	17.6%	319	22.9%	-137
50 to 59	193	18.6%	276	19.8%	-83
60 to 69	165	15.9%	156	11.2%	9
70 to 84	109	10.5%	109	7.8%	0
85+	21	2.0%	21	1.5%	0
TOTAL POPULATION	1,037	100%	1,395	100%	-358

Figure 3 Change in age groups Millers Point suburb 2006 to 2011



3.3.2 Crime rates

Unlike some communities with a high density of social housing, according to advice from the Millers Point Local Area Command (interview July 2013), the Millers Point area has low crime rates.

3.3.3 Assistance due to disability

According to the ABS 2011 around 56 residents (or 5.4%) living in the suburb of Millers Point received assistance with core activities due to a disability.

3.3.4 Income

According to the ABS Census 2011, in the suburb of Millers Point, more than one-third of households were considered low-income (199 households or 37.6%) which was more than the City of Sydney (21.6%). Low-income households are households that earn less than \$600 per week.

4 Stakeholder engagement outcomes

This chapter provides a high level summary of the main findings of the engagement completed with Millers Point residents and other stakeholders to inform the development of the SIA. The engagement was completed between March 2013 and May 2013.

The engagement was designed to collect both qualitative and quantitative data through a range of engagement methods. The approach was to provide residents and other stakeholders with the opportunity to engage face-to-face with the consultant team in a meaningful way and in an environment they were familiar and comfortable with (e.g. in their homes or at the community centre).

The intention was to collect information that was from a broad cross-section of residents and representatives of the Millers Point demographic including age range, housing type and length of tenure. Both qualitative and quantitative engagement with residents was completed and qualitative engagement was conducted with other stakeholders.

4.1 Overview of all engagement completed

Table 5 provides a summary of the engagement completed to inform the Social Impact Assessment (see Appendix 5 for the Stakeholder Engagement Plan).

Table 5 Summary of engagement completed (source: Cred Community Planning research for Millers Point SIA)

Engagement method	Dates	Venue	Participants	Description
Semi-structured interviews at drop-in sessions	07/03, 21/03, 04/04 and 18/04/2013. Two sessions 10am to 12pm and 5pm to 8pm	Abraham Mott Hall (morning) Harry Jensen Centre (evening)	78 residents of Millers Point and 2 residents from Dawes Point.	78 residents engaged through semi-structured interviews. This engagement was qualitative.
Structured interviews through door knocking	21/03, 22/03, 23/03, 04/04 and 18/04/2013	Residents homes living in the suburb of Millers Point	66 residents living in the suburb of Millers Point.	258 doors knocked in Millers Point. 66 people either partially or fully completed the survey. This engagement was quantitative.

Engagement method	Dates	Venue	Participants	Description
Interviews with Millers Point community groups	RAG 09/04 + 14/05/2013 EAB 27/03/2013 CoRE 21/03/13 and ongoing	Garrison Hall Sirius building Abraham Mott Hall	Resident Action Group (RAG) members, Estate Advisory Board (EAB) members and Committee of Residents Elected By: Millers Point, Dawes Point and The Rocks (CoRE) members	Attended two RAG meetings, two EAB meeting and one CoRE meeting and ongoing
Resident videos	NA	Videos about Millers Point	Who is Millers Point Jesse James	Two videos
Interviews with services/peak bodies	12/03/13 to 03/05/2013	At offices of the group	South East Sydney Community Transport Federation of Community Housing Associations Darling House KU Childcare Centre King George V Recreation Centre Older Women's Network NSW Common Equity NSW Shelter NSW Tenants Union of NSW NCOSS Bridge housing Compound Co-op	12 interviews
Interviews with government	12/03/13 to 03/05/2013	At offices of agency	Land and Housing Corporation Family and Community Services City of Sydney	Six face-to-face interviews
Political representatives	12/03/2013 to 03/05/2013	At offices of agency	Alex Greenwich MP	Interview with Alex Greenwich
Submissions and letters	01/03/2013 to 03/04/2013	Submissions/ letters	Alex Greenwich MP Clover Moore, Lord	12 submissions or letters

Engagement method	Dates	Venue	Participants	Description
			Mayor of Sydney Common Equity NSW ¹⁶ CoRE (Executive Summary) Eight from residents	

4.2 Details of engagement completed with residents

4.2.1 Engagement completed

Overall, 152 residents were engaged through structured and semi-structured, quantitative and qualitative interviews and submissions/letters to Cred and the LAHC. 17 (11%) of participants were private property owners or leaseholders and 135 (89%) were renting housing owned by LAHC. The summary of the engagement outcomes provided in this section includes feedback from:

- Structured door knocking survey with Millers Point residents. Survey participants were chosen randomly by door knocking houses in the Millers Point area. 66 surveys were either fully or partially completed with 258 doors knocked (*see Appendix 6 for survey questionnaire*). The survey included both quantitative and qualitative questions. Quantitative data was collected from this survey;
- Semi-structured interviews around a set questionnaire with Millers Point residents. 78 semi-structured interviews and questionnaires were completed (*see Appendix 7 for drop-in session questionnaire*). The drop-in sessions were intended to be qualitative and provide locals with the opportunity to participate in a semi-structured interview with the consultant team about their concerns and suggestions relating to the SIA. While NSW Land and Housing Corporation staff attended the first session (07/03), it was considered that only the consultant team should attend future sessions (21/03, 04/04 and 18/04) to ensure the independence of the data collected. It should be noted that CoRE distributed the survey questionnaire to local residents and 28 interview questionnaires were completed this way. This may have biased the responses within these surveys. Qualitative data was collected through these interviews; and
- Eight residents submitted letters or emails to Cred and the NSW Land and Housing Corporation.

Cred attended meetings with the Committee of Residents Elected by: the Millers Point, Dawes Point and the Rocks (CoRE), the Resident Action Group (RAG), and the Estate Advisory Board (EAB). At the EAB the group commented that they wanted the CoRE to speak on their behalf. CoRE is the group of residents that were established to represent the social housing residents of Millers Point.

Two videos were also provided to Cred for consideration as part of the SIA. These included “Who is Millers Point”, and the “Jesse James” documentary.

To promote the interviews conducted through door knocking and drop in sessions, Cred letterbox dropped every property in the Millers Point suburb on Saturday 16 March 2013. However, while there were multiple opportunities for residents to participate in the engagement, many chose not to, with

¹⁶ See Appendix 7 for copies of all Formal submissions and letters. This does not include copies of emails or letters personally submitted with the exception of the medical letter at the request of the resident.

some preferring CoRE to speak on their behalf. Other reasons residents gave for not wanting to engage included:

- Social housing residents were suspicious and didn't trust Cred, so they did not want to speak with Cred at the first drop in session, but increasing numbers attended later sessions;
- Some residents were just not interested in talking; and
- Some social housing residents informed Cred were afraid that if they talked to Cred and complained about maintenance of their properties they would be moved out of their home.

4.2.2 Profile of residents engaged

The following section provides a demographic breakdown of those residents who participated in the engagement opportunities as part of the SIA. There are approximately 206 properties owned by the Land and Housing Corporation (LAHC) in the suburb of Millers Point. Within these 206 properties, there are 448 possible tenancies (in 448 dwellings) of which there are approximately 349 occupied tenancies (dwellings). There are approximately 481 people living in these 349 tenanted dwellings with an average household size of 1.4 persons per dwelling. According to the Australian Bureau of Statistics (ABS) Census 2011, within the suburb of Millers Point there were 529 occupied dwellings.

While LAHC owns properties, which account for 83% of all dwellings in the suburb of Millers Point, as there are currently 31 fully vacant properties, approximately 65% of all **occupied** dwellings in Millers Point are in properties owned by the Land and Housing Corporation.¹⁷

4.2.3 Age profile of those engaged

While every attempt was made to engage with a representative proportion of residents in terms of age profile, a lower proportion of younger adults (under 34 years) were engaged with than the Millers Point social housing population and the Millers Point suburb as a whole. A higher proportion of older people aged 55+ and a similar proportion of residents aged between 35 to 54 years were also engaged. This is a common finding in almost any social survey process.

Table 6 Age profile of residents engaged (source: Cred Community Planning research for Millers Point SIA)

Age group	Age profile of all residents engaged		Age profile of social housing tenants living in Millers Point ¹⁸		Age profile of residents living in the suburb of Millers Point	
	No.	%	No.	%	No.	%
Under 18	3	2%	34	7%	93	9%
18 to 24	4	3%	29	6%	83	8%
25 to 34	6	4%	34	7%	166	16%
35 to 54	37	26%	120	25%	301	29%
55 to 64	44	31%	106	22%	187	18%

¹⁷ This is based on 529 occupied dwellings (private and public) in the suburb of Millers Point (ABS Census 2011) and 349 occupied tenancies (dwellings) owned by the Land and Housing Corporation (based on internal FACS research) – equating to 65%

¹⁸ Based on FACS research

65 to 74	25	18%	77	16%	135	13%
75 to 84	18	13%	43	9%	52	5%
85+	2	1%	38	8%	21	2%
Total stated	142	100%	481	100%	1,037	100%
Not stated	10					
Total engaged	152					

4.2.4 Housing mix

152 residents in total were engaged with. This represents 15% of the total population of the suburb of Millers Point (1,037 people) and 31% of people living in housing owned by the Land and Housing Corporation (481 people). 89% of those engaged with lived in social housing and 11% lived in private housing. This represents a higher proportion of social housing residents than private housing (65% and 35%). Around 90% of private residents engaged with were 99-year leaseholders.

4.2.5 Length of tenure

There is no ABS Census data available on the length of tenure of residents living in the suburb of Millers Point. However, we can compare the reported length of tenure of those engaged with data on all LAHC tenancies in Millers Point. As can be seen in Table 7, in terms of length of tenure, there was a higher proportion of social housing residents who had lived in Millers Point for more than 20 years and a slightly lower proportion of social housing residents who had lived in Millers Point for less than 10 years.

Table 7 Length of tenure of those engaged (source: Cred Community Planning research of data collected through surveys with Millers Point residents)

Years	Those engaged in Millers Point		Social housing residents in Millers Point (based on number of tenancies n349)	
	No.	%	No.	%
Less than 10 years	58	38%	157	45%
10 to 20 years	40	26%	91	26%
20 years or over	50	33%	66	19%
30+	2	1.5%	2	0.5%
Not available	2	1.5%	33	9.5%
Total	152	100%	349¹⁹	100%

¹⁹ 349 is the number of tenanted dwellings/tenancies in Millers Point

4.3 Key themes from engagement with residents

The engagement completed for this SIA was both qualitative and quantitative. Where quantitative data was collected through the door knocking survey this has been included in the analysis below. However, many interviews conducted as part of the drop-in sessions were qualitative and therefore an exact proportion of responses cannot be provided for qualitative semi-structured interviews.

4.3.1 Their home and community

Around 95% of all residents surveyed (door knocking and drop-in sessions) identified as having a deep connection to the Millers Point community and neighbourhood. This was particularly the case for longer-term residents. A number of older residents spoke of their family having lived in the area for generations – for some people even five or six generations. Many residents spoke of the historical significance of social housing being located in Millers Point and the local and national heritage of the area. They were concerned that selling off more housing to wealthy people would eradicate this history and the local social and cultural capital of its residents. Residents demonstrated a great deal of pride in living in the Millers Point area, and commitment to respecting and looking after the historic properties.

When asked (as part of the door knocking survey) if they would like to continue living in their current home in the future 96% said yes. 98% of door knocking survey respondents said that they liked living in Millers Point. When asked what they think is special about living in Millers Point, common responses were:

- The community;
- The location;
- The history and heritage; and
- The ‘village’ or ‘country town’ feel of the area.

While most commented about the positives, some negative aspects about Millers point were also identified including:

- Issues with Housing NSW and lack of maintenance of properties;
- The new tenants moving into the area;
- People drunk and disorderly from local pubs; and
- Derelict houses.

Residents from both social and private housing enjoy Millers Point because of the proximity to the Sydney CBD and convenience of transport to other areas (70% of those surveyed through doorknocking take the bus, 26% the train and 44% walk to get around and 94% found it easy to get around); access to amenities such as shops, doctors, and parks (around 90% found access to amenities easy). Most people consulted considered there was good access to community services and facilities. As part of the door knocking survey we identified that 13% of residents receive assistance for a disability or illness and 87% of people did not. But only one person received support from a healthcare worker (others were through friends and family). Through both door knocking and drop-in interviews, a high proportion of older residents and those with personal issues, spoke of their reliance on their neighbours for social support.

“The old people are well supported by formal social services and the informal support that the community does”. (Older Millers Point resident)

"I do not think the LAHC understands the social capital which supports the community". (Private Millers Point resident)

A number of social housing residents spoke of how living in Millers Point with such a connected community has improved their health and wellbeing. When asked what they like about their home, common responses given as part of the door knocking survey were:

- Proximity to the city and convenience of transport to other areas;
- Access to amenities such as shops and doctors;
- Parks;
- Good neighbours who they are well connected to;
- The view;
- It's been their home for a long time; and
- Memories.

Social housing residents in particular placed importance on their neighbours and community, and the memories they have formed from living in their home for a long time. One older gentleman, who used to work on the wharves, now lives with his daughter. He calls the area "the heart of working class Sydney". While residents said they loved their homes, a high proportion (around 80%) stated that it is more the Millers Point area, their neighbours and social relationships with which they are most connected.

Social housing residents saw themselves as a resilient community who help each other during hard times and private residents acknowledged these local connections. Surprisingly, given the number of elderly people living in Millers Point, only one person interviewed through door knocking had any services visit them in their home. Residents engaged with commented that it was common to see other residents visiting their elderly neighbours and walking with them to the shops or a bus stop. Most people interviewed also considered the community to be inclusive and accepting: one person said they *"feel safe as a gay person. The community is quite mixed, and not exclusive"*.

Residents from social and private housing talked about the strong and positive relationships within the community. There were many references to how people helped each other out and that this was because of the social mix in the area and the many residents who came from a working class past.

98% of social housing residents surveyed said they enjoyed living in Millers Point and would not want to leave their homes in the Millers Point area. They felt that no one should be forced to move from the area. However, some older residents talked about their homes becoming more difficult to access and showed an interest in the provision of more appropriate aged housing being located in the Millers Point area, which they said they would move into.

While people spoke in general of the strong connections within the community, a small proportion also talked about difficulties they were facing with their neighbours who have complex social, drug and alcohol or mental health issues.

4.3.2 Issues from recent years and changes in the area

A proportion of social housing residents (40% of those surveyed through the door knocking) identified issues with the way their homes have been managed by the NSW Land and Housing Corporation, especially the lack of maintenance and repairs, which a small number thought may have been deliberate. A smaller proportion of residents were happy with the way their homes had been looked after.

Private and social housing residents also talked about some issues that have emerged in recent years, due to either long-term tenants of Millers Point being moved out or new tenants moving in from other areas, including drug issues and petty crime. This new influx of tenants has caused tensions and distrust between some neighbours. Around 25% of those surveyed – both door knocking and drop-in session – commented on their concerns about changes in the area from increasing numbers of residents moving in who had complex drug, alcohol or mental health issues);

A very small proportion of interviewees also talked about how wealthier people moving into the area do not contribute to the social sustainability of the area because they “have no sense of community”. In contrast, others spoke about how these new neighbours fit in easily with existing community members and are a welcome part of the community.

4.3.3 Potential impacts

A high proportion (around 80% surveyed) of social housing residents feared for the future, and the impacts that any further sale of social housing would have on them. They spoke of the stress of moving, distress of losing their existing social network and local services, and anxiety of trying to build new social connections in a new area. People said it would be “devastating to the community and for older people who have lived here all their lives”(Recent Millers Point social housing tenant).

“I am appalled that any Government would think of destroying one of the most complex and tight knit communities in the State: a community that is committed not only to retaining a close relationship with each other but also in protecting their heritage environment. The Government needs to be reminded that the houses that they are considering selling were protected from the Government of the day (encouraged no doubt by rapacious developers) in the Landlady's Battle and it was local people who went to court to protect the boarding houses and retain that special feeling that is present in the area.” (Long-term Millers Point resident)

One family who had lived in their house for 12 years reported that if housing sales were to go ahead, they would need to start from scratch and this would be very stressful. Another man said he “*feels sympathy towards Aboriginal displacement because he knows what it feels like to be connected to the area/land, it becomes part of you and then you get kicked out*”. A woman who has lived in the area for 50 years has a daughter who is a missing person. She does want to leave the family home in case her daughter one day comes back.

A very high proportion of both social housing and private residents felt that any further sale of housing would split up people’s support networks, friends and family and this would increase impacts on government support services which are currently not highly needed in Millers Point. However, a proportion of residents (both social housing and private) expressed concern about the continued allocation of housing to people with complex issues and that this was also not sustainable in the long term given the large amount of social housing in Millers Point. They feared that the area would change with higher crime rates and anti-social behaviour.

Some longer-term social housing residents spoke about the injustice of being removed from their home, into which they said they had invested a lot of their own money. A few people said that they have been paying market rent for years, but also putting a lot of their own money into repairs and maintenance that NSW Land and Housing Corporation neglected. They feel, after paying market rent for so long, it is now too late for them to save up money to live somewhere else. Some private residents also have their

regrets - "I've been ruined" one private resident said, referring to costs involved in renovating a heritage listed property.

Many people feared for the uncertainty of their future: "rumours are circulating in the community about what's happening with the sale and this is causing stress and uncertainty". People were craving for information: "lack of knowing is what's scary to people, we need to be informed". One resident said, referring to the NSW Land and Housing Corporation, "it's not morally responsible not to be clear on this process". People expressed concern for themselves, and for other older residents in the community; they said the stress of uncertainty and moving would cause health deterioration and medical problems.

A large proportion of the Millers Point residents also spoke about the impacts any further sale of social housing in Millers Point would have on the local community and local area. People said it would eradicate the important social history of the area, and "destroy the history of the community and the continuity of the working core". People believed that the long-time residents of the area were essential to maintaining its history: "getting rid of social housing in the area... will turn it into a sterile neighbourhood".

Some private and social housing residents were concerned about the entire area becoming private housing, as it would end in Sydney losing significant social history, which would impact on the social mix of the area by creating a monoculture of older wealthy people. Some other longer-term and private residents considered that if something was not done soon more houses would deteriorate from the lack of maintenance. This together with the high cost to renovate the properties would negatively impact on the important heritage of the area.

A significant proportion of social housing and private residents considered that the greatest impact would be on older residents who had lived in Millers Point for many years and thought that if they were forced to move it would cause serious health impacts. However, others commented that making no changes to the current situation means that some older residents may remain isolated or at risk of injury due to living on the first floor up steep stairs, or in poor living conditions. For example, one elderly lady visited, living on the 1st floor, just had surgery on her hips and was waiting for her daughter to pick her up to help her down and up the stairs. This was the only time she left the house in any given week. Social housing tenants in particular expressed concern for themselves, but also often emphasised their greater concern for older residents in the community, and the health and wellbeing impacts on them through any forced relocations.

4.3.4 Suggestions for the future

Those engaged often had suggestions for the future, including:

"Older people need to stay in the area. More appropriate housing for older people to stay living in the area as they age and so that they don't have to live alone". (Older social housing resident)

"Respect for people who are in housing by keeping them informed and making the process a quick one".

(Long term social housing resident)

Both private and social housing residents wanted the properties currently vacant either maintained or sold immediately. Their reasons for this include concerns over the deteriorating appearance of the neighbourhood and also issues around damp, termites and other maintenance problems impacting on the other properties. Some suggested that the vacant properties could be sold and the funds used to refurbish the remaining properties in need of repair within Millers Point.

When social housing residents were asked how they think any sale of housing should go ahead - in order to have the least impact on social housing tenants and the local community and the greatest benefit to the area - many people believed that the empty houses should be sold off immediately. When prompted to discuss a longer term sale of housing plan for the area, people said they needed to be much better informed and respected: *"the proportion and speed of change needs to be considered"*. People believed the selling off of housing, if it does occur, needs to be staged because *"moving social housing on mass doesn't work and creates greater problems to society overall"*. Some social housing residents said they would consider moving to somewhere else in the City close to shops and transport such as Glebe, Ultimo, Pyrmont, Randwick, or ideally, somewhere else in Millers Point. A couple of people, at the prospect of having to leave Millers Point, said they would leave the country.

A common sentiment from both private and social housing residents was that the money made from selling off properties should be reinvested in social housing for working-class people. Also, that people who have personally invested money in their homes over the years should be reimbursed. The social housing residents of Millers Point were seeking what they believe to be fair and compassionate treatment: *"the sign of a good government is how well it looks after its most needy constituents"*.

If other social housing properties were also to be sold, people were adamant that older people be able to stay in their houses for the final duration of their lives *"people who were born and raised here will want to finish their lives in the area"* and that quality senior's housing should be provided in the local area. At least two older people mentioned that they *"would consider moving to more appropriate aged housing in the same area if available"*.

Millers Point resident's suggestions for the future centre on: selling empty houses immediately; reinvesting the money back into the community; and proof and accountability of how generated funds will be given back to the community and/or provide for new social and affordable housing; and providing improved local (Millers Point) housing for older people. Some residents suggested the need to provide increased affordable housing for low-income workers in keeping with the area's past. Social housing residents emphasised that no existing tenants should be forced to move, especially older people. Social housing residents also emphasised the need for continual engagement with residents and keeping people informed and involved in the decision making process.

Both social and private housing residents talked about the Government considering opportunities for cooperative and community housing management of some Millers Point properties. CoRE has provided an Executive Summary of their submission, which proposes community management of a proportion of the housing in Millers Point. The Executive Summary of CoRE's submission (see Appendix 8) suggests the following approach should be taken:

"CoRE is in principle opposed to the sale of public housing. However, if funds are required and if endorsed by the community, CoRE is open to the possible sale of some of the vacant dwellings where the cost of restoration is the greatest. The proceeds of these sales must go towards the maintenance and restoration of the properties. Financial modelling based on LHC data (forthcoming) indicates that CoRE's models can be economically viable."

CoRE's alternative proposals provide a solution whereby the NSW State government can both meet its fiscal requirements and protect the intrinsic social value of the community. In line with the government's Conservation Management Guidelines and its commitment to the provision of public housing, these models preserve the mental health and physical wellbeing of the residents, the vibrancy of the community, and the precincts historic architecture".

4.4 Details of engagement completed with service providers and other stakeholders

Cred completed face-to-face interviews with 12 service providers including the housing sector, social services and advocacy groups (services), and State and local government agencies that either work in the Millers Point area or are involved in social and housing policy and research. Common Equity NSW also provided a written submission to inform the SIA process (*see Appendix 8 for a copy of this submission*). See Table 8 below for a list of the 12 services providers engaged.

Table 8 List of Service Providers consulted (source: Cred Community Planning)

Service name	Service type
South East Sydney Community Transport	Community transport provider. Provides shopping service twice weekly
NSW Federation of Housing Associations	The peak industry body for housing associations in NSW
Darling House	Darling House is an Independent boutique Aged Care Facility in Millers Point
KU Childcare Centre	Community-based Long Day Care Centre located in Millers Point.
King George V Recreation Centre	Indoor sport and recreation centre in The Rocks with courts, gym, Out of School Aged Care and community activities
Older Women's Network NSW	Located in Land and Housing property in Millers Point. The group organises a wide range of activities and advocates on issues of concern to older women
Community Equity NSW	A registered Community Housing Provider, who supports the NSW Cooperative Housing Program in providing social and affordable rental cooperative housing
Shelter NSW	A non-profit agency dedicated to a fairer housing system for disadvantaged groups and low to moderate-income earners.
Tenants Union of NSW	The peak non-government organisation representing the interests of tenants and other renters in New South Wales
NCOSS	NCOSS provides independent policy development, advice and review and plays a key coordination and leadership role for the non-government social and community services sector in New South Wales
Bridge Housing	Bridge Housing is a not-for-profit community housing provider
Compound Coop	A community housing cooperative located within Millers Point for more than 20 years.

In addition, Cred met with Alex Greenwich, Member for Sydney and received formal submissions from the Office of Clover Moore, Lord Mayor of Sydney and the Office of Alex Greenwich, Member for Sydney (see Appendix 8 for copies of these submissions). Cred also formally engaged with NSW Land and Housing Corporation staff, NSW Family and Community Services staff and City of Sydney staff.

4.5 Key themes of engagement with service providers and other stakeholders

4.5.1 About the Millers Point community

Most services talked about Millers Point being a strong and connected community where residents provide support to each other that can take the burden off government services. Some advocacy groups talked about the significant social history connected to the social housing in Millers Point. One service provider who works with local older people talked about local older people being very proud and some not wanting to be seen to be in need of service support.

Submissions from the Offices of Clover Moore and Alex Greenwich stated that: “The State Register includes the Millers Point and Dawes Point Village Precinct as ‘unique in Australia because of a strong sense of social elements’ and social housing residents make up part of the living history and heritage, which is being eroded by the sale of social housing”. Some service providers noted that the social mix at Millers Point is unique and very different to other social housing communities.

One service provider talked about the unsuitability of some of the housing for older people “getting up the stairs is very difficult, even for the workers who take in their shopping” but also appreciated that residents were connected to their homes, some since childhood.

Some advocacy groups spoke of the anomaly of the availability of vacant properties in Millers Point and the number of people needing homes in the area. Some service providers have concerns over the management of properties at Millers Point – “*if there are vacant clean properties why are there not residents living there?*” In addition, some advocacy groups felt that some of the housing is in better condition than some private rental and other social housing. In relation to the perceived lack of maintenance of properties by LAHC, one advocate points out that - People need to know they have value and leaving their homes unmaintained makes them think they have no value.

Most providers talked about the ageing population of Millers Point and that the area needs increased and improved housing for older people to age in place where they have strong community connections. Most groups engaged with considered that the housing needs of the older residents of Millers Point and those with strong connections to the place are a priority to support them to stay in the area.

The submission from the Office of Clover Moore states its opposition to any further sale of social housing in Millers Point. It refers to the very low crime rates in Millers Point as compared to other areas with high proportions of social housing.

The submission from Common Equity NSW spoke of strengths of the Millers Point Compound Coop including the skill and efficiency with which they manage the cooperative housing properties owned by LAHC.

4.5.2 Housing supply and demand

Housing providers and some services talked about the high demand for social and affordable housing in Sydney and in the inner city with many individuals and families at risk of homelessness or already homeless. They commented that there is high need for housing for low-income individuals and families in close proximity to services and employment such as Millers Point. Others talked about the need to consider inner city housing for families and considered that there may be a hidden demand from families and others who may not think it would be possible to get housing in the inner city so don't put their names down. The submission from the Office of Clover Moore states "Families in need of larger homes are waiting up to 10 years while properties remain vacant in Millers Point".

According to housing providers engaged with, while singles and couples with complex needs may be on the top of the priority list in the inner city, there is a hidden demand for housing for families who may not try to be put on the list due to the very long wait times. A recent policy from the NSW Government will impose a weekly charge on tenants of houses with extra bedrooms if they refuse to move into smaller accommodation when offered to them.

The Offices of Clover Moore and Alex Greenwich wrote in their submissions that that the NSW Government should retain and maintain social housing in this area that is close to transport, services and health support. They noted "There is high demand for affordable and social housing in the inner City of Sydney with 55,000 people on the waiting list for social housing homes in NSW".

State government noted that there is high demand for one and two bedroom properties within the inner city to meet the needs of people on the waiting list, and that the ongoing maintenance costs of heritage housing is much higher than newly built housing.

4.5.3 Potential impacts

Some service providers talked about the stress on local residents being created by uncertainty over the future of their home and neighbourhood and that better communication with residents about process and decisions is important. Many talked about their concern that older people and long term residents risk serious health impacts if they are forced to relocate outside the area.

Some advocacy groups talked about the loss of the important social history and heritage of Millers Point providing social and workers housing and that the area will have no social mix if only wealthy and older people move here. However, housing providers considered that the funds from the sale of some housing in poor condition could provide a positive impact through the replacement of increased new social and affordable housing in the Millers Point and City of Sydney area where it is in high demand, not only for social housing but also for key workers and for low-income workers such as cleaners and service workers.

One service provider commented that while older people are connected to their homes, others are at risk of falls or isolation if they are not relocated to more appropriate and accessible housing and considered that the provision of more appropriate seniors' housing within the Millers Point could be a positive impact.

State Government staff commented that currently a significant proportion of the properties in Millers Point are not appropriate for social housing. Some are uninhabitable and others have significant maintenance needs, narrow stairs or overall do not suit the needs of older people or those on the priority list. A potential impact of doing nothing is that people will be injured due to living in unsafe housing and the long wait list of people in priority housing need will not have access to housing.

Some services talked about what it would mean to the Millers Point community in the longer term if the current allocation of residents with complex needs continues into poorly maintained properties.

Submissions from the Office of Clover Moore and the Office of Alex Greenwich suggested that:

- Selling houses will reduce housing for key workers and push more tenants with health and welfare problems to the fringes of the city where there is limited transport, jobs and support services. This has high social cost and will increase demand on the NSW Government to provide help for people in need in other areas;
- Selling houses without replacing them locally will reduce the local stock of housing, which is already in high demand. Between 2006 and 2011 there was a decrease of 45% in private low rental housing in the City of Sydney;
- Sale of properties will undermine the community building efforts of this community;
- Relocation of all social housing, coupled with increasing residential development in Walsh Bay and Barangaroo has serious implications for the social mix of this area; and
- Residents will be displaced from existing and strong social support networks.

4.5.4 Suggestions for the future

In relation to a Government decision to sell any further housing in Millers Point, suggestions for the future focussed on:

- No loss of social housing in the inner City of Sydney. So if there are sales, there should be replacement housing provided within the City of Sydney or inner city area. Service providers and groups across the board commented that the Government must clarify what they mean by “Sydney” and “Local” when they are talking about where replacement stock would be provided. They must also be transparent in where the money would be spent as people have lost trust based on the previous sales program. Knowing how the money from any potential sales would be spent locally would make people feel more comfortable with any decision-making. The submissions from the Office of Clover Moore and the Office of Alex Greenwich stated, “If sales proceed, NSW Government must directly indicate how any funds from sale of housing would be used to increase housing stock within the City of Sydney and improvements directly into Millers Point.
- Reinvesting some of the funds from sales back into a proportion of the existing housing stock to refurbish housing for use as social and/or affordable housing under the management of a community housing provider was raised. The consideration of innovative housing models was suggested and it was commented that these models could build social capital in an area. This included cooperative housing, or management by Bridge Housing or City West. Housing providers considered that these models would remove the maintenance liability from the State Government, would increase opportunities for social diversity in the area, and retain value in the asset;
- The submission from Common Equity NSW supported the consideration of “ i) retaining at least a portion of housing stock which includes the Compound Co-operative and, ii) building a strong and vibrant community that does not continue to be a drain on government funds and resources”. The submission acknowledges the Government’s need to realise some of the assets but strongly supports the retention of the Compound Cooperative in its current location and consideration of a large housing cooperative in Millers Point;
- The submissions from the Office of Clover Moore and the Office of Alex Greenwich advocated to *“Consider the CoRE proposal to allocate funds from sale of housing to a registered community housing provider to maintain and manage social housing in this precinct. Options to consider include forming a housing cooperative.”*

- Advocates suggested that the Government should provide credible evidence on what the maintenance liability of heritage housing is and demonstrate how newer houses have less liability;
- A local aged housing provider suggested that there is an opportunity for increased low care senior's housing adjacent to Darling House;
- Service providers commonly commented that people must not be dislocated from services and support that they are connected to, particularly older people and people with mental health issues;
- The provision of accessible senior's housing was seen as a priority for future housing provision in Millers Point;
- Housing providers did not want houses sold in Millers Point to fund the building of four times the housing in areas (such as the outer west) that are already full of low cost housing. They commented that any replacement housing needs to be built in an area such as the inner City of Sydney that has a high need for increased affordable and social housing; and
- Some providers thought that a "Common Ground" model in Millers Point could be an option to support mixed housing (private, affordable, social) including accessible housing for older people.

5 Social facilities and services in Millers Point

5.1 Background

A key factor of social sustainability is access to social services and facilities. For a healthy, liveable and sustainable community, housing needs to be within walking, cycling, or close public transport distance to employment, education, health, good parks, shops, and community services and facilities. Quality social facilities and services play an important role in supporting and facilitating community harmony and connectedness. This section audits the social facilities and services within close proximity to, or servicing the residents of, Millers Point. For the purposes of this study, social infrastructure is the community facilities and services that support community activity and connections. Up to 800 metres is considered to be an acceptable walking distance for more mobile people. Local cultural facilities, Sydney Harbour, and major cultural facilities, although highlighted as regularly visited by residents, are not included as part of this audit and assessment.

Map 2 shows the location of all social facilities and services in proximity to Millers Point social housing as well as the distance to other social facilities and services not located in close proximity. For planning purposes, many local government agencies and State Government²⁰ define facilities as either local, district or regional:

- Local or neighbourhood level cater to a local area where users predominantly walk or cycle to use the facility;
- District level typically service around 20,000-50,000 people, typically attracting visitors from one area where users will normally not drive more than 15-30 minutes; and
- Regional level service around 50,000 plus people and serve more than one local government area where users will be prepared to drive distances in excess of 30 minutes.

5.2 Social infrastructure and services audit

5.2.1 Social infrastructure and services within 800 metres

Table 9 provides an audit of all social facilities and services located within 800 metres walking distance of social housing in Millers Point. Map 2 shows the location of all facilities and services located within the suburb of Millers Point or outreach services delivered locally. Table 9 and Map 2 show that Millers Point is well serviced locally with community facilities including childcare, a primary school, recreation facility, senior's centre, GPs, library, churches, community centre, youth centre, and public transport.

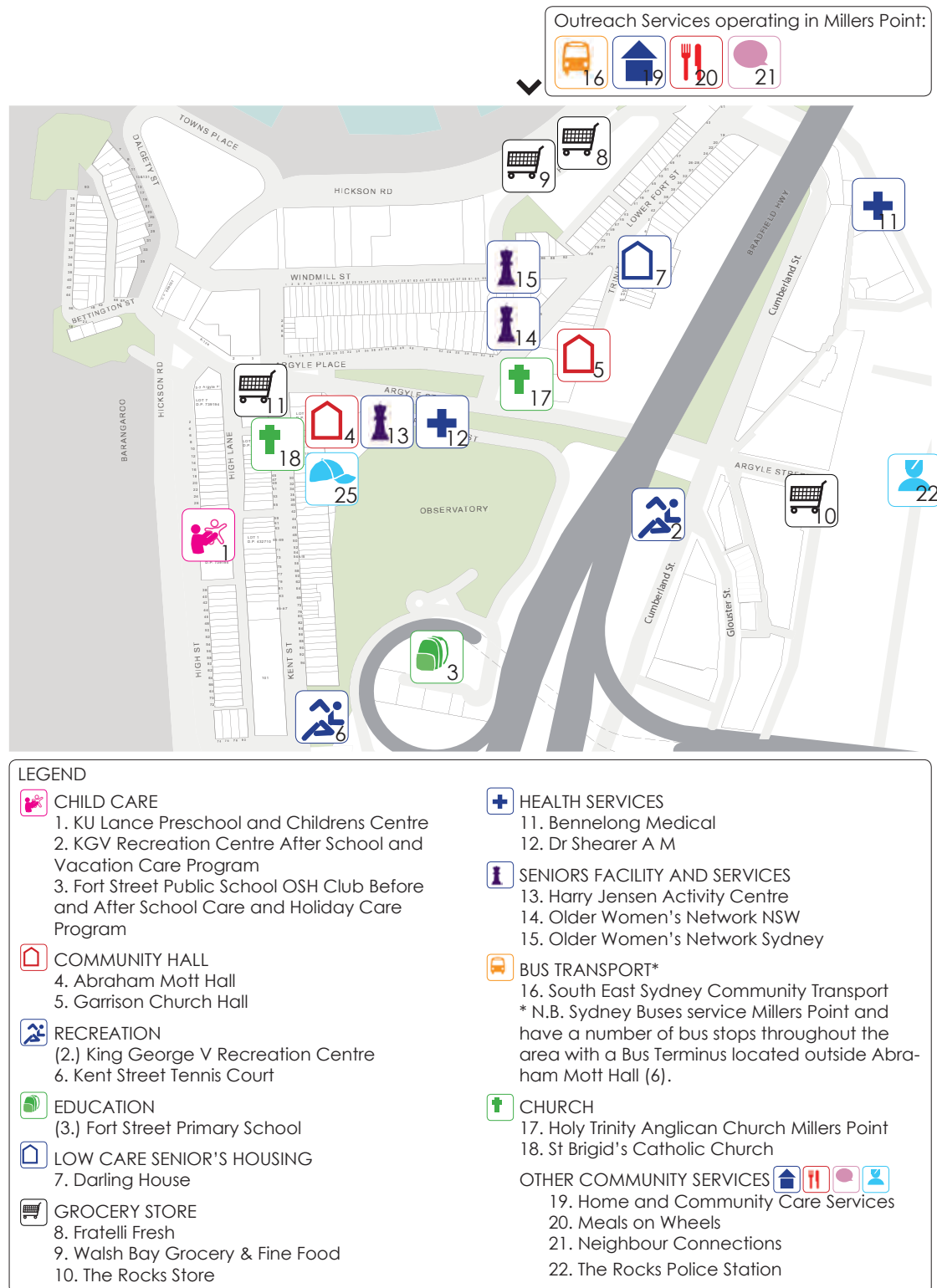
²⁰ City of Sydney within their Sustainable Sydney 2030 Community Strategic Plan

Table 9 Social facilities and services within 800 metres walking distance of Millers Point (source: Desktop research and consultation with local services)

Social places/services	Description	Level
Children, families and youth		
KU Lance Preschool and Children's Centre	Long Day Care Centre operated by not-for-profit provider. No children from social housing use this service	Local
Billabond Children's Centre	Private Long Day Care Centre for CBD workers	Local
Community Kids Sydney	Private Long Day Care Centre for CBD workers	Local
Fort Street Public School and OSHC program	Local Public School of around 83 students. Declining use by local social housing children and increasing use by CBD workers	Local
Millers Point Youth Centre	City run youth service – around 10 youth a day attend	Local
Recreation		
KGV Recreation Centre and After School and Vacation Care Program	City of Sydney's recreation centre highly utilised by CBD workers. Operates an After School and Vacation Care Program, which has declining use by local children from social housing.	District
Kent Street Tennis Courts	City of Sydney owned tennis courts.	Local
General facilities		
Abraham Mott Hall	City of Sydney managed community hall located on LAHC land	Local
Garrison Church Hall	Church hall. RAG meetings are held here	Local
Observatory Medical	GP services	Local
Bennelong Medical	GP services	Local
Dr Shearer	GP Service at Harry Jensen Centre – high use by local residents	Local
Libraries		
Circular Quay Library	City of Sydney Library Service	District
Senior's specific		
Harry Jensen Activity Centre – Meals on Wheels	Seniors facility adjoining Abraham Mott Centre providing lunches and recreational area for local older people. Around 10 people a day use this service.	Local
Older Women's Network	OWN NSW and OWN Sydney are peak bodies representing older women located in LAHC properties	Regional

Darling House	A nine-room low care facility with one allocated concessional room. Registered as a community housing provider.	Regional
Groceries and shopping		
Fratelli Fresh, Walsh Bay Foodworks, Argyle Street Food Mart	Boutique grocery stores with higher costs for groceries than supermarkets	Local
Churches		
Holy Trinity Church	Anglican Church	District
St Brigid's Church	Catholic Church	District
Transport		
Ferry and Train	Circular Quay Ferry Terminal and Train Station	Regional
Bus	Sydney buses terminus outside Abraham Mott Hall	Regional
South East Sydney Community Transport	Provides personal and community transport including two shopping trips to Broadway and Marrickville Metro weekly	Local
Police		
The Rocks Police Station	Located 50 metres from Millers Point	District
Post office		
Australia Post Office	Australia Post Office located in Circular Quay	District

MAP 2 MILLERS POINT PROXIMITY TO SOCIAL SERVICES AND FACILITIES



5.2.2 Social facilities and services located more than 800 metres walking distance

There are a number of social facilities and services that support people in Millers Point, or are accessed by residents that are located more than 800 metres walking distance from the Millers Point area. These are shown in Table 10.

Table 10 Social facilities and services located more than 800 metres walking distance

Social places and services	Description	Level
Sydney Eye Hospital	Approximately 2 km from Millers Point. The Sydney Eye Hospital is a quaternary referral unit, providing surgical and medical management of vitreo-retinal, corneal, glaucoma, oculo-plastic and oculo-oncology conditions. The Hospital also incorporates the Kirketon Road Centre and Sydney Sexual Health Centre, which provides sexual health, drug and alcohol, HIV/AIDS and an AIDS psychiatry services.	Regional
St Vincent's Hospital and Mental Health Program	4 km from Millers Point. Public hospital in Sydney's Eastern Suburbs. The St Vincent's Hospital Mental Health Program has responsibility for the provision of mental health services to the residents within their catchment of which Millers Point is on the fringe.	District
Paddy's Markets	Low cost shopping and fresh food	District
Wynyard Coles	Supermarket	Local
Sydney Secondary College Balmain Campus	Public high school years 7 to 10	District
Sydney Secondary College Blackwattle Bay	Public high school years 11 to 12	District

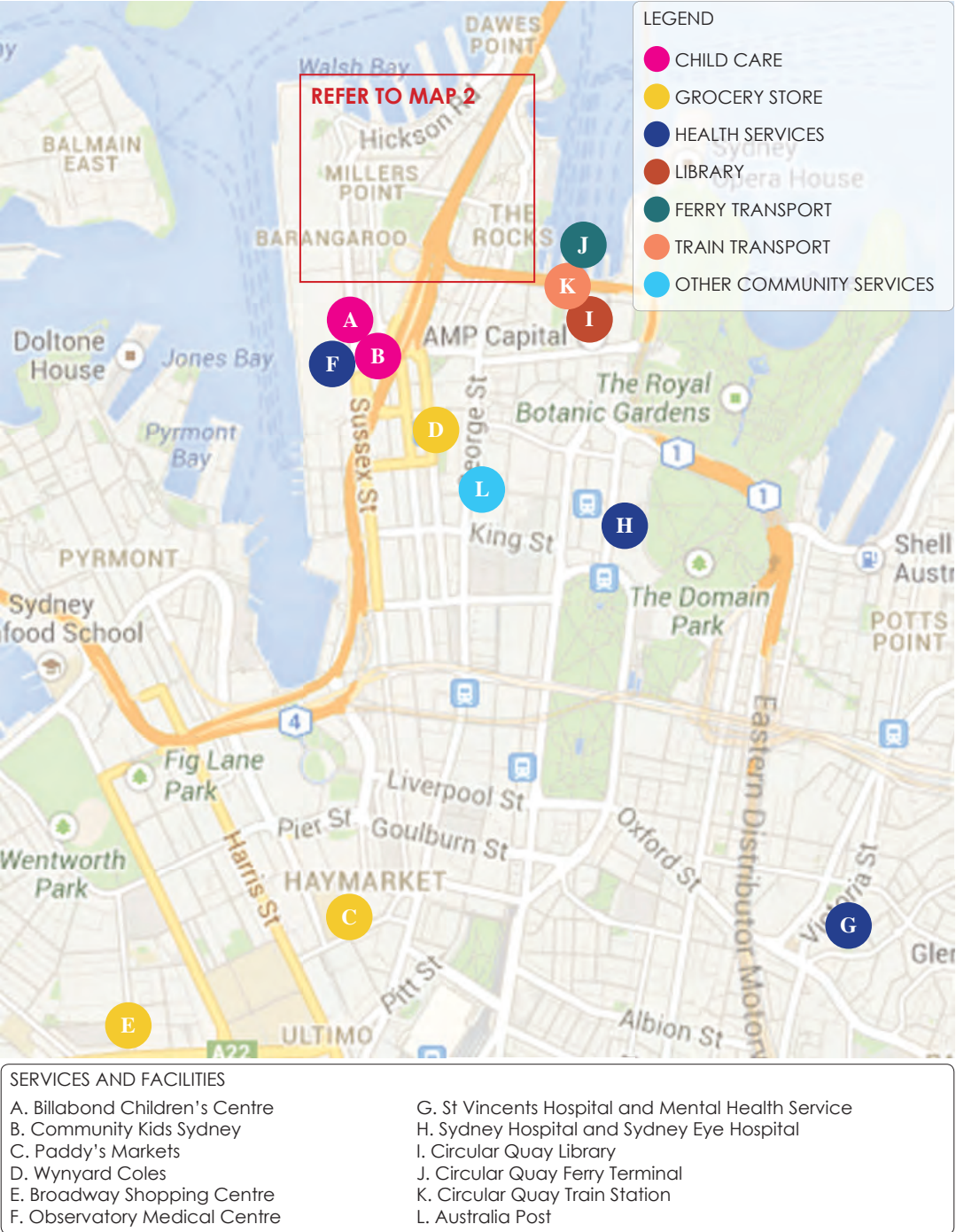
5.2.3 Outreach services supporting residents

While there is a range of social infrastructure and services located in close proximity to Millers Point there are a number of services that provide outreach services to Millers Point residents:

- Neighbourhood Connections has about six Millers Point residents using the service. This service provides flexible social support services to people living in the City of Sydney LGA who are frail aged or have disabilities, together with their carers' Aid;
- Home and Community Care services are provided to support older people to age in place. Services provided in Millers Point include Meals on Wheels (operating out of the Harry Jensen Centre) and Community Transport and Shopping Service (provided by South East Sydney Community Transport); and
- St Vincent's Mental Health Program provides caseworkers that visit people in their homes.

Map 3 shows the location of community services and facilities servicing the Millers Point area but located more than 800 metres away.

MAP 3 SYDNEY CBD PROXIMITY TO SOCIAL SERVICES AND FACILITIES



5.3 Key findings

Key findings in relation to social facilities and services are:

- As can be seen by the audit and Map2 and 3, Millers Point is well connected to community facilities and services within 800metres walking distance and in close proximity. Residents engaged with felt that they were well connected to local services and facilities and that Millers Point is a very convenient location;
- However, while social housing residents stated that they feel connected to local facilities and services, there is stable but low use of local facilities such as the Harry Jensen Centre (around 10 a day) despite the area having a significantly high proportion of older residents. Numbers utilising the Millers Point Youth service are also low which corresponds with a declining youth population in the area. There are also low numbers of social housing residents attending the Fort Street Public School and there are no children aged 0 to 5 years from social housing accessing the KU Lance Preschool and Children's Centre (however, there are only around two children in this age group living in social housing);
- Engagement with residents, and the CoRE newsletter showed that the connection to services is more likely to be the local post office (at Circular Quay), the local hairdressers, GPs, cultural facilities, markets and retail;
- The King George V Recreation Centre is at capacity and their monthly community BBQ is well attended with around 60 social housing residents on average. However, there are declining numbers of children from social housing utilising the After School and Vacation Care program (for 5 to 11 year olds) with the majority of families using this service working in the CBD;
- While there are a number of grocery stores nearby (within 400metres) these are all boutique, charging higher prices than supermarkets and are unaffordable for many residents on low incomes, particularly those located in Walsh Bay and the Rocks. Residents engaged with mostly utilised the Wynyard Coles (about 800metres walk) and Paddy's Market (about 2.2kms) and the Community Transport Shopping Service, which operates twice weekly and takes them to Broadway or Marrickville Metro for more affordable shopping;
- The nearest mental health service is 4km away at St Vincent's Hospital. Millers Point is on the edge of the service catchment and based on engagement with some residents and service providers, some residents may not be receiving appropriate mental health care in this location. However, the area is well serviced in terms of access to local GPs. A recent survey conducted by Australian Institute of Health and Welfare²¹ found that the most common community and health services used by social housing tenants were health/medical services and mental health services; and
- Based on outcomes of engagement completed, only a small proportion of residents receive outreach services in their homes, many relying on friends and neighbours for support, which may be seen as removing the burden from social services.

²¹Australian Institute of Health and Welfare, National social housing survey 2012: a summary of national results, May 2013

6 Current social housing properties in Millers Point

6.1 Current housing stock

LAHC owns and is responsible for 206 properties within Millers Point. Within these dwellings there are 448 tenancies (dwellings), of which 349 are currently occupied. There are currently 31 vacant properties or 103 vacant tenancies (dwellings). Housing NSW manages these tenancies.

The social housing building stock at Millers Point fits into three periods:

- 1830s to 1900s – larger row housing, workers cottages and terraces;
- 1900s to 1920s – row housing and flat development;
- Post 1980s – infill developments.

All of the buildings in Millers Point under Government ownership have been listed individually or as groups on the State Heritage Register under the *Heritage Act, 1977*. Most Millers Point properties were transferred to the then Department of Housing (now the NSW Land and Housing Corporation) in the early 1980s from the then Maritime Services Board.

6.2 Property types

Table 11 provides a summary of the types of properties currently owned by LAHC and being leased as social housing. It shows 448 possible tenancies (including occupied and unoccupied) and 481 current tenants. Based on a household size of 1.4 persons per household (current household size) 627 people could live within these 448 tenancies.

Table 11 Property types in Millers Point and nearby area (source: FACS tenancy database, 13 June 2013)

Description Type	Total tenancies (unoccupied + occupied)	No. of tenants
1 bedroom apartment	74	68
1 bedroom terrace	7	7
2 bedroom apartment	131	145
2 bedroom terrace	22	31
3 bedroom apartment	16	20
3 bedroom terrace	65	127
4 bedroom apartment	1	0
4 bedroom terrace	19	42

Description Type	Total tenancies (unoccupied + occupied)	No. of tenants
5 bedroom terrace	5	9
6 bedroom terrace	1	0
Commercial	1	0
Nursing home	2	0
B/H studio apartment	100	32
TOTAL	448	481

6.3 Properties managed by other providers

While Housing NSW manages the majority of the 206 properties owned by LAHC in Millers Point, according to information from LAHC, there are 14 properties managed by community housing providers:

- Four by The Compound Cooperative Ltd;
- Two by Metro Community Housing;
- Three by Women's Housing;
- One by Ecclesia House; and
- Four by Bridge Housing.

Nine properties are privately managed by Run Property. Those properties being managed by community housing providers or Run Property represent 47 tenancies.

6.4 Suitability of Millers Point properties as social housing

"Much of the Land and Housing Corporation's portfolio at Millers Point is poorly suited for social housing, being heritage-listed older houses which cannot be modified to meet modern requirements, particularly access requirements, and are expensive to maintain"

(Former Minister for Finance and Services, The Sydney Morning Herald, 26 October 2012).

The Millers Point social housing properties under review were transferred from the then Maritime Services Board to NSW Department of Housing in the mid 1980s. Advice provided by the LAHC, is that the transfer came with an estimated \$80 million maintenance liability (in 1980 dollars) and some of the leasing arrangements were irregular and most were poorly documented.

6.4.1 BCA compliance and refurbishment costs

While the housing owned by the LAHC has historically been used as low cost workers housing (housing workers and their families), or more recently as social housing, LAHC has assessed its suitability to meet current and forecast housing demand and has identified that the current housing is not generally considered suitable as social housing dwellings for the following reasons:

- Simple internal upgrades are very costly due to the poor condition of some of the housing stock and heritage constraints applying to both internal and external fabric;
- Because of the age of the properties, the properties are not Building Code of Australia (BCA) compliant and do not meet accessibility standards. The BCA contains technical provisions for the design and construction of buildings and other structures, covering such matters as structure, fire resistance, access and egress, services and equipment, and energy efficiency as well as certain aspects of health and amenity;
- According to a report to LAHC from quantity surveyors, heritage properties have high maintenance liability estimated at approximately \$14,500 per year;²²
- According to the same report, refurbishment costs are very high on average around \$350,000 per property; and
- Many of the properties are large with three or four bedrooms and do not meet the needs of people on the priority waiting list for social housing who are mostly singles or couples. There is also under-occupancy in many properties.

6.4.2 Safety of existing social housing

Site visits to a number of properties in Millers Point, showed that some houses were unsafe and potentially dangerous for older people because of the narrow stairs and trip hazards, and can cause social isolation as older people living on upper floors cannot independently leave their homes. Recent figures from the Australian Institute of Health and Welfare show that almost 85,000 older people were admitted to hospital after a fall and falls claimed the lives of 1,530 people aged over 75 years in 2011, higher than deaths from car accidents. The home was the most likely location for a fall, accounting for 49 per cent of cases.

LAHC engaged independent occupational therapy consultants²³, to undertake an assessment of the safety and suitability to house frail aged residents of four typical properties in Millers Point. The study found the following:

- 38 Argyle Street is unsuitable for housing for frail aged residents because the bathroom in the ground level apartment is unsuitable and access to the upper and lower levels are via steep narrow stairs which are most likely incompatible with the installation of a chair lift. Level 1, Level 2 and Basement are also considered unsuitable due to the narrow stairs which are considered a trip hazard;
- 60 High Street has a minor falls risk but this could be addressed, however the bathrooms are a high fall risk;
- 64A High Street is unsuitable as access is via 19 steep steps which are a high fall risk; and
- 29 Lower Fort Street is unsuitable as there are no kitchen facilities in the property and access to the upper and lower levels are via steep narrow stairs which are falls hazards. The ground level could potentially be suitable with modifications to the ground floor bathroom, installation of a kitchen, new floorboards and grab rails.

While some service providers agreed that the housing may not be safe or accessible for older or less able people, and the poor maintenance of the housing means some are not habitable, others argue that the condition and standard of the properties is not much different from some properties in the private rental market and social housing in other areas. Some service providers were concerned that a precedent set in

²² Report from Quantity Surveyor, Newton Fisher Group

²³ Occupational Therapy Works, Recommended Modifications to Land and Housing Corporation Properties, 2013

Millers Point could have implications for other heritage properties in the LGA. Given the maintenance issues and heritage constraints identified within Millers Point, these services and agencies are concerned that LAHC's policy toward asset management, applied in Millers Point, could then be applied to future decisions about tenanting, maintenance, and retention/divestment of other older and heritage listed/constrained properties owned by LAHC, such as in the Waterloo Conservation Area.

6.4.3 Replacement value of Millers Point social housing

According to advice from LAHC, it costs LAHC on average \$300,000 to build a new two-bedroom apartment on LAHC owned land. Estimates from LAHC are that around four to five x two-bedroom dwellings could be built (on LAHC land elsewhere) for the sale price of one Millers Point property, providing an increased supply of social housing in a market with significant undersupply. Since 2008, LAHC has sold 29 properties under 99-year leases as part of a Leasehold Sales Program of 36 properties. Sales generated revenue in excess of approximately \$38 million, which was reinvested into the social housing system, permitting funding of new housing in Sydney's Inner west. Based on this sales outcome, the sale value of each LAHC property is approximately \$1.3 million on average. As shown in Table 12, based on the outcomes of the previous sales program, the sale of either 0%, 50% or 100% of LAHC properties in Millers Point could result in the following outcomes (based on previous sales program):

- 0% sale – no new housing to address the housing wait list;
- 50% sale – 446 new dwellings or 326 additional dwellings (above current supply) and refurbishment of 103 dwellings within Millers Point for continued use as social housing; and
- 100% sale – 892 new dwellings or 454 additional dwellings (above current supply) to address the housing wait list and reduced ongoing maintenance burden.

Table 12 Replacement value of sale of existing properties based on different scenarios

Scenarios	0% sale (0 dwellings)	50% sale (103 properties or 224 dwellings)	100% sale (206 properties or 448 dwellings)
Potential revenue	\$0	\$133,900,000	\$267,800,000
Potential replacement dwellings	0	446 x 1 and 2 bedroom dwellings	892 x 1 and 2 bedroom dwellings
Increased social housing provision (New housing less housing sold to private market)	0	446 additional dwellings above current housing supply (loss of 224 dwellings in Millers Point + retention of 224 dwellings + 446 new dwellings)	454 additional dwellings to current housing supply (loss of 448 existing dwellings in Millers Point + 892 new dwellings)
Renovation costs remaining properties	\$72,100,000 (206 properties in Millers Point x \$350,000)	\$36,050,000 (103 properties x \$350,000)	None required
Additional dwellings after renovation of remaining properties	0	326 new dwellings + 103 renovated dwellings in Millers Point	454

7 Social and affordable housing demand

This section looks at the current demand for social and affordable housing in Sydney and NSW and issues impacting on housing affordability and access.

7.1 Housing affordability in Sydney

Sydney is Australia's most expensive city and reported to be the world's third least affordable city to buy or rent a home.²⁴ As at June 2013, the median weekly rent for a one-bedroom house in Sydney was \$510 (see Table 13) and the median price to purchase a home was \$642,000. This is much higher than Melbourne where median rent was \$360 and the average house was \$531,000. In the City of Sydney and other inner city areas, housing costs (rental and purchase) are at a premium due to the high land values and the desirability of the area, which can put the cost of buying or renting homes beyond the reach of low to moderate-income households. Short and long-term homelessness, combined with affordable housing shortages, are serious issues for Sydney.

7.1.1 Private rental

There is a shortage of dwellings for rental in the private market for households with very low to moderate incomes in NSW. In NSW in September 2012, 10% of rental stock was affordable for very low-income households, and 27% was affordable for low-income households. In 2006, there was a shortage of 44,500 private rental dwellings that were both affordable and available for very low-income households in Sydney (those in the bottom 20% of the income distribution). Median rents for Sydney as at the June quarter 2013 are shown in Table 13.

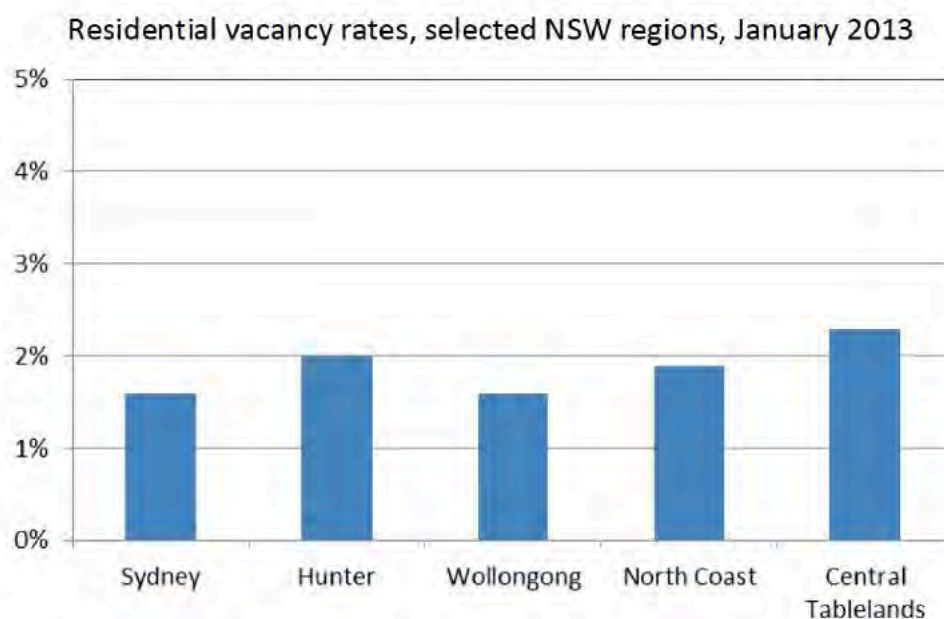
Table 13 Weekly rents for new bonds – Greater Metropolitan Region – All dwellings June Quarter 2013 (source: Housing NSW June quarter 2013)

SYDNEY LGA	One bedroom change			Two bedrooms change			Three bedrooms changes			Four + bedrooms change		
	Median	Qtl	Annual	Median	Qtl	Annual	Median	Qtl	Annual	Median	Qtl	Annual
	\$510	2%	2%	\$690	1.5%	1.5%	\$895	1.7%	4.7%	\$1,000	0.5%	8.1%

Vacancy rates for dwellings in the private housing market are generally low in NSW, especially in Sydney at around 1.5% (see Figure 4). According to Shelter NSW's *NSW Housing Fact Sheet*, a vacancy rate of 3% is considered to indicate a balance between supply and demand, which provides leeway for households to move between homes.

²⁴ The Australian Newspaper, 5 February 2013

Figure 4 Residential vacancy rates selected NSW regions (source: Shelter NSW, NSW Housing Fact Sheet 2013)



A recent study by Anglicare Sydney²⁵ found that less than one per cent of private rental properties in Sydney are affordable for people on low incomes or social security benefits. It was found that Sydney's high rents had forced many low-income earners into rental stress. The report also found that NSW had the highest proportion of low-income households under rental stress.

7.1.2 City of Sydney Affordable Housing Strategy

The City of Sydney has adopted an Affordable Rental Housing Strategy 2009-2014. The City has experienced a 35% to 45% decrease in private low-income rental stock between 2006 and 2011.²⁶ The key objectives of the Strategy are to:

- Increase the amount of affordable rental housing in the local area to very low, low and moderate-income households;
- Protect existing stock of low cost rental accommodation (such as boarding houses);
- Encourage a diverse range of housing in the local area; and
- Work with other inner Sydney councils to address affordable rental housing at a regional level.

Affordable housing and social housing are defined, as follows:

Affordable housing is housing that is appropriate for the needs of a range of low to moderate-income households and priced so that these households are also able to meet other basic living costs such as food, clothing, transport, medical care and education. As a rule of thumb, housing is usually considered affordable if it costs less than 30% of gross household income. Affordable rental housing may be owned by private developers or investors, local governments, charitable organisations or community housing providers. It is usually managed by not for profit community housing providers, and sometimes by private organisations.²⁷

²⁵ McDowell, Caitlin, and John Bellamy. *Rental Affordability Snapshot*, 2013

²⁶ City of Sydney calculations of ABS census data 2006 to 2011.

²⁷ NSW Family and Community Services, Centre for Affordable Housing

Social housing is rental housing targeted to very low and low-income households and provided on a “long-term” basis (generally for as long as the household continues to need it). Social housing includes public housing, some forms of community housing and Aboriginal housing. Social housing is primarily owned by the State Government and may be managed by State Government or community housing providers.

The Strategy identifies the need to increase the supply of affordable rental housing stock by nearly 8,000 dwellings by 2030 and recognises that the cost of housing in Sydney often excludes very low, low and moderate-income households from accessing housing. The City of Sydney’s strategy affirms that affordable housing is not only a basic requirement for all people, but an essential component of an inclusive, dynamic and sustainable city. The City’s Sustainable Sydney 2030 plan sets targets of 7.5% affordable housing in the City by 2030. This would require dramatically increasing the number of affordable housing dwellings from the current 1% of residential development and identifying funding sources for this to occur.

Sustainable Sydney 2030 also sets a target of 7.5% social housing. Currently the amount of social housing in the City of Sydney exceeds this target at 8.6% of all housing.

7.2 Social housing supply

According to Shelter NSW’s *NSW Housing Fact Sheet*, in 2012, there were 142,099 social housing dwellings in NSW (this total does not include data for Aboriginal community housing organisations). Public housing comprised 79% of the NSW social housing sector in 2012. In 2012, there were 112,310 public housing dwellings in NSW. As can be seen in Figure 5, there has been an 8.9% decrease in supply in the NSW public housing subsector between 2006 and 2012. This decrease in supply can be attributed to the transfer of public housing stock to community housing providers to manage.

As can be seen in Figure 6, in 2012, community housing comprised 17.8% of the NSW social housing sector when there were 25,311 community housing dwellings in NSW. Between 2006 and 2012, there has been a 99.7% increase in the number of community housing dwellings (much of this attributable to the transfer of public housing stock). There were 130 community housing providers in NSW in 2012. The NSW Government also recently transferred title of 1,300 properties to community housing providers.

Figure 5 Change in public housing dwellings 2006 to 2012(source: Shelter NSW, NSW Housing Fact Sheet, 2013)²⁸

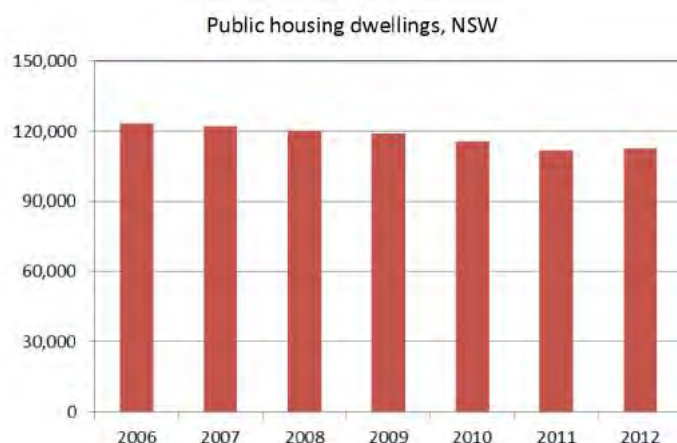
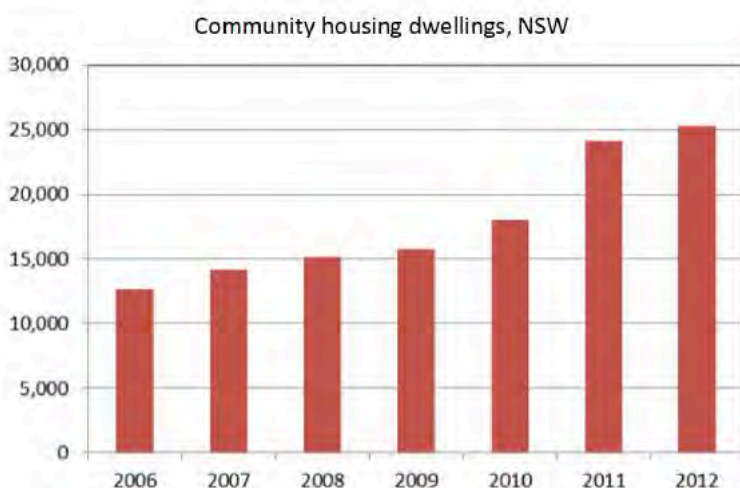


Figure 6 Change in community housing dwellings 2006 to 2012 (source: Shelter NSW, NSW Housing Fact Sheet, 2013)



With increasing demand for social and affordable housing in Sydney and NSW and increasing management and maintenance costs, government and community housing providers are looking for more effective ways to provide and manage social housing.

Community housing providers also talked about opportunities for any funds from sales of Millers Point properties to be used to increase community managed replacement housing in Millers Point and the Inner City Allocation Zone. They argue that the community housing model in Millers Point could reduce maintenance liability for the State Government and provide innovative opportunities to cater for the needs of local residents at Millers Point including older residents. Examples of community housing projects highlight the benefits and results that advocates expect from this form of affordable housing provision. Advocates also note that, by providing safe, secure and affordable housing for older people in their local communities, community housing helps to preserve local support and friendship networks by allowing older people to age in place and reduce social isolation.

²⁸ Shelter NSW, NSW Housing Fact Sheet, 2013

7.3 Applying for social housing

The income eligibility criteria are the same for all types of social housing. To be eligible for social housing, household income must be within the social housing income-eligibility limits. For instance, according to Housing NSW Policy, a one adult household can earn (before tax) a maximum of \$560 each week, and a two adult household can earn (before tax) a maximum of \$775 each week. Applicants for social housing can choose to receive offers of social housing properties from any social housing provider or from Housing NSW only or from community housing providers participating in the Housing Pathways system. Some locations, however, may only have one social housing provider that is able to assist in the required time frame. The location of the property offered would depend on where the next vacancy that matches the type of housing a household needs within the allocation zone chosen by the applicant. This means an applicant might get an offer of housing in any suburb within an allocation zone they have nominated. Map 4 below shows the location of the allocation zones (source: Cred Community Planning map based on Housing NSW Housing Allocation Zones).

MAP 4 NSW HOUSING PATHWAYS
HOUSING ALLOCATION ZONE
CENTRAL SYDNEY DIVISION CS1 INNER CITY



7.3.1 Housing NSW, eligibility for social housing policy

According to Housing NSW Policy, people cannot apply for priority housing directly. Under the Housing Pathways system, applicants are assessed for priority assistance, and if an applicant has asked to live in an area that is a 'high demand' zone, they will also be assessed for locational need. This means the applicant will have to show that it is essential to the needs of their household to live in the zone they have nominated. To be eligible for housing in a high demand area, a member of the household must have:

- An ongoing medical condition or disability; and
- A need to access services at least once a week on an ongoing basis in the requested area.
- In addition, the client must be able to demonstrate all four of the following:
 - Their need is significant and ongoing;
 - They are unable to meet the need in any other area;
 - They are unable to travel to locations where the need could be met; and
 - Meeting the need is essential to their, or a member of their household's, physical or mental health.

Where a client does not satisfy the locational need assessment for a high demand area, the social housing provider will ask the client to consider housing in other areas, and will then assess the client's need for priority assistance in those areas. Where a social housing tenant requests a transfer, common eligibility criteria apply; although the tenant can choose only to be housed by their existing social housing provider, or be considered for housing by a different social housing provider.

7.4 Social housing waiting times

7.4.1 Waiting times for social housing in NSW

According to internal information provided by FACS and Housing NSW, as at June 2013, there were 57,451 applicants waiting for housing on the NSW Housing Register. To give general housing applicants an idea of how long they may need to wait for a social housing property, Housing NSW publish expected waiting times in specific areas across NSW each June. The waiting time between different allocation zones may vary greatly, with the waiting times in high demand zones (such as the Inner City of Sydney) being much longer than others.

The time that an applicant waits for social housing depends on:

- The number of social housing properties in the allocation zone and the number of suitable vacancies that occur in those properties;
- The number of approved applicants looking for the same type of property in their allocation zone;
- Whether applicants will accept offers of public housing, community housing or Aboriginal housing (for eligible applicants); and
- The number of people approved for priority housing who are placed on the list above people who do not have a priority need.

Applicants with complex housing needs are interviewed to assess the urgency of their situation. They must demonstrate they are in need of urgent housing and are not able to rent privately. Applicants must also show that they have tried to find accommodation in the private rental market before being

considered for priority housing.

Approved applicants are able to change their allocation zone. An applicant's position on the waiting list for their new allocation zone will depend on when they originally applied for social housing and wait time will depend on how their housing needs compare to other applicants in the new allocation zone.

7.4.2 Waiting times in Sydney

In the Inner City Allocation Zone there are about 1,883 people currently on the wait list for social housing, with 1,397 on the priority housing wait list, which could mean that they are at higher risk of homelessness.²⁹

Advice from FACS is that tenants being relocated as a result of redevelopment are given priority over other applicants on the Housing Register. The extent of this depends on the target date of the relocation program and the availability of suitable vacant properties. Relocation programs may thereby have temporary impact on waiting times.

Figure 7 shows that there is between five and ten years or more than 10 years wait for a social housing property in the inner city of Sydney, Inner City Allocation Zone (Allocation zone shown above in Map 4).

Figure 7 Expected Waiting Times for social housing Inner City Allocation Zones, 2013 (source: Housing NSW 2013)

All social housing residential properties (as at June 2013)						Applicants houses in 12 month period (as at 30 June 2013)			Applicants on household register (as at 30 June 2013)			Expected waiting time for general applicants on the Housing Register			
Studios/1	2BR	3BR	3BR	4+	Total	Priority	General	Total	Priority	General	Total	1BR	2BR	3BR	4
2,945	3,530	1,083	211	211	7,749	454	83	537	493	1,405	1,898	5-10 Years	10+ Years	5-10 Years	5-10

7.5 Homelessness

A Shelter NSW Housing Factsheet states that:

- The NSW homeless population in 2011 was comprised of people living in improvised dwellings or sleeping rough (7%), as well as other groups such as people staying in homelessness services (17%) and people living in severely overcrowded dwellings (34%);
- There were estimated to be 28,190 homeless people in NSW on census night in 2011 – a 26.9% increase from 2006;
- Most of the increase between 2006 and 2011 is attributed to a 63.6% increase in the number of people living in severely overcrowded dwellings;
- In 2011, 26.8% of the total population of homeless people in Australia were located in NSW. Of all the state and territories, NSW had the largest number of homeless people in Australia in 2011;
- In 2011, 60% of the people living in improvised dwellings or tents, or were sleeping out in NSW were living in major cities; and

²⁹McDowell, Caitlin, and John Bellamy. *Rental Affordability Snapshot: April 2011 Sydney Statistical Division & Illawarra Statistical Division*. Rep. Sydney: Anglicare, 2011. Print.

- In NSW in 2011-12, there were 70,890 users of homelessness services. There were an average of 117.6 requests for services from homelessness agencies per day in NSW that could not be assisted in 2011-12. The most common reasons for seeking services from homelessness services in 2011-12 were:
 - o Domestic and family violence (22%);
 - o Financial difficulties (16%); and
 - o Housing crisis (11%).

Figure 8 Location of people who are in improvised dwellings (source: Shelter NSW, Housing NSW Fact Sheet 2013)

Location of people who are in improvised dwellings, tents or sleeping out, 2011, NSW

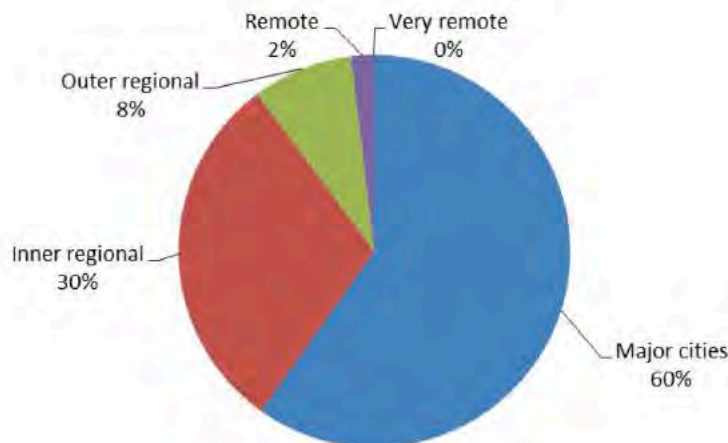
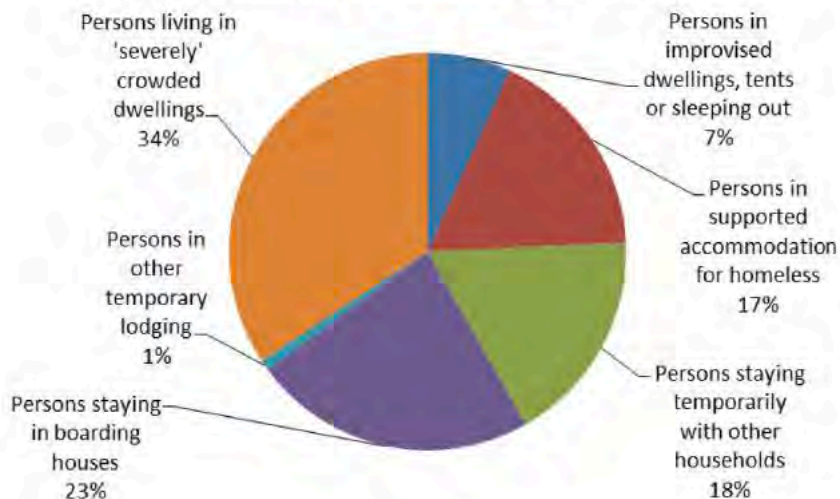


Figure 9 Composition of NSW homeless population, 2011 (source: Shelter NSW, Housing NSW Fact Sheet 2013)

Composition of NSW homeless population, 2011



8 Analysis of social impacts

This SIA identifies the potential social impacts and issues for a range of outcomes at Millers Point resulting from any further sale of social housing in Millers Point. The identification of these potential social impacts helps to prepare mitigation strategies that can reduce negative social impacts and enhance potentially positive impacts. This Chapter looks at any social impacts on both:

- 1. The existing Millers Point community; and**
- 2. The broader social housing system.**

8.1 What are social impacts?

Impact assessment is a method for predicting and assessing the consequences of a proposed action or initiative before a decision is made. Social Impact Assessment (SIA) refers to the assessment of the potential social consequences (positive, negative or neutral) of a proposed decision or action.³⁰ The International Association for Impact Assessment identifies social consequences or impacts as occurring in one or more of the following areas:

- People's way of life - how they live, work, play and interact with each other;
- Their culture – their shared beliefs or customs;
- Their community – its cohesion, stability, character, services and facilities;
- The population – including increases or decreases in population numbers and population change;
- Their political systems – the extent to which people are able to participate in decisions that affect their lives;
- Their natural and built environment;
- Their health and well-being;
- Social equity and quality of life;
- Access and mobility;
- Their personal and property rights; and
- Their fears and aspirations and safety.³¹

8.2 Nature and scale of impacts

The analysis of social impacts undertaken in this chapter responds to the unique nature of this SIA, in that it considers social impacts across three different scenarios: 0% sale, 50% sale, and 100% sale. The analysis looks at a range of dimensions (identified in the handbook, The Implementation of social impact assessment in local government and shown below),³² which include:

- “Subjectivity. Some impacts may be positive for some people, while the same impact may be negative for others;
- Certainty. Is the impact an intended or unintended consequence of the proposal?;

³⁰ Planning Institute of NSW, SIA National Position Statement, June 2009

³¹ International Principle for Social Impact Assessment p.2, May 2003

³² The implementation of social impact assessment in local government: Jenny Summerville A/Prof Laurie Buys; Roseanne Germann; Michael Cuthill, 2006

- Frequency. How often will the impact occur? Is it a once off or will it be recurring?;
- Severity. The magnitude and strength of the impact. Will the impact change during the course of the proposal?;
- Time period. Is the impact for a fixed term, limited duration, or long term?;
- Locality. The area of the impact. The size of the local population, particularly those living close to the site and details of that community are essential;
- Susceptability and vulnerability: how susceptible the community/environment is to the impact?;
- Mitigability. Is there potential for the impact to be mitigated?; and
- Degree of permanence. Is it temporary, is it cumulative, is it reversible or irreversible? Will it trigger associated changes in the environment arising as a consequence of the development?"

8.3 Analysis of social impacts

8.3.1 Social history and heritage

At a local government level, Millers Point is recognised as a special area in the *Sydney Local Environment Plan 2005*. In addition, in 2003 the whole Millers Point precinct was listed on the State Heritage Register as the Millers Point and Dawes Point Village Precinct.³³ Engagement completed for this study with residents of Millers Point (in both private and social housing) clearly demonstrated concern that the continued sale of social housing in Millers Point would impact permanently on the precinct's ability to maintain its social heritage as an area of housing for working class people. The State Heritage Register lists Millers Point as a "living cultural landscape", and a key principle of the *LAHC Conservation Management Guidelines 2007* is to "Maintain the social significance of the community at Millers Point while having regard to its changing profile".³⁴ This principle indicates that the population is changing from that of its working harbour past but some consideration should be given to retaining some characteristics of its working class history.

The *LAHC Conservation Management Guidelines 2007* state their intention as a guide "not only to LAHC, but also all stakeholders in Millers Point towards a common vision and objective of maintaining this unique place and its residential community as a priceless asset of the people of New South Wales and Australia." The social significance of Millers Point is fully documented in the *Housing NSW Conservation Management Guidelines 2007*, in the following terms:

- "Millers Point has a well-established though changing community, and some residents have links to the area stretching back five generations;
- The community is changing as the longstanding residents are reduced. Families are shrinking and some under-occupancy is evident. The loss of cultural continuity in the previously close-knit Millers Point community is leading to a diminution of community heritage values;
- The social significance of Millers Point arises from its connections with earlier maritime communities commencing from early settlement of Australia, the descendants of Maritime Services Board employees, and increasingly Housing NSW tenants;
- Over time, Housing NSW tenants become part of the long-term community and have developed associations with the area. In determining use of buildings Housing NSW should have regard to the social values of the area, to maintain community esteem and associations with the area;

³³ State Heritage Register Number 1682

³⁴ *Housing NSW Conservation Management Guidelines*, 2007, p. 70

- The remaining long-term Millers Point community is a significant element in the unity of Millers Point as a 'place' of State heritage significance. Housing should ensure that people who have heritage roots or long-term connections to the area are mapped to avoid any actions that may disperse this existing community, or reduce their connections to the area or to Sydney port activities; and
- In determining use of its buildings in Millers Point, LAHC should have regard to the community and social significance of the area to maintain a sustainable and diverse community" (source: LAHC *Conservation Management Guidelines, 2007*, p.10). However, it is clear from the demographic analysis for this study and the changing community profile (reducing numbers of children and increasing numbers of older people) the current population is not sustainable in the longer term.

Submissions from the Offices of Clover Moore and Alex Greenwich stated that "The State Register includes the Millers Point and Dawes Point Village Precinct as "unique in Australia because of a strong sense of social elements" and social housing residents make up part of the living history and heritage, which is being eroded by the sale of social housing".

Millers Point has important social significance as a neighbourhood with a continuing presence of low-income households (low-income workers, boarding house tenants and social housing residents) with 12 residents who have generational connections to its maritime past. According to the NSW State Heritage Register, these households, in addition to the heritage built form, are part of its heritage significance. While today Millers Point is a more diverse community in terms of social heritage (there are declining numbers of residents with generational connections),³⁵ there remains very strong local associations with the built, industrial and social heritage of the area. All of these associations are an important aspect of the area's social heritage values and character.

While many residents spoke of the character of the area as being associated with local people, other residents raised concerns about the continued degradation of heritage properties and the impact of this on local pride in their neighbourhood and the heritage significance of Millers Point. There are currently 31 fully vacant properties and 103 vacant tenancies. According to LAHC these properties have remained vacant as they are not safe or habitable and as such are continuing to degrade and impact on the feelings of pride and security for both social housing and private residents. It is estimated that on average it would cost \$350,000 to renovate these heritage properties to safe and habitable standards.

The sale (by long term lease) of 29 social housing properties to date has resulted in a significant investment of funds, by the private lessors, in restoration works to preserve and enhance the heritage values of these properties. In this way, the architectural heritage of the area is being preserved and enhanced through transfer from public to private hands but not the social heritage. The LAHC has made it clear that it does not have the funds to invest in significant heritage restoration works to the properties in Millers Point and that it does not believe it is not an appropriate use of limited social housing funds to prioritise heritage restoration over maintenance or new supply to address the social housing wait list. Sale of social housing could therefore result in the long-term preservation and enhancement of the built heritage but at the expense of a potential loss of social heritage.

8.3.2 Potential social impacts on social history and heritage

The potential social impacts of the sale on the social history and heritage of the area are shown against

³⁵ The Housing NSW Conservation Management Guidelines 2007³⁵ state that "The loss of cultural continuity in the previously close-knit Millers Point community is leading to a diminution of community heritage values".

three possible scenarios:

	Negative	Positive
0% sale	<ul style="list-style-type: none"> The ongoing and potentially permanent degradation of LAHC owned heritage properties, which could result in a loss of social character in this significant heritage area and further contribute to both private and social housing residents' perceptions of neglect and a lack of local pride. 	<ul style="list-style-type: none"> Those households with generational connections to Millers Point can remain in the area thus contributing to its social significance as a "living cultural landscape" and meeting the objectives of the <i>Housing NSW Conservation Management Guidelines 2007</i>.
50% sale	As above	<ul style="list-style-type: none"> Sales to private owners results in significant investment in heritage restoration and thereby preservation and enhancement of built heritage into the future. Retention of 50% of social housing would also allow the area to retain a proportion of its low-income households and long-term residents and thereby a significant proportion of the social heritage. Allows for the creation of a more sustainable mixed-income community, more in line with the pre-1900 heritage context.
100% sale	<ul style="list-style-type: none"> Likely permanent loss of the social heritage significance of Millers Point through the loss of low-income households and residents who have generational connections to maritime history of the area. 	<ul style="list-style-type: none"> Sales to private owners results in significant investment in heritage restoration and thereby the long-term preservation and enhancement of the built heritage.

8.3.3 Connection to home and community

Around 95% of social housing residents engaged with identified as having a connection to the Millers Point community and neighbourhood. While many talked about their connection to their home³⁶, their strongest connection, which was linked to their self-identity and sense of belonging, was mostly with the community and neighbourhood of Millers Point. This was particularly the case for older residents. Almost 20% of social housing residents have lived in Millers Point for more than 20 years and twelve households (15 people) have lived in the area since birth and have generational connections to the area. While there is a high proportion with long-term connections, around 45% of social housing residents have lived in the area for less than 10 years.

³⁶ Some longer term residents had spent their own money maintaining their heritage properties for many years

The LAHC *Conservation Management Guidelines 2007*³⁷ state: “The remaining long-term Millers Point community is a significant element in the unity of Millers Point as a ‘place’ of State heritage significance. Housing should ensure that people who have heritage roots or long-term connections to the area are mapped to avoid any actions that may disperse this existing community, or reduce their connections to the area or to Sydney port activities”.

Many residents, both long term and newer, spoke of the support and safety they felt living in such a connected community. The significant social history and heritage has created a strong identity for residents of Millers Point and the social capital of longer-term residents has been shared with other community members in need. One researcher explains: “Millers Point is a socially cohesive community where residents appreciate the safety and security of the neighbourhood which they see as synonymous with the small, close knit community”.³⁸ Overseas experience shows that social cohesion is an important factor in individuals’ capacity to deal with individual issues. The results of a large meta-analysis of research on large public housing estate renewal program in the USA, “HOPE VI”³⁹, concluded that the loss of social ties and support systems resulting from redevelopment and relocation might lessen residents’ ability to cope with hardship. The study found that many residents had formed a network of friends and family members whom they could rely on for help in times of need. They also knew how to access formal support systems in their community – food banks, social service agencies, clinics, and so on. The implementation of HOPE VI and relocation of residents disrupted these social ties, leaving many feeling less secure, uncertain where to turn when they encountered problems, and often simply lonely and isolated.⁴⁰

Many residents in Millers Point currently care for each other and provide support that results in a cohesive community that relies on minimal outreach social support services. Some older residents depend on neighbours to help put their bins out, help with chores, and provide support through hard times. Many social housing residents talked about not having other family and friend support systems and that they depend heavily on the relationships that they have made in Millers Point.

If other social housing properties were also to be sold, people were adamant that: older people be able to stay in their houses for the final duration of their lives because “*people who were born and raised here will want to finish their lives in the area*”, and quality senior’s housing should be provided in the local area. A number of older people mentioned that they would consider moving to more appropriate and accessible housing within apartments in the same area if available.

There is significant research that supports findings that better social outcomes are achieved within socially connected and cohesive communities.⁴¹ Older people and people with generational connections to the area are particularly vulnerable in terms of their need to remain connected to their community as they age. In Millers Point, 43% of social housing residents are over 60 years of age and 8% are aged over 85 years of age. All engaged with (private and social housing residents, housing providers and government agencies) raised concerns about the impacts on older people if they were forced to relocate from their homes.

³⁷ Housing NSW Conservation Management Guidelines, 2007, p. 70

³⁸ Bowyer –Pont (2011) “That’s My Point!” Urban gentrification and the value of community – A case study of Millers Point: Thesis submitted in fulfilment of the requirements for the Bachelor of Social Science (Honours), Department of Sociology, Macquarie University. 2011.

³⁹ HOPE VI is a plan by the [United States Department of Housing and Urban Development](#). The aim of this program is to revitalise the poorly functioning public housing projects in the [United States](#) into mixed-income developments.

⁴⁰ Popkin, Susan, Bruce Katz, Mary Cunningham, Karen Brown, Jeremy Gustafson, and Margery Turner. *A Decade of HOPE IV: Research Findings and Policy Challenges*. Rep. Urban Institute and The Brookings Institution, 2004. Print.

⁴¹ The Spirit Level: Why Greater Equality Makes Societies Stronger, Wilkinson Richard and Pickett Kate, is the most well known of this research

Current research especially demonstrates the importance of older people being able to age in place in an area they are connected to and familiar with. A major policy of both the Federal (*Living Longer Better*) and State Government's (*NSW Ageing Strategy 2012*) is also to support older people to age in place within their local neighbourhoods where they have existing connections. A recent study by the Australian Institute of Health and Welfare⁴² identified that many older Australians desire to 'age in place': to remain in their current accommodation instead of moving into specialised care, or even moving at all. The main reason given for this desire was to remain linked by proximity to the community, places and services with which they are familiar but not necessarily to the family home. This is consistent with the engagement outcomes of this SIA. Ageing within a community, but not necessarily within a family home, complements the need for housing to change as people age. For instance, with increasing age and the corresponding increasing rate of disability, more people need housing with accessibility features.

On the other hand it is acknowledged that the profile of the Millers Point community is continuing to change. Driven by historically high house prices, higher income households are increasingly replacing low-income families, as a result of the loss of private rental stock and the sale of workers cottages. In addition, the application of a more targeted allocation of social housing is resulting in a steady increase in the numbers of households with complex needs, including mental health and drug and alcohol issues. To date, the area continues to be stable and to enjoy low crime and little anti social behaviour. Over time however this stability is likely to continue to deteriorate and Millers Point potentially could take on more of the characteristics of concentrated disadvantage evident in other public housing estates. Over the medium and longer-term, these trends may result in social and cultural capital being lost and community connections breaking down.

8.3.4 Potential social impacts on connection to home and community

The potential social impacts of the sale on connection to home and community are shown against three possible scenarios:

	Negative	Positive
0% sale	<ul style="list-style-type: none"> In the longer-term, with generational change and the continued allocation of priority tenants with complex needs (including drug and alcohol and mental health issues) the profile of the residents will change, social and cultural capital will be lost and community connections could breakdown. This may also result in increased crime and anti-social behaviour in the area. Over a period of time, some older people may be forced to relocate from their homes as they are not BCA compliant, are high risk for injury and falls and do not meet accessibility standards, and there may be no locally accessible housing options available. The Government's new charges for 	<ul style="list-style-type: none"> In the short-term, the strong community connections will be retained and the community will continue to function well.

⁴² Australian Institute of Health and Welfare, *The Desire to Age in Place in for Older Australians*, April 2013

	Negative	Positive
	<p>unoccupied bedrooms could also impact on local residents, as there is currently considerable under-occupancy in Millers Point housing. This will particularly impact on older residents who may be living in houses with additional bedrooms.</p>	
50% sale	<ul style="list-style-type: none"> • Ongoing and cumulative loss of community connections on residents who remain living in Millers Point in an area undergoing significant change and where neighbours may have been relocated out of the area. There could also be some loss of support services given the diminished number of clients. • Tenants who relocate may lose important social ties and supports, which may lead to diminished wellbeing and feelings of isolation. 	<ul style="list-style-type: none"> • Those households with long-term connections are likely to be able to stay and access the formal and informal supports available, though these supports may be diminished through relocation. • Those households who move may settle in areas with equally or stronger support networks and services. • If some funds from sales were to be used to build more appropriate and accessible senior's housing in Millers Point or nearby areas, then older people could age in place, within the community they are currently connected to. • Investment of funds generated into the social housing system will see more households in high need (on the wait list) housed, providing them with the benefits of stable, supportive communities.
100% sale	<ul style="list-style-type: none"> • Tenants who relocate may lose important social ties and supports which may lead to diminished wellbeing and feelings of isolation • In particular, older residents who are relocated away from friends and support networks may become socially isolated and there may be increased dependence on social services for support. 	<ul style="list-style-type: none"> • Social housing households that move may settle in areas with equally or stronger support networks and services. • If some funds from sales were to be used to build more appropriate and accessible senior's housing, in Millers point or near areas, then older Millers Point residents will need to move from their home, but could age in place more accessible accommodation and could continue to access existing supports. • Investment of funds generated into the social housing system will see more households in high need (on the wait list) housed, providing them

	Negative	Positive
		with the benefits of stable, supportive communities.

8.4 Social mix and social housing concentration

Currently around 83% of all dwellings in Millers Point are owned by LAHC. Pre-1900 Millers Point was a mixed-income community with many high-income residents living here. For the past two centuries, Millers Point has been an area providing housing for low-income workers, but more recently LAHC housing in Millers Point is being occupied by people on Housing NSW's priority allocation list (people with complex issues). This has caused some tensions within the community between some longer-term residents and some newer social housing residents.

Currently Millers Point has very low proportions of children aged 0 to 11 years (3.5% aged 0 to 11 years), significantly low proportions of working aged people (23% of the population aged 25 to 49 years) and high and increasing proportions of older residents 60 years and over (43% of the total population). Historically the area was largely made up of low-income working households, associated with the working harbour, and it is this identity that many value and identify with. But the social character of the area is changing, as both increasing numbers of wealthier people, and also people with complex needs move into the wider area and the numbers with a historical connection to the area diminish.

There is an Australia-wide housing policy of 'tenure diversification' – reducing concentrations of disadvantage associated with public housing estates. Current FACS policy is to reduce concentration of social housing in neighbourhoods to around 30% of all housing. This policy is supported by research from George Galster, Hilberry Professor of Urban Affairs Wayne State University in the USA (Neighbourhood Social Mix. Right Diagnosis; Wrong Prescription. This study showed that the rate of social problems starts to increase once the concentration of public housing reaches more than 40% of all households, while below 20% there are few or no problems.⁴³ While currently Millers Point does not display many of the more overt characteristics of disadvantage, which are common in some public housing estates (for example higher crime rates), the population is changing, and will continue to change as more tenants with complex needs move into vacant public housing. The Millers Point Oral History comments that "... residents' biggest fear was that Housing NSW would change the nature of the precinct by bringing in people who may have issues such as with drug and alcohol problems".

While the community is currently functioning well, it has an ageing population. Generational change and loss of those residents with long-term connections to the area and significant social capital could mean that the suburb might become increasingly made up of high concentrations of people with complex needs. This may result in a community with increased social disadvantage, and this is not considered to be socially sustainable.

Conversely, the other concern from residents and other stakeholders was that if all the social housing in Millers Point is sold that the area would become only an exclusive wealthy area, devoid of the character, which made it historically significant. A community that is almost completely very high-income, as would be the case in Millers Point due to the very high costs of purchasing and renovating a heritage property,

⁴³Presentation to UNSW, 17 August 2012: and Arthurson, Kathy, Social exclusion and housing for AHURI, March 2004

is also not considered by some advocates to be socially sustainable.⁴⁴ Certainly, it would not be socially mixed or enjoy the benefits of social diversity.

8.4.1 Potential social impacts of social housing concentration

The potential social impacts on social housing concentration in Millers Point are shown against three possible scenarios:

	Negative	Positive
0% sale	<ul style="list-style-type: none"> In the long-term, the demographic mix of the Millers Point area could be a significantly ageing population living alongside increasing numbers of singles and couples with complex health and drug and alcohol issues. This mix has the potential to have negative social and safety impacts on the area increasing reliance on social, health and safety services. 	<ul style="list-style-type: none"> There would be no loss of social housing building in an area of high demand
50% sale	None	<ul style="list-style-type: none"> Sale of 50% of housing would result in around 42% of all housing in Millers Point being social housing which is consistent with the research on tenure diversification, although above the Government's policy (maximum of 30% social housing). Could result in a more socially mixed and diverse community, with more families and children and a greater mix of income groups across social and private housing. If some funds from the sales were reinvested back into the area to provide a diverse range of housing types and forms (including affordable housing) this could result in a more sustainable social mix in the longer-term. Would result in an increase in social housing numbers in NSW.
100% sale	<ul style="list-style-type: none"> Could result in a community of only very high-income residents, which is not socially mixed and does not enjoy the benefits of social diversity. 	<ul style="list-style-type: none"> Millers Point tenants relocated to more socially mixed areas (not into a social housing estate) will not be exposed to the impacts of emerging disadvantage and may experience the

⁴⁴ Social sustainability can be broadly defined as the maintenance and improvement of well-being for both current and future generations. It aims to balance social diversity, inclusion, stability, interaction, pride, and safety in relation to the impacts, and outcomes of urban development. The City of Sydney has developed a Draft Social Sustainability Framework. The principles according to this Framework are: Inter-generational equity; Intra-generational equity; Precaution; and Conservation of diversity.

	Negative	Positive
		<p>benefits of a more socially mixed community, at least in the medium and longer-term</p> <ul style="list-style-type: none"> • If some funds from the sales were reinvested back into the area to provide a diverse range of housing types and forms (including affordable housing) this could result in a more sustainable social mix in the longer term. • Would result in an increase in social housing numbers in NSW.

8.5 Health, wellbeing and safety

Currently, the Millers Point community has indicated that they feel safe and well living in Millers Point. According to the Millers Point Local Area Command, Millers Point also has very low rates of crime. A proportion of residents (around 30%), did speak of their concern about anti-social behaviour from some newer social housing tenants with mental health and drug and alcohol issues.

However, during engagement residents mostly spoke of the feelings of stress and anxiety being caused by uncertainty about their housing future and by feeling that they do not have control over their housing choice. The State Government's evaluation process has already created stress and anxiety within the community, particularly for those people who depend heavily on local support or those who are experiencing the positive benefits of housing stability within a strong community for the first time in their lives. "The loss of home can add significant worry, stress and anxiety, especially for public housing residents who already have high complex needs due to their social disadvantage characteristics".⁴⁵

Housing stability and health

A recent study by the Australian Institute of Health and Welfare (AIHW)⁴⁶ showed that social housing stability enhances job prospects and social inclusion. Around 70% of people who participated in the AIHW study recorded that they, or their household, had benefited by feeling more settled in general and were, as a consequence, better able to manage rent or money. Around half recorded that they, or their household, benefited by feeling more able to cope with life events and had an improved sense of social inclusion – including feeling part of the local community, more able to improve their job situation, and more able to start or continue education. Around a third of tenants recorded that they, or their household, had benefited by having better access to services, while around one in five tenants reported they received 'other benefits' from living in social housing. These benefits included a greater feeling of security and stability and a greater sense of independence. HNSW advice is that no resident would lose their social housing tenure, even if they were required to move.

Involuntary relocation and health

While housing stability has proven positive health and wellbeing outcomes, involuntary relocation, where residents feel they have no control over the decision-making process, can have serious health

⁴⁵ Dang (2008) The Tenant Experience of Relocation in the Redevelopment of Large Public Housing Estates, UNSW Planning Thesis

⁴⁶ Australian Institute of Health and Welfare, National social housing survey 2012: a summary of national results May 2013

impacts particularly for older people. However, there is only one published international longitudinal study on the health impacts on older people who are involuntarily relocated as a result of an urban renewal process. This study, a longitudinal study from Sweden⁴⁷ examined the health effects (in particular the mortality and consumption of health services) in a large population of aged people, comparing those who moved to alternate accommodation to those who did not, during the study period. It found that overall, there were no differences between the two groups, except for the cohort who moved as a result of 'urban renewal'. This group experienced increased mortality and an under utilisation of health services, compared to the rest of the population. The research proposes that this may be a result of three factors: That renewal has a very dramatic consequences for a small vulnerable group whilst for the majority it constitutes no threat to well being; that the group has suffered stress and anxiety because of the thought of moving and all the preparations but then feel better again when the move has been completed; that the forced relocation leads to depression which does not give rise to any length of time in hospital but which is so profound that it leads to the death of those who are particularly weak.

The study proposes that 'degree of control' is one of the most important variables when it comes to explaining different outcomes of relocation. It notes that case studies carried out (separate to this research) indicate that "elderly person's power and control in connection with relocation is of crucial importance for their health and well-being." The report notes that older people who are 'forced' to move because of disability may normally have a longer period to adjust to the reality of the need to relocate and to the timing of relocation, compared to those who need to move for urban renewal, and thereby maintaining more sense of control over the changes. It thereby concludes that "it is reasonable to assume that power and control are two important factors regardless of the type of relocation.

However, it is not known what the conditions under which the older people in this study were relocated and whether the housing and neighbourhood they were moved to were worse than their previous circumstances and may have increased the poor health outcomes. The study also cautions about drawing general conclusions from a study in the Swedish context, given the significant differences in aged care, health and housing systems between countries.

A study for LAHC carried out by Sweeney Research (March 2009) examined the experience of 155 tenant households relocated as part of the Minto Renewal Project. It found that 75% of tenants 'feel more settled in general' as a result of the move and that 57% felt they 'enjoy better health.' Some 44% agreed they 'have better training and educational opportunities.' Overall, some 57% of residents said they 'liked moving to another house as part of the redevelopment' and a further 18% were neutral. Some 25% did not like the move largely because they 'didn't want to move', or 'had been settled for a long time.' Those who liked the move gave the reasons as 'bigger/better house', 'nicer area', and that 'they (HNSW relocation staff) were helpful' or 'best thing I ever did'. Reflecting on the process of moving, 80% of those surveyed liked the street/neighbourhood they moved to, 70% or more approved 'the information and support provided' and 'the suitability of the home moved to.' Over half the residents (54%) felt their quality of life had improved as a result of the move and a further 33% felt it had stayed the same. Only 14% felt their quality of life had fallen.

A follow up study by Taverner Research (Sept 2011) consisted of in depth interviews with 10 residents affected by the Minto project. The study aimed to better understand the impacts of relocation on tenants and to identify aspects of the rehousing process, which could be improved. The interviews

⁴⁷Danermark, Berth, Mats Ekstöm, and Lennart Bodin. "Effects of Residential Relocation on Mortality and Morbidity among Elderly People" *European Journal of Public Health* 6.3 (1996): 212-17. Web

confirmed that relocations can be highly stressful, but the impacts were mitigated by supportive Housing NSW staff and the Minto Tenant Advocate, an NGO position funded by HNSW. The Report recommends a range of process improvements, many of which have been incorporated into subsequent rehousing practice by HNSW.

LAHC advised that 26 households, most of whom were aged, have been relocated out of Millers Point since March 2011. According to Family and Community Services staff, the informal feedback from this group is that they were happy with the process and have successfully settled in their new home and neighbourhood. HNSW indicated that there is no evidence that any of these relocations have led to poor health outcomes.

According to LAHC, Minto was the first major social housing redevelopment project involving significant relocation of residents. Since the Minto project began in 2002, large-scale relocations have been carried out for a number of other redevelopment projects (including Airds Bradbury, Claymore and Bonnyrigg) and for the Nation Building Economic Stimulus Program. Cumulatively, this has involved in the order of 3,000 tenants being relocated in recent years. HNSW points out that, notwithstanding the acknowledged stress of relocations on tenants, this significant change process has been achieved without any older resident dying or being hospitalised, and without resort to formal processes available in the Residential Tenancies Act to allow HNSW to require tenants to move home. The success of the relocations have relied on key aspects of the process, including the quality of the initial assessment of need, ongoing positive communication between HNSW staff and the tenants, being able to offer the tenant a home, in a new neighbourhood, that they are satisfied with and being able to connect tenants to services and supports they need in the new location.

Old and inaccessible housing and health

There is also evidence that older people are at greater risk of falls and injury in their homes if they are not accessible. Currently, most of the housing in Millers Point is not BCA compliant, does not meet accessibility standards and many have steep and narrow staircases, making much of the housing unsuitable for older people. The independent occupational therapy report to LAHC⁴⁸ involved an assessment of the safety and suitability to house frail aged residents of four typical properties in Millers Point. The assessment identified that these properties were mostly not suitable for frail aged people and posed significant safety risks due to narrow steep stairs and trip hazards in bathrooms. Recent figures from the Australian Institute of Health and Welfare show that almost 85,000 older people in Australia were admitted to hospital after a fall and falls claimed the lives of 1,530 people aged over 75 years in 2011 (higher than deaths from car accidents). The home was the most likely location for a fall, accounting for 49% of cases.

LAHC engaged independent occupational therapy consultants, Occupational Therapy Works⁴⁹, to undertake an assessment of the safety and suitability to house frail aged residents of four typical properties in Millers Point. The assessment identified that these properties were mostly not suitable for frail aged people and posed significant safety risks due to narrow steep stairs and trip hazards in bathrooms.

Disconnection from services and impacts on health

Engagement with mental health services has highlighted the importance for people with mental health issues to stay connected to the same health workers or risk relapse (*While it is not usual to include*

⁴⁸ Occupational Therapy Works, Recommended Modifications to Land and Housing Corporation Properties, 2013

⁴⁹ Occupational Therapy Works, Recommended Modifications to Land and Housing Corporation Properties, 2013

reference to any individuals in a public document, see Appendix 8 for a letter from the Doctor of a local Millers Point resident with a mental illness, stating the importance of a stable living environment for his patient and continued connection to local caseworkers. This resident specifically requested that his letter and his name be included in the SIA as a submission).

Therefore there are health and safety risks to be considered both in terms of involuntary relocations and also in terms of older frail tenants living in unsafe environments with steep and narrow staircases for example. During engagement, while some older people talked about feeling safe in their homes, others talked about their homes becoming more difficult to access and showed an interest in the provision of more appropriate aged housing, especially if it was located in the Millers Point area, which they said they would move into.

8.5.1 Potential social impacts on health, wellbeing and safety

The following social impacts have been identified against the current situation and three possible scenarios in relation to health, wellbeing and safety impacts:

	Negative	Positive
Current	<ul style="list-style-type: none"> LAHC's evaluation process has had the immediate negative impact on the social housing residents of Millers Point who have indicated increased levels of stress and anxiety around not knowing whether they will be relocated from their homes and community. The key groups likely to be disproportionately affected by these impacts include: <ul style="list-style-type: none"> Older people; People with mental health issues; People with family/friendship/social networks in Millers Point or inner city; and People who have lived in the area for a long time. 	<ul style="list-style-type: none"> Some older Millers Point residents have been able to move to more accessible, safe and appropriate social housing in inner areas.
0% Sale	<ul style="list-style-type: none"> Over a period of time, continued deterioration of the housing could have serious health impacts for older frail people or people with a disability who are at higher risk of falls or injury if they are not provided with more appropriate and accessibly designed housing. In the longer-term, an increasingly high population of residents with complex needs living in an area of high social housing concentration, impacting negatively on local safety, crime and daily stress. 	<ul style="list-style-type: none"> In the short-term, local residents with mental health or other health issues that have found stability in Millers Point will continue to have positive health and wellbeing outcomes. However, this may change in the longer-term as more people with complex needs move in, long-term residents with significant social capital leave (as they become more frail) and the area becomes less strong and connected.
50% Sale	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Less likely that crime and anti social behaviour will emerge to impact on

		<p>the safety and wellbeing of the community.</p> <ul style="list-style-type: none"> • Fewer people subject to the possible health impacts of involuntary relocation. • If some funds were reinvested to build new, more accessible and safer senior's housing in Millers Point or near areas for older residents to relocate to. • Positive health impacts for those residents who are relocated to a better neighbourhood for their needs.
100% Sale	<ul style="list-style-type: none"> • There may the ongoing negative impacts of stress and poor health outcomes around relocation itself and difficulties in getting established in a new community and forming new social and informal support networks. • There may be ongoing and permanent negative health impacts for older people relocated involuntarily from their homes – in particular those older people with generational connections to Millers Point. • There may be ongoing negative health impacts for people with strong connections to the area or with mental health issues and dependency on connections to local people and services and caseworkers. 	<ul style="list-style-type: none"> • The current risks from falls and injuries among elderly tenants as a result of unsuitable houses will be eliminated if relocation is into better more accessible housing. • Crime and anti-social behaviour less likely to emerge to impact on the safety and wellbeing of the community. • Frail aged tenants and those with a disability can be moved to safer, more suitable accommodation. • Those households who move may settle in areas (not an estate), which are equally safe or safer. • Potential for the provision of more and safer seniors housing that older Millers Point residents can relocate to, especially if some of that accommodation can be built in Millers Point itself through reinvestment of funds. • More people from the social housing wait list can be housed and thereby experience the positive health effects of stable housing. • Positive health impacts for those residents who are relocated to a better neighbourhood for their needs.

8.6 Inner city social housing and the broader social housing system

According to the ABS in 2011, 8.6% of all housing in the City of Sydney was rented through social housing. The provision of social housing in the City is higher than the target of 7.5% set in the City's *Affordable Housing Strategy 2009-2014*. This is also higher than provision in Greater Sydney at 5.0% and NSW at 4.9%. At 448 possible tenancies, social housing in Millers Point represents only 6% of all social housing within the City of Sydney. While the City's social housing provision is above target, the City is a very high demand area for social housing and there is a five to 10 year wait for social housing in the Inner City Allocation Zone. There was also estimated to be 28,190 homeless people in NSW on census night in 2011 – a 26.9% increase from 2006 – including a significant number in the City of Sydney due to proximity to services.

However, while the City is currently above target for social housing it is significantly below target in relation to provision of affordable housing particularly to house key workers. The City's target is 7.5% and currently only around 1% of all housing in the City is affordable housing. Affordable Housing is predominantly provided by community housing providers (such as Bridge and City West in the city), often with funds sourced from the National Rental Affordability Scheme (NRAS). Private developers can also build or fund affordable housing (usually then transferred to community housing management) as part of an agreement with planning authorities during the development approval process. The LAHC does not identify a role for itself in the provision of affordable housing, though Housing NSW has an affordable housing section, which works with various partners to facilitate the provision of affordable housing. There is therefore potential for LAHC to work jointly with HNSW, the City of Sydney and private developers with expertise in affordable housing to build mixed tenure (social, private and affordable) development on sites in the city area owned by any of the partners.

Demand for social housing in the Inner City Allocation Zone area is from a broad range of people. According to Housing NSW policy, those on the priority waiting list will get housing first and are generally tenants with 'special needs' and 'greatest need'. Those with special needs include households that have a member with a disability, a main tenant aged 24 years or under, or 75 years or over, or one or more Aboriginal members. Those with 'greatest need' include homelessness, health conditions being aggravated by housing, and life or safety being at risk in accommodation.

The challenges facing the cash strapped social housing system were comprehensively set out in the recent report by the NSW Auditor General: "Making the best use of public housing". The report finds that the "current portfolio and funding arrangements do not enable HNSW and the LAHC to meet the changing public housing need) p2". The report finds that "public housing is ageing and not fit for purpose" and that there is "an increasing shortfall between the supply of and demand for public housing" p2. It notes that LAHC has "a continuing funding gap in what is needed to maintain the current stock numbers of properties at reasonable standard over the long term". It notes that, to meet this gap, LAHC is "selling properties and delaying some capital and maintenance expenditure" and that this will "impact the condition and level of stock and is not financially sustainable long term." In response to this report, LAHC is implementing strategy that aims to stem the loss of social housing and to put the organisation on a sounder financial footing. The strategy includes the sale of high value land and dwellings in order to release funds for reinvestment into the social housing system. Millers Point sales are being considered in the context of this strategy.

Through engagement completed for this SIA, it was clear from the housing sector and advocacy groups that there was a view that, notwithstanding the issues outlined in the Auditor General's report, there

should be no loss of social housing from the inner city of Sydney as this would reduce social diversity in a rapidly growing and gentrifying area of Sydney, which currently has a high demand for low-cost rental housing. According to the housing sector, decreasing the diversity of locations and types of social housing in an area of high demand, such as the inner city, would decrease community diversity generally and may contribute to social exclusion, where high need clients have reduced access to social housing. Set against this view, in the absence of higher allocations of funding to LAHC (sourced from education, health, police, child services, or otherwise - or from tax increases) retention would mean fewer people housed from the waiting list.

CoRE, advocated in their submission to the Government's Evaluation of any further sale of social housing in Millers Point for no further sale of social housing in Millers Point unless the money is put directly back into the existing social housing in Millers Point and community management of this housing is investigated (see the *Executive Summary of CoRE's submission Appendix 8*). This has been supported through submissions from Clover Moore and Alex Greenwich. However, some housing providers engaged with could see the opportunities to provide increased social and affordable housing through the sale of a proportion of the social housing in Millers Point. They also advocated a principle that if housing is reduced in an area of high demand it should be replaced in the same area of high demand – that is, Millers Point or the inner City of Sydney. They also agreed that there is a high priority need for accessible senior's housing in Millers Point.

The submission from Common Equity NSW supported the consideration of " i) retaining at least a portion of housing stock which includes the Compound Co-operative and, ii) building a strong and vibrant community that does not continue to be a drain on government funds and resources". The submission acknowledges the Government's need to realise some of the assets but strongly supports the retention of the Compound Cooperative in its current location and consideration of an expanded housing cooperative in Millers Point.

Millers Point is a unique neighbourhood both in terms of the fragility of some of the housing stock and in terms of heritage constraints they pose. However, some advocacy groups have raised concern that the precedent of sale of housing with heritage status and high maintenance liability that might be set in Millers Point could have implications for other LAHC properties in the LGA with maintenance issues and heritage constraints. In addition, given the priority of maximising dwelling yield from LAHC developments and assets, many local residents and housing providers engaged with raised concerns that funds generated by Millers Point sales will be only used to fund developments in locations with low land values (for example in Sydney's outer west) where dwelling yield is maximised relative to land cost. Many engaged with also identified a perceived lack of transparency in how funds from the sale of the 99-year leases were used to deliver increased social housing stock in the inner west of Sydney and expressed concern that no funds were directly reinvested back into Millers Point.

The housing sector also raised concerns that due to the unique history of transfer of ownership of Millers Point properties (and possibly other properties in the LGA) to the LAHC, the same requirements (defined in the relevant *Commonwealth Housing Assistance Act*) around retaining funds generated through divested assets within the State housing portfolio may not apply and funds may simply go into consolidated revenue. Thus transparency and accountability around divestment and location of reinvestment of housing assets is particularly important and closely linked to the consideration of social impacts of loss of low rental housing in the locality, cumulative loss of social housing in the LGA, anxiety about future divestment, and socio-spatial exclusion.

The submissions from the Office of Clover Moore and the Office of Alex Greenwich stated, “Of sales proceed, NSW Government must directly indicate how any funds from sale of housing would be used to increase housing stock within the City of Sydney and improvements directly into Millers Point.

As show in Table 14, and based on the outcomes of the State Government’s previous sales program, the sale of either 0%, 50% or 100% of LAHC properties in Millers Point could result in the following outcomes to benefit the social housing system. These are possible outcomes only (based on previous sales figures) to give an indication of the potential impact on the social housing system and the social housing wait list.

- 0% sale – no new housing to address the housing wait list;
- 50% sale – 446 new dwellings or 326 additional dwellings (above current supply) to address the housing wait list and refurbishment of 103 dwellings within Millers Point for continued use as social housing; and
- 100% sale – 892 new dwellings or 454 additional dwellings (above current supply) to address the housing wait list and reduced ongoing maintenance burden.

Table 14 Replacement value of sale of existing properties based on different scenarios

Scenarios	0% sale (0 dwellings)	50% sale (103 properties or 224 dwellings)	100% sale (206 properties or 448 dwellings)
Potential revenue	\$0	\$133,900,000	\$267,800,000
Potential replacement dwellings	0	446 x 1 and 2 bedroom dwellings	892 x 1 and 2 bedroom dwellings
Increased social housing provision (New housing less housing sold to private market)	0	446 additional dwellings above current housing supply (loss of 224 dwellings in Millers Point + retention of 224 dwellings in Millers Point + 446 new dwellings)	454 additional dwellings to current housing supply (loss of 448 existing dwellings in Millers Point + 892 new dwellings)
Renovation costs remaining properties	\$72,100,000 (206 properties in Millers Point x \$350,000)	\$36,050,000 (103 properties x \$350,000)	None required
Additional dwellings after renovation of remaining properties	0	326 new dwellings + 103 renovated dwellings in Millers Point	454

8.6.1 Potential social impacts on inner city social housing and the broader social housing system

The potential social impacts on inner city social housing and the broader social housing system are shown against three possible scenarios.

	Negative	Positive
0% sale	<ul style="list-style-type: none"> There would be no funds from sale of social housing to reinvest in the social housing system to reduce the social housing wait list. This can lead to continued homelessness, anxiety, health and welfare issues for those people on the wait list. There may be the cumulative impact of poorly maintained properties being left vacant and decreasing the supply of properties available to be used for social housing in an area of very high demand. The continued maintenance of old and rundown heritage properties will drain needed funds from the broader housing system that could be used to build new dwellings or prevent the loss of existing dwellings. The investment of an estimated \$72million over the next 15 years to renovate the properties will mean less funds for other social housing purposes. 	<ul style="list-style-type: none"> Properties available for use as social housing will be retained in an area of high demand.
50% sale	<ul style="list-style-type: none"> If housing is not replaced within the same area, there will be a reduction of social housing dwellings in Millers Point and cumulative loss of social housing in the high demand area of the Central Sydney Division CS1 Inner City. In the short term, approximately 224 people would need to be rehoused to allow sales, increasing waiting times for those people currently on the waiting list for housing in the Central Sydney area. The investment of an estimated \$36million over the next 15 years to renovate the properties will mean less funds for other social housing purposes. 	<ul style="list-style-type: none"> If 50% of LAHC properties are sold, and funds are reinvested back into the social housing system, it would be possible to construct an additional 326 houses, and 103 renovated Millers Point social housing properties. An estimated \$36million of avoided costs in renovations to properties would be available for other social housing purposes.
100% sale	<ul style="list-style-type: none"> Sale of 100% of dwellings without any reinvestment back into the area would reduce the number of social housing dwellings in the City of Sydney from 7,312 to 6,864 or from 8.6% of all dwellings to 8.06%, though this is still above the City's target of 7.5%. In the short-term, sale of 100% of properties would also impact on those people currently on the waiting list as the 448 Millers Point 	<ul style="list-style-type: none"> If 100% of LAHC properties are sold and funds were reinvested into new and replacement housing, this could increase the current supply of social housing by an additional 454 social housing dwellings which could house approximately an additional 817 people (based on 1.8 persons per household, current City of

	<p>residents needing to be relocated would take priority to find housing in a market where that is already undersupplied.</p> <ul style="list-style-type: none"> • Less additional funds will be generated, leaving more people on the wait list. 	<p>Sydney average household size).</p> <ul style="list-style-type: none"> • Funds generated could provide much needed, purpose built accommodation for seniors, including to rehouse people from Millers Point. • Some funds from the sales could be reinvested back into the Millers Point area to provide a diverse range of housing types and forms (including affordable housing and senior's housing), but this could also mean fewer people housed from the waiting list. • An estimated \$72million of avoided costs in renovations to properties would be available for other social housing purposes.
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8.7 Community facilities and services

Millers Point is well provided for in terms of local community facilities although some local facilities are not best practice in facility design and management (the City's seniors and youth facilities are single purpose and not highly utilised). Residents feel that they are well connected to local services including shopping, recreation, police, post office, library and community centres, most within walking distance. They also have a number of services that deliver to them including the newsagent and chemist.

However, one gap identified by some resident and service providers was mental health services. Millers Point is on the edge of the Area Health Service (St Vincent's catchment) and access to health services for people, particularly with mental health issues, can be difficult. This issue may be exacerbated by increased demand from residents with mental health issues moving into the area. While local supermarkets are higher in price than in outer suburbs, many people use the South Sydney Community Transport shopping service or shop at Paddy's Markets or Wynyard Coles. There are not considered to be any significant impacts on local community facilities and services through the sale, or no sale, of social housing in Millers Point. Social housing residents are not currently high users of local services such as childcare, primary school, out of school hours care, KGV (other than monthly BBQs) and only a small number use the senior's centre and youth centre. The most commonly used service is the shopping bus service, provided by the City of Sydney, which takes residents to low cost shopping in areas such as Marrickville Metro and Broadway.

As there is current underutilisation of the Harry Jensen Centre and Millers Point Youth Service there may be opportunities to redevelop the site to provide a new ground level multipurpose community facility serving a diverse range of residents, with senior's, affordable and social housing provided above ground floor.

8.7.1 Potential social impacts on community facilities and services

The potential social impacts on community facilities and services in Millers Point are shown against three possible scenarios:

	Negative	Positive
0% sale	<ul style="list-style-type: none"> In the longer-term as increasing proportions of residents move into Millers Point who have complex needs, including mental health, there may be a gap in access to services (particularly mental health services) and a higher demand for health service outreach to the area. 	<ul style="list-style-type: none"> In the short-term, residents may continue to support each other, depending on the changing profile of the area.
50% and 100% sale	<ul style="list-style-type: none"> If access to social housing in Millers Point is reduced, there may be an increase in demand for crisis and temporary housing among the client group who would otherwise be housed there. The limited local demand for community facilities and services will further decrease as social housing numbers decline, with the potential impact that services may need to be redesigned or relocated. 	<ul style="list-style-type: none"> Tenants could be relocated to areas with better access to services and community facilities A more diverse community could attract new activities/interest and resources to revitalise the area.

9 Social impacts and mitigation plan

This section provides a suggested mitigation plan to address the potential social impacts that may result from the NSW Government's evaluation of social housing in Millers Point. Mitigation measures are recommended actions to reduce, avoid or offset the potential adverse social impacts and to maximise the project benefits of development activities.

Mitigation measures have been identified relating to the positive and negative social impacts identified against three possible scenarios:

- 4. Sale of no (0%) social housing and keeping the status quo;**
- 5. Sale of 50% of social housing, which provides a middle ground outcome; and**
- 6. Sale of 100% of social housing which is the maximum possible sale.**

9.1 Suggested mitigation principles

If the outcome of the Government's evaluation of social housing in Millers Point is to sell any further social housing in Millers Point, the following six principles are suggested for the LAHC to consider. These principles address potential social impacts to the Millers Point community and the broader social housing system.

1. Replace any social housing lost through divestment in Millers Point within the inner Sydney⁵⁰ area and connected to employment, transport and services.
2. Be transparent about how funds from divestment will be used for increased and improved social housing to address the social housing wait list.
3. Consider opportunities for the provision of a future diverse mix of housing types and forms in Millers Point including private, social, affordable and accessible housing for older people.
4. Enable older residents of Millers Point to retain connections to their local community, particularly residents with generational connections.
5. Keep residents informed and get them involved in decision-making processes about any renewal and the tenant relocation processes.
6. Minimise disruption to residents by staging any relocations so that they only move once and are supported to maintain existing connections and supports where possible and to make new connections.

⁵⁰ See Map 4, Page 56 of this report for the boundaries of the inner Sydney area

9.2 Summary of impacts and mitigation measures against identified impacts

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
Social impact area: Social history and heritage			
0% sale	<ul style="list-style-type: none"> The ongoing and potentially permanent degradation of LAHC owned heritage properties, which could result in a loss of social character in this significant heritage area and further contribute to both private and social housing residents' perceptions of neglect and a lack of local pride. 	<ul style="list-style-type: none"> Those households with generational connections to Millers Point can remain in the area thus contributing to its social significance as a "living cultural landscape" and meeting the objectives of the <i>Housing NSW Conservation Management Guidelines 2007</i>. 	<ul style="list-style-type: none"> Consider sale of the currently 31 vacant LAHC properties and reinvest some of the funds to reburish the remaining LAHC owned properties in Millers Point to minimum heritage standards and continued use as low-income housing.
50% sale	As above.	<ul style="list-style-type: none"> Sales to private owners results in significant investment in heritage restoration and thereby preservation and enhancement of built heritage into the future. Retention of 50% of social housing would also allow the area to retain a proportion of its low-income households and long-term residents and thereby a significant proportion of the social heritage. Allows for the creation of a more sustainable mixed-income community, more in line with the pre-1900 heritage context. 	<ul style="list-style-type: none"> If 50% of LAHC social housing is sold, a proportion of the funds could be reinvested back into improving the remaining 103 LAHC properties to heritage standards – this could include funds from the sale of 31 currently vacant properties.

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
100% sale	<ul style="list-style-type: none"> Likely permanent loss of the social heritage significance of Millers Point through the loss of low-income households and residents who have generational connections to maritime history of the area. 	<ul style="list-style-type: none"> Sales to private owners results in significant investment in heritage restoration and thereby the long-term preservation and enhancement of the built heritage. 	<ul style="list-style-type: none"> Ensure those with strong connections to the Millers point area are relocated nearby, or to new accessible housing in Millers Point, so important connections can be maintained. Work with the City of Sydney, State Library and others to ensure the social history of the area is properly documented and acknowledged. Consider opportunities to facilitate provision of new affordable housing for key workers (and mixed tenure developments) in the Millers Point area in keeping with its working harbour history (such as on the Harry Jensen Community Centre site).
Social impact area: Connection to home and community			
	NEGATIVE	POSITIVE	
0% sale	<ul style="list-style-type: none"> In the longer-term, with generational change and the continued allocation of priority tenants with complex needs (including drug and alcohol and mental health issues) the profile of the residents will change, social and cultural capital will be lost and community connections could breakdown. This may also result in increased crime and anti-social behaviour in the area. Over a period of time, some older 	<ul style="list-style-type: none"> In the short-term, the strong community connections will be retained and the community will continue to function well. 	<ul style="list-style-type: none"> Allow the 12 households with generational connections to Millers Point to live their lives out here. Consider community housing management of some additional properties in Millers Point to support a more diverse range of housing tenures.

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
	<p>people may be forced to relocate from their homes as they are not BCA compliant, are high risk for injury and falls and do not meet accessibility standards, and there may be no locally accessible housing options available.</p> <ul style="list-style-type: none"> The Government's new charges for unoccupied bedrooms could also impact on local residents, as there is currently considerable under-occupancy in Millers Point housing. This will particularly impact on older residents who may be living in houses with additional bedrooms. 		
50% sale	<ul style="list-style-type: none"> Ongoing and cumulative loss of community connections on residents who remain living in Millers Point in an area undergoing significant change and where neighbours may have been relocated out of the area. There could also be some loss of support services given the diminished number of clients. Tenants who relocate may lose important social ties and supports, which may lead to diminished wellbeing and feelings of isolation. 	<ul style="list-style-type: none"> Those households with long-term connections are likely to be able to stay and access the formal and informal supports available, though these supports may be diminished through relocation. Those households who move may settle in areas with equally or stronger support networks and services. If some funds from sales were to be used to build more appropriate and accessible senior's housing in Millers Point or nearby areas, then older 	<ul style="list-style-type: none"> None required, as under a 50% sale scenario those with connections to Millers Point could stay in the area within the remaining dwellings.

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
		<p>people could age in place, within the community they are currently connected to.</p> <ul style="list-style-type: none"> Investment of funds generated into the social housing system will see more households in high need (on the wait list) housed, providing them with the benefits of stable, supportive communities. 	
100% sale	<ul style="list-style-type: none"> Tenants who relocate may lose important social ties and supports which may lead to diminished wellbeing and feelings of isolation In particular, older residents who are relocated away from friends and support networks may become socially isolated and there may be increased dependence on social services for support. Significant additional funds generated, allowing more people to be housed. 	<ul style="list-style-type: none"> Social housing households that move may settle in areas with equally or stronger support networks and services. If some funds from sales were to be used to build more appropriate and accessible senior's housing, in Millers Point or near areas, then older Millers Point residents will need to move from their home, but could age in place more accessible accommodation and could continue to access existing supports. Investment of funds generated into the social housing system will see more households in high need (on the wait list) housed, providing them with the benefits of stable, supportive communities. 	<ul style="list-style-type: none"> Stage any relocations to allow the 12 households with generational connections to Millers Point to live their lives out here in current or more accessible housing to allow important connections to be maintained. All social housing residents be given the opportunity to be relocated to an area of their choice, connected to services they currently access (where possible), and nearby close friends and support systems. Provide those residents who want a fresh start with housing options that will support them to do this. Ensure these residents are reconnected to services and supports within their new community. Relocate those residents who want to be nearer to family and friends to appropriate housing nearby. Identify tenants who are vulnerable and provide high levels of support during the relocation process. Consider approaches, which increase the power and control of tenants, particularly older tenants, over

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
			<p>the process to reduce health impacts.</p> <ul style="list-style-type: none"> • Provide quality, timely communications with residents at all stages of project implementation • Provide options for some older people to stay living in Millers Point or to relocate nearby and to age in place. • Appoint an independent community development worker and implement a community development program to support the community and build community resilience during transition. • Utilise some of the funds from sales to build accessible housing for older people in Millers Point and nearby areas and give older residents the opportunity to relocate to this housing • For any replacement housing built with funds from sale of social housing in Millers Point, consider innovative models of community housing and potential for accessible and more appropriate housing for older people (for example on the Harry Jensen Centre site).
Social impact area: Social mix and social housing concentration			
	Negative	Positive	
0% sale	<ul style="list-style-type: none"> • In the long-term, the demographic mix of the Millers Point area could be a significantly ageing population living alongside increasing numbers of singles and couples with complex 	<ul style="list-style-type: none"> • There would be no loss of social housing building in an area of high demand. 	None

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
	health and drug and alcohol issues. This mix has the potential to have negative social and safety impacts on the area increasing reliance on social, health and safety services.		
50% sale	None	<ul style="list-style-type: none"> • Sale of 50% of housing would result in around 42% of all housing in Millers Point being social housing which is consistent with the research on tenure diversification, although above the Government's policy (maximum of 30% social housing). • Could result in a more socially mixed and diverse community, with more families and children and a greater mix of income groups across social and private housing. • If some funds from the sales were reinvested back into the area to provide a diverse range of housing types and forms (including affordable housing) this could result in a more sustainable social mix in the longer-term. 	<ul style="list-style-type: none"> • Consider sale options that include redevelopment of some non-heritage sites for mixed tenure development for low-income workers creating more diversity in the area.
100% sale	<ul style="list-style-type: none"> • Could result in a community of only very high-income residents, which is not socially mixed and does not enjoy the benefits of social diversity. 	<ul style="list-style-type: none"> • Millers Point tenants relocated to more socially mixed areas (not into a social housing estate) will not be exposed to the impacts of emerging disadvantage 	<ul style="list-style-type: none"> • Consider sale options that include redevelopment of some non-heritage sites for affordable housing (and mixed tenure development) for low-income workers creating more diversity in the area.

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
		<p>and may experience the benefits of a more socially mixed community, at least in the medium and longer-term</p> <ul style="list-style-type: none"> • If some funds from the sales were reinvested back into the area to provide a diverse range of housing types and forms (including affordable housing) this could result in a more sustainable social mix in the longer term. 	
Social impact area: Health, wellbeing and safety			
	Negative	Positive	
Current	<ul style="list-style-type: none"> • LAHC's evaluation process has had the immediate negative impact on the social housing residents of Millers Point who have indicated increased levels of stress and anxiety around not knowing whether they will be relocated from their homes and community. The key groups likely to be disproportionately affected by these impacts include: <ul style="list-style-type: none"> o Older people; o People with mental health issues; o People with family/friendship/social networks in Millers Point or inner city; and 	<ul style="list-style-type: none"> • Some older Millers Point residents have been able to move to more accessible, safe and appropriate social housing in inner areas. 	<p>During transition:</p> <ul style="list-style-type: none"> • Make a decision about the potential redevelopment as soon as possible and inform people of the outcome through a number of different methods • Monitor the safety and well being of those residents with anxiety disorders, depression and suicidal thoughts and provide appropriate support; and • Provide correct and ongoing information about the decision-making process to service providers who work with residents. <p>If the redevelopment goes ahead:</p> <ul style="list-style-type: none"> • Implement a door knocking process to individually reach each household. Where appropriate, bring a trusted service provider to support clear and open

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
	<ul style="list-style-type: none"> o People who have lived in the area for a long time. 		communication of the process.
0% sale	<ul style="list-style-type: none"> • Over a period of time, continued deterioration of the housing could have serious health impacts for older frail people or people with a disability who are at higher risk of falls or injury if they are not provided with more appropriate and accessibly designed housing. • In the longer-term, an increasingly high population of residents with complex needs living in an area of high social housing concentration, impacting negatively on local safety, crime and daily stress. 	<ul style="list-style-type: none"> • In the short-term, local residents with mental health or other health issues that have found stability in Millers Point will continue to have positive health and wellbeing outcomes. However, this may change in the longer-term as more people with complex needs move in, long-term residents with significant social capital leave (as they become more frail) and the area becomes, 	<ul style="list-style-type: none"> • Identify older and less mobile residents who need more accessible housing with less stairs and provide a range of options for tenants to relocate to more appropriate housing. • Provide the option for those residents in inappropriate (too big or too small) housing to relocate to more appropriate housing, based on their preference and individual assessment.
50% sale	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Less likely that crime and anti social behaviour will emerge to impact on the safety and wellbeing of the community. • Fewer people subject to the possible health impacts of involuntary relocation. • If some funds were reinvested to build new, more accessible and safer senior's housing in Millers Point or near areas for older residents to relocate to. 	<ul style="list-style-type: none"> • Make the process clear to all residents including: <ul style="list-style-type: none"> o The process to determine which residents will need to move and who can stay o What factors will be used to determine where residents will be moved to and what choice they will have; o How residents will be supported in the moving process; and o How the moving process and redevelopment will occur in stages. • Stage relocations, so that residents only move once. • Consider the relocation of residents in groups so that

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
		<ul style="list-style-type: none"> Positive health impacts for those residents who are relocated to a better neighbourhood for their needs. 	<ul style="list-style-type: none"> closely connected residents can be relocated to housing neighbouring each other. Where possible, relocate residents within the same health catchments so that they remain connected to caseworkers.
100% sale	<ul style="list-style-type: none"> There may be the ongoing negative impacts of stress and poor health outcomes around relocation itself and difficulties in getting established in a new community and forming new social and informal support networks. There may be ongoing and permanent negative health impacts for older people relocated involuntarily from their homes – in particular those older people with generational connections to Millers Point. There may be ongoing negative health impacts for people with strong connections to the area or with mental health issues and dependency on connections to local people and services and caseworkers. 	<ul style="list-style-type: none"> The current risks from falls and injuries among elderly tenants as a result of unsuitable houses will be eliminated if relocation is into better more accessible housing. Crime and anti-social behaviour less likely to emerge to impact on the safety and wellbeing of the community. Frail aged tenants and those with a disability can be moved to safer, more suitable accommodation. Those households who move may settle in areas (not an estate), which are equally safe or safer. Potential for the provision of more and safer seniors housing that older Millers Point residents can relocate to, especially if some of that accommodation can be built in Millers Point itself through reinvestment of funds. More people from the social housing 	<ul style="list-style-type: none"> Stage any relocations to allow the 12 households with generational connections to Millers Point to live their lives out here in current or more accessible housing to allow important connections to be maintained. Utilise some of the funds from sales to build accessible housing for older people in Millers Point and nearby areas so older residents are supported to age in place. Stage relocations so that people only need to move once, and for older people they do not have to move until new senior's housing becomes available locally. Monitor the health and wellbeing of older people that may be relocated out of their area to ensure they are not socially isolate.

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
		<p>wait list can be housed and thereby experience the positive health effects of stable housing.</p> <ul style="list-style-type: none"> Positive health impacts for those residents who are relocated to a better neighbourhood for their needs. 	
Social impact area: inner city social housing and the broader social housing system			
	Negative	Positive	
0% sale	<ul style="list-style-type: none"> There would be no funds from sale of social housing to reinvest in the social housing system to reduce the social housing wait list. This can lead to continued homelessness, anxiety, health and welfare issues for those people on the wait list. There may be the cumulative impact of poorly maintained properties being left vacant and decreasing the supply of properties available to be used for social housing in an area of very high demand. The continued maintenance of old and rundown heritage properties will drain needed funds from the broader housing system that could be used to build new dwellings or prevent the loss of existing dwellings. 	<ul style="list-style-type: none"> Properties available for use as social housing will be retained in an area of high demand. 	<ul style="list-style-type: none"> Consider options to partner with a community housing provider to manage and maintain some social housing properties thus reducing the maintenance liability to the NSW Government but continuing the supply of low-cost rental housing in the area.

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
50% sale	<ul style="list-style-type: none"> If housing is not replaced within the same area, there will be a reduction of social housing dwellings in Millers Point and cumulative loss of social housing in the high demand area of the Central Sydney Division CS1 Inner City. In the short term, approximately 224 people would need to be rehoused to allow sales, increasing waiting times for those people currently on the waiting list 	<ul style="list-style-type: none"> If 50% of LAHC properties are sold, and funds are reinvested back into the social housing system, it would be possible to construct an additional 326 houses, and 103 renovated Millers Point social housing properties. 	<ul style="list-style-type: none"> Establish a clear 'compensatory measure' such as a transparent mechanism whereby new social housing in areas of high demand offsets the loss of Millers Point social housing and communicate this to all residents, in order to build trust in the community and among stakeholders. Renovate the remaining 103 properties and consider transfer of ownership/management to a community or cooperative housing organisation to reduce maintenance liability to the NSW Government. Replace lost social housing within the inner Sydney area.
100% sale	<ul style="list-style-type: none"> Sale of 100% of dwellings without any reinvestment back into the area would reduce the number of social housing dwellings in the City of Sydney from 7,312 to 6,864 or from 8.6% of all dwellings to 8.06%, though this is still above the City's target of 7.5%. In the short-term, sale of 100% of properties would also impact on those people currently on the waiting list as the 448 Millers Point residents needing to be relocated would take priority to find housing in a market where that is already undersupplied. 	<ul style="list-style-type: none"> If 100% of LAHC properties are sold and funds were reinvested into new and replacement housing, this could increase the current supply of social housing by an additional 454 social housing dwellings which could house approximately an additional 817 people (based on 1.8 persons per household, current City of Sydney average household size). Funds generated could provide much needed, purpose built accommodation for seniors, including to rehouse people from Millers Point. Some funds from the sales could be 	<ul style="list-style-type: none"> Provide a clear 'compensatory measure' such as a transparent mechanism whereby new social housing in areas of high demand offsets the loss of Millers Point social housing and communicate this to all residents. . Replace lost social housing within the inner Sydney area. Use some of the proceeds from sales to build new social housing in Millers Point and near areas, in particular accessible housing for older people. Consider opportunities to facilitate provision of new affordable housing for key workers (and mixed tenure developments) in the Millers Point area.

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
	<ul style="list-style-type: none"> Less additional funds will be generated, leaving more people on the wait list. 	<p>reinvested back into the Millers Point area to provide a diverse range of housing types and forms (including affordable housing and senior's housing), but this could also mean fewer people housed from the waiting list.</p>	
Social impact area: Community facilities and services			
	Negative	Positive	
0% sale	<ul style="list-style-type: none"> In the longer-term as increasing proportions of residents move into Millers Point who have complex needs, including mental health, there may be a gap in access to services (particularly mental health services) and a higher demand for health service outreach to the area. 	<ul style="list-style-type: none"> In the short-term, residents will continue to support each other and reduce reliance on social services. 	<ul style="list-style-type: none"> Work with the City of Sydney to develop a plan to better utilise the Harry Jensen Centre for programs and services to support a potentially increasingly ageing and disadvantaged community.
50% and 100% SALE	<ul style="list-style-type: none"> If access to social housing in Millers Point is reduced, there may be an increase in demand for crisis and temporary housing among the client group who would otherwise be housed there. The limited local demand for community facilities and services will further decrease as social housing numbers decline, with the potential 	<ul style="list-style-type: none"> Tenants could potentially be relocated to areas with better access to services and community facilities. A more diverse community could attract new activities/interest and resources to revitalise the area. 	<ul style="list-style-type: none"> Residents with mental health issues should be relocated within the same area health service to retain continuity of care. Residents should be relocated into housing that is near shopping centres and public transport.

Scenario	Negative social impacts	Positive social impacts	Proposed mitigation measures
	impact that services may need to be redesigned or relocated.		

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Appendices

Appendix 1 Peer review of SIA

Epic dot gov

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4th February 2014

Ms Sarah Reilly
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Dear Sarah

Re: Peer review of SIA – Millers Point

Thank you for providing me with the final draft report of The Millers Point's SIA project (131 pages). I have had the opportunity to read the report in detail and the purpose of this letter is to provide a peer review of your document. The purpose of my peer review is not to provide a detailed commentary on every aspect of your report but to provide confidence to readers of your report that the method you have used is robust and the findings of your report are consistent with the evidence you have gathered. I will provide a short CV as an attachment to this letter that may be of assistance.

Let me begin by confirming that I consider your method to be very robust. You have clearly tried to collect a wide range of stakeholder feedback and you have used a wide range of data collection strategies, including door to door surveys to meet this end. I consider this a very thorough approach

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that will help identify the range of concerns held by the various stakeholders. I note that because of time issues with the client (the Land and Housing Corporation) you haven't had the opportunity to seek comments from the various stakeholders on this draft report. Whilst this is unfortunate, especially since an undertaking to do this was included as a part of your original methodology, I don't expect that the content of your final report would have been substantially different if you had been able to distribute your draft report.

I think that the conclusions you have drawn about the social impacts of a range of scenarios reflect both the evidence you have collected and the existing literature in this field. I also think that the set of principles you have described on page 80 of your report are well supported by both the evidence you collected during the study and the literature on mitigation of social impacts associated with housing market changes.

Please do not hesitate to contact me if you require anything further.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P. J. Phibbs', is centered within a light gray rectangular box.

(Dr) Peter Phibbs

Economists, Planners and Survey Consultants A.B.N. 31 002 000 928

PETER J. PHIBBS

EDUCATION

QUALIFICATIONS:

BA (Hons), University of New South Wales, 1976.

MSc, University of New South Wales, 1980.

PhD, University of New South Wales, 1985.

PROFESSIONAL EXPERIENCE

2000- Director Epic Dot Gov P/L

2013- Part time chair of Urban and Regional Planning,
University of Sydney, and Director, Henry Halloran Trust

2009- Visiting Professor - University of Sydney

2006- (October)- Professor and Co-ordinator of Academic
Programs, Urban Research Centre, UWS

2006 Associate Dean (Staff), Faculty of Architecture,
University of Sydney

2002-2005 Head of School, Faculty of Architecture, University
of Sydney

2002-2006 Associate Professor, Faculty of Architecture,
University of Sydney

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Appendix 2 Cred letter of introduction



11 March 2013

Dear Resident,

I'm writing to let you know that Cred Community Planning has been selected to undertake the Social Impact Assessment (SIA) as part of the Millers Point social housing evaluation.

The SIA will look at any social impact on the existing Millers Point community and the broader social housing system that may result from the Government evaluation.

Cred is an experienced firm that has worked on many social planning initiatives in the City of Sydney and elsewhere. I have attached a letter that they have prepared to introduce themselves.

If you want to find out more about Cred, I encourage you to look at their website or come along to the **drop in information sessions on Thursday 21 March or Thursday 4 April**. The daytime sessions are at the **Abraham Mott Hall between 10am and noon**. The evening sessions are at the **Harry Jensen Centre between 5pm and 8pm**. The Cred team will also undertake a random door knock survey in the area between 21 March and 23 March.

The SIA provides a valuable opportunity for the Millers Point community to have input into the evaluation. I invite and encourage you to participate.

For more information about the SIA please contact Sarah Reilly of Cred Community Planning by telephone on 9357 2476 or by email at sarah@cred.com.au. For more information about the evaluation please contact me, Dare Kavanagh by telephone on 9268 3405 or by email at dare.kavanagh@services.nsw.gov.au. Maintenance enquiries should still be directed to the Housing Contact Centre on 1300 HOUSING.

Yours sincerely,

Ms Dare Kavanagh
Land and Housing Corporation

Appendix 3 PIA Social Impact Position Statement



SOCIAL IMPACT ASSESSMENT POSITION STATEMENT

Page 1

27/10/10

NATIONAL POSITION STATEMENT

BACKGROUND

Impact assessment is a method for predicting and assessing the consequences of a proposed action or initiative before a decision is made. The aims of impact assessment are better decision making processes and better outcomes from decisions.

Economic and environmental impact assessments are well established processes in planning and are widely used. Social impact assessment (SIA) refers to the assessment of the social consequences of a proposed decision or action, namely the impacts on affected groups of people and on their way of life, life chances, health, culture and capacity to sustain these. A triple bottom line approach to planning decisions includes social impact assessment in impact assessment processes.

To date, most planning practice has given less attention to social impact assessment than to environmental and economic impact assessment. Many impact assessments omit social issues altogether while others consider too narrow a range of issues. It is common to find that demographic profiling and community consultation have been substituted for social science research finding and that the impact statement is based on speculation rather than assessment. As a result of these practices, PIA is concerned that actions have sometimes been taken, and decisions made, on an ill-informed basis and which did not foresee some serious social consequences before they eventuated.

PIA POSITION

1. Impact assessment is an important part of planning and decision making processes.
2. Proposals for change which require an environmental or economic impact assessment also require a social impact assessment
3. Social impact assessment of policies or plans should be sufficiently robust to anticipate the impact of proposals made under the plan and minimise the need for further assessment.
4. Without limiting the matters in regard to which a social impact assessment may be appropriately required, proposals for:
 - larger developments, including: major retail, sports or social infrastructure proposals,
 - a significant change of land use, including: new highways, loss of agricultural land,
 - sale or rezoning of publically owned land,
 - new planning policies and plans amendments to them, and/or,
 - controversial uses or increases in intensity (e.g. brothels or gun shops, or of gaming or liquor outlets),should be fully assessed for their social impacts in a SIA.
5. Social impact assessment should be undertaken by appropriately trained and qualified personnel using rigorous social science methodologies and with a high degree of public involvement.
6. A social impact assessment should be a public document.

POLICY PRINCIPLES

PIA recognises that planning practitioners are increasingly aware of the importance of social impact assessment and that inadequate treatment of social issues in impact assessment is not good practice. This policy statement supports good impact assessment practice by planning practitioners and the improvements in planning and decision making which SIA is intended to achieve.

A number of guidelines are available to assist social impact assessment practitioners. These documents confirm that the following are critical aspects of an adequate SIA:

- i. The process is undertaken by a competent, professional social scientist and uses rigorous social science methodologies.
- ii. The process includes effective, timely and transparent public involvement.
- iii. The baseline (pre-change) situation is adequately researched and documented.
- iv. The scope of proposed changes is fully described.

27/10/10

NATIONAL POSITION STATEMENT

- v. Examples of similar changes are identified, including impacts likely to affect minority groups, different age, income and cultural groups and future generations.
- vi. Direct as well as indirect, long term and short term, positive and negative, passing and accumulating impacts are identified.
- vii. The relative equity of impacts is identified. It is important to identify how the benefits and losses will be distributed to different sections of the community.
- viii. Impacts over time and location are considered (e.g. local as opposed to state and national benefits and losses.)
- ix. Impacts which are not amenable to precise measurement are not excluded from consideration – the assessment is and evaluation not a proof.
- x. A review mechanism is included where appropriate.
- xi. The precautionary principle is applied in making an assessment.

A social impact assessment may give rise to recommendations for mitigation if the proposed change goes ahead. Like social impacts, mitigations should be properly researched to establish their effectiveness in dealing with identified impacts and should address inter - and – intra-generational equity. However, mitigations are not impacts of the proposed change.

REFERENCES

International Principles for Social Impact Assessment prepared by Frank Vanclay for the International Association for Impact Assessment, May 2003 <http://www.iaia.org/publicdocuments/special-publications/SP2.pdf>

Appendix 4 Project methodology



MILLERS POINT SOCIAL IMPACT ASSESSMENT METHODOLOGY

Cred's Approach

Our approach to this project is to collect a strong evidence base to inform the development of a Social Impact Assessment to identify potential social impacts that may result from the NSW Land and Housing Corporation's evaluation of social housing, and any further sales of social housing, in Millers Point, Sydney. Our delivery of the Social Impact Assessment will be in accordance with the Planning Institute of Australia's Social Impact Assessment Position Statement. The project methodology includes the following key elements:

1. Understanding of the baseline (pre-change situation) including:
 - a. Pre-change demographic profile of the area, this will include both the demographics of the social housing estate residents, the Millers Point/Dawes Point/The Rocks area and comparisons with City of Sydney and Greater Sydney for 2006 and 2011;
 - b. Auditing and graphical mapping of community facilities, services (transport, health, medical, food, recreation, cultural, social) and open space areas accessed by the community;
 - c. Graphical mapping of the unique character and special places of Millers Point;
2. Preparation of post-change demographic assumptions;
3. Qualitative and quantitative community and stakeholder engagement. This includes representative and participatory engagement with:
 - a. Social housing residents through a range of opportunities;
 - b. The broader Millers Point, Dawes Point and Rocks community;
 - c. Local community services and agencies such as Millers Point Youth Service, Millers Point Seniors Centre, Fort Street Public School, Lance Kindergarten, Older Women's Network and services, South Sydney Community Transport;
 - d. Local and regional stakeholders;
 - e. Services delivering outreach.The SIA process will involve effective, timely and transparent engagement. Additional engagement may be added throughout the process (see Engagement Plan);
4. Review of existing relevant local, State and National plans and policies such as the City of Sydney Affordable Housing Strategy;
5. Review of relevant academic articles relating to socio-cultural change such as Richard Wilkinson's *The Spirit Level*;
6. Identification and review of case studies (national and international) that are relevant to this study, including innovative housing models;
7. Analysis of housing needs in the Millers Point and broader Sydney area;
8. Analysis of the significant history and heritage of the Millers Point area;
9. Analysis of how the evaluation of social housing and any further sales will impact on the provision of social housing and housing needs in the local and wider Sydney area;



Creating and building community

10. Analysis of how the evaluation of social housing and any further sales will impact on revitalisation of the local area;
11. Analysis to identify the probable impacts of various scenarios, including impacts likely to affect minority groups, marginalised groups, different age, income and cultural groups, and future generations. The relative equity of impacts will be identified including how the benefits and losses will be distributed to different sections of the community and the local area and also how the impacts will be distributed over periods of time;
12. An evaluation of the impacts of the proposal and suggestions on how any negative impacts might be managed and mitigated and any positive impacts enhanced for the local community and the study area.
13. Preparation of a Social Impact Assessment; and
14. Preparation of a Risk Management Plan.
15. Peer review of study findings.



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Appendix 5 Stakeholder engagement plan

ENGAGEMENT	TARGET GROUP	PURPOSE	VENUE/FORUM	DATE	TIME
GENERAL COMMUNITY					
DROP IN SESSIONS (MORNING)	Residents of the Millers Point and surrounding area	<ul style="list-style-type: none"> To undertake qualitative engagement with residents (public and private) around the potential social impacts of the sale of social housing in Millers Point To inform residents of the SIA process 	Abraham Mott Hall, 15A Argyle Place, Millers Point	07/03/2013 21/03/2013 04/04/2013	10am to 12pm
DROP IN SESSIONS (AFTERNOON)	Residents of the Millers Point and surrounding areas	<ul style="list-style-type: none"> To undertake qualitative engagement with residents (public and private) around the potential social impacts of the sale of social housing in Millers Point To inform residents of the SIA process 	Harry Jensen Centre, 17 Argyle Place, Millers Point	07/03/2013 21/03/2013 04/04/2013	5pm to 8pm
SOCIAL HOUSING TENANTS					
DOOR KNOCKING – SURVEY	Social housing residents	<ul style="list-style-type: none"> To undertake a representative and quantitative survey with 75 social housing residents Additional notes outside of the survey will be taken based on conversations with tenants. Only one member of each household will be surveyed. 	Social housing tenants homes	Thursday 21 March, Friday 22 March, Saturday 23 March, Thursday 4 April, Thursday 18 April	10am to 6pm 21,22,23 1pm to 8pm, 4 April 1pm to 6pm, 18 April
MILLERS POINT YOUTH	Young people	<ul style="list-style-type: none"> To interview a group of local young people aged 20 to 25 who have grown up in Millers Point. 	KGV	13 March 2013	4.00pm to 5.00pm
MILLERS POINT OLDER PEOPLE	Older People	<ul style="list-style-type: none"> To interview older people who live in Millers Point 	Harry Jensen Centre/in Home	Ongoing	Ongoing

ENGAGEMENT	TARGET GROUP	PURPOSE	VENUE/FORUM	DATE	TIME
REPRESENTATIVE GROUPS					
MILLERS POINT RAG	Members of the Millers Point Resident Action Group	<ul style="list-style-type: none"> To provide updates on the SIA process To engage with the RAG about potential social impacts 	Garrison Church Hall, 50 Lower Fort Street	09/04/2013 14/05/2013	6.30pm to 8.30pm
MILLERS POINT EAB	Members of the Millers Point Estate Advisory Board	<ul style="list-style-type: none"> To provide updates on the SIA process To engage with the EAB about potential social impacts 	Sirius Building (need address)	27/03/2013	2pm to 3pm
MILLERS POINT CoRE	Members of the Millers Point CoRE	<ul style="list-style-type: none"> To provide updates on the SIA process To engage with the CoRE about potential social impacts. 	Harry Jensen Centre Future meetings TBC	04/04/2013	5.00pm
SERVICE PROVIDERS/COMMUNITY GROUPS					
CITY OF SYDNEY STAFF	Relevant staff of City of Sydney (housing, planners, facilities)	<ul style="list-style-type: none"> To workshop potential social impacts of the proposal To seek information on services and social issues in the Millers Point area 	City of Sydney	8 April 2013	2.30pm to 4.00pm
INTERVIEWS WITH SERVICE PROVIDERS/COMMUNITY GROUPS	South East Sydney Community Transport Federation of Community Housing Darling House KU Childcare Centre KDV Recreation Centre Older Women's Network Common Equity Coop. NSW Family and Community Services Shelter NSW	<ul style="list-style-type: none"> To seek information from service providers who deliver outreach services in Millers Point, on the services they provide. To interview services about the potential social impacts of the proposal. Key services include Millers Point Youth Service, Millers Point Seniors Centre, Fort Street Public School, Lance Kindergarten, Older Women's Network and services, South Sydney Community Transport). 	Telephone or at their office	Between 12 March and 16 April	As required

ENGAGEMENT	TARGET GROUP	PURPOSE	VENUE/FORUM	DATE	TIME
	Tenants Union of NSW NCOSS Bridge housing Millers Point Coop				
INTERVIEWS WITH STATE AND LOCAL LEADERS	State and local leaders	<ul style="list-style-type: none"> To inform them about the project methodology. To seek input into the SIA process. 	Electorate Office Alex Greenwich	Tuesday 19 March	9.00am

Appendix 6 Door knock survey questionnaire

Millers Point Resident Survey

INSTRUCTION FOR INTERVIEWER

Instruction for interviewer:

Partial responses to survey can be recorded, but remember to press "next" first before exiting survey.

Thanks!

COVERSHEET

1) Interview date:*

☐ Thursday 21 March

☐ Friday 22 March

☐ Saturday 23 March

☐ Thursday 4 April

2) Time of interview:*

3) Interviewer:*

4) Residential address:*

5) Type of property:*

☐ Town house

☐ Room in terrace

☐ Whole terrace

☐ Unit

☐ Cottage

☐ Other: _____

6) Did anyone answer the door?*

☐ property vacant [PRESS NEXT THEN CLOSE SURVEY]

☐ no one answered [PRESS NEXT THEN CLOSE SURVEY]

☐ yes

Comments:

INTRODUCTION

Hi, We're John and Jodie (or Mia) from Cred Community Planning. We've been engaged by Land and Housing Corporation to look at the potential social impacts and implications of the Government's evaluation of social housing, and any potential further sale of social housing, in Millers Point. An important part of this process is talking with the local community to inform our independent assessment.

7) Are you under 18?

☐ Yes

☐ No

8) Is there an adult available who I may speak to?

☐ No [PRESS NEXT THEN CLOSE SURVEY AND COME BACK LATER]

☐ Yes [restate introduction and continue interview with adult]

INTRODUCTION

9) Have you heard about the Social Impact Assessment and the Land and Housing Corporation's evaluation of social housing and potential for further sale of social housing in Millers Point?

☐ Yes

☐ No [provide a brief overview]

10) Would you like to talk with us about your views on this? It will only take about 10 minutes and the outcomes will be used as part of our Social Impact Assessment.

☐ Yes

☐ No

Great, thanks. So today we'll be asking you about how you feel about where you live, what's important to you about your community and what impacts you think the evaluation of social housing, and potential sale of social housing, might have on you and your community. We will ask some personal details but your responses are confidential and the results won't be linked back to you or your residence.

11) Would you like me to come back another time (provide options)?

☐ Yes [SCHEDULE AND RECORD A TIME, PRESS NEXT, THEN CLOSE SURVEY]: _____

☐ No [PRESS NEXT THEN CLOSE SURVEY]

SURVEY QUESTIONS - about you

12) Gender [not to be asked as a survey question unless unknown by interviewer]:

☐ Male

☐ Female

13) How old are you?

☐ Under 18

☐ 18-24

☐ 25-34

☐ 35-54

☐ 55-64

☐ 65-74

☐ 75-84

☐ 85-94

☐ 95+

14) What country were you born in?

☐ Australia

☐ Other: _____

15) Do you currently work?

☐ Yes

☐ No

16) Do you work full time, part time, casual and/or volunteer?

☐ Full time

☐ Part time

☐ Casual

☐ Volunteer

17) Do you study?

☐ Yes

☐ No

18) Where do you study?

19) Do you receive care or assistance for a disability or illness?

☐ Yes

☐ No

20) How is this care provided?

☐ By yourself

☐ By your partner

☐ By your parent

☐ By your child

☐ By healthcare worker who visits your home

☐ By your friend

☐ Other

21) Do you have any (other) services visit you in your home?

☐ Yes. Which ones?: _____

☐ No

SURVEY QUESTIONS - about your home and household

22) Do you_____?

☐ Rent your home

☐ Own your home

23) Do you rent from_____?

☐ Department of Housing

☐ Bridge Housing

☐ a community housing provider

☐ privately through a real estate agent

☐ private person

☐ Other: _____

24) Do you live_____?

☐ alone

☐ in a group household

☐ with my partner

☐ with my partner and children

☐ with my children (no partner)

☐ with my parents

☐ Other: _____

25) How many people live in your home?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7+

26) Are any members of your household Aboriginal or Torres Strait Islander?

☐ Yes

☐ No

27) How long have you lived in your current home?

☐ 1-2 years

☐ 3-5 years

☐ 6-10 years

☐ 11-15 years

☐ 16-20 years

☐ 20+ years

28) What do like about your home?

29) What don't you like about your home?

30) Would you like to continue living in your current home in the future?

☐ Yes

☐ No

☐ Not sure

31) Why/why not?

SURVEY QUESTIONS - about Millers Point

32) How long have you lived in Millers Point?

☐ 1-2 years

☐ 3-5 years

☐ 6-10 years

☐ 11-15 years

☐ 16-20 years

☐ 20+ years

33) Do you like living in Millers Point?

☐ Yes

☐ No

☐ Not sure

34) Can you describe to us what you think is special about living in Millers Point?

35) What is your favourite place in Millers Point?

36) Is there anything that you don't like about living in Millers Point?

37) Can you tell me where you do your grocery shopping?

38) Can you tell me how you get around?

☐ car

☐ bus

☐ train

☐ walk

☐ Other

39) Do you find it easy to get to the place you need to go?

☐ Yes

☐ No

☐ Sometimes

40) Why/why not?

SURVEY QUESTIONS - about the government's evaluation of Social Housing and potential sales

41) What impacts do you think any further sale of social housing in Millers Point will have on you?

42) What impacts do you think any further sale of social housing in Millers Point will have on the local community and the local area?

43) If any sale of housing were to go ahead, how do you think this should happen to have the least impact on social housing tenants and the local community - and the greatest benefit to the area?

This question is for social housing tenants only

44) If you were required to move as a result of the evaluation of social housing, can you tell us what where you feel you need to live and what support you would need?

Thank You

Thanks, that's all the questions we have for you today. We really appreciate your time talking to us. You can also attend one of the drop-in sessions at Harry Jensen Centre or Abraham Mott Hall (give them a flyer with dates and times). As discussed all personal information will be treated in accordance with the Privacy Act. Do you have any questions you would like to ask me in relation to the Social Impact Assessment? If they relate to Land and Housing, provide them with the 1300 number.

Appendix 7 Drop in session questionnaire



SURVEY NUMBER: _____

DATE OF SURVEY: _____

TIME OF SURVEY: _____

SURVEY LOCATION: _____

QUESTIONS

1. What kind of property (house, unit, boarding house) do you live in and what suburb do you live in?

2. Do you mind if I ask you your age?

3. Do you own (or are purchasing) or rent your property?

4. If you rent, who do you rent from? (If they rent from Land and Housing Corporation ask them what they like/don't like about their home)

5. How long have you lived here?

6. What do you like about living in Millers Point?



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7. Is there anything you don't like about living here?

8. Do you think of Millers Point as a community? Why? How? What is special about it?

9. Can you see yourselves living here in the next 5yrs? 10yrs? Why? Why not? What do you think will impact on your decision?

10. What local community services and facilities do you currently access in the area (community centres, medical centres, open space, supermarkets, shopping centres)?



Creating and building community

Appendix 8 Formal submissions

2 May 2013

Sarah Reilly
Cred Community Planning
PO Box 248
DARLINGHURST NSW 2010

Dear Sarah

Millers Point Social Impact Study Submission

I write to contribute to the Millers Point Social Impact Study and Review of Millers Point Social Housing.

Social Housing has been an important part of the Millers Point community over a number of generations, and Millers Point has special significance for residents living there. The NSW Government should retain and maintain social housing in this area that is close to transport, services and health support.

Millers Point has a long established history of providing key worker, public and boarding house accommodation.

Urban population growth, increasing property, rent and living costs and the prohibitive cost of land and construction for new social housing make it vitally important to retain existing inner city low cost housing.

Current figures suggest there are 55,000 people on waiting lists for social housing homes in NSW. Low cost housing in Millers Point must be retained.

The Government has continued to sell 99 year leases on social housing homes in Millers Point, despite requests to keep inner city social housing, and the strong opposition from the former and current MP, the City of Sydney and residents. We need public housing in the inner city where there is good transport, jobs and support services that people need. Millers Point's proximity to these services makes it a good location for social housing.

Importance of Social Housing

Inner-city social housing is close to health and welfare support services, jobs and public transport. Selling social housing in Millers Point will displace tenants, expand the already lengthy waiting list for low cost homes and reduce inner city housing stock.

The State Heritage Register includes the Millers Point and Dawes Point Village Precinct and describes the area as "unique in Australia because of a strong sense of cohesion facilitated by a range of complementary architectural, structural, physical and social elements". Social Housing tenants make up part of the living history that contributes to the heritage value of the area and recognition by the State Heritage Register. This social heritage is being eroded by the sale of Millers Point social housing properties, the long term lack of maintenance, properties being left vacant and the relocation of existing tenants.



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(2)

Selling homes and removing low-income tenants will have a major impact on this community. It will reduce housing for key workers that is close to the city and push more tenants with health and welfare problems to the fringes of the city where there is limited transport, jobs and support services. This has high social cost, and will increase demands on the NSW Government to provide help for people in need in other areas.

Reports have suggested that tenants can be relocated in the inner city, but Housing NSW data shows urgent waiting times are up to two years in the inner city, or five to 15 years for other people who need a home. People with children or other dependents needing larger homes – like many of those being sold in Millers Point – will have to wait for more than 10 years, while properties sit vacant and neglected in Millers Point.

Importance of Millers Point

Millers Point is one of Sydney's oldest-established and most supportive communities. It is home to social housing tenants who contribute to the fabric of our city and who are anxiously worried that their homes will be taken away, and their tight knit community destroyed as a result of the Government's review of housing in Millers Point.

Millers Point is home to a strong connected mixed community of social and private tenants, home owners, local business and leaseholders. Many residents have told me about their strong connection to the Millers Point community, with successive generations of families living there, and in some instances the same social housing property. This has created a strong and connected community which is at risk from further property sales.

The mixed income community is consistent with NSW Government and Housing NSW policy for "salt and pepper" social mix in housing estates. However with the sale of social housing properties, recent residential development in Walsh Bay, and the massive future residential redevelopment at Barangaroo, social housing will become an increasingly small proportion of social mix in this area.

Residents have told me that they believe that the sales strategy is a "social cleansing" process aimed to increase property values for new developments.

I have been contacted by private home owners, 99 year leaseholders, Housing NSW tenants, social housing tenants, business owners, renters and boarding house residents of Millers and Dawes Point who are concerned about the loss of community and social housing if the Government continues to sell off properties.

Tenants who have escaped violent domestic situations have told me that the small and supportive Millers Point community has increased their sense of safety and protection, and helped them to get back on their feet. Tenants with children have told me that living somewhere close to services and schools, and where neighbours know each other and look out for each other makes it a great place to raise children. Tenants whose family links to the area date back to working harbour days and work with maritime industries have told me of their strong emotional links to local history and heritage. Tenants and residents have told me about strong connections with local doctors, businesses, chemists and business owners.

Newcomers to Millers Point have told me the welcoming nature of the community and the social and physical heritage needs to be retained. They fear this will be lost with further housing sales, properties left vacant for long periods and Government delays in maintaining tenanted properties.

Sale of these properties undermines the community building efforts of this community over many years. This is inconsistent with longstanding Government policies in support of encouraging community interdependence and social capital, rather than relying on Government alone.

Millers Point has had an active social housing Neighbourhood Advisory Board and a Residents Action Group for over 30 years. The newly established Committee of Residents Elected by Millers Point, Dawes Point and Rocks (CoRE) has been formed to contribute to the future of their community.

Lord Mayor of Sydney

CLARE MITCHELL MP

Sydney Town Hall

GPO Box 1591
Sydney NSW 2001 Australia
Phone 02 9265 9229 Fax 02 9265 9328
Email cmoore@cityofsydney.nsw.gov.au



Sarah Reilly
Principal Consultant
Cred Community Planning
By email sarah@cred.com.au

7 MAY 2013

Dear Sarah

Millers Point Social Impact Assessment

I write to participate in the Millers Point Social Impact Study and review of Millers Point social housing.

As both Lord Mayor and the former Member for Sydney I have consistently called on the NSW Government to maintain and protect public housing in this historic precinct.

Millers Point has a proud history of being a supportive, socially mixed community and generations of public housing tenants have called it home. The strength and cohesiveness of the community is demonstrated by the low rates of vacancy, tenancy breaches and disputes, as well as police reports of consistently low crime rates in the area across most offence categories. Tenants living in this area have well-established, intergenerational support networks, an active Neighbourhood Advisory Board and a strong Residents Action Group.

In 2003, Millers Point was listed on the State Heritage Register in recognition of both its heritage ***and the continuity of its community identity***. Public housing tenants are central to the community's identity and history. The listing recognises "the evolution and regeneration of locally-distinctive and self-sustaining communities," and goes on to conclude that Millers Point is ***"a living cultural landscape greatly valued by both its local residents and the people of New South Wales."***

Housing NSW's own *Conservation Management Guidelines 2007* state its "vision and objective of maintaining this unique place and its residential community ***as a priceless asset of the people of New South Wales and Australia.***"

Despite this, successive NSW Governments have eroded the social heritage of the area by relocating existing tenants, long term neglect of property maintenance, selling 99 year leases for Millers Point social housing properties or leaving properties vacant for long periods of time, despite long waiting lists for social housing.

Tenants have told me they feel this practice amounts to 'demolition by neglect', forcing low-income tenants out of the area. Coupled with increasing residential redevelopment, specifically in Walsh Bay and at Barangaroo, this has serious implications for the social mix of the area.

city of villages

Residents are rightly concerned that past and future sales break down established social networks, resulting in social dislocation for the residents who have to relocate and for the community they are displaced from. The lack of transparency about the program of sales and its review has left tenants uncertain and fearful about their future.

The further dismantling of this unique, heritage-listed community would be a significant loss not only for the tenants that call Millers Point home, but for all of Sydney.

Inner-city social housing is close to health and welfare support services, jobs and public transport. Millers Point's proximity to these services makes it a good location for social housing. Millers Point residents also make good use of the City's facilities in the area, including the Harry Jensen Centre, King George V Recreation Centre and the Millers Point Youth Centre, as well as the City's community transport services.

The City is committed to operating local community facilities and programming to meet the needs of the local community as it changes over time. Council recently endorsed a new policy to improve community transport, which will further improve Millers Point residents' access to facilities and services outside the area. Tenants have told me that they are worried relocation would significantly reduce access to familiar services and facilities.

Based on the City of Sydney's calculations of ABS census data, our local government area has experienced a decrease of up to 45% in private low rental stock between 2006-2011. The continued program of sales would contribute significantly to the cumulative loss of affordable housing in the local government area.

To address this, the City's Sustainable Sydney 2030 plan for the future of our City sets targets of 7.5% affordable housing and 7.5% social housing in the City by 2030. ***To reach that target, we must dramatically increase the number of affordable housing dwellings and maintain all public housing in the City.***

Current figures suggest there are 55,000 people on waiting lists for social housing homes in NSW. Housing NSW reports there are waiting times of five to 10 years for one, three and four bedroom homes, and over 10 years for two bedroom properties, with a serious shortage of larger homes for families with children. The large properties in Millers Point could be used to house families on the waiting list to help reduce the long waiting times for three and four bedroom homes.

It is vital that the NSW Government retain social housing in the inner city, particularly where there are established, supportive and well serviced communities.

There has been no indication from the Land and Housing about how funds generated by possible future sales would contribute to an increase in housing stock either in the locality or in and around the inner city. Residents are very concerned that Millers Point has yet to see any direct benefit from the revenue generated by the previous sale of 32 local properties.

The local community has rallied together to oppose the NSW Government evaluation of housing for sale in the area. They formed the Committee of Residents Elected by Millers Point, Dawes Point and Rocks (CoRE) to ensure tenants have a strong, unified voice in the review process.

CoRE has proposed allocating funds from the previous sales of social housing to a registered community housing provider to maintain and manage social housing in this precinct and forming a housing co-operative where tenants maintain low cost housing in their local community. I support careful investigation of this alternative to selling 99 year leases on social housing properties.

We need public housing in the inner city area like Millers Point where there is good transport, jobs and support services that people need. Selling social housing in Millers Point will displace tenants, expand the already lengthy waiting list for low cost homes and reduce the stock of affordable inner city housing.

I join residents in calling on the NSW Government to maintain and protect public housing in this historic area.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Clover Moore', with a long horizontal line extending from the end of the signature.

Clover Moore
Lord Mayor of Sydney



SUBMISSION to the Social Impact Study regarding the potential sale of public and social housing in Millers Point

Introduction

CENSW is making a submission to the Social Impact Study for the Miller's Point public housing area to support the consideration of i) retaining at least a portion of housing stock which includes the Compound Co-operative and, ii) building a strong and vibrant community that does not continue to be a drain on government funds and resources.

Our submission briefly outlines who we are and what we do, the value and impact of the co-operative housing model, the current function of our Miller's Point co-operative and the opportunities for future options regarding the area.

About Common Equity NSW

Common Equity New South Wales (CENSW) is a registered Community Housing Provider; it is a not-for-profit company established for the purpose of supporting housing co-operatives across NSW. The organisation meets all the compliance requirements of the NSW Housing Registrar, employs ten staff and has 436 properties across NSW. It was formed in 2009 to respond to the regulatory changes in the housing sector and to ensure housing co-operatives were adequately supported regarding their function and needs.

Our Housing Cooperatives range in size from a few households to over fifty dwellings units. Examples of groups who successfully participate in cooperative housing include:

- Seniors Communities from non-English speaking backgrounds
- People with disabilities
- Single women on low incomes
- Single parent families
- Students
- Artist based coops



- Large Families
- Cooperative linked to community associations

The housing co-operative model

Housing cooperatives are a very different housing model from other forms of social housing as members enjoy equal rights in the decision-making process. Tenants are also expected to be involved in the management of the Cooperative and embody the qualities of being a good neighbour and make a positive contribution to their housing cooperative and work with other members of the cooperative in the spirit of cooperation.

A housing Co-operative is a legally registered organisation which collectively manages a dwelling or group of dwellings in which its members live. It has some of the benefits of other forms of social housing, yet it gives tenants greater control over their housing and how it is maintained. Tenants gain affordable long-term secure housing but they do not have a financial stake in the dwelling and cannot make any capital gains when they leave.

There are various models of housing co-operatives that are differentiated by the extent of capital contribution and profit share by members. Our method, as our name implies, is a non-equity or common equity model:

'Non-equity or common equity: residents (members) do not provide capital, do not own the property and do not benefit from capital appreciation. This is the model typically used in Canada and Australia, with assets owned by a third party, often a state agency. As tenants are usually low income, paying a reduced rent, it is similar in contractual terms to renting in the social housing sector. Non-equity cooperative models are best suited to low-income tenants where it is unlikely they can contribute capital. Cooperatives of this type allow for a greater say in how the property is run, though there is no opportunity to build capital, making an exit to home ownership unlikely. Limited equity models are best suited to low-moderate income residents, and allow some capital to be built'.¹

The following benefits of community housing have been identified in the Gilmore report.

¹ Gilmore, T 2012 p. 5 We're all landlords and tenants: Contemporary housing cooperatives building sustainable communities

**Economic benefits:**

- greater financial flexibility for low-income households as a result of alleviation from 'housing stress'

Educational benefits:

- Enhanced educational performance for children in community housing
- Educational or training opportunities for adults, that will improve their employment prospects

Health benefits:

- Improved overall health
- Reduced demand for health services for 'heavy-users' and disabled populations

Community inclusion benefits:

- Greater empowerment of tenants
- Emergence of support networks foster self-reliant and independent communities

(Source: Net Balance (2011) pp.1-2 in Gilmore, T 2012, p. 22)

The report also notes that an SROI analysis in 2012 of a single co-operative within Common Equity Housing Ltd (Vic) was undertaken by the same group and found a social value of \$3.78 was generated for each \$1 of input costs during the first year of the cooperative's operation.

Background: the Compound Co-operative at Miller's Point

The Compound Co-operative Ltd is one of the oldest and most successful housing co-ops in the Sydney Metro region. A functioning housing body since 1985, this year we celebrated twenty-two years of incorporation under the NSW Co-operation Act. Commonwealth funding (LGACHP) granted to The Compound through the NSW Land and Housing Corporation in 1992 was invested in renovating four disused and uninhabitable Millers Point properties allocated by the NSW Department of Housing (DOH). The DOH managed the renovations of the four houses, one of which was converted into three flats.

One of the core strengths of the Compound is the skill and efficiency with which they manage these properties. They are fortunate to have diligent and committed members who are able and willing to contribute their time and expertise to ensure the Co-operative's smooth and efficient functioning and the continued preservation of these important heritage properties. The Compound is a leading example of a successful housing co-operative.



They sustain viable tenancies/memberships consisting usually of young families and single adults. All new memberships have met the Community Housing Division of Housing NSW's Income Eligibility requirements. The Compound has housed people without homes or without suitable homes for their family needs and many people without jobs and for whom a safe, affordable and well maintained home in a supportive environment has provided much needed stability to improve their personal circumstances. Their most recent intake provided housing for a person who was on the Housing NSW waiting list and for a family who were existing Housing NSW tenants in the area but for whom Housing NSW found it difficult to accommodate their changed family needs.

Their current membership includes an aged pensioner, post-graduate research students, teachers, security guard, and a public servant.

Opportunities for the future

CENSW understands that it may be prudent for the NSW government to sell some housing on the estate with a view to using realised assets for the funding of public housing demand in Sydney and New South Wales.

However, there are also pitfalls with the sale/long term lease of some dwellings in the area due to factors such as splitting title, splitting electricity metres, attracting likely subscribers that meet all the requirements of the lease etc. As a result, the realisation of the asset can be a protracted process. On that basis, some retention of property may be a realistic consideration for Government.

Common Equity NSW believes there is an opportunity in Miller's Point for both government asset management and community objectives to be met.

Firstly, we strongly advocate for the retention of the Compound Co-operative in Miller's Point because it is an excellent model of an affordable housing community that is well-developed and which takes pride in its building stock and manages it particularly well (at no additional cost to government). In addition, it is a strong example of an active community benefiting from the support that social housing offers.



Secondly, we believe there is great potential social value in retaining a quantum of housing in the area and enabling established communities to continue.

If a co-operative model was adopted, as suggested by various community groups, the social value would be under-pinned by the cost-efficiency inherent in the co-operative model. The experience of the Compound is that housing can be maintained over time in a fit condition at no additional cost to government. We understand that one of the issues for Housing NSW has been the run-down condition of much of the housing stock in the area. Initially, there would be a need for an allocation of additional or front-end capital monies, yielded through sales of properties, to upgrade the retained stock to a satisfactory level. Once upgraded however, ongoing maintenance could be achieved at no additional expense to government.

Thirdly, CENSW is aware that the local community has expressed interest in the formation of a larger housing co-operative in the area and we would be happy to discuss this option further with the Minister and FaCS.

CENSW would welcome a discussion of title transfer within the broader discussion of retention of some housing in the Miller's Point area and the formation of a large co-operative to oversee the residual housing. However, we believe the issues of maintaining an affordable housing presence in the area and the opportunity to build a strong and varied community are the paramount concerns at this point.

CENSW would also be happy to discuss with the Housing and Lands Corporation the opportunity to assist with managing the issues leaseholders experience regarding property upgrade for those with 99 year leases.

Fourthly, if housing covering 100-200 dwellings was maintained in a co-operative formation, it would provide an excellent opportunity for a vibrant Miller's Point community to flourish. There would be an opportunity in the changeover of housing on the estate to, over time, attract more families into the housing. At the moment, there is a large percentage of older tenants.

This renewed co-operative village would be a community where heritage would be preserved, houses would be properly maintained, and, a socially strong community would be established with a mix of owners, affordable renters and families in need. The area would retain its neighbourhood appeal and be improved as a major attraction for tourists, especially those visiting Barangaroo and Darling Harbour. The exercise would result in an excellent



example of community building. It would also relieve the Government of the difficult business of managing public housing in this area while still being able to return some capital to Housing.

In summary, CENSW acknowledges the Government need to realise some of the assets in the area but **strongly** supports the retention of the Compound Co-operative in its current location.

CENSW is keen to discuss the potential for establishment of a large housing co-operative at Miller's Point to facilitate the development of community and cost-effective housing stock maintenance within properties that are retained as social housing. As previously indicated, we believe that both the retention of some housing and, the formation of housing into a co-operative (if that is the wish of the community), would bring significant benefits to tenants, the community and government.

We would be happy to meet with the Minister and representatives of the Land and Housing Corporation at any time to discuss the options presented in this submission.

The Board of Common Equity NSW
May 29, 2013

CoRE submission

EXECUTIVE SUMMARY

Dating back to the Victorian Era, Millers Point, Dawes Point and The Rocks form a small City of Sydney precinct located on the Sydney harbour foreshore. The closely connected community is the oldest surviving continuous urban residential precinct in Australia's European settlement, and has provided a home to generations of local workers and public housing tenants. The ABC's *Hindsight* program described these suburbs as a "small and feisty Maritime community living at the foot of Sydney Harbour Bridge".

Millers Point has been listed on the State Heritage Register since 2003 as "a living cultural landscape greatly valued by both its local residents and the people of NSW".¹ The register recognises both the pristine physical geography of the area, and also the unique and intrinsic value of the community identity. Many of those living in the precinct are long-term residents, while others were born in the community and have a history of family connection to the place. As of 2011, almost half (47%) of the community were over 50 years old.² The close bonds between community members, and the irreplaceable connection to place, have been fostered over years, if not generations.

It is this "locally-distinctive and self-sustaining" community, as recognised on the NSW Heritage Register,³ that is threatened by current proposals.

The NSW state government has commissioned a review by the Land and Housing Corporation (LHC) into the possible sale of the 208 heritage listed social housing dwellings in and around Millers Point. Minister for Finance Greg Pearce has outlined the economic benefits of selling "underperforming" housing stock to address concerns of "long-term viability".⁴

Such private sale of public housing would result in the dislocation of the approximately one thousand local residents, with severe social costs for the community at large. At stake is the intangible social cohesion and support provided through the local and informal networks, and the irreplaceable connection between 'point people' and the area.

The NSW State government's recognition of the heritage value of Millers Point protects the physical homes from demolition and destruction. It is imperative that this same logic be applied to the heritage value of the community to protect residents from dislocation. The argument that the heritage significance would be better preserved through private sales contradicts the integral part of the local community to the heritage listing. Indeed, Housing NSW's own Conservation Management Guidelines (2007) state its "vision and objective of maintaining this unique place and its residential community as a priceless asset of the people of New South Wales and Australia."

This document has been put together by the Committee of Residents Elected (CoRE), the committee elected to represent the communities of Millers Point, Dawes Point and The Rocks. In bringing community voices to the fore, the submission highlights the severe and long-term consequences of the current proposal, and articulates alternative solutions that meet the diverse interests of the different stakeholders.

CoRE proposes one of three following alternative models:

1. That the properties remain under the management of Housing NSW, which commits to the restoration and conservation of the properties.
2. That a proportion of Housing NSW tenants and the properties they live in be converted to a Housing Co-operative under the auspices of Common Equity NSW Ltd (CEN), which ensures the restoration and conservation of the properties. Those tenants who are unable or wish not to join the new co-operative would become direct tenants of CEN, which would operate akin to a community housing provider.
3. That the properties be leased to a Community Tenancy Association, which ensures the restoration and conservation of the properties.

CoRE is in principle opposed to the sale of public housing. However, if funds are required and *if endorsed by the community*, CoRE is open to the possible sale of some of the vacant dwellings and/or dwellings where the cost of restoration is the greatest. The proceeds of these sales must go directly towards the maintenance and restoration of the properties. Financial modelling based on LHC data (forthcoming) indicates that CoRE's models can be economically viable.

CoRE's alternative proposals provide a solution whereby the NWS State government can both meet its fiscal requirements and protect the intrinsic social value of the community. In line with the government's Conservation Management Guidelines and its commitment to the provision of public housing, these models preserve the mental health and physical wellbeing of the residents, the vibrancy of the community, and the precinct's historic architecture.

Notes:

¹ See NSW State Heritage register (2003):

<http://www.environment.nsw.gov.au/heritage/listings/stateheritageregister.htm>

² See Australian Bureau of Statistics (ABS) 2011 census data:

<http://www.abs.gov.au/websitedbs/censushome.nsf/home/quickstats?opendocument&navpos=220>

³ <http://www.environment.nsw.gov.au/heritage/listings/stateheritageregister.htm>

⁴ See for example *The Australian*: Allen, Lisa and Morton, Rick. (2012) 'Libs eye riches in social housing' [Online]. *The Australian*, (October 25, 2012). Available from: <http://www.theaustralian.com.au/national-affairs/state-politics/lib-eyes-riches-in-social-housing/story-e6frgez-1226502701976>



St Vincent's Hospital

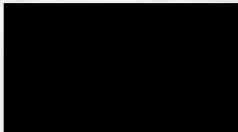
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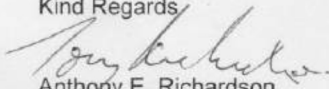
1/5/2013

Department Of Housing



This letter is to support Robert's concern re the possible loss of his current accommodation. I am Robert's treating psychiatrist and I have known him a number of years. He suffers from an incurable and progressive mental health disease known as schizophrenia. His acute symptoms are well controlled on very strong medications that require monthly monitoring but he remains at risk of both cognitive decline as well as frontal lobe loss, and in consequence, dementia, if he does not continue to be creative, socially engaged and emotionally active. Further episodes of psychosis or severe anxiety may lead to a rapid decline in his ability to remain relatively functional. Once these skills are lost we do not see them return, and many people with this disease progress in this manner. Moving Robert again represents a very large stressor and is best avoided from a medical point of view.

Kind Regards,


Anthony E. Richardson
A/Prof Psychiatry

Continuing the Mission of
the Sisters of Charity

04 February 2013

Ms Dare Kavanagh
Department of Finance and Services
PO Box K200
HAYMARKET NSW 1240

Dear Ms Kavanagh,

I write this in the hope of drawing your attention to my personal circumstances in relation to the potential sale of public housing in High Street Millers Point, NSW.

As a life-long resident of Millers Point I am a third generation "Millers Point Person". First as a tenant under the management of the Maritime Service Board then Housing New South Wales and now under the governance of Family and Community Services NSW.

As such, my personal connection to the area cannot be measured in dollars and cents, rather history and emotion, and I am one of the few original Millers Point tenants remaining.

In the 1930's my grandparents took up residence in two rooms at No. 3 Lower Fort Street next to the Southern Pylons of the Sydney Harbour Bridge. In this residence, my grandmother raised four children while my grandfather worked away as a shearers cook. My parents lived in two rooms at No. 7 Lower Fort Street when they married and when I was nearly 7 years old we moved in to 18A High Street, Millers Point where I still reside. Despite hardships, and struggle at times, my family has acknowledged our responsibilities and paid our way.

I have lived in my current home since 1961. I reside with my husband who served our country in the Royal Australian Navy for nearly 30 years and still works full-time for the Department of Defence while I am employed part-time.

Having paid market rent for years, therefore living week to week, without the means to save for a Sydney house deposit we now find ourselves close to retirement with the prospect of my lifelong home being sold "from under us". There are not too many Department of Housing tenants in Millers Point who pay the same high level of rent that we do. Despite this we have at times weathered denigrating comments made by those who only see the dollar value of our property, many by people who have never met us, and have no real idea about the area or the significance of what it means to us.

Some years back a meeting was held by the Department of Housing where long term tenants were assured Millers Point would remain public housing although the demographic planned would be working class people such as nurses, police, firemen and other workers that are needed in the inner city area. Instead they have filled the area with families on long term welfare, some involved in criminal activities, and in the media this is often highlighted with the sentiment "why should people who have not worked for generations deserve to live in such a great area".

..72

Of course our personal response is "What about those of us who have lived in the area all our lives, paid for the upkeep of the property we live in for more than 50 years, and kept the residence immaculate"?

You should also be aware, that as a result of a termite infestation, this property (18A High Street) and the adjoining property had their entire roof replaced 2009-2010. This work, whilst extremely costly was not entirely successful and the roof has leaked again since mid 2011. Sadly, despite numerous reports by us since then and a number of inspections, this defect has not yet been addressed even though the work is still under warranty.

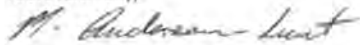
Personally, I can think of no better caretakers of 18A High Street Millers Point than me and my husband. Not only because of the physical effort we put into looking after this beautiful heritage property, but because I have a life-long connection to Millers Point and living here. We love and take pride in our home and welcome any opportunity to show visitors around and recite the history of the area.

The simple fact is that despite the financial burden and all the challenges we have faced, including the changing [Public Housing] demographic plus the constant threat of relocation hanging over our head, I can say with some pride (and without fear of contradiction), that we have always received very complimentary comments regarding the impeccable state of our home. Not only do we love our home, we also recognise that as renters, we have an obligation to respect and maintain that which does not belong to us.

Having now given you some insight to our lives, we hope you too can now see this situation from our perspective. We cannot imagine living anywhere else, and relocation at this stage of our lives may have dramatic consequences on our health and wellbeing (both physically and emotionally).

In summary, it is our hope the name adopted by those who manage public housing in New South Wales - "Family and Community Services NSW" - is not merely a fancy title, and those deliberating the potential sell off, of our home, will actually consider the plight of those such as me and my husband. We are the ones who will be severely impacted upon, should the sale of our family home proceed.

Yours faithfully,



Margaret Anderson-Lunt

CC: The Hon. Prudence Goward, MP
Minister for Family and Community Services

Mr John Robertson, MP
Leader of the Opposition

The Hon. Linda Burney, HonDEd, DipEd MP
Shadow Minister for Family and Community Services
Deputy Leader of the Opposition

Mr Alex Greenwich, MP
Member for Sydney

DRAFT