

## **ADDENDUM - FRENCHS FOREST SOCIAL INFRASTRUCTURE STUDY, AUGUST 2019**

### **1. Background**

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In 2018, Cred Consulting delivered a Social Infrastructure Strategy for the NSW Department of Planning to inform a Masterplan for the Hospital Precinct Structure Plan (HPSP). Since that time, the proposed yield of the site has changed impacting on the forecast population and subsequent social infrastructure and service floor space needs.

This addendum provides:

- Updated population forecasts (total and by service age group) for the HPSP for each stage of delivery, including forecast population characteristics for the future Precinct.
- Updated population based social infrastructure benchmarking, including details of benchmarks used, and
- Updated social infrastructure needs assessment for the site including:
  - updated social infrastructure floor space to be delivered within the site
  - apportionment of needs across each of the stages of delivery of the Masterplan and broader district needs that can be met, and
  - details of best location for future social infrastructure.

### **2. Population forecasts**

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#### **2.1. Total forecast population**

The HPSP will be delivered over three phases. At the end of Phase 3, there will be a total of 9,952 people living within the HPSP. This is based on a forecast 4,360 dwellings, with a household size of 2.2 persons per dwelling (based on the household size of high density areas in the LGA in Dee Why and Manly).

In 2016, there were 14,045 people living in Frenchs Forest. Post delivery of the HPSP, the Frenchs Forest suburb population will be increased to at least 23,637 people.

Table 1 provides a detailed breakdown of the forecast population of the HPSP by phases. Table 2 provides a breakdown of the forecast population of the Frenchs Forest suburb.

**Table 1 Population forecasts for HPSP (based on yield provided by Northern Beaches Council)**

Phases	Dwellings	Forecast population	Proportion of growth
1	1,930	4,246	44%
2	1,115	2,453	26%
3	1,315	2,893	30%
<b>Total precinct</b>	<b>4,360</b>	<b>9,592</b>	<b>100%</b>

**Table 2 Changes to Frenchs Forest suburb population**

Phases	Existing Frenchs Forest population (2016)	Forecast population of proposed development	Frenchs Forest suburb population post development
<b>Frenchs Forest</b>	14,045		
<b>1</b>		4,246	18,291
<b>2</b>		2,453	20,744
<b>3</b>		2,893	23,637

## 2.2. Forecast population characteristics

Understanding the forecast age profile and population characteristics of the HPSP will assist with assessing future social and cultural service and facility needs (e.g. early education and care, school places, residential aged care).

Forecast population characteristics provided below are based on the population characteristics and demographics of similar high density areas situated within the Northern Beaches LGA (Dee Why and Manly Town Centre). Table 3 also provides a service age breakdown for the future HPSP based on the demographics of the Dee Why Town Centre. Based on these characteristics, as compared to the Frenchs Forest suburb now, the forecast resident population of the HPSP will most likely:

- Be more culturally diverse than Frenchs Forest suburb. Between 38% and 46% of residents in and around the Dee Why Town Centre speak a language other than English at home. Around 6% to 7% residents of small areas within Dee Why Town Centre were born in China (including Hong Kong, Taiwan, Macau), between 7% and 10% were born in the Phillipines, 6% to 9% were born in India, and between 3% and 7% were born in Nepal. High density areas across Greater Sydney have a high proportion of residents from non-English speaking backgrounds.
- As shown in Table 3 as compared to the Frenchs Forest suburb, the HPSP will:
  - Have lower proportions of children and young people than Frenchs Forest suburb.

- Have a higher proportion of tertiary aged and working aged residents (needing access to services day, night and weekends).
- Have lower proportion of resident aged 70 and over.
- Have a higher proportion of key workers living here. Given the location of the Northern Beaches Hospital and the affordable housing target, key workers including nurses and other hospital staff will live in the area. These workers may have a lower average income than in Frenchs Forest suburb currently, and
- Have a higher proportion of tertiary students living here. Given the potential location of a TAFE or University Campus within the HPSP there could be a higher proportion of students living in the area. The age profile for Dee Why Town Centre indicates a much higher proportion of 18 to 24 year olds (21.8%) than the average for the Northern Beaches LGA.

**Table 3 Population forecasts by service age group HPSP (% based on Dee Why Town Centre, ABS 2016)**

Service age group	% of population	Phase 1	Phase 2	Phase 3	Total precinct
0 to 4	4.7%	198	117	135	451
5 to 11	2.4%	109	65	75	249
12 to 17	1.4%	59	35	40	134
18 to 24	21.8%	920	543	627	2,091
25 to 34	39.4%	1,663	982	1,134	3,779
35 to 49	19.8%	836	494	570	1,899
50 to 59	5.7%	241	142	164	547
60 to 69	3.2%	135	80	92	307
70+	1.6%	68	40	46	153

### 2.3. Workers

There will be a high number of workers within the HPSP Town Centre across a range of industries. According to the *Precinct Employment Strategy, Macropian, 2019*, the new Northern Beaches Hospital itself will support a range of knowledge-intensive jobs, innovation and service delivery, commencing with 1,000 jobs and increasing to 2,000+ jobs in the longer term.

As shown in Table 4, based on advice from GLN Planning the majority of jobs will be realised in Phase 1 of the HPSP which will create around 2,981 jobs.

**Table 4 Hospital Precinct Structure Plan – indicative composition – non-retail uses (source: GLN Planning, July 2019)**

Employment	Phase 1 Structure Plan area		Phase 2 / 3 Structure Plan area	
	New FF Town Centre GLA sqm	New FF Town Centre Workers	Forest Way Shopping Centre extra GLA sqm	Forest Way Workers
Supermarket(s)	5300	88	1250	21
Mini majors	2000	40	1500	30
Food and liquor	750	13	250	4
Food catering	2500	42	1000	17
Non-food retail	2000	40	1250	25
Banks, services, other	1500	30	750	15
Gym	1500	30	0	
Childcare	750	15	0	
Hospital		2000		
University	8175	149		
Hotel	9000	113		
School	9140	166		
Commercial	5116	256		
<b>Total workers</b>		<b>2981</b>		<b>112</b>

### 3. Population benchmarking

Population benchmarking is one indicator (along with existing supply and capacity, population characteristics, and community engagement) used to determine the supply of social infrastructure based on population forecasts. Population benchmarking has been applied to the future population of the HPSP for Phase 1 and Phases 2/3. Because some social infrastructure would need to be delivered at a district level (e.g. multipurpose community hubs, libraries) population benchmarking has also been applied to the forecast population of the Frenchs Forest suburb to determine floor space that would be needed to support the population at a district level (the Frenchs Forest suburb).

Where benchmarks exist for workers, these have also been applied to support planning for developer contributions.

#### 3.1. Library population benchmarking

Libraries are best delivered co-located with other community facilities as part of multipurpose community hubs within town centres (connected to public transport and other services). They are both social and economic activators for neighbourhoods and commercial precincts.

Table 5 shows that a library of at least 1,400m<sup>2</sup> would be required to service the future Frenchs Forest suburb of 23,737 people + 2,981 HPSP Phase 1 town centre workers. This floor space includes library service areas, circulation and amenities. It does not include carparking space.

861m<sup>2</sup> of this library floor space could be levied through developer contributions (demand from both residents 662m<sup>2</sup> and workers 199m<sup>2</sup>). 490m<sup>2</sup> could be levied through Phase 1 (291m<sup>2</sup> for residents and 199m<sup>2</sup> for workers). This is based on the People Places State Library of NSW population based benchmark calculator, May 2019, which includes calculation for residents and workers (<https://www.sl.nsw.gov.au/public-library-services/people-places-tools>). See Precedent 1 (attached), for the best practice Woollahra Library including functions and floor size.

**Table 5 Library benchmarking by stage and precinct**

HPSP Phase	Forecast population	% of whole precinct	Benchmarked demand (People Places, State Library of NSW population based benchmark calculator, May 2019)
<b>Phase 1</b>	4,246	44%	291.28
<b>Phases 2 and 3</b>	5,346	56%	370.72
<b>Total HPSP residents</b>	9,592	100%	662m <sup>2</sup>
<b>Total Phase 1 workers</b>	2,981		199m <sup>2</sup>
<b>Total HPSP residents and workers</b>	12,573		861m <sup>2</sup>
<b>Frenchs Forest suburb post development</b>	23,637 + 2,981 workers		1,466m <sup>2</sup>

### 3.2. Multipurpose community floor space

Best practice approaches to delivery of district level community centre floor space is as part of a multipurpose community hub co-located with other services such as libraries and Council customer service functions.

Table 6 shows that based on a benchmark of 80m<sup>2</sup> per 1,000 people, up to 1,890m<sup>2</sup> of multipurpose community floor space could be required to service a district multipurpose community centre to support the future Frenchs Forest suburb. 767m<sup>2</sup> could be levied through developer contributions, including 340m<sup>2</sup> in Phase 1. The benchmark of 80m<sup>2</sup> per 1,000 people is a commonly used benchmark by NSW local government including City of Parramatta, Woollongong City Council, Cumberland Council, and City of Sydney.

**Table 6 Multipurpose community floor space benchmarking**

HPSP Phase	Forecast population	% of whole HPSP	Benchmarked demand based on 80m <sup>2</sup> per 1,000 people
<b>Phase 1</b>	4,246	44%	338m <sup>2</sup>
<b>Phases 2 and 3</b>	5,346	56%	429m <sup>2</sup>
<b>Total HPSP residents</b>	9,592	100%	767m <sup>2</sup>
<b>Frenchs Forest Suburb post 1,2,3</b>			1,891m <sup>2</sup>

### 3.2.1. Council Customer Service Centre

No benchmarks are available to assess when a Council customer service centre should be included within a multipurpose community centre or library. However, best practice trends indicate that when libraries/community centres are located within town centres, this is a great opportunity to co-locate a customer service centre onsite. Many NSW councils (e.g. Burwood Council at its Community Hub, City of Sydney in 4 locations) now include a customer service desk as part of their community hubs, co-locating library and multipurpose community space and customer service functions. Based on precedents, these customer service functions generally use around 50m<sup>2</sup> of floor space including 2 customer service stations and storage space. *See attached precedent for the future Mosman Civic Centre which will include a 50m<sup>2</sup> Customer Service Centre.*

### 3.3. Early education and care

Early education and care is an important service to support local families and workers to thrive and connect. Given the current commercial nature of service delivery, and the high cost of building new centres, new early education and care facilities are mostly delivered by the private sector and managed by for-profit providers.

There may be options for Council to require the delivery of a future early education and care centre to be owned and/or managed by Council (or leased to a not-for-profit provider) through a VPA, dependent on Council's current policy around Council service delivery.

Benchmarks used to determine demand for early education and care resulting from Phase 1, and phases 2 and 3 are:

- 0.3 places for every child aged 0 to 4 years (Based on national utilisation rates in Australia of 40% of all children aged 0 to 4 years accessing care on average 3 days per week. City of Sydney also uses a rate of 1 place for every 75 workers to determine worker demand for care.
- Places for children aged 5 to 11 years - based on national utilisation rates of 27% of all children aged 5 to 11 accessing Out of School Hours Care (ABS Census, Childhood Education and Care, 2018). There is no benchmark for workers particularly given that children are more likely to attend primary school in proximity to their homes than their parents place of work.

Table 7 shows the demand by each phase including:

- 99 early education and care places for children aged under 5 years in Phase 1 and 75 in Phases 2/3
- 30 Out of School Hours Care places for children aged 5 to 11 years in Phase 1 and 37 in Phases 2/3. However, it should be noted that there may be a school of around 1,000 children on site. Applying the benchmark of 0.27 places per 1,000 children attending a potential new school, would require an Out of School Care Facility that could support up to 270 children each day.

**Table 7 Early education and care demand**

Phase	Children aged 0 to 4 years (no.)	Demand children	Workers (no.)	Demand workers	Total demand for new places
Phase 1	198	59	2,981	40	99

Phases 2 and 3	252	75	-	75	75
<b>Total</b>	<b>450</b>	<b>135</b>		<b>115</b>	<b>174</b>
<b>Phase</b>	<b>Children aged 5 to 11 years (no.)</b>	<b>Demand Residents</b>	<b>Workers (no.)</b>	<b>Demand workers</b>	<b>Total demand for new places</b>
Phase 1	109	30	-	-	30
Phases 2 & 3	140	37	-	-	37
<b>Total</b>	<b>249</b>	<b>67</b>	-	-	<b>67</b>

If Council was seeking to own and manage/lease to a not for profit service, a centre onsite, they could seek for the provision of a centre that could accommodate no more than 90 places. 90 places is considered the most places that a centre should provide to retain a high quality of service and best practice outcome for children. This would deliver a benefit of quality and affordable care controlled by Council, otherwise it is a commercial use.

### 3.4. Schools

There are no current population based benchmarks utilised by the NSW Department of Education for determining the number of school places that would be required based on population growth. However, there will be the following additional children of school age who may need an a new school place:

- Primary school places: 109 places in Phase 1; 140 places in Phases 2 and 3.
- Secondary school places: 59 places in Stage 1; 75 places in Stages 2 and 3. Applying this benchmark The HPSP will require around 270 OSHC places to support a potential new school onsite or within existing schools in the area (based on 0.27 places per child).

### 3.5. Indoor courts

There is a continuing trend for court sports to move indoors. Sports such as futsal and basketball are becoming increasingly provided indoors and are particularly popular with workers (before and after work and at lunchtime), tertiary aged residents and working aged residents - of which there will be a high proportion living within the HPSP. A benchmark of 1 indoor court per 10,000 people + 10% of non-resident population (City of Sydney Recreation and Open Space Needs Study, 2016 and Parks and Leisure Western Australia) has been applied to determine demand for indoor courts that may result from the forecast population of the HPSP.

Because indoor recreation facilities are generally delivered as district or regional level (due to their size, cost and function), and there is an existing identified undersupply of indoor courts for the Frenchs Forest suburb and Northern Beaches LGA as a whole, the demand for indoor courts resulting from the forecast total population of Frenchs Forest has also been considered for planning purposes.

Table 8 shows that there would be demand for up to 2.5 indoor courts for the future Frenchs Forest suburb, with up to 1 court resulting from the resident and worker population of Phase 1 of the HPSP.

**Table 8 Population benchmarking indoor courts**

	<b>Forecast population</b>	<b>% of whole precinct</b>	<b>Benchmarked demand</b>
<b>Phase 1</b>	4,246	44%	0.5
<b>Phases 2 and 3</b>	5,346	56%	0.5
<b>Total HPSP residents</b>	9,592	100%	1
<b>Total Phase 1 workers</b>	2,981		0.25
<b>Total HPSP residents and workers</b>	12,573		1.25
<b>Frenchs Forest suburb post development</b>	23,637 + 2,981 workers		2.5

## 4. Needs analysis and recommendations

Table 9 provides a summary of the updated social infrastructure that could be delivered within the HPSP Town Centre including the total floor space or places required at a district and local level, and floor space that could be delivered through developer contributions.

**Table 9 FRPP Needs and recommendations**

<b>Social infrastructure</b>	<b>Capacity</b>	<b>Contribution by Phase</b>		<b>Location</b>	<b>Needs analysis</b>
		<b>Phase 1</b>	<b>Phases 2 &amp; 3</b>		
District level library (co-located with multi-purpose community centre)	1,400m2 (minimum for Frenchs Forest Suburb) 861m2 through HPSP residents and workers	490m2	371m2	Located in Town Centre as part of mixed use development. Located across multiple levels with ground floor interface to street. Connected to outdoor plaza to provide opportunities for indoor/outdoor events.	No library within 2km Demand based on People Places, NSW State Library, 2019 Town centres are a best practice location for a library, as a central location for residents, but also an economic activator Best practice is to co-locate libraries as part of a community hub
District level multipurpose community centre (co-located with library)  Could include 50m2 of Northern Beaches Council	1,891m2 (for Frenchs Forest suburb) 767m2 through HPSP residents	338m2	449m2	Co-located with library as part of a multipurpose community hub. Located within the town centre as part of a mixed use development. Located across multiple levels with ground floor interface to street.	No multipurpose community centre within Frenchs Forest suburb. Benchmarks indicate a need for 1 district centre within the FF suburb. High density community's need access to hireable space to deliver and participate in community programs for all



Social infrastructure	Capacity	Contribution by Phase		Location	Needs analysis
		Phase 1	Phases 2 & 3		
Customer Service Centre floor space				Connected to outdoor plaza to provide opportunities for indoor/outdoor events.	age groups including health, social, dance, arts, meetings; and spaces for family and community functions and events.
Primary School	249 new primary school places	109	140	Within new school onsite	249 new residents aged between 5 and 11 years within the HPSP
Secondary school	144 new places	59	75	Within existing secondary schools in area	144 new residents aged between 12 and 17 years within the HPSP
Out of School Hours Care	270 places within new school	-	-	Within new public school onsite. OSHC can share open space with school but dedicated facility for programs will be required in line with NQF standards.	The HPSP will require around 270 OSHC places to support a 1,000 student school (based on 0.27 places per child) either onsite or in existing schools throughout suburb. There is an existing undersupply of OSHC places in Frenchs Forest and across Sydney.
Early education and care (under 5)	174 places for residents and workers	99	75	Up to 2 new 90 place early education centres located onsite to support future residents and workers. Will require at least 7m <sup>2</sup> per child of unencumbered outdoor space to meet regulations.	HPSP requires 66 places for residents and 83 places for workers Structure Plan area requires 141 places for residents and 83 places for workers Best practice outcomes for children indicate quality centres should be no more than 90 places
Indoor courts	2.5 indoor courts with an indoor recreation centre	1	0.25	Within town centre in a site with access to parking.	While the HPSP itself does not trigger the need for an indoor recreation centre, the high number of residents and workers, and the lack of indoor courts or recreation centres locally and across the Northern Beaches LGA indicates an opportunity to deliver on this recreational infrastructure gap. Other indoor recreation centres across Sydney are highly

Social infrastructure	Capacity	Contribution by Phase		Location	Needs analysis
		Phase 1	Phases 2 & 3		
					utilised by workers before work, at lunchtime and after work.
Communal rooms within residential buildings	Between 50m <sup>2</sup> and 200m per room	-	-	Podium level or rooftop	<p>Communal rooms build community cohesion and provide places for residents to connect outside of their apartments.</p> <p>Provision of communal rooms for activities such as music practice or get togethers also reduce noise impacts that can cause conflict between neighbours.</p> <p>Best practice is to locate communal rooms adjacent to public areas and open space.</p>

Yours Sincerely



Sarah Reilly

Director, Cred Consulting

Precedent 1: Multipurpose Hub with Customer Service Centre

MOSMAN CIVIC CENTRE

DETAILS	
Address	Military Road, Mossman
Architect	FJMT
Year built	Not built yet
Size	1,665m2 total
Refurbishments / upgrades	New build
Uses / sizes* (proposed by Chrofi Architects)	
Public Living Room	- 300m2 - Work and Study Space - Reading and Seating Space - Meeting Rooms - Unsecured meeting space (to be shared with Art Gallery)
Exhibition Space	- 60m2
Main Collection	- 330 m2 - Size represents current 90, 000 volumes. - Fiction, Non Fiction, Large Print, Special Genre Collection 'Mosman Room' Local Studies Collection - 140m2 Material of local significance. Paper-based files, images, memorabilia, ephemera, computers and equipment for reading digitised resources. - A staff workroom - Specialist room for local & family history
Special Collections	Children's Collection - 175m2 + Activity Area Youth Collection and Young Adult Area - 60m2
Stack and Store	- 115m2 - Archival space. Atmospheric conditions
Media Centre	- 250m2 - Public Access Computers - Digital Learning Commons - Dedicated IT training rooms - AV area / Video Lounge (overlap with Art Gallery)
Customer Service	50m2 - Service Desk - Self Check - Reference, Information, Roving Service Points - Community information - Children's Desk - Public lockers and shelving
Admin & Staff Areas	- 140m2 (27 staff) - Work room + Store - Toilets, showers, lockers, kitchen - Meeting and breakout area
Loading and Delivery	- 45m2



Image source: Chrofi Architects

\*These spaces are suggested based on assumptions made from 'People Places - A guide to Public Libraries in New South Wales' a document distributed by State Library NSW as a guide for the requirements of contemporary Libraries and discussions with Mosman Library staff. In addition, areas are based on a 10% increase to existing facilities to compensate for growth and upgrade to facilities

Precedent 2 Library with multi-function room as part of shopping centre

**WOOLLAHRA LIBRARY AT DOUBLE BAY**

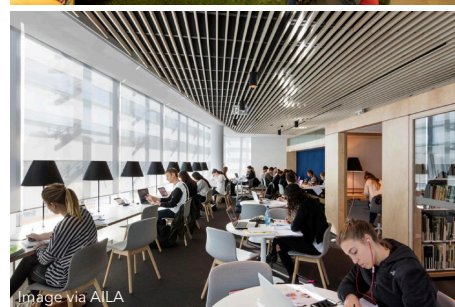
DETAILS	
Address	Double Bay, NSW
Architect	BVN Architecture
Year opened	2016
Size	2,300m <sup>2</sup> GFA
Project Cost	\$12.6 million (\$5.5 million fit out)
Hierarchy	District
Population	(LGA) 59,307 residents
Building owner	Council
Uses	
Library- ground floor	<ul style="list-style-type: none"> <li>- level 1</li> <li>- automated returns sorting</li> <li>- Multi-Function room</li> <li>- Quick Browsing Collection</li> <li>- Junior Library</li> </ul>
"the forum"	<ul style="list-style-type: none"> <li>- middle floor</li> <li>- multipurpose stair - eating, reading, and theatre seating for watching a movie on the retractable screen</li> </ul>
Library lvl 2	<ul style="list-style-type: none"> <li>- level 2</li> <li>- location of most of the collection</li> <li>- multiple different sized reading and study spaces</li> <li>- dedicated young adult space</li> </ul>
Top floor	<ul style="list-style-type: none"> <li>- level 3</li> <li>- dedicated quiet space</li> <li>- quiet room</li> <li>- series of study spaces</li> </ul>

Brief Elements:

- Designing the fit-out of a new library in a new retail/commercial building in double bay
- A vibrant community space with welcoming and interesting zones
- Must be accessible to the whole community
- Contextually appropriate
- A good balance between flexible study/reading spaces and collection (books)
- A variety of seating spaces for both individual and group studies
- Enabling a broad range of community activities, such as technology training, writer's talks, baby rhyme time, etc.
- Designing for future growth/change.

*"Our library supports the lifelong learning needs of our community and our vision is 'connecting people and ideas'"*

*"In addition to a traditional Library collection of books, serials and audio-visual materials, we have a complimentary digital collection recognising the way people are learning is changing. The library facilitates community learning through informal training courses and community talks, and provides flexible spaces for group and personal study."*



Precedent 3: Indoor recreation centre within CBD

## KING GEORGE V (KGV) RECREATION CENTRE

DETAILS	
<b>Address</b>	15 Cumberland St, The Rocks NSW 2000
<b>Architect</b>	Lippmann Partnership
<b>Year built</b>	1998
<b>Size</b>	Building approx: 3,045m <sup>2</sup> (35m x 87m) plus approx 1,000m <sup>2</sup> outdoor space
<b>Hierarchy</b>	unknown
<b>Population</b>	unknown catchment
<b>Refurbishments / upgrades</b>	no
<b>Building owner</b>	City of Sydney
<b>Management model</b>	unknown
USES	
<b>Indoor hall / 2 x multi purpose courts</b>	This space can be set up to include: <ul style="list-style-type: none"> <li>- 2 international-sized basketball courts: 15 metres by 28 metres each.</li> <li>- Netting and rings can be raised to combine both court spaces into an area of 17 metres by 60 metres that can be used for special events.</li> <li>- 2 netball courts: 15 metres by 28 metres each.</li> <li>- 2 futsal spaces: 17 metres by 28 metres each.</li> <li>- 2 international-sized volleyball courts or 4 smaller volleyball courts: 8.5 metres by 17 metres.</li> <li>- 6 badminton courts: 6.1 metres by 13.4 metres.</li> </ul>
<b>Outdoor courts</b>	This multipurpose court has a synthetic grass surface with sand underlay. It can be set up for: <ul style="list-style-type: none"> <li>- futsal: 17 metres by 28 metres.</li> <li>- tennis</li> </ul>
<b>Group fitness room</b>	This exercise space has a shock absorbent floor with mirrors along the walls. It is 7 metres by 14 metres.
<b>Gym</b>	
<b>1 x multi purpose community room</b>	The community room is equipped with a kitchenette and measures 7 metres by 15 metres.
<b>Childrens play-ground</b>	- private outdoor children's playground that is approximately 12 metres by 30 metres.
<b>Other notes</b>	- reported as being one of the most well utilised community recreation centres in Sydney and also close to / at capacity

