



Gold Coast Rapid Transit

4 Social Impact Management Plan

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1. Social Impact Management Plan

1.1 Objectives

The objectives of the Social Impact Management Plan (SIMP) are to:

- » Minimise the negative social impacts during construction and operation of the project;
- » Enhance positive social impacts during construction and operation of the project;
- » Provide opportunities for the TransLink Project Team and/or other responsible agencies¹ to mitigate or enhance social impacts; and
- » Establish a monitoring regime for assessing the social impact identification and performance of the project.

The following tables provide proposed mitigation and enhancement measures as identified by TransLink, GCCC and GHD. Where relevant, recommendations from SIA stakeholders have also been included.

1.2 Statutory Provisions

The SIMP has been developed under the following relevant legislation and policy requirements for construction and operation:

- » *Transport Infrastructure Act 1994;*
- » *Integrated Planning Act 1997;*
- » *Land Act 1994;*
- » *Fisheries Act 1994;*
- » *Disability Discrimination Act 1992;*
- » *Queensland Heritage Act 1992;*
- » *Environmental Protection Act 1994;*
- » *Water Act 2000;*
- » *Forestry Act 1959;*
- » *Nature Conservation Act;*
- » *South East Queensland Regional Plan;*
- » *Gold Coast City Council 'Our Living City' Planning Scheme; and*
- » *Gold Coast City Council Local Laws.*

¹ State, Local departments or agencies or other relevant service/funding bodies (both the public and private sector).

1.3 Significance of Social Impacts and Key to Tables

TransLink, GCCC and GHD developed a project specific social impact significance identification process for the GCRT. This process is outlined in the Volume 7 Technical Report, titled *Social Impact Assessment*. It is recommended that readers refer to Appendix Q of the Volume 7 Technical Report, titled *Social Impact Assessment* prior to reading the potential social impacts to gain an understanding of how decisions of significance were undertaken. The following provides a summary of the contents from Appendix Q.

Assessment of likelihood and consequence of social impact

An assessment of likelihood and consequence of a social impact will be determined by:

- » An assessment of likelihood which takes into consideration certainty and frequency; and
- » An assessment of consequence.

Table 1 Assessment of likelihood and consequence of social impact

Likelihood of social impact	Consequence of social impact				
	Insignificant	Minor	Moderate	Major	Extreme
Certain	Medium	Medium	High	Excessive	Excessive
Very likely	Medium	Medium	High	High	Excessive
Likely	Medium	Medium	Medium	High	High
Possible	Low	Medium	Medium	High	High
Unlikely	Low	Low	Low	Medium	High
Rare	Negligible	Low	Low	Medium	Medium

Likelihood of social impact

Table 2 Analysis of Likelihood

Frequency	Certainty					
	5%	25%	40%	60%	75%	100%
Continuous	Likely	Likely	Likely	Very likely	Certain	Certain
Frequent	Possible	Likely	Likely	Likely	Very likely	Certain
Regular	Possible	Possible	Possible	Likely	Very likely	Very likely
Irregular	Unlikely	Unlikely	Possible	Likely	Likely	Very likely
Uncommon	Unlikely	Unlikely	Possible	Possible	Likely	Likely
Unexpected	Rare	Unlikely	Possible	Possible	Possible	Likely

Certainty

Table 3 Description of Certainty

Certainty	Description
100%	The identified social impact will occur (100%)
75%	The identified social impact is very likely to occur (75% certainty)
60%	The identified social impact is likely to occur (60% certain)
40%	It is possible for the social impact to occur (40% certainty)
25%	The identified social impact is unlikely to occur (25% certain that the social impact will occur)
5%	It will be rare for the social impact to occur (5% certain that the social impact will occur)

Frequency

Table 4 Description of Frequency

Frequency	Description
Continuous	The identified social impact occurs permanently, continuously or at a frequency that is at least once a fortnight through to once every 6 months for the stage of the project (e.g. construction or operation).
Frequent	The identified social impact could occur at least once every 6 months or once every 24 months for the stage of the project (e.g. construction or operation).
Regular	The identified social impact could occur at some time between every 2 and 5 years for the stage of the project (e.g. construction or operation).
Irregular	The identified social impact might occur at some time between every 5 to 10 years during the stage of the project (e.g. construction or operation).
Uncommon	The identified social impact might occur at least once in the life of the project, until 2041 (either construction or operation).
Unexpected	The identified social impact is not expected to occur during the life of the project (either construction or operation).

Consequence of social impact

Table 5 Consequence of the Social Impact

Rating	Proposed description
Extreme	Multiple public (i.e. non construction or operational workforces) fatalities perceived or deemed to be caused by the project; and/or Increase in project reputation or damage to the project's reputation at the national level; and/or Media coverage at the international level; and/or



Rating	Proposed description
	Impact results in over 10% change or a extensive deterioration or enhancement in the social impact indicator (this can be both a positive or negative change) within 500m of the GCRT corridor (local study area).
Major	<p>Single fatality ; or permanent major disability of a member of the public (i.e. non construction or operational workforces) perceived or deemed to be caused by the project; and/or</p> <p>Increase in project reputation or damage to the project's reputation at the national level; and/or</p> <p>Media coverage at the national level; and/or</p> <p>Impact results in a 5-10% change or a substantial deterioration or enhancement in the social impact indicator (this can be both a positive or negative change) within 500m of the GCRT corridor (local study area).</p>
Moderate	<p>Recoverable accident of multiple or single members of the public (i.e. non construction or operational workforces) fatalities perceived or deemed to be caused by the project; and/or</p> <p>Increase in project reputation or damage to the project's reputation at the state level; and/or</p> <p>Media coverage at the state level; and/or</p> <p>Impact results in a 2 – 5% change or a considerable deterioration or enhancement in the social impact indicator (this can be both a positive or negative change) within 500m of the GCRT corridor (local study area).</p>
Minor	<p>Medical treatment of multiple or single members of the public (i.e. non construction or operational workforces) fatalities perceived or deemed to be caused by the project; and/or</p> <p>Increase in project reputation or damage to the project's reputation at the South East Queensland level; and/or</p> <p>Media coverage at the South East Queensland level; and/or</p> <p>Impact results in a 1 – 2% change or a noticeable deterioration or enhancement in the social impact indicator (this can be both a positive or negative change) within 500m of the GCRT corridor (local study area).</p>
Insignificant	<p>On site first aid of multiple or single members of the public (i.e. non construction or operational workforces) fatalities perceived or deemed to be caused by the project; and/or</p> <p>Increase in project reputation or damage to the project's reputation at the Gold Coast level; and/or</p> <p>Media coverage at the Gold Coast level; and/or</p> <p>Impact results in less than a 1% or a barely noticeable deterioration or enhancement in the social impact indicator (this can be both a positive or negative change) within 500m of the GCRT corridor (local study area).</p>

Duration of the social impact

Table 6 Duration of the Social Impact

Rating	Proposed description
High	<p>Permanent or long term (10 years or more)</p> <p>Life span of the Project</p>

Rating	Proposed description
Medium	Reversible over time Medium term (5 to 10 years)
Low	Quickly reversible Less than project life span Short term (0-5 years)

Extent or spatial scale of the impact

Table 7 Extent or Spatial Scale of the Social Impact

Rating	Proposed description
High	In all levels of study areas
Medium	In both the local and regional study areas
Low	Only in the local study area

Mitigatory potential

Table 8 Mitigatory Potential of the Social Impact

Rating	Proposed description
High	Limited mechanism for the Project Team to mitigate the negative social impact, could involve 100% responsibility of another entity or group of entities (e.g. local, State or Commonwealth Government). Little or no mechanism for the Project Team to enhance positive social impact, could involve 100% responsibility of another entity or group of entities e.g. local, State or Commonwealth Government).
Medium	Potential for the Project Team to mitigate negative social impact. However, the implementation of mitigation measures may still not prevent some negative effects. It will be the responsibility of both the Project Team and other entities or group of entities (e.g. local, State or Commonwealth Government) to implement the mitigation strategy. Potential to enhance positive impacts. However, the implementation of enhancement measures may not lead to fulfilling the potential of the positive impact. It will be the responsibility of both the Project Team and other entities or group of entities (e.g. local, State or Commonwealth Government) to implement the enhancement strategy.
Low	High potential for the Project Team to mitigate negative social impact to the level of insignificant effects, could include 100% responsibility of the Project Team to mitigate negative social impact. No involvement from another entity or group of entities e.g. local, State or Commonwealth Government) required. High potential for the Project Team to enhance positive social impact. No involvement from another entity or group of entities e.g. local, State or Commonwealth Government) required.

Acceptability

Table 9 Acceptability of the Social Impact

Rating	Proposed description
Low	SIA stakeholders have indicated their lack of willing to accept the social impact and/or indicated their intent to apply political pressure to any level of government.
Medium	SIA stakeholders have indicated their willingness to accept the social impact if there is appropriate mitigation/enhancement strategies in place and supported by the Project Team.
High	SIA stakeholders have indicated their willingness to accept and promote the social impact.

Status of the impact and Who will be impacted

A description of whether the social impact is positive, negative or neutral. The status of the impact can be both positive and negative, dependant on who will be receptor. Identification of the stakeholder groups to be impacted by the project (as per the social impact) needs to be undertaken. The stakeholder groups are not ranked but used in descriptive purposes only.

1.4 Construction and Operational Impact Management Plan actions and responsibilities

Construction and operational impact management actions for social impact management are summarised in Table 1.4: 1 to Table 1.4:4:

Table 1.4: 1 SIMP, Whole of Corridor – Construction Impact Management Actions

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Demographics and social change								
1	Change in the demographics of the local study area due to property resumptions and change in the number of affordable properties.	High	Implement a staged acquisition process to reduce the impact on individuals and families who rent – considered timeframes for tenants to seek alternative accommodation.	Project Team ³	Review of Master Acquisition Register	Quarterly	Project Team	SI1 SI13
Accommodation and housing								
2	The potential decrease in the numbers and types of affordable housing properties and rental stock ⁴ across areas of the whole corridor local study area. The number of affordable housing and rental stock to be removed due to land acquisition of the project (during the construction phase) was unknown at the time of writing the Draft SIA.	High	Identify properties that are categorised as 'affordable' and which are going to be acquired for the GCRT.	Project Team	Review of Master Acquisition Register	Quarterly	Project Team	

² L/C = Likelihood/consequence rating

³ This term refers to the joint responsibility of the Project proponent from the perspective of undertaking the activities and the responsibility of TransLink and its Project partners in monitoring and assisting where required and/or where required by regulation

⁴ Affordable housing - 'achieving successful housing for households, including the safety, security and appropriateness of the dwelling, as well as affordable costs' Source: GCCC – Chapter 2, section 2.2, Housing for All of Us: A Strategy for Gold Coast City Council April 2005 Affordability indicator – 'where households comprising the lowest 40% of income earners should not spend more than 30% of their income on housing costs. Households paying more than this are regarded as being in 'housing stress'. Higher income earners may choose to pay more than 30 per cent of their income on mortgage payments, making 'trade-offs' with other areas of their domestic or discretionary expenditure in order to become home owners.' Source: GCCC – Chapter 2, section 2.2, *Housing for All of Us: A Strategy for Gold Coast City Council April 2005*

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Implement a staged acquisition process to reduce the impact on individuals and families who rent – considered timeframes for tenants to seek alternative accommodation.	Project Team	Review of Master Acquisition Register	Quarterly	Project Team	SI2 SI5
			Consult with Tenancy Advice and Assistance Service regarding households directly impacted by having to relocate due to the construction of the project.	Project Team	Review of Master Acquisition Register	As required	Project Team	
			Compensation (to be clarified by Project Team and in accordance with the <i>Acquisition of Land Act 1967</i>), support and education for those individuals and families who will have their home acquired for the GCRT.	Project Team	Review Master Acquisition Register	Weekly	Project Team	
			Undertake an audit of available land for opportunities for affordable housing, community centres, recreational facilities (e.g. parks and gardens) and facilitate the provision of information to GCCC (Director of Community Services). This audit should be in line with the Queensland Government “Surplus Land for Affordable Housing – Policy”.	Project Team	Provision of audit report	Detailed design phase	Project Team	
			Advise of the decision to resume land/homes/businesses/community services as soon as practicable.	Project Team	Review Master Acquisition Register	Weekly	Project Team	

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			GCCC to examine opportunities in the GCCC Planning Scheme and Development Application process to maintain and preferably increase provision of affordable housing along the route with a preference for locations within 500 metres walking distance of GCRT Stations.	GCCC	Project Team to provide project information to Council and State Government.	On project design commencement and as required	Project Team	
			Developers seeking planning bonuses for the achievement of positive community and transit orientated development outcomes are encouraged to consider incorporating strategies to maintain, and preferably increase, the provision of affordable housing within 500 metres walking distance to GCRT stations.	GCCC	Monitor development applications.	As required	GCCC	
			Provide project information to Council and State Government to review and input project information (for authorities to appropriately manage growth/change) into the <i>South East Queensland Regional Plan 2005-2026, Local Growth Management Strategy and Our Living City Report</i> .	Project Team	Project team to provide project information to Council and State Government.	On project design commencement and as required	Project Team	
			Council and State Government continue to work collaboratively to address affordable housing issues in the local and regional study area.	GCCC	Project team to provide project information to Council and State Government.	As per amendments	Project Team	

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Review current plans/programs in light of the GCRT and the anticipated social impacts related to affordable housing. Refer to the <i>South East Queensland Regional Plan 2005-2026, Local Growth Management Strategy and Our Living City Report</i> .	GCCC	Project Team to provide project information to Council and State Government.	As per amendments	Project Team	
			Refer to <i>Volume 8 - Land Use and Planning</i> report for land use and planning mitigation and monitoring strategies.	As required	As required	As required	As required	
3	Increased pressure on short term accommodation by construction workforce in the local study area.	Medium	<p>Have a co-ordinated/ planned approach to the housing of short term workforce to include:</p> <ul style="list-style-type: none"> » Consult with a number of short term accommodation operators about availability/vacancy for construction workforce; » Short/long term accommodation relocation paid for by the Project Team to manage the impact on the short term accommodation market and for this to be addressed in any employment contracts (to be negotiated in the property acquisition process); » Select preferred suppliers of short term accommodation facilities for the construction workforce; and » Develop a local hire policy to minimise demand for short term accommodation for non-local workforce. 	Project Team	Collation of data relating to employment (employees and contractors) during construction, including (but not limited to):	Monthly	Project Team	SI2

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Mobility and access								
4	Disruption to access of emergency vehicles to and from hospital. Ambulances may be restricted by congestion caused by the construction of the system (construction and operational phases).	Excessive	Consult with hospital and emergency service providers so to provide access routes, entry and exit points to the Gold Coast Hospital.	Project Team (principally Contractor/Operator)	Meetings with emergency service providers.	Quarterly or as required	Project Team	SI3 SI4 SI8
			Refer to Volume 2, Chapter 6: Construction Issues, Chapter 21: Transport and Traffic	As required	As required	As required	As required	
5	Alteration to the access of educational facilities (primary, secondary and tertiary), community services and infrastructure.	Excessive	Maintain adequate access to premises, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access/ routes as a result of the creation of entrapment/ concealment points.	Project Team	Education Providers meetings identify specific issues and development of mitigations.	Quarterly or as required	Project Team	
			Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, homeless people, tourists/visitors and small business owners. Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports, visual messaging systems plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			and elderly).					
			Establish and maintain a Construction Advisory Group for the relevant project Section ⁵ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Scheduling major or disruptive works outside the peak times (e.g. during school hours – especially pick up and drop off times).	Project Team	Education Providers Meetings identify specific issues and development of mitigations.	As required	Project Team	
			Refer to Volume 2, Chapter 6: Construction Issues, Chapter 21: Transport and Traffic	As required	As required	As required	As required	SI3
6	Disruption to existing road network. Temporary road closures/diversions due to construction of rapid transit corridor.	High	Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide for access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Develop access plans for all local areas; and Review of Master Acquisition Register	Weekly	Project Team	SI3

⁵ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
7	Cumulative traffic congestion (on local streets), potential rat-running through local streets and the safety concerns and potential for traffic grid lock.	High	Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners.	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			Communicate changed traffic conditions to the key stakeholders, affected geographical area, general public, via a letterbox drop, newspaper advertisements, radio traffic reports, visual messaging systems plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).					
			Scheduling major or disruptive works outside of peak times (e.g. not during peak hour traffic in the mornings and afternoons).	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Refer to Volume 7 Technical Report titled: <i>Constructability Report</i> and Volume 3 Parts 2 and 3: Transport and Traffic Management Plan.	As required	As required	As required	As required	
			Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Contractor	Review of marketing and communication material/ promotional campaigns.	Weekly	Project Team	SI3

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners.	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports, visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			Establish and maintain a Construction Advisory Group for the relevant Project Section ⁶ , who will have the responsibility for communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Scheduling major or disruptive works outside of peak times (e.g. not during peak hour traffic in the mornings and afternoons).	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Refer to Volume 7 Technical Report titled: <i>Constructability Report</i> and Volume 3 Parts 2 and 3: Transport and Traffic Management Plan.	As required	As required	As required	As required	

⁶ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
8	Disruption and reduction of on-street parking	High	Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners. Communicate changed traffic conditions to the key stakeholders, affected geographical area, general public, via a letterbox drop, newspaper advertisements, radio traffic reports, visual messaging systems plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	SI3
			Increase in the number of short-stay and/or long term car parking spaces (including disabled parking).	GCCC	Feedback from stakeholders and review construction consultation database.	As required	Project Team/GCCC	
			Adjusting the length of stay permitted in some parking spaces.	GCCC	Feedback from stakeholders and review construction consultation database.	As required	Project Team	
			Working with developers and property managers to make the best possible use of existing and planned off-street parking.	GCCC	Review development applications	As required	GCCC	

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
9	Reduced vehicle, cycle and pedestrian access to businesses and service providers (during both construction and operational phases)	High	Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide for access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Community Service Provider Meetings identify specific issues and development of mitigations.	Quarterly or as required	Project Team	SI3 SI12
			Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and VMS, plus other means deemed appropriate.	Project Team	Feedback from stakeholders and review construction consultation database.	As required	Project Team	
			Scheduling major or disruptive works outside of peak times/ events.	Project Team	Feedback from stakeholders and review construction consultation database.	As required	Project Team	
			Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management	As required	As required	As required	As required	
10	Disruption to community organisations whose service delivery is reliant on vehicle access to customers, clients, members and patients – e.g. services provided to homeless people.	High	Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide for access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Community Service Provider Meetings identify specific issues and development of mitigations.	Quarterly or as required	Project Team	SI3 SI4 SI6

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			<p>Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners</p> <p>Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports, visual messaging systems plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).</p>	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			Consult with service providers about suitable access for routes.	Project Team	Community Service Provider Meetings identify specific issues and development of mitigations.	Quarterly or as required	Project Team	
			Refer to Volume 7 Technical Report titled: <i>Constructability Report</i> and Volume 3 Parts 2 and 3: Transport and Traffic Management Plan	As required	As required	As required	As required	

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Community identity, cohesion and severance								
11	Increase in community severance during construction – decreased mobility and accessibility and ability to transverse and avoid construction sites in a safe manner. Plus decreased opportunities for individuals and groups to interact and participate in events.	High	Provision of suitable access to social infrastructure and leisure and recreation uses during construction ⁷ .	Project Team	Community Service Provider Meetings identify specific issues and development of mitigations.	Quarterly or as required	Project Team	SI7
			Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			Consult with affected stakeholders about specific mitigation measures as part of the education program development.		Community Service Provider Meetings identify specific issues and development of mitigations.	Quarterly or as required	Project Team	
			Refer to Volume 7 Technical Report titled: <i>Constructability Report</i>	As required	As required	As required	As required	

⁷ Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Health and wellbeing								
12	Decrease in safety of pedestrians, cyclists and motorists around construction sites compared to existing road conditions.	High	Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide for access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Community Service Provider Meetings identify specific issues and development of mitigations.	Quarterly or as required	Project Team	SI8
			Refer to Volume 3 Part 2 and 3: Transport and Traffic Management Plan	As required	As required	As required	As required	
13	Decrease in the health and wellbeing of neighbours (residents and businesses) of the construction site, e.g. noise and air quality.	Medium	Implement and adhere to industry standards for noise and air quality.	Project Team	As per EMP	As required	As required	SI8 SI11
			Comply with agreed construction hours – refer to GCCC's <i>Limitation of Hours of Building and Construction Work</i> law.	Project Team	As required	As required	As required	
			Refer to Volume 8: Air Quality Report and, Noise and Vibration Report.	As required	As required	As required	As required	
			Refer to Volume 3 Part 2: Dust Construction Management Plan.	As required	As required	As required	As required	
Leisure and recreational opportunities								
14	Change in the perception of accessibility of public open spaces – health and wellbeing, sport and recreation	Medium	Implement and adhere to industry standards for noise and air quality.	Project Team	As per EMP	As required	As required	SI9

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment/ concealment points.	Project Team	Community Service Provider Meetings identify specific issues and development of mitigations.	Quarterly or as required	Project Team	
			Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			Establish and maintain a Construction Advisory Group for the relevant Project Section ⁸ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group meetings	Quarterly	Project Team	
			Refer to Volume 3 Part 2 and 3: Noise and Vibration Plan	As required	As required	As required	As required	

⁸ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Social amenity								
15	General amenity of construction sites – not consistent with the existing amenity.	Medium	Implement and adhere to industry standards for noise and air quality.	Project Team	As per EMP	As required	As required	SI11
			Provide suitable access to social infrastructure and leisure and recreation uses during construction.	Project Team	Community Service Provider Meetings identify specific issues and development of mitigations.	Quarterly or as required	Project Team	
			Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide for access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Community Service Provider Meetings identify specific issues and development of mitigations.	Quarterly or as required	Project Team	
			Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Project Team to include local residents in public art at transit stations to increase local identity.	Project Team	Project Team to document and record change (including photos).	During construction	Project Team	
			Establish and maintain a Construction Advisory Group for the relevant Project Section ⁹ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group meetings	Quarterly	Project Team	
			Refer to Volume 3 Parts 2 and 3: Noise and Vibration and Transport and Traffic Management	As required	As required	As required	As required	
16	Decrease in the ability of individuals and groups to enjoy, socialise and recreate in the local study area by decreased access, environmental impacts (noise, air quality) and perceptions of health and safety	Medium	Implement and adhere to industry standards for noise and air quality.	Project Team	As per EMP	As required	As required	SI11
			Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide for access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Community Service Provider Meetings identify specific issues and development of mitigations.	Quarterly or as required	Project Team	
			Refer to Volume 3 Parts 2 and 3: Noise and Vibration, Air Quality and Transport and Traffic Management	As required	As required	As required	As required	

⁹ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Employment and local economic effects								
17	Loss of income to those businesses relying on customers accessing the construction areas (pedestrian, cycle and vehicle) or who need to travel through the area (e.g. taxis, private buses and limousines).	High	Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Meetings with businesses and/or relevant Chamber of Commerce for the Section identify specific issues and development of mitigations.	Quarterly or as required	Project Team	SI12
			Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			Establish and maintain a Construction Advisory Group for the relevant Project Section ¹⁰ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group meetings	Quarterly	Project Team	

¹⁰ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Scheduling major works outside of peak times and major events (e.g. events generally known as Indy and Schoolies Week).	Project Team	Construction Advisory Group meetings	Quarterly	Project Team	
			Fund (to a reasonable cost) appropriate promotional activities and signage for directly affected businesses.	Project Team	Meetings with businesses who will be impacted but remain open during construction.	As required	Project Team	
			Refer to Volume 7 Technical Report titled: <i>Constructability Report</i> and Volume 3 Parts 2 and 3: Transport and Traffic Management Plan.	As required	As required	As required	As required	
18	Local employment opportunities for people to be employed by Project Team.	High	Development of a local employment policy per relevant Queensland Government guidelines.	Project Team	Collation of data relating to employment (employees and contractors) during construction, including (but not limited to): » Age; » Gender; » Local or outside; » Indigenous; » Salary brackets; and » Full time/ part time positions.	Quarterly or as required	Project Team	SI12

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Develop apprenticeship /traineeship/cadetship program for local young people to be involved in the construction of the GCRT.	Project Team	Review employment policies against relevant Queensland Government Guidelines.	Quarterly	Project Team	
			Development of an Indigenous employment policy, as per relevant Queensland Government guidelines.	Project Team	Review employment policies against relevant Queensland Government Guidelines.	Quarterly	Project Team	
19	Disruption to tourist access to events and attractions and flow on commercial benefits (during both construction and operational phases).	High	<p>Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners</p> <p>Communicate changed traffic conditions to the key stakeholders, affected geographical area, general public, via a letterbox drop, newspaper advertisements, radio traffic reports, visual messaging systems plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).</p>	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	SI12

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
		High	Construction timetable to minimise impacts causing a disruption to events and attractions.	Project Team	Meetings with tourism operators identify specific issues and development of mitigations.	Quarterly	Project Team	
			Establish and maintain a Construction Advisory Group for the relevant Project Section ¹¹ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group meetings	Quarterly	Project Team	
20	Increase in businesses who supply goods and services to the construction of the GCRT.	High	Develop a local procurement policy.	Project Team	Review accounts/contracts	Quarterly	Project Team	
Personal and property rights								
21	Access to affordable land to buy-back into the area for community services – may cause the complete relocation of services outside the area – impact on the service provision to clients	Medium	Advise of the decision to resume land/homes/businesses/community services as soon as practicable.	Project Team	Review Master Acquisition Register	Weekly	Project Team	SI13
			Compensation (to be clarified by Project Team and in accordance with the <i>Acquisition of Land Act 1967</i>), support and education for those individuals and families who will have their home acquired for the GCRT.	Project Team	Review against legislation	As required	Project Team	

¹¹ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
22	Financial costs and/or loss of not being able to develop/implement planning for private residences, businesses and community organisations	Medium	Advise of the decision to resume land/homes/businesses/community services as soon as practicable.	Project Team	Review Master Acquisition Register	Weekly	Project Team	SI13
			Compensation (to be clarified by Project Team and in accordance with the <i>Acquisition of Land Act 1967</i>), support and education for those individuals and families who will have their home acquired for the GCRT.	Project Team	Review against legislation	As required	Project Team	
Other social impacts								
23	Disruption to major infrastructure services. Disruption to, or temporary disconnection of, major infrastructure services, e.g. water, sewerage, electrical and communications.	High	Work with affected infrastructure providers to minimise disruptions to services during construction.	Project Team	Meeting with the Construction Advisory Group – develop a template (questions or indicators to report against) to monitor the social impacts.	As required	Project Team	SI14
			Refer to Volume 7 Technical Report titled: <i>Constructability Report</i>	As required	As required	As required	As required	

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
24	Impact of construction workforce – parking, increase in certain types of business, accommodation (short and long term)	Medium	Development of a local employment policy as per relevant Queensland Government guidelines.	State Government	Collation of data relating to employment (employees and contractors) during construction, including (but not limited to): » Age; » Gender; » Local or external;; » Indigenous; » Salary brackets; and » Full time/ part time positions.	Quarterly or as required	Project Team	SI14
			Refer Volume 3 Parts 2 and 3: Transport and Traffic Management.	As required	As required	As required	As required	
25	Reduced access to service stations and the goods and services they supply.	High	Signage and advertising prior to, and during, construction to notify if the service station is to remain open during construction, any changes to access, etc.	Project Team	Regular communication with service stations who may be impacted to monitor and response to mitigation strategies beyond those identified.	As required	Project Team	
			Advise of the decision to resume land/homes/businesses/community services as soon as practicable.	Project Team	Review Master Acquisition Register	Weekly	Project Team	

SI #	Summary of potential social impact	L/C rating ²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Compensation (to be clarified by Project Team and in accordance with the <i>Acquisition of Land Act 1967</i>), support and education for those individuals and families who will have their home acquired for the GCRT.	Project Team	Provision of audit report	Detailed design phase	Project Team	
			Fund (to a reasonable cost) appropriate promotional activities and signage for directly affected businesses.	Project Team	Meetings with businesses who will be impacted but remain open during construction.	As required	Project Team	

Table 1.4:2 SIMP, Whole of Corridor- Operation Impact Management Actions

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Demographics and social change								
27	Increase in high density living could increase the number of people living in the local study area.	Medium	GCCC and State Government to review existing local planning policies and reports to appropriately manage population changes.	GCCC and State Government	Review Planning Scheme giving due consideration to the identified potential social impacts of the GCRT and putting in place, where possible, appropriate measures to enhance positive and reduce negative community outcomes.	Under regular Planning Scheme review timetables and when opportunities exist.	GCCC and State Government	SI1
			GCCC and State Government planning processes to respond to potential increased infrastructure needs in the light of anticipated increased densities along the GCRT corridor, that may be realised, partly due to the introduction of the GCRT. ¹³	GCCC and State Government	Review population characteristics from future Census data publications ¹⁴ and develop, distribute and collate a local community survey. ¹⁵	Every five years ¹⁶	GCCC	

¹² L/C = Likelihood/consequence rating

¹³ e.g. Council's Planning Scheme, *Local Growth Management Strategy and Housing Needs Assessment* and State Government's *South East Queensland Regional Plan*) to accommodate and appropriately manage an increase in residential density along and near the project

¹⁴ Provide available information to the person responsible for implementing the SIMP to assist with the management, assessment of actual social impacts of the GCRT and the performance of the GCRT in addressing (but not limited to):

- Changes in population density and demographic characteristics; and
- Local community surveys conducted covering such issues as population, language and disability characteristics, as relevant to the GCRT.

GCRT SIMP Officer to provide input into the Planning Scheme Review process regarding where there may be scope under the Planning Scheme to address GCRT social impacts.

¹⁵ Includes population, language and disability characteristics

¹⁶ The next ABS Census will be in 2011

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Operations Team to undertake a targeted SIA specifically addressing the following information and other limitations apparent to the CDIMP SIA, including but not limited to: <ul style="list-style-type: none"> » Modal selection; » Detailed route and alignment information; » Number and type of properties acquired; and » Detailed design around stations. 	Operations Team	Review of SIMP	After detailed design then, every five years	Operations Team	
28	Providing an housing choice location alternative for those without private vehicles to live near the GCRT (elderly, young people, those from transient backgrounds)	Medium	GCCC and State Government to review existing local planning policies and reports to appropriately manage population changes.	GCCC and State Government	Review Planning Scheme giving due consideration to the identified potential social impacts of the GCRT and putting in place, where possible, appropriate measures to enhance positive and reduce negative community outcomes.	Under regular Planning Scheme review timetables and when opportunities exist.	GCCC and State Government	S11 S15
			GCCC and State Government planning processes to respond to potential increased infrastructure needs in the light of anticipated increased densities along the GCRT corridor, that may be realised, partly due to the introduction of the GCRT. ¹⁷	GCCC and State Government	Review population characteristics from future Census data publications ¹⁸ and develop, distribute and collate a local community survey. ¹⁹	Every five years ²⁰	GCCC	

¹⁷ e.g. Council's Planning Scheme, *Local Growth Management Strategy and Housing Needs Assessment* and State Government's *South East Queensland Regional Plan*) to accommodate and appropriately manage an increase in residential density along and near the project

¹⁸ Provide available information to the person responsible for implementing the SIMP to assist with the management, assessment of actual social impacts of the GCRT and the performance of the GCRT in addressing (but not limited to):

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
29	System may cause gentrification/ renewal of communities The System may encourage higher socio-economic groups to live near the corridor which may cause the departure of lower socio-economic groups	Medium	GCCC and State Government to review existing local planning policies and reports to giving due consideration to the identified social impacts from the GCRT and putting in place, where possible, appropriate measure to enhances positive and reduce negative community outcomes.	GCCC and State Government	Review Planning Scheme giving due consideration to the identified potential social impacts of the GCRT and putting in place, where possible, appropriate measures to enhance positive and reduce negative community outcomes.	Under regular Planning Scheme review timetables and when opportunities exist.	GCCC and State Government	S11
			GCCC and State Government planning processes to respond to potential increased infrastructure needs in the light of anticipated increased densities along the GCRT corridor, that may be realised, partly due to the introduction of the GCRT. ²¹	GCCC and State Government	Review population characteristics from future Census data publications ²² and develop, distribute and collate a local community survey. ¹⁹	Every five years ²⁰	GCCC	

- Changes in population density and demographic characteristics; and
- Local community surveys conducted covering such issues as population, language and disability characteristics, as relevant to the GCRT.

GCRT SIMP Officer to provide input into the Planning Scheme Review process regarding where there may be scope under the Planning Scheme to address GCRT social impacts.

¹⁹ Includes population, language and disability characteristics

²⁰ The next ABS Census will be in 2011

²¹ e.g. Council's Planning Scheme, *Local Growth Management Strategy and Housing Needs Assessment* and State Government's *South East Queensland Regional Plan*) to accommodate and appropriately manage an increase in residential density along and near the project

²² Provide available information to the person responsible for implementing the SIMP to assist with the management, assessment of actual social impacts of the GCRT and the performance of the GCRT in addressing (but not limited to):

- Changes in population density and demographic characteristics; and
- Local community surveys conducted covering such issues as population, language and disability characteristics, as relevant to the GCRT.

GCRT SIMP Officer to provide input into the Planning Scheme Review process regarding where there may be scope under the Planning Scheme to address GCRT social impacts.

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			GCCC and State Government to consider incentives (in the planning scheme or as a rebate) to include affordable housing in future residential development projects.	GCCC and State Government	Review Planning Scheme giving due consideration to the identified potential social impacts of the GCRT and putting in place, where possible, appropriate measures to enhance positive and reduce negative community outcomes.	Under regular Planning Scheme review timetables and when opportunities exist.	GCCC and State Government	
30	<p>System may further encourage the number of non-English speaking persons (primary language spoken at home) to live/migrate near the System.</p> <p>The increase in the number of non-English speaking persons to the local area may alter the demand to some social infrastructure services and alter the community identity of an area.</p>	Medium	Operations Team to maintain signage and information at stations that is multi-lingual (e.g. touch screen terminals to purchase tickets or route information that can be display in different languages).	Operations Team, GCCC and State Government	Review population density from future Census data publications.	Once ABS Census data is released ²³	GCCC	S11 S14 S15 S17

²³ The next Census will be in 2011

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			GCCC and State Government to review existing local planning policies and reports to appropriately manage population changes.	GCCC and State Government	Review Planning Scheme giving due consideration to the identified potential social impacts of the GCRT and putting in place, where possible, appropriate measures to enhance positive, and reduce negative, community outcomes.	Under regular Planning Scheme review timetables and when opportunities exist.	GCCC and State Government	
			GCCC and State Government planning processes to respond to potential increased infrastructure needs in the light of anticipated increased densities along the GCRT corridor, that may be realised, partly due to the introduction of the GCRT. ²⁴	GCCC and State Government	Review population characteristics from future Census data publications ²⁵ and develop, distribute and collate a local community survey. ²⁶	Every five years ²⁷	GCCC	

²⁴ e.g. Council's Planning Scheme, *Local Growth Management Strategy and Housing Needs Assessment* and State Government's *South East Queensland Regional Plan*) to accommodate and appropriately manage an increase in residential density along and near the project

²⁵ Provide available information to the person responsible for implementing the SIMP to assist with the management, assessment of actual social impacts of the GCRT and the performance of the GCRT in addressing (but not limited to):

- Changes in population density and demographic characteristics; and
- Local community surveys conducted covering such issues as population, language and disability characteristics, as relevant to the GCRT.

GCRT SIMP Officer to provide input into the Planning Scheme Review process regarding where there may be scope under the Planning Scheme to address GCRT social impacts.

²⁶ Includes population, language and disability characteristics

²⁷ The next ABS Census will be in 2011

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Council to work with social infrastructure services to provide funding/ assistance for future reliance/demand on services.	GCCC	Develop, distribute and collate a local community survey which includes population, language, disability characteristics.	Every two years	GCCC	
31	Displacement of low income earners in the local study area due to increase in housing costs and land values.	Medium	GCCC and State Government to consider providing incentives (in the planning scheme or as a rebate) to include affordable housing in future residential development projects.	GCCC and State Government	Review and update land use audit data that was prepared during construction.	Every five years	GCCC	SI1 SI2 SI13
32	System may encourage an increase in the population. The System may encourage an increase in residential density/ development that will increase the number of residents living in the area. New residents may choose to live near the System as it will provide a reliable public transport option. An increase in population may increase the demand for services (utilities, social infrastructure and leisure and recreation).	Medium	GCCC and State Government to review existing local planning policies and reports to appropriately manage population changes.	GCCC and State Government	Review Planning Scheme giving due consideration to the identified potential social impacts of the GCRT and putting in place, where possible, appropriate measures to enhance positive and reduce negative community outcomes.	Under regular Planning Scheme review timetables and when opportunities exist.	GCCC and State Government	SI1
			GCCC and State Government planning processes to respond to potential increased infrastructure needs in the light of anticipated increased densities along the GCRT corridor, that may be realised, partly due to the introduction of the GCRT. ²⁸	GCCC and State Government	Review population characteristics from future Census data publications ²⁹ and develop, distribute and collate a local community survey. ³⁰	Every five years ³¹	GCCC	

²⁸ e.g. Council's Planning Scheme, *Local Growth Management Strategy and Housing Needs Assessment* and State Government's *South East Queensland Regional Plan*) to accommodate and appropriately manage an increase in residential density along and near the project

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			GCCC and State Government to allocate funding (in local and state budgets) for upgrading utilities and services (e.g. water, sewerage, telecommunication lines) to accommodate for the potential increased population.	GCCC and State Government	As required	As required	As required	
Accommodation and housing								
33	Changes in affordable housing stock. The System may cause the loss of affordable housing in some areas along the corridor. This may affect /cause displacement of affordable housing residents such as migrants/ refugees. However, there are opportunities to redevelop affordable housings stock.	Medium	GCCC to review existing affordable housing plans and reports to appropriately manage changes to housing stock in the Gold Coast region. GCCC to consider providing incentives (in the planning scheme or as a rebate) to include affordable housing in future residential development projects.	GCCC	Review and update plans and reports.	Every five years	GCCC	SI2

²⁹ Provide available information to the person responsible for implementing the SIMP to assist with the management, assessment of actual social impacts of the GCRT and the performance of the GCRT in addressing (but not limited to):

- Changes in population density and demographic characteristics; and
- Local community surveys conducted covering such issues as population, language and disability characteristics, as relevant to the GCRT.

GCRT SIMP Officer to provide input into the Planning Scheme Review process regarding where there may be scope under the Planning Scheme to address GCRT social impacts.

³⁰ Includes population, language and disability characteristics

³¹ The next ABS Census will be in 2011

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
34	System may provide opportunities for transit orientated developments. System may provide opportunities for transit orientated developments near the stations.	Medium	GCCC to work with developers to achieve good planning and design developments/ outcomes, including but not limited to, outcomes that enhance potential social impacts and avoid, reduce and/or mitigate negative social impacts of transit orientated developments.	GCCC and developers	Development applications should be case by case basis.	As required	GCCC	SI2
			GCCC to review planning instruments (policies and strategies) to accommodate good planning outcomes for transit orientated developments.	GCCC	Review and update plans and reports.	Every five years	GCCC	
Mobility and access								
35	Delays to the Rapid Transit System caused by traffic delays/congestion. Where the System will share road corridors with road users (e.g. parts of Section 3), it may be affected by a traffic accident or congestion, which will affect the Rapid Transit efficiency in delivering reliable and rapid services to passengers.	Excessive	Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan.	As required	As required	As required	As required	SI3
36	Safety of pedestrians. System may cause risks to the safety of pedestrians to both non-users of the System (using footpaths) and users of the System (access to and from the System). Pedestrians include persons with mobility issues (elderly and wheelchair users).	Excessive	Maintain entry/exit of stations with appropriate safety measures for pedestrians (signage, pedestrian crossings, foot paths, adequate time to cross road – people with disabilities and the elderly).	Operator and GCCC	Review operation consultation data base.	Quarterly or as required	Operations Team	SI3 SI5

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
		Excessive	Consult with seniors, people with disabilities and Mobility Access Group to identify issues that people may encounter using pathways and issues important to their safety.	Operations Team	Meetings with relevant stakeholder groups.	Quarterly or as required	Operations Team	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
			Refer to Volume 5: Urban Design t and Volume 3 Parts 2 and 3: Transport and Traffic Management Plan.	As required	As required	As required	As required	
37	Improved linkages between precincts and suburbs.	Excessive	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional area and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation data base.	Quarterly or as required	Operations Team	S13
38	Changes to existing public transport providers (including passengers).	Excessive	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional area and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation data base.	Quarterly or as required	Operations Team	S13
39	Increased accessibility of the Gold Coast for tourists and visitors.	Excessive	Work with events to plan, design and construct connections, which facilitate seamless connections from tourist areas to the System, this includes the legislative and regulatory compliance for people with disabilities.	Operations Team	Refer to Volume 2: Consultation and Communication Report	When necessary	Operations Team	S13 S11

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operator	Review operation consultation database.	As required	Operations Team	
40	Changes in the local road network will affect emergency services when emergency vehicles can not access the GCRT.	Excessive	Collaborate with emergency service providers (fire, ambulance, SES and police) to seek alternative routes and allow access to the corridor for emergency services.	Operations Team	Operations Team and emergency services to develop and implement emergency vehicle access plans and review when necessary.	As required, at least every five years	Operations Team	SI3 SI4 SI8
			Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan.	As required	As required	As required	As required	
41	Increase in alternative form of public transport for residents, employees, students, tourists and low income individuals and families.	High	Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	SI3
			Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional area and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation data base.	Quarterly or as required	Operations Team	
42	System will move people in and out of areas for events/ entertainment.	High	Liaise with event organisers to promote the use of the System to travel to event/ entertainment.	Operations Team	Review and update the education program for the key events during operation.	When necessary	Operations Team	SI3 SI1

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
43	Increased access to regional heavy rail line services (including interstate) and Brisbane Airport (domestic and international).	High	Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	SI3
44	Reduction in traffic/ single car occupant drivers.	Medium	High potential to promote positive social impact through measures such as subsidised student fares and safety measures of System.	Operations Team	Review patronage data	Quarterly or as required	Operations Team	SI3
			Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional area and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	
45	Decrease in the number of employed people travelling to work as driver in private vehicles.	Medium	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional area and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	SI3 SI12
46	Potential to decrease the reported dislocation of northern and western residential areas to the System (including young people).	Medium	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional area and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	SI3

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Social infrastructure								
47	System will provide emergency vehicle access. Providing access to emergency vehicles (fire, police and ambulance) will improve response times as emergency vehicles will not be affected by traffic congestion.	Excessive	Collaborate with emergency service providers (fire, ambulance, SES and police) for access to the corridor during emergencies. Transit System will be required to provide adequate clearance for emergency vehicles in order for this impact to occur. Additionally, access to water for fire services will be required.	Operations Team and emergency service providers	Operations Team and emergency services to develop and implement emergency vehicle access plans and review, when necessary.	As required, at least every five years	Operations Team	SI4
48	Changes to access health/ medical facilities including Gold Coast Hospital.	Excessive	Collaborate with health service providers to maintain current level of access during the System's operation.	Operations Team	Meetings with Gold Coast hospital and other relevant stakeholders.	As required	Operations Team	SI4
			Advise general public about changes in access to health facilities. Clear signage of access will assist patients and visitors of access changes, through the education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
49	<p>Permanent changes to access of community facilities/ social infrastructure.</p> <p>Permanent changes cause by the implementation of the System may affect a number of social infrastructure facilities and services. For example, changes in access to schools may lead to a decrease in enrolment numbers; changes in child care centres may increase risks to safety of children and parents; and changes in access may affect people wanting to visit cemeteries, which may affect the health and wellbeing of the community.</p>	High	Liaise and collaborate with social infrastructure facilities and services to seek an outcome to the changes to services and project alignment.	Operations Team	Review consultation database and to liaise with social infrastructure facilities if any issues/ complaints arise.	Monthly	Operations Team	SI4
50	Increased access to secondary and tertiary education facilities.	High	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional area and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	SI4 SI1 SI3
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
51	System may encourage an increase in student enrolments (tertiary and secondary) and increased access to	Medium	High potential to promote positive social impact through measures such as subsidised student fares and	Operations Team	Review and update the education program for operation.	When necessary	Operations Team	SI4 SI1

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
	educational facilities.		advertising and marketing campaigns		GCCC to conduct a survey of the number of university students to feed into current and future Council plans and policies.	Every two years	GCCC	SI3
52	Loss of social infrastructure.	Medium	Evaluate project alignment/ impacts to social infrastructure.	Operations Team	Review and update the education program for operation.	When necessary	Operations Team	SI4 SI13
Needs of special groups								
53	Potential of inappropriate design of station upgrades and carriages for special needs groups.	High	Consider engaging a person with a disability and/or from a disability organisation to provide feedback into the station and carriage design.	Operations Team	Survey special needs groups about the functionality of the design.	Every 12 months	Operations Team	SI5 SI3
			Engage an affiliated consultant from the Association of Consultants in Access, Australia Inc. to ensure access is appropriately designed, especially for people with disabilities appropriate for the event of an emergency.	Operations Team	Audit stations, carriages and associated infrastructure.	Every 5 years	Operations Team	
54	GCRT may benefit special needs groups.	Medium	Provide subsidised fares and timely and regular services to encourage disabled and elderly persons to use the System.	Operations Team	Review and update the education program that was used during construction to educate people (particularly special needs groups) of how to use the system.	When necessary	Operations Team	SI5 SI11 SI8
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
55	Improved access to public transport for young people	Medium	Work in partnership with community groups/ residents to enhance a sense of place at the System's stations. This could include community art, naming of stations with reference to a person or place in a local community, engage a local environmental group to landscape around the station.	Operations Team	Consult with the local community regarding public art around stations. Local community should provide input, as to whether to maintain or to create new/updated public art.	Every 10 years	Operations Team	SI5
			High potential to promote positive System aspects through measures, such as subsidising student fares through education and communications program, to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
56	Increase in access to services and facilities for those families on or under the poverty line and young people.	Medium	High potential to promote positive social impact through measures, such as subsidised/ concession fares	Operations Team	Review and update the education program that was used during construction to educate people of how to use the system.	When necessary	Operations Team	SI5
Community identity, cohesion and severance								
57	System may increase severance to residents and community adjacent to the corridor. The System may reduce accessibility for residents directly along the corridor. The System may affect the community's ability to cross from one side of the road to the other (as a result of the System).	Medium	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional area and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	SI7

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Work in partnership with community groups/ residents to enhance a sense of place at the System's stations. This could include community art, naming of stations with reference to a person or place in a local community, engage a local environmental group to landscape around the station.	Operations Team	Consult with the local community regarding public art around stations. Local community should provide input as to whether to maintain or to create new/updated public art.	Every 10 years	Operations Team	
58	Stations may contribute/ enhance a community's sense of place/ identity.	Medium	Design seating on the carriages so people can interact (conversations) with each other/ other passengers.	Operations Team	Document and record visual and physical changes and pass collated information to the local history society for local archival records.	Every five years	Operations Team	SI7
			Work in partnership with community groups/ residents to enhance a sense of place at the System's stations. This could include community art, naming of stations with reference to a person or place in a local community, engage a local environmental group to landscape around the station.	Operations Team	Consult with the local community regarding public art around stations. Local community should provide input as to whether to maintain or to create new/updated public art.	Every 10 years	Operations Team	
			Develop apprenticeship /traineeship/cadetship program for local young people to be involved in the operation of the GCRT.	Operations Team	Review employment policies against relevant Queensland Government Guidelines.	Quarterly	Project Team	
			Development of an Indigenous employment policy, as per relevant Queensland Government guidelines.	Operations Team	Review employment policies against relevant Queensland Government Guidelines.	Quarterly	Project Team	

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	
Health and wellbeing								
59	<p>Clash between different user groups of the System.</p> <p>Conflict between different user groups, such as workers early in the morning and nightclub patrons returning home in the morning/ intoxicated persons, may occur on the System, which will cause safety concerns for those using the System. Young people may decide to use station car parks and stations as opportunities for skateboarding, which may cause a clash between the young people using the space and passengers.</p>	Medium	<p>Maintain crime prevention principles (CPTED) in the design of the System and stations. CPTED to meet Queensland Government CPTED Guidelines and GCCC Safer By Design Draft Planning Scheme Policy. Refer to Queensland Police's <i>Crime Prevention Through Environmental Design Guidelines for Queensland</i>.</p>	Operations Team	Refer to Volume 5: Urban Design	When necessary	Operations Team	SI8 SI10 SI11
			<p>Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.</p>	Operations Team	Review operation consultation database.	As required	Operations Team	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	
60	Noise impacts on nearby residential areas.	Medium	<p>Assess appropriate noise mitigation measures for abutting residential areas and accord with Refer to Volume 3 Parts 2 and 3: Noise and Vibration</p>	Operations Team	Refer to Volume 3 Parts 2 and 3: Noise and Vibration	When necessary	Operations Team	SI8 SI11

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Leisure and recreational opportunities								
61	Improved public transport networks to access public open space.	Medium	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional area and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation data base	Quarterly or as required	Operations Team	SI9 SI11
Crime and public safety								
62	Safety of vulnerable people (children, elderly, people with disabilities) getting used to the new system and how it operates.	High	Maintain crime prevention principles (CPTED) in the design of the System and stations. CPTED to meet Queensland Government CPTED Guidelines and GCCC Safer By Design Draft Planning Scheme Policy. Refer to Queensland Police's <i>Crime Prevention Through Environmental Design Guidelines for Queensland</i> .	Operations Team	Refer to Volume 6: Urban Design Report	When necessary	Operations Team	SI10 SI5
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	
63	Increased opportunities for crime due to people using the system. Safety of system especially for shift workers. System needs to be safe at all hours due to shift workers as users of the System.	High	Maintain crime prevention principles (CPTED) in the design of the System and stations. CPTED to meet Queensland Government CPTED Guidelines and GCCC Safer By Design Draft Planning Scheme Policy. Refer to Queensland Police's <i>Crime Prevention Through Environmental Design Guidelines for Queensland</i> .	Operations Team	Maintain education program about the system's safety awareness and security.	When necessary	Operations Team	SI10

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	
64	<p>Increased opportunity for car theft near the System's stations will have a number of parked commuter cars.</p> <p>A number of the proposed stations are situated in areas that experience a high car theft rate. If passengers of the System need to drive and park to use the System there will be a high concentration of cars around stations.</p>	Medium	Maintain crime prevention principles (CPTED) in the design of the System and stations. CPTED to meet Queensland Government CPTED Guidelines and GCCC Safer By Design Draft Planning Scheme Policy. Refer to Queensland Police's <i>Crime Prevention Through Environmental Design Guidelines for Queensland</i> .	Operations Team	Maintain education program about the system's safety awareness and security.	When necessary	Operations Team	SI10
			Work with GCCC and Police to maintain safety design features in and around the System's stations to reduce the opportunities for crime/ car theft	Operations Team	Meetings with Queensland Police.	As required	Operations Team	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
65	Vandalism of stations and violence may affect local residents and passengers of the System.	Medium	Maintain crime prevention principles (CPTED) in the design of the System and stations. CPTED to meet Queensland Government CPTED Guidelines and GCCC Safer By Design Draft Planning Scheme Policy. Refer to Queensland Police's <i>Crime Prevention Through Environmental Design Guidelines for Queensland</i> .	As required	As required	As required	As required	SI10 SI11
			Continue to work with GCCC and Police to develop appropriate safety measures and on-going monitoring.	Operations Team	Meetings with GCCC and Queensland Police.	Quarterly or as required	Operations Team	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
			Work in partnership with community groups/ residents to enhance a sense of place at the System's stations. This could include community art, naming of stations with reference to a person or place in a local community, engage a local environmental group to landscape around the station.	Operations Team	Consult with the local community regarding public art around stations. Local community should provide input as to whether to maintain or to create new/updated public art.	Every 10 years	Operations Team	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Social amenity								
66	Changes to residential amenity. The System may increase the level of road traffic noise (as a result of changes in access/road verges in the local road network), noise generated from System, odour, emissions, privacy and visual aesthetics to residents located within close proximity to the corridor.	Medium	Work in partnership with community groups/ residents to enhance a sense of place at the System's stations. This could include community art, naming of stations with reference to a person or place in a local community, engage a local environmental group to landscape around the station.	Operations Team	Consult with the local community regarding public art around stations. Local community should provide input as to whether to maintain or to create new/updated public art.	Every 10 years	Operations Team	SI11 SI18
			Refer to Volume 3 Parts 2 and 3: Noise and Vibration and Air Quality.	As required	As required	As required	As required	
67	System may increase social interaction.	Medium	Work in partnership with community groups/ residents to enhance a sense of place at the System's stations. This could include community art, naming of stations with reference to a person or place in a local community, engage a local environmental group to landscape around the station.	Operations Team	Consult with the local community regarding public art around stations. Local community should provide input as to whether to maintain or to create new/updated public art.	Every 10 years	Operations Team	SI11 SI7 SI8
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	
Employment and local economic effects								
68	Increased employment opportunities through access to public transport for travel to work.	High	Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	SI12

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
69	Improved access to employment.	High	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional area and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	SI12
			Maintenance of park and ride facilities will assist workers to use the System. The System will need to be reliable and frequent for workers to use the System.	Operations Team	Review maintenance schedule.	As required	As required	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
70	Employment opportunities for people to be employed by TransLink, as drivers and support staff.	High	Advertise positions to job seekers in the local study area.	Operations Team	Maintain register of employees who have been employed locally.	Life of project	Operations Team	SI12
			Develop apprenticeship /traineeship/cadetship program for local young people to be involved in the operation of the GCRT.	Operations Team	Review employment policies against relevant Queensland Government Guidelines.	Quarterly	Project Team	
			Development of an Indigenous employment policy, as per relevant Queensland Government guidelines.	Operations Team	Review employment policies against relevant Queensland Government Guidelines.	Quarterly	Project Team	

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Personal and property rights								
72	System will affect property prices directly along and near the corridor.	Medium	GCCC to review planning strategies and instruments (e.g. Council's Planning Scheme, <i>Local Growth Management Strategy and Housing Needs Assessment</i>) to accommodate and appropriately manage an increase in residential density along and near the project.	GCCC and State Government	Review and update planning schemes, plans and policies.	Every five years	GCCC	SI13 SI2
			GCCC to consider incentives (in the planning scheme or as a rebate) to include affordable housing in future residential development projects.					
Other social impacts								
73	Reduction of financial strain on transportation costs. The Transit System may reduce financial strain for disabled persons who currently use taxis, which is a costly mode of transport. The System may provide a number of disabled persons access to facilities and services, such as access to medical facilities.	High	Provide subsidised fares and timely and regular services to encourage disabled and elderly persons to use the System.	Operations Team	Review and update the education program that was used during construction to educate people (particularly special needs groups) of how to use the system.	When necessary	Operations Team	SI14 SI3

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
74	System may be a terrorist target	High	<p>Continue to work with GCCC and emergency service providers to maintain and update crisis evacuation plans and procedures in an event of a crisis or emergency. Project Team to ensure plans are inclusive of senior people with disabilities (such as mobility, vision and/or hearing impairments) requirements/needs.</p> <p>Maintain crime prevention principles (CPTED) in the design of the System and stations. CPTED to meet Queensland Government CPTED Guidelines and GCCC Safer By Design Draft Planning Scheme Policy. Refer to Queensland Police's <i>Crime Prevention Through Environmental Design Guidelines for Queensland</i>.</p>	Operations Team, GCCC and emergency service providers	Operations Team (in collaboration with GCCC and emergency service providers) to develop and implement a crisis evacuation plan and procedures.	Once adopted, review and amend every five years	Operations Team	SI14
75	<p>Reduction of pedestrian and vehicle conflicts as a result of the reduction of private vehicles on roads.</p> <p>A reduction in pedestrian and vehicle conflicts may occur if residents, visitors and tourists use the System. Some visitors/tourists that drive cars around the local study area can be distracted whilst driving (as they are looking for their accommodation, attractions, etc), which affects the safety of other motorists and pedestrians.</p>	Medium	<p>Maintain entry/exit of stations with appropriate safety measures for pedestrians (signage, pedestrian crossings, foot paths, adequate time to cross road for people with disabilities and the elderly).</p>	Operations Team and GCCC	Review operation consultation database.	Quarterly or as required	Operations Team	SI14 SI3
			<p>Consult with seniors and people with disabilities to identify issues that people may encounter using pathways and issues important to their safety.</p>	Operations Team	Meetings with relevant stakeholder groups.	Quarterly or as required	Operations Team	

SI #	Summary of potential social impact	L/C rating ¹²	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
			Refer to Volume 5: Urban Design Report and Volume 3 Parts 2 and 3: Transport and Traffic Management Plan.n	As required	As required	As required	As required	
76	System will provide capacity for mass evacuation in a crisis. System may be able to provide crisis evacuation for a large number of people during a disaster e.g. flooding, cyclone, or terrorist attacks. The System could revert to moving in one direction to move large numbers of people out of areas.	Medium	Continue to work with police and other emergency services, safety organisations and Council to update and maintain crisis mass evacuation plan.	Operations Team, emergency services and Council	Operations Team (in collaboration with GCCC and emergency service providers) to develop and implement a crisis mass evacuation plan.	Once adopted, review and amend every five years	Operations Team	SI14
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	

Table 1.4:3 SIMP, Section 2: Construction Impact Management Actions

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Demographics and social change								
91	Change in the demographics of the local study area for Section 2 due to property resumptions and change in the number of affordable properties.	High	Opportunities for the identification of affordable housing sites near the System in the Ashmore/ Southport area. This could lead to a diverse mix of residents and cultures in the area.	Project Team, Council and State Government	Review of Master Acquisition Register.	Quarterly	Project Team	SI1 SI2 SI13
			Refer to refer to <i>Volume 8 - Land Use and Planning</i> report for land use and planning mitigation and monitoring strategies.	As required	As required	As required	As required	
Accommodation and housing								
92	The potential decrease in the numbers and types of affordable housing properties and rental stock ³³ in Section 2. The number of affordable housing and rental stock to be removed due to land acquisition of the project (during the construction phase) was unknown at the time of writing the draft SIA.	High	Opportunities for the identification of affordable housing sites near the System in the Ashmore/ Southport area. This could lead to a diverse mix of residents and cultures in the area.	Project Team	Review of master acquisition register.	Quarterly	Project Team	
Mobility and access								
93	Disruption and reduction of on-	High	In conjunction with bus operators,	Project Team,	Review of Master	Weekly	Project Team	SI3

³² L/C = Likelihood/consequence rating

³³ Affordable housing - 'achieving successful housing for households, including the safety, security and appropriateness of the dwelling, as well as affordable costs' Source: GCCC – Chapter 2, section 2.2, Housing for All of Us: A Strategy for Gold Coast City Council April 2005 Affordability indicator – 'where households comprising the lowest 40% of income earners should not spend more than 30% of their income on housing costs. Households paying more than this are regarded as being in 'housing stress'. Higher income earners may choose to pay more than 30 per cent of their income on mortgage payments, making 'trade-offs' with other areas of their domestic or discretionary expenditure in order to become home owners.' Source: GCCC – Chapter 2, section 2.2, *Housing for All of Us: A Strategy for Gold Coast City Council April 2005*

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
	street car parking on Queen Street, Nerang Street and Scarborough Street.		Project Team to explore scheduling extra bus services.	public transport operator (bus) and GCCC	Acquisition Register.			SI6
			Construction of a temporary 350 space car park in Carey Park (between Gold Coast Highway and Marine Parade).	Project Team	Feedback from stakeholders and review construction consultation database.	As required	Project Team	
			Increase in the number of short-stay and/or long term car parking spaces.	GCCC	Feedback from stakeholders and review construction consultation database.	As required	Project Team/GCCC	
			Adjusting the length of stay permitted in some parking spaces.	GCCC	Feedback from stakeholders and review construction consultation database.	As required	Project Team	
			Working with developers and property managers to make the best possible use of existing and planned off-street parking.	GCCC	Review development applications.	As required	GCCC	
			Possible shuttle bus services from remote park and ride locations (e.g. Parklands) to the centre of Southport.	GCCC	Feedback from stakeholders and review construction consultation database.	As required	GCCC	

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan.	As required	As required	As required	As required	
94	Increased traffic congestion due to construction activity in Queen Street area	High	Establish and maintain a Construction Advisory Group for the relevant Project Section ³⁴ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group Meetings.	Quarterly	Project Team	
			Develop and implement an education program for a variety of stakeholders including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide for access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Review construction consultation database.	Weekly	Project Team	

³⁴ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Scheduling major or disruptive works outside of peak times (e.g. not during peak hour traffic in the mornings and afternoons).	Project Team	Construction Advisory Group Meetings.	Quarterly	Project Team	
			Refer to Volume 7 Technical Report titled <i>Constructability Report</i> and Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	
Social infrastructure								
95	Disruption to access of emergency vehicles to and from hospital. Ambulances may be restricted by congestion caused by the construction of the System.	Excessive	Consult with hospital and emergency service providers so to provide access routes, entry and exit points to the Gold Coast Hospital.	Project Team	Meetings with emergency service providers.	Quarterly or as required	Project Team	SI4 SI8
			Refer to Volume 7 Technical Report titled <i>Constructability Report</i> and Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	
96	Disruption of access to the hospital 24 hours. Access for patients, staff and associated workers needs to be maintained.	Excessive	Maintain adequate access to, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide for access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Meetings with emergency service providers.	Quarterly or as required	Project Team	

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			<p>Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, homeless people, tourists/visitors and small business owners.</p> <p>Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).</p>	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			Establish and maintain a Construction Advisory Group for the relevant Project Section ³⁵ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Scheduling major or disruptive works outside of peak times (e.g. not during peak hour traffic in the mornings and afternoons).	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Consult with hospital and emergency service providers so as to provide access routes, entry and exit points to the Gold Coast Hospital.	Project Team	Meetings with emergency service providers.	Quarterly or as required	Project Team	

³⁵ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Provide suitable access to social infrastructure (access that meets the legislative and regulatory requirements of DDA) and leisure and recreation uses during construction.	Project Team	Meetings with service providers.	Quarterly or as required	Project Team	
			Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Review construction consultation database	Weekly	Project Team	
			Refer to Volume 7 Technical Report titled <i>Constructability Report</i> and Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	
97	Disruption to access to Southport State School. Loss of car parking outside school would have a detrimental impact as school has highest number of physically disabled students who get picked up and dropped off by taxis, etc. ³⁶	High	Provide adequate access for staff and parents during construction through alternative entry and exit points.	Project Team	Meetings with Southport State School to identify specific issues and development of mitigations.	As required	Project Team	SI4 SI5
			Implement alternative drop off and pick up points arrangements during construction.	Project Team				

³⁶ Note: this impact applies where the design and construction of the GCRT route passing the school may affect the school and access to it. No station is proposed at the front of the school or in direct vicinity to it. The nearest proposed stations are at Warddo Street and Nerang Street (Gold Coast Hospital)

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Consult with affected stakeholders about specific mitigation measures.	Project Team				
			Provide suitable access to Southport State School (access that meets the legislative and regulatory requirements of DDA) and leisure and recreation uses during construction.	Project Team				
			Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide for access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Review construction consultation database.	Weekly	Project Team	
			Project Team to communicate the alternative arrangements to staff, students, parents, Education Queensland Regional Office, P and C Committee, through the school newsletter and school notice board.	Project Team	Meetings with Southport State School to identify specific issues and development of mitigations.	As required	Project Team	
			Schedule major or disruptive works outside of peak times (e.g. major work to take place during school holidays).	Project Team	Construction Advisory Group Meetings.	Quarterly	Project Team	
			Refer to Volume 7 Technical Report titled <i>Constructability Report</i> and Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
98	Disruption to access to social infrastructure on Queen Street including schools, child care facilities, cemetery and community services, both vehicle and pedestrian access.	High	Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Meetings with community service providers along Queen Street to identify specific issues and development of mitigations.	As required	Project Team	SI4 SI5 SI6
			<p>Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, homeless people, tourists/visitors and small business owners.</p> <p>Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).</p>	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			Establish and maintain a Construction Advisory Group for the relevant Project Section ³⁷ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	

³⁷ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Schedule major or disruptive works outside of peak times (e.g. school holidays).	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Refer to Volume 7 Technical Report titled <i>Constructability Report</i> and Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	
99	Impact on ability to service community (impact to operation of community service) as located on Queen Street, e.g. meals on wheels.	High	Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment/ concealment points.	Project Team	Meetings with community service providers along Queen Street to identify specific issues and development of mitigations.	As required	Project Team	SI4 SI6
			Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners. Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			and elderly).					
			Establish and maintain a Construction Advisory Group for the relevant Project Section ³⁸ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Refer to Volume 7 Technical Report titled <i>Constructability Report</i> and Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..					
100	Disruption to access to social infrastructure in Scarborough Street precinct. Especially community centres, Centrelink, library, RSL, Department of Immigration, Multicultural Family Organisation, TAFE (including the migrant centre) and churches.	High	Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Meetings with community service providers along Queen Street to identify specific issues and development of mitigations.	As required	Project Team	SI4 SI5

³⁸ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			<p>Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners.</p> <p>Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).</p>	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			<p>Establish and maintain a Construction Advisory Group for the relevant Project Section³⁹, who will assist in communicating changed traffic conditions and access to the community.</p>	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			<p>Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).</p>	Project Team				

³⁹ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Scheduling major or disruptive works outside of peak times (e.g. not during peak hour traffic in the mornings and afternoons).	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Provide signage (to direct customers/clients) for directly impacted businesses.	Project Team				
			Council to review the <i>Whole of City Parking Strategy, Regulated Parking and Roads and Malls</i> local laws and policies to determine opportunities for additional parking during construction including review of metered times.	Project Team				
			Refer to Volume 7 Technical Report titled <i>Constructability Report</i> and Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	Project Team				
Consistency or coherency of the Project into its surrounds								
101	Loss of on street parking in Nerang Street, particularly outside medical precinct.	High	Develop and implement an education program for a variety of stakeholders including special needs groups such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners.	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	SI6 SI3
			Establish and maintain a Construction Advisory Group for the relevant Project Section ⁴⁰ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	

⁴⁰ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Construction of a temporary 350 space car park in Carey Park (between Gold Coast Highway and Marine Parade).	Project Team	Feedback from stakeholders and review construction consultation database.	As required	Project Team	
			Increase in the number of short-stay and/or long term car parking spaces.	GCCC	Feedback from stakeholders and review construction consultation database.	As required	Project Team/GCCC	
			Adjusting the length of stay permitted in some parking spaces.	GCCC	Feedback from stakeholders and review construction consultation database.	As required	Project Team	
			Working with developers and property managers to make the best possible use of existing and planned off-street parking.	GCCC	Review development applications.	As required	GCCC	
			Possible shuttle bus services from remote park and ride locations (e.g. Parklands) to the centre of Southport.	GCCC	Feedback from stakeholders and review construction consultation database.	As required	GCCC	
			Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	
Community identity, cohesion and severance								

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
102	Loss of croquet fields. Proposed route/station location would impact on car parking/courts of Croquet Club and threaten their ability to play/run the club. This could also lead to a change in the community identity as club has been at Southport for over 50 years and has contributed to local heritage and history.	High	Advise of the decision to resume land/homes/businesses/ community services as soon as practicable.	Project Team	Review Master Acquisition Register.	Weekly	Project Team	SI7 SI8 SI9 SI11 SI13
			Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Meetings with Croquet Club to identify specific issues and development of mitigations.	As required	Project Team	
			Determine a potential relocation of facilities within the same suburb.					
			Schedule major or disruptive works outside of peak times/ events.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Compensation (to be clarified by Project Team and in accordance with the <i>Acquisition of Land Act 1967</i>), support and education for those individuals and families who will have their home acquired for the GCRT.					

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
103	Increase in community severance during construction along Section 2 – decreased mobility and accessibility and ability to transverse and avoid construction sites in a safe manner. Plus decrease the opportunities for individuals and groups to interact and participate in events.	High	Provision of disability access to be maintained to key activity centres throughout construction. Provision of footpath widths to accommodate people with disabilities and pedestrian access through out construction. Provide suitable access to social infrastructure and leisure and recreation uses during construction – refer to Volume 7 Technical Report titled: <i>Constructability Report</i> Consult with affected stakeholders about specific mitigation measures.	Project Team	Community Service Provider Meetings identify specific issues and development of mitigations Review of Master Acquisition Register	Quarterly or as required Weekly	Project Team Project Team	SI7 SI6
Social amenity								
104	Change in social amenity Baratta Street. Impact on residential amenity – noise, visual impacts, loss of green space.	Medium	Implement and adhere to industry standards for noise and air quality. Establish and maintain a Construction Advisory Group for the relevant Project Section ⁴¹ , who will assist in communicating changed traffic conditions and access to the community. Compliance with Council's <i>Limitations of Hours of building and Construction Work Law</i> .	Project Team Project Team GCCC	Review results of environmental monitoring Construction Advisory Group Meetings Complaints register	As required Quarterly As required	Project Team Project Team GCCC to notify Project Team of non-compliance	SI11 SI8

⁴¹ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Refer to Volume 3 Parts 2 and 3: Noise and Vibration and Air Quality.	As required	As required	As required	As required	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	
105	Decrease in the ability of individuals and groups to enjoy, socialise and recreate in the local study area by decreased access, environmental impacts (noise, air quality), perceptions of health and safety.	Medium	Implement and adhere to industry standards for noise and air quality.	Project Team	Review results of environmental monitoring	As required	Project Team	SI11 SI8
			Provide suitable access to social infrastructure and leisure and recreation uses during construction. Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Review construction consultation database	Weekly	Project Team	
			Establish and maintain a Construction Advisory Group for the relevant Project Section ⁴² , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Refer to Volume 3 Parts 2 and 3: Noise and Vibration and Air Quality.	As required	As required	As required	As required	

⁴² Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
		High	Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	
Employment and local economic effects								
106	Disrupted access to industrial precinct. Disruptions to access to industrial precinct in Firestone Street.	High	Establish and maintain a Construction Advisory Group for the relevant Project Section ⁴³ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	SI12 SI11
		High	Provide promotional signage and signage (about changes in access) for directly affected businesses.					
		High	Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners. Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	

⁴³ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Refer to Volume 7 Technical Report titled <i>Constructability Report</i> and Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	
107	Changes to Croquet Club's event/social calendar, popular for social events (e.g. parties) and decrease in financial revenue.	Medium	Advise of the decision to resume land/homes/businesses/ community services as soon as practicable.	Project Team	Review Master Acquisition Register	Weekly	Project Team	SI12 SI7 SI8 SI11 SI13
			Determine a potential relocation of facilities within the same suburb.					
			Schedule major or disruptive works outside of peak times/ events.					
			Compensation (to be clarified by Project Team and in accordance with the <i>Acquisition of Land Act 1967</i>), support and education for those individuals and families who will have their home acquired for the GCRT.					
Personal and property rights								
108	Loss of car parking and administration building for Tennis Club. Proposed route will mean Tennis Club loses administrative building and some car parking. This would have a significant impact on its operations.	High	Advise of the decision to resume land/homes/businesses/ community services as soon as practicable.	Project Team	Review Master Acquisition Register.	Weekly	Project Team	SI13 SI7 SI8 SI11

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Determine a potential relocation of facilities within the same suburb.		Review of Master Acquisition Register.	Weekly	Project Team	
	Resumption of SES (located within Owen Park) recreational groups, requirement to relocate services and associated infrastructure.	High	Schedule major or disruptive works outside of peak times/ events.	Project Team	Construction Advisory Group Meetings.	Quarterly	Project Team	
			Compensation (to be clarified by Project Team and in accordance with the <i>Acquisition of Land Act 1967</i>), support and education for those individuals and families who will have their home acquired for the GCRT.					
109			Advise of the decision to resume land/homes/businesses/ community services as soon as practicable.	Project Team	Review Master Acquisition Register	Weekly	Project Team	SI13 SI4
			Compensation (to be clarified by Project Team and in accordance with the <i>Acquisition of Land Act 1967</i>), support and education for those individuals and families who will have their home acquired for the GCRT.	Project Team	Review of Master Acquisition Register	Weekly	Project Team	
110	Resumption of community facilities. Permanent displacement of community facilities. If community facilities to be resumed, market value in Southport may mean that too expensive for groups to buy in the area.	High	Advise of the decision to resume land/homes/businesses/ community services as soon as practicable.	Project Team	Review Master Acquisition Register	Weekly	Project Team	SI13 SI4 SI6

SI #	Summary of potential social impact	L/C rating ³²	Mitigation/ Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Compensation (to be clarified by Project Team and in accordance with the <i>Acquisition of Land Act 1967</i>), support and education for those individuals and families who will have their home acquired for the GCRT.	Project Team	Review of Master Acquisition Register	Weekly	Project Team	
111	Access to affordable land to buy-back into the area for community services.	Medium	Advise of the decision to resume land/homes/businesses/ community services as soon as practicable.	Project Team	Review Master Acquisition Register	Weekly	Project Team	SI13 SI4 SI6
			Compensation (to be clarified by Project Team and in accordance with the <i>Acquisition of Land Act 1967</i>), support and education for those individuals and families who will have their home acquired for the GCRT.	Project Team	Review of Master Acquisition Register	Weekly	Project Team	

Section 3: Southport to Broadbeach

Table 1.4:4 SIMP, Section 3 Construction Impact Management Actions

SI #	Summary of potential social impact	L/C rating ⁴⁴	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Demographics and social change								
112	Change in the demographics of the local study area for Section 3 due to property resumptions and change in the number of affordable properties.	High	GCCC and State Government to refer to the <i>South East Queensland Regional Plan 2005-2026, Local Growth Management Strategy and Our Living City Report</i> .	Project Team and GCCC and State Government	Monitor changes in planning scheme	As per amendments	GCCC	SI1 SI2 SI13
			Refer <i>Volume 8 - Land Use and Planning</i>	As required	As required	As required	As required	
Accommodation and housing								
113	The potential decrease in the numbers and types of affordable housing properties and rental stock ⁴⁵ in Section 3. The number of affordable housing and rental stock to be removed due to land acquisition of the project (during the construction phase) was unknown at the time of writing the Draft SIA. If this information was known it would not be	High	GCCC and State Government continue to work collaboratively to address affordable housing issues in the local and regional study area.	Project Team, GCCC and State Government	Changes to the GCCC draft Affordable Housing Policy and Queensland Government Policy.	Annual	GCCC	SI2
			Review current plans/programs in light of the GCRT and the anticipated social impacts related to affordable housing.					

⁴⁴ L/C = Likelihood/consequence rating

⁴⁵ Affordable housing - 'achieving successful housing for households, including the safety, security and appropriateness of the dwelling, as well as affordable costs' Source: GCCC – Chapter 2, section 2.2, Housing for All of Us: A Strategy for Gold Coast City Council April 2005 Affordability indicator – 'where households comprising the lowest 40% of income earners should not spend more than 30% of their income on housing costs. Households paying more than this are regarded as being in 'housing stress'. Higher income earners may choose to pay more than 30 per cent of their income on mortgage payments, making 'trade-offs' with other areas of their domestic or discretionary expenditure in order to become home owners.' Source: GCCC – Chapter 2, section 2.2, *Housing for All of Us: A Strategy for Gold Coast City Council April 2005*

SI #	Summary of potential social impact	L/C rating ⁴⁴	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
	published in the Draft SIA report due to privacy of the land acquisition negotiations currently being undertaken at time of writing the draft SIA. It is assumed that there will be affordable housing located within the project corridor that will need to be acquired for the project.		Refer to the <i>South East Queensland Regional Plan 2005-2026, Local Growth Management Strategy and Our Living City Report</i> .					
			Refer to <i>Volume 8 - Land Use and Planning</i>					
Mobility and access								
114	Reduced vehicle and pedestrian access to businesses and service providers.	High	Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Meetings with relevant businesses to identify specific issues and development of mitigations.	As required	Project Team	SI3
	Communicate to the general public and affected businesses and industries of changed traffic conditions through a number of communication channels (e.g. advertise in the newspaper, radio, website and TV).							
	Schedule major or disruptive works outside of peak times/ events.		Project Team	Construction Advisory Group Meetings	Quarterly	Project Team		
	Refer to Volume 7 Technical Report titled <i>Constructability Report</i> and Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..		As required	As required	As required	As required		

SI #	Summary of potential social impact	L/C rating ⁴⁴	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
115	Increased traffic congestion due to construction activity. Cumulative impact traffic congestion on roads already experiencing congestion, e.g. Ferny Avenue, Bundall Road and Thomas Drive.	High	Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners. Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	SI3
			Establish and maintain a Construction Advisory Group for the relevant Project Section ⁴⁶ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			GCCC and Department of Main Roads to consider implementing traffic calming devices and local street signage to local access roads	Project Team, GCCC and Department of Main Roads	Review of Master Acquisition Register	Weekly	Project Team	
			Refer to Volume 7 Technical Report titled <i>Constructability Report</i> and Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	

⁴⁶ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ⁴⁴	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Leisure and recreational opportunities								
116	Changes required during the planning and operation (including safety and access) for major events, e.g. events generally known as: Indy, Schoolies Week, Blues on the Broadbeach.	High	Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Meetings with relevant businesses to identify specific issues and development of mitigations.	As required	Project Team	SI9 SI11
			Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners. Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			Establish and maintain a Construction Advisory Group for the relevant Project Section ⁴⁷ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	

⁴⁷ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ⁴⁴	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Promotional activities and signage for directly affected businesses.	Project Team	Meetings with impacted businesses	As required	Project Team	
			Refer to Volume 7 Technical Report titled <i>Constructability Report</i> and Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	
Social amenity								
117	Changes to the Centre Improvement Program for Main Place, Broadbeach.	Medium	Coordinate the design and construction of both Projects (CIP and GCRT).	Project Team and GCCC	Meetings with representatives from the Centre Improvement Program to identify specific issues and development of mitigations.	As required	Project Team	SI11
Employment and local economic effects								
118	Disruption to businesses during construction (including small and large businesses) e.g. Convention Centre access.	High	Maintain adequate access, either along current access or through provision of alternative access during construction. Any changed access arrangements must provide access for people with disabilities and does not result in unsafe pedestrian access or routes as a result of the creation of entrapment and/or concealment points.	Project Team	Meetings with relevant businesses to identify specific issues and development of mitigations.	As required	Project Team	SI12 SI11

SI #	Summary of potential social impact	L/C rating ⁴⁴	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			<p>Develop and implement an education program for a variety of stakeholders, including special needs groups, such as people with disabilities, CALD, homeless people, tourists/visitors and small business owners.</p> <p>Communicate changed traffic conditions to the key stakeholders, affected geographical area and general public, via a letterbox drop, newspaper advertisements, radio traffic reports and visual messaging systems, plus other means deemed appropriate for special needs groups (non-English speaking, people with disabilities, young people and elderly).</p>	Project Team	Review of education and communication materials based on stakeholder feedback (consultation database for construction).	Weekly	Project Team	
			Establish and maintain a Construction Advisory Group for the relevant Project Section ⁴⁸ , who will assist in communicating changed traffic conditions and access to the community.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Schedule major or disruptive works outside of peak times/ events.	Project Team	Construction Advisory Group Meetings	Quarterly	Project Team	
			Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	

⁴⁸ Section 1, Section 2 and Section 3.

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Demographics and social change								
27	Increase in high density living could increase the number of people living in the local study area.	Medium	GCCC and State Government to review existing local planning policies and reports to appropriately manage population changes.	GCCC and State Government	Review Planning Scheme giving due consideration to the identified potential social impacts of the GCRT and putting in place, where possible, appropriate measures to enhance positive and reduce negative community outcomes.	Under regular Planning Scheme review timetables and when opportunities exist.	GCCC and State Government	S11
			GCCC and State Government planning processes to respond to potential increased infrastructure needs in the light of anticipated increased densities along the GCRT corridor, that may be realised, partly due to the introduction of the GCRT. ⁵⁰	GCCC and State Government	Publicly available census and community survey information that GCCC has access to shall be made available to the Operations Team to inform ongoing monitoring of impacts and management strategies along the transit corridor.	Every five years ⁵¹	GCCC	

⁴⁹ L/C = Likelihood/consequence rating

⁵⁰ e.g. Council's Planning Scheme, *Local Growth Management Strategy and Housing Needs Assessment* and State Government's *South East Queensland Regional Plan*) to accommodate and appropriately manage an increase in residential density along and near the project

⁵¹ The next ABS Census will be in 2011

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
		Medium	Operations Team to undertake a targeted SIA specifically addressing the following information and other limitations apparent to the CDIMP SIA, including but not limited to: <ul style="list-style-type: none"> » Modal selection; » Detailed route and alignment information; » Number and type of properties acquired; and » Detailed design around stations. 	Operations Team	Review of SIMP	After detailed design then, every five years	Operations Team	
28	GCRT could encourage those without private vehicles to live near the System (e.g. elderly, young people, or those from transient backgrounds)	Medium	GCCC and State Government to review existing local planning policies and reports to appropriately manage population changes.	GCCC and State Government	Review Planning Scheme giving due consideration to the identified potential social impacts of the GCRT and putting in place, where possible, appropriate measures to enhance positive and reduce negative community outcomes.	Under regular Planning Scheme review timetables and when opportunities exist.	GCCC and State Government	S11 S15

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			GCCC and State Government planning processes to respond to potential increased infrastructure needs in the light of anticipated increased densities along the GCRT corridor, that may be realised, partly due to the introduction of the GCRT. ⁵²	GCCC and State Government	Publicly available census and community survey information that GCCC has access to shall be made available to the Operations Team to inform ongoing monitoring of impacts and management strategies along the transit corridor.	Every five years ⁵³	GCCC	
29	System may cause gentrification/ renewal of communities. The System may encourage higher socio-economic groups to live near the corridor, which may cause the departure of lower socio-economic groups.	Medium	GCCC and State Government to review existing local planning policies and reports to give due consideration to the identified social impacts from the GCRT and put in place, where possible, appropriate measures to enhance positive and reduce negative community outcomes.	GCCC and State Government	Review Planning Scheme giving due consideration to the identified potential social impacts of the GCRT and putting in place, where possible, appropriate measures to enhance positive and reduce negative community outcomes.	Under regular Planning Scheme review timetables and when opportunities exist.	GCCC and State Government	S11

⁵² e.g. Council's Planning Scheme, *Local Growth Management Strategy and Housing Needs Assessment* and State Government's *South East Queensland Regional Plan*) to accommodate and appropriately manage an increase in residential density along and near the project

⁵³ The next ABS Census will be in 2011

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			GCCC and State Government planning processes to respond to potential increased infrastructure needs in the light of anticipated increased densities along the GCRT corridor, that may be realised, partly due to the introduction of the GCRT. ⁵⁴	GCCC and State Government	Publicly available census and community survey information that GCCC has access to shall be made available to the Operations Team to inform ongoing monitoring of impacts and management strategies along the transit corridor.	Every five years ⁵⁵	GCCC	
			GCCC and State Government to consider incentives (in the planning scheme or as a rebate) to include affordable housing in future residential development projects.	GCCC and State Government	Review Planning Scheme giving due consideration to the identified potential social impacts of the GCRT and putting in place, where possible, appropriate measures to enhance positive and reduce negative community outcomes.	Under regular Planning Scheme review timetables and when opportunities exist.	GCCC and State Government	

⁵⁴ e.g. Council's Planning Scheme, *Local Growth Management Strategy and Housing Needs Assessment* and State Government's *South East Queensland Regional Plan*) to accommodate and appropriately manage an increase in residential density along and near the project

⁵⁵ The next ABS Census will be in 2011

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
30	<p>System may further encourage the number of non-English speaking persons (primary language spoken at home) to live/migrate near the System.</p> <p>The increase in the number of non-English speaking persons to the local area may alter the demand to some social infrastructure services and alter the community identity of an area.</p>	Medium	<p>Operations Team to maintain signage and information at stations that is multi-lingual (e.g. touch screen terminals to purchase tickets or route information that can be display in difference languages).</p>	<p>Operations Team, GCCC and State Government</p>	<p>Publicly available census and community survey information that GCCC has access to shall be made available to the Operations Team to inform ongoing monitoring of impacts and management strategies along the transit corridor.</p>	<p>Once ABS Census data is released⁵⁶</p>	<p>GCCC</p>	<p>S11 S14 S15 S17</p>
			<p>GCCC and State Government to review existing local planning policies and reports to appropriately manage population changes.</p>	<p>GCCC and State Government</p>	<p>Review Planning Scheme giving due consideration to the identified potential social impacts of the GCRT and putting in place, where possible, appropriate measures to enhance positive and reduce negative community outcomes.</p>	<p>Under regular Planning Scheme review timetables and when opportunities exist.</p>	<p>GCCC and State Government</p>	

⁵⁶ The next Census will be in 2011

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			GCCC and State Government planning processes to respond to potential increased infrastructure needs in the light of anticipated increased densities along the GCRT corridor, that may be realised, partly due to the introduction of the GCRT. ⁵⁷	GCCC and State Government	Publicly available census and community survey information that GCCC has access to shall be made available to the Operations Team to inform ongoing monitoring of impacts and management strategies along the transit corridor.	Every five years ⁵⁸	GCCC	
			GCCC to work with Social Infrastructure Services to support planning/advocacy efforts to achieve appropriate funding/support to meet future needs/reliance.	GCCC	Develop, distribute and collate a local community survey which includes population, language and disability characteristics.	Every two years	GCCC	
31	Displacement of low income earners in the local study area due to increase in housing costs and land values.	Medium	GCCC and State Government to consider providing incentives (in the planning scheme or as a rebate) to include affordable housing in future residential development projects.	GCCC and State Government	Review and update land use audit data that was prepared during construction.	Every five years	GCCC	S11 S12 S113
32	System may encourage an increase in the population. The System may encourage an increase in residential density/ development that will increase the number of residents living in the area. New residents may choose to live	Medium	GCCC and State Government to review existing local planning policies and reports to appropriately manage population changes.	GCCC and State Government	Review Planning Scheme giving due consideration to the identified potential social impacts of the GCRT and putting in place, where possible, appropriate measures	Under regular Planning Scheme review timetables and when opportunities exist.	GCCC and State Government	S11

⁵⁷ e.g. Council's Planning Scheme, *Local Growth Management Strategy and Housing Needs Assessment* and State Government's *South East Queensland Regional Plan*) to accommodate and appropriately manage an increase in residential density along and near the project

⁵⁸ The next ABS Census will be in 2011

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
	near the System as it will provide a reliable public transport option. An increase in population may increase in the demand for services (utilities, social infrastructure and leisure and recreation).				to enhance positive and reduce negative community outcomes.			
			GCCC and State Government planning processes to respond to potential increased infrastructure needs in the light of anticipated increased densities along the GCRT corridor, that may be realised, partly due to the introduction of the GCRT. ⁵⁹	GCCC and State Government	Publicly available census and community survey information that GCCC has access to shall be made available to the Operations Team to inform ongoing monitoring of impacts and management strategies along the transit corridor.	Every five years ⁶⁰	GCCC	
			GCCC and State Government to allocate funding (in local and state budgets) for upgrading utilities and services (e.g. water, sewerage, telecommunication lines) to accommodate for the potential increased population in line with their core responsibilities.	GCCC and State Government	As required	As required	As required	

⁵⁹ e.g. Council's Planning Scheme, *Local Growth Management Strategy and Housing Needs Assessment* and State Government's *South East Queensland Regional Plan*) to accommodate and appropriately manage an increase in residential density along and near the project

⁶⁰ The next ABS Census will be in 2011

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Accommodation and housing								
33	Changes in affordable housing stock. The System may cause the loss of affordable housing in some areas along the corridor. This may affect /cause displacement of affordable housing residents such as migrants/ refugees. However, there are opportunities to redevelop affordable housings stock.	Medium	GCCC to review existing affordable housing plans and reports to appropriately manage changes to housing stock in the Gold Coast region. GCCC to consider providing incentives (in the planning scheme or as a rebate) to include affordable housing in future residential development projects.	GCCC	Review and update plans and reports.	Every five years	GCCC	SI2
34	System may provide opportunities for transit orientated developments. System may provide opportunities for transit orientated developments near the stations.	Medium	GCCC to work with developers to achieve good planning and design developments/ outcomes, including, but not limited to, outcomes which enhance potential social impacts and avoid, reduce and/or mitigate negative social impacts of transit orientated developments.	GCCC and developers	Development Applications should be on a case by case basis.	As required	GCCC	SI2
			GCCC to review planning instruments (policies and strategies) to accommodate good planning outcomes for transit orientated developments.	GCCC	Review and update plans and reports.	Every five years	GCCC	
Mobility and access								
35	Delays to the Rapid Transit System caused by traffic delays/congestion. Where the System will share road corridors with road users (e.g. parts of Section 3), it may be affected by a traffic accident or congestion which will affect the Rapid Transit efficiency in delivering reliable and rapid services to passengers.	Excessive	Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	SI3

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
36	Safety of pedestrians. System may cause risks to the safety of pedestrians to both non-users of the System (using footpaths) and users of the System (access to and from the System). Pedestrians include persons with mobility issues (elderly and wheelchair users).	Excessive	Maintain entry/exit of stations with appropriate safety measures for pedestrians (signage, pedestrian crossings, foot paths, adequate time to cross road – people with disabilities and the elderly).	Operations Team and GCCC	Review operation consultation data base.	Quarterly or as required	Operations Team	SI3 SI5
			Consult with seniors and people with disabilities to identify issues that people may encounter using pathways and issues important to their safety.	Operations Team	Meetings with relevant stakeholder groups.	Quarterly or as required	Operations Team	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
			Refer to Volume 5: Urban Design and Volume 3 Parts 2 and 3 Traffic and Transport Management Plan.	As required	As required	As required	As required	
37	Improved linkages between precincts and suburbs.	Excessive	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional area and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation data base.	Quarterly or as required	Operations Team	SI3
38	Changes to existing public transport providers (including passengers).	Excessive	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional area and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation data base.	Quarterly or as required	Operations Team	SI3

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
39	Increased accessibility of the Gold Coast for tourists and visitors.	Excessive	Work with events to plan, design and construct connections which facilitate seamless connections from tourist areas to the System, this includes the legislative and regulatory compliance for people with disabilities.	Operations Team	Refer to Volume 2: Chapter 22 Consultation and Communications	When necessary	Operations Team	SI3 SI1
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
40	Changes in the local road network will affect emergency services when emergency vehicles can not access the GCRT.	Excessive	Collaborate with emergency service providers (fire, ambulance, SES and police) to seek alternative routes and allow access to the corridor for emergency services.	Operations Team	Operations Team and emergency services to develop and implement emergency vehicle access plans and review, when necessary.	As required, at least every five years	Operations Team	SI3 SI4 SI8
			Refer to Volume 3 Parts 2 and 3: Transport and Traffic Management Plan..	As required	As required	As required	As required	
41	Increase in alternative form of public transport for residents, employees, students, tourists and low income individuals and families	High	Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	SI3
			Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional areas and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
42	System will move people in and out of areas for events/ entertainment.	High	Liaise with event organisers to promote the use of the System to travel to event/ entertainment.	Operations Team	Review and update the education program for the key events during operation.	When necessary	Operations Team	SI3 SI1
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
43	Increased access to regional heavy rail line services (including interstate) and Brisbane Airport (domestic and international).	High	Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	SI3
44	Reduction in traffic/ single car occupant drivers.	Medium	High potential to promote positive social impact through measures such as subsidised student fares and safety measures of System.	Operations Team	Review patronage data.	Quarterly or as required	Operations Team	SI3
			Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional areas and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	
45	Decrease in the number of employed people travelling to work as driver in private vehicles.	Medium	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional areas and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	SI3 SI12

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
46	Potential to decrease the reported dislocation of northern and western residential areas to the System (including young people).	Medium	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional areas and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	SI3
Social infrastructure								
47	System will provide emergency vehicle access. Providing access to emergency vehicles (fire, police and ambulance) will improve response times as emergency vehicles will not be affected by traffic congestion.	Excessive	Collaborate with emergency service providers (fire, ambulance, SES and police) for access to the corridor during emergencies. Transit System will need to provide adequate clearance for emergency vehicles in order for this impact to occur. In addition, access to water for fire services will be important.	Operations Team and emergency service providers	Operations Team and emergency services to develop and implement emergency vehicle access plans and review when necessary.	As required, at least every five years	Operations Team	SI4
48	Changes to access health/ medical facilities including Gold Coast Hospital.	Excessive	Collaborate with health service providers to maintain current level of access during the System's operation.	Operations Team	Meetings with Gold Coast hospital and other relevant stakeholders.	As required	Operations Team	SI4
		High	Advise general public about changes in access to health facilities. Clear signage of access will assist patients and visitors of access changes, through the education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
49	<p>Permanent changes to access of community facilities/ social infrastructure.</p> <p>Permanent changes caused by the implementation of the System may affect a number of social infrastructure facilities and services. For example, changes in access to schools may lead to a decrease in enrolment numbers; changes in child care centres may increase risks to safety of children and parents; and changes in access may affect people wanting to visit cemeteries, which may affect the health and wellbeing of the community.</p>	High	Liaise and collaborate with social infrastructure facilities and services to seek an outcome to the changes to services and project alignment.	Operations Team	Review consultation database and to liaise with social infrastructure facilities if any issues/ complaints arise.	Monthly	Operations Team	SI4
50	Increased access to secondary and tertiary education facilities.	High	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional areas and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	SI4 SI1 SI3
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
51	System may encourage an increase in student enrolments (tertiary and secondary) and increased access to	Medium	High potential to promote positive social impact through measures such as subsidised student fares and	Operations Team	Review and update the education program for operation.	When necessary	Operations Team	SI4 SI1

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
	educational facilities.		advertising and marketing campaigns.		GCCC to conduct a survey of the number of university students to feed into current and future Council plans and policies.	Every two years	GCCC	SI3
52	Loss of social infrastructure.	Medium	Evaluate project alignment/ impacts to social infrastructure.	Operations Team	Review and update the education program for operation.	When necessary	Operations Team	SI4 SI13
Needs of special groups								
53	Potential of inappropriate design of station upgrades and carriages for special needs groups.	High	Consider engaging a person with a disability and/or from a disability organisation to provide feedback into the station and carriage design.	Operations Team	Survey special needs groups about the functionality of the design.	Every 12 months	Operations Team	SI5 SI3
			Engage an affiliated consultant from the Association of Consultants in Access, Australia, Inc. to ensure access is appropriately designed, especially for people with disabilities, with appropriate design and plans in the event of an emergency.	Operations Team	Audit stations, carriages and associated infrastructure.	Every 5 years	Operations Team	
54	GCRT may benefit special needs groups.	Medium	Provide subsidised fares and timely and regular services to encourage disabled and elderly persons to use the System.	Operations Team	Review and update the education program that was used during construction to educate people (particularly special needs groups) of how to use the system.	When necessary	Operations Team	SI5 SI11 SI8
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
55	Improved access to public transport for young people.	Medium	Work in partnership with community groups/ residents to enhance a sense of place at the System's stations. This could include community art, naming of stations with reference to a person or place in a local community or engaging a local environmental group to landscape around the station.	Operations Team	Consult with the local community regarding public art around stations. Local community should provide input as to whether to maintain or to create new/updated public art.	Every 10 years	Operations Team	SI5
			High potential to promote positive System aspects, such as subsidising student fares through education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
56	Increase in access to services and facilities for those families on or under the poverty line and young people.	Medium	High potential to promote positive social impact through measures such as subsidised/ concession fares.	Operations Team	Review and update the education program that was used during construction to educate people of how to use the system.	When necessary	Operations Team	SI5
Community identity, cohesion and severance								
57	System may increase severance to residents and community adjacent to the corridor. The System may reduce accessibility for residents directly along the corridor. The System may affect the community being able to cross from one side of the road to the other (as a result of the System).	Medium	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional areas and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	SI7

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Work in partnership with community groups/ residents to enhance a sense of place at the System's stations. This could include community art, naming of stations with reference to a person or place in a local community or engaging a local environmental group to landscape around the station.	Operations Team	Consult with the local community regarding public art around stations. Local community should provide input as to whether to maintain or to create new/updated public art.	Every 10 years	Operations Team	
58	Stations may contribute/ enhance a community's sense of place/ identity.	Medium	Design seating on the carriages so people can interact (conversations) with each other/ other passengers.	Operations Team	Document and record visual and physical changes and pass collated information to the local history society for local archival records.	Every five years	Operations Team	SI7
			Work in partnership with community groups/ residents to enhance a sense of place at the System's stations. This could include community art, naming of stations with reference to a person or place in a local community or engaging a local environmental group to landscape around the station.	Operations Team	Consult with the local community regarding public art around stations. Local community should provide input as to whether to maintain or to create new/updated public art.	Every 10 years	Operations Team	
			Develop apprenticeship /traineeship/cadetship program for local young people to be involved in the operation of the GCRT.	Operations Team	Review employment policies against relevant Queensland Government Guidelines.	Quarterly	Project Team	
			Development of an Indigenous employment policy, as per relevant Queensland Government guidelines.	Operations Team	Review employment policies against relevant Queensland Government Guidelines.	Quarterly	Project Team	

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	
Health and wellbeing								
59	Clash between different user groups of the System. Conflict between different user groups, such as workers early in the morning and nightclub patrons returning home in the morning/ intoxicated persons, may occur on the System which will cause concerns of safety for those using the System. Young people may decide to use station car parks and stations as opportunities for skateboarding, which may cause a clash between the young people using the space and passengers.	Medium	Maintain crime prevention principles (CPTED) in the design of the System and stations. CPTED to meet Queensland Government CPTED Guidelines and GCCC Safer By Design Draft Planning Scheme Policy. Refer to Queensland Police's <i>Crime Prevention Through Environmental Design Guidelines for Queensland</i> .	Operations Team	Refer to Volume 5: Urban Design.	When necessary	Operations Team	SI8 SI10 SI11
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	
60	Noise impacts on nearby residential areas.	Medium	Assess appropriate noise mitigation measures for abutting residential areas and accord with Volume 3 parts 2 and 3: Noise and Vibration.	Operations Team	Refer to Volume 3 parts 2 and 3: Noise and Vibration	When necessary	Operations Team	SI8 SI11

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Leisure and recreational opportunities								
61	Improved public transport networks to access public open space.	Medium	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional areas and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	SI9 SI11
Crime and public safety								
62	Safety of vulnerable people (children, elderly, people with disabilities) getting used to the new system and how it operates.	High	Maintain crime prevention principles (CPTED) in the design of the System and stations. CPTED to meet Queensland Government CPTED Guidelines and GCCC Safer By Design Draft Planning Scheme Policy. Refer to Queensland Police's <i>Crime Prevention Through Environmental Design Guidelines for Queensland</i> .	Operations Team	Refer to Volume 5: Urban Design	When necessary	Operations Team	SI10 SI5
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
63	Increased opportunities for crime due to people using the system. Safety of system especially for shift workers. System needs to be safe at all hours due to shift workers as users of the System.	High	Maintain crime prevention principles (CPTED) in the design of the System and stations. CPTED to meet Queensland Government CPTED Guidelines and GCCC Safer By Design Draft Planning Scheme Policy. Refer to Queensland Police's <i>Crime Prevention Through Environmental Design Guidelines for Queensland</i> .	Operations Team	Maintain education program about the System's safety awareness and security.	When necessary	Operations Team	SI10
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	
64	Increased opportunity for car theft near the System's stations as there will be a number of parked commuter cars. A number of the proposed stations are situated in areas that experience a high car theft rate. If passengers of the System need to drive and park to use the System there will be a high concentration of cars around stations.	Medium	Maintain crime prevention principles (CPTED) in the design of the System and stations. CPTED to meet Queensland Government CPTED Guidelines and GCCC Safer By Design Draft Planning Scheme Policy. Refer to Queensland Police's <i>Crime Prevention Through Environmental Design Guidelines for Queensland</i> .	Operations Team	Maintain education program about the System's safety awareness and security.	When necessary	Operations Team	SI10
			Work with GCCC and Police to maintain safety design features in and around the System's stations to reduce the opportunities for crime/ car theft	Operations Team	Meetings with Queensland Police.	As required	Operations Team	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	
65	Vandalism of stations and violence may affect local residents and passengers of the System.	Medium	Maintain crime prevention principles (CPTED) in the design of the System and stations. CPTED to meet Queensland Government CPTED Guidelines and GCCC Safer By Design Draft Planning Scheme Policy. Refer to Queensland Police's <i>Crime Prevention Through Environmental Design Guidelines for Queensland</i> .	As required	As required	As required	As required	SI10 SI11
			Continue to work with GCCC and Police to develop appropriate safety measures and on-going monitoring.	Operations Team	Meetings with GCCC and Queensland Police.	Quarterly or as required	Operations Team	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
			Work in partnership with community groups/ residents to enhance a sense of place at the System's stations. This could include community art, naming of stations with reference to a person or place in a local community or engaging a local environmental group to landscape around the station.	Operations Team	Consult with the local community regarding public art around stations. Local community should provide input as to whether to maintain or to create new/updated public art.	Every 10 years	Operations Team	
			Refer to Volume 5: Urban Design	As required	As required	As required	As required	

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Social amenity								
66	Changes to residential amenity. The System may increase the level of road traffic noise (as a result in changes in access/road verges in the local road network), noise generated from System, odour, emissions, privacy and visual aesthetics to residents located within close proximity to the corridor.	Medium	Work in partnership with community groups/ residents to enhance a sense of place at the System's stations. This could include community art, naming of stations with reference to a person or place in a local community or engaging a local environmental group to landscape around the station.	Operations Team	Consult with the local community regarding public art around stations. Local community should provide input as to whether to maintain or to create new/updated public art.	Every 10 years	Operations Team	SI11 SI18
			Refer to Volume 3 parts 2 and 3: Noise and Vibration and Air Quality Plan.	As required	As required	As required	As required	
67	System may increase social interaction.	Medium	Work in partnership with community groups/ residents to enhance a sense of place at the System's stations. This could include community art, naming of stations with reference to a person or place in a local community or engaging a local environmental group to landscape around the station.	Operations Team	Consult with the local community regarding public art around stations. Local community should provide input as to whether to maintain or to create new/updated public art.	Every 10 years	Operations Team	SI11 SI7 SI8
			Refer to Volume 5: Urban Design.	As required	As required	As required	As required	
Employment and local economic effects								
68	Increased employment opportunities through access public transport to travel to work.	High	Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	SI12

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
69	Improved access to employment.	High	Reassess the public transport network/ services to work with the GCRT, identifying opportunities to increase connectivity (e.g. public transport services to regional areas and to provide feeder routes to and from the System).	Operations Team	Review patronage data, undertake passenger surveys and review operation consultation database.	Quarterly or as required	Operations Team	SI12
			Maintenance of park and ride facilities will assist workers to use the System. The System will need to be reliable and frequent for workers to use the System.	Operations Team	Review maintenance schedule.	As required	As required	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
70	Employment opportunities for people to be employed by TransLink as drivers and support staff.	High	Advertise positions to job seekers in the local study area.	Operations Team	Maintain register of employees who have been employed locally.	Life of project	Operations Team	SI12
			Develop apprenticeship /traineeship/cadetship program for local young people to be involved in the operation of the GCRT.	Operations Team	Review employment policies against relevant Queensland Government Guidelines.	Quarterly	Project Team	
			Development of an Indigenous employment policy, as per relevant Queensland Government guidelines.	Operations Team	Review employment policies against relevant Queensland Government Guidelines.	Quarterly	Project Team	

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
Personal and property rights								
72	System will affect property prices directly along and near the corridor.	Medium	GCCC to review planning strategies and instruments (e.g. Council's Planning Scheme, <i>Local Growth Management Strategy and Housing Needs Assessment</i>) to accommodate and appropriately manage an increase in residential density along and near the project.	GCCC and State Government	Review and update planning schemes, plans and policies.	Every five years	GCCC	SI13 SI2
			GCCC to consider incentives (in the planning scheme or as a rebate) to include affordable housing in future residential development projects.	GCCC	Review and update planning schemes, plans and policies.	Every five years	GCCC	
Other social impacts								
73	Reduction of financial strain on transportation costs. The Transit System may reduce financial strain for disabled persons who currently use taxis, which are a costly mode of transport. The System may provide a number of disabled persons access to facilities and services, such as access to medical facilities.	High	Provide subsidised fares and timely and regular services to encourage disabled and elderly persons to use the System.	Operations Team	Review and update the education program that was used during construction to educate people (particularly special needs groups) of how to use the system.	When necessary	Operations Team	SI14 SI3

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
74	System may be a terrorist target.	High	Continue to work with GCCC and emergency service providers to maintain and update crisis evacuation plans and procedures in an event of a crisis or emergency. Project team to ensure plans are inclusive of accommodating needs of seniors, people with disabilities (such as mobility, vision and/or hearing impairments) requirements/needs. Maintain crime prevention principles (CPTED) in the design of the System and stations. CPTED to meet Queensland Government CPTED Guidelines and GCCC Safer By Design Draft Planning Scheme Policy. Refer to Queensland Police's <i>Crime Prevention Through Environmental Design Guidelines for Queensland</i> .	Operations Team, GCCC and emergency service providers	Operations Team (in collaboration with GCCC and emergency service providers) to develop and implement a crisis evacuation plan and procedures.	Once adopted, review and amend every five years	Operations Team	SI14
75	Reduction of pedestrian and vehicle conflicts as a result of the reduction of private vehicles on roads. A reduction in pedestrian and vehicle conflicts may occur if residents, visitors and tourists use the System. Some visitors/tourists that drive cars around the local study area can be distracted whilst driving (as they are looking for their accommodation, attractions) which affects the safety of other motorists and pedestrians.	Medium	Maintain entry/exit of stations with appropriate safety measures for pedestrians (signage, pedestrian crossings, foot paths, adequate time to cross road – people with disabilities and the elderly).	Operations Team and GCCC	Review operation consultation database.	Quarterly or as required	Operations Team	SI14 SI3
			Consult with seniors and people with disabilities to identify issues that people may encounter using pathways and issues important to their safety.	Operations Team	Meetings with relevant stakeholder groups.	Quarterly or as required	Operations Team	

SI #	Summary of potential social impact	L/C rating ⁴⁹	Mitigation/Enhancement	Responsibility	Monitoring and reporting compliance			TOR
					Activity	Activity timing	Responsibility	
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	
			Refer to Volume 6: Urban Design Report and Volume 4: Traffic and Transport Management Plan	As required	As required	As required	As required	
76	System will provide capacity for mass evacuation in a crisis. System may be able to provide crisis evacuation for a large number of people during a disaster e.g. flooding, cyclone or terrorism attacks. The System could revert to moving in one direction to move people out of areas.	Medium	Continue to work with police and other emergency services, safety organisations and Council to update and maintain crisis mass evacuation plan.	Operations Team, emergency services and Council	Operations Team (in collaboration with GCCC and emergency service providers) to develop and implement a crisis mass evacuation plan	Once adopted, review and amend every five years	Operations Team	SI14
			Develop, implement and review an education and communications program to disseminate information on the GCRT, supported by appropriate 1800 number and website.	Operations Team	Review operation consultation database.	As required	Operations Team	

1.5 SIMP Summary

There are no specific potential social impacts for the operation of the GCRT in Section 2 and Section 3 to those identified for the whole of corridor in Table 1.4: 1 and Table 1.4:2.

The SIMP for operation is similar to the construction SIMP, as it has been developed to maintain the relationships developed in construction to be maintained through operation. It is an iterative process with regular feedback to the Project Team as determined appropriate by the relevant stakeholders; this includes the option to maintain the Construction Advisory Groups (although the membership might change).



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