

15. Social environment

15.1 Introduction

By offering greater accessibility and choice of access, the CoastConnect — Caloundra to Maroochydore project is expected to provide a number of social benefits for the local community and their visitors.

However, development of any infrastructure is likely to be associated with changes to, and will have impacts on, an area's existing social environment.

Social impacts are commonly understood as changes, either positive or negative, to one or more of the following:

- people's way of life
- their culture
- their community
- their environment
- their health and wellbeing
- their personal and property rights
- their fears and aspirations (International Association for Social Impact Assessment 2003).

A community consultation program was developed early in the project to promote the project and identify specific community requirements with respect to the corridor design and construction.

As a response to the first round of community consultation (September–October 2008), the corridor concept design was revised, with the key identified issues being addressed in the revised design. A second round of community consultation was held in June – August 2009, which provided an opportunity for the residents to comment on the revised design. This open and responsive community consultation process further promoted community acceptance and ownership of the project.

This chapter provides an overview of the social impact assessment conducted for the preferred concept design.

15.2 Methodology

Assessment of potential social impacts associated with the CoastConnect — Caloundra to Maroochydore project included the following elements:

- establishing the existing social context within the Caloundra to Maroochydore corridor, which included review of the areas:
 - demographic profile
 - major health characteristics
 - social and recreational infrastructure
 - connectivity and accessibility characteristics
 - amenity and community safety characteristics
 - community values.
- establishing major construction activities which are likely to cause impacts to the social environment, and the type and extent of these impacts
- assessing the balance between the benefits and potential costs to the local community
- identifying mitigation measures for specified negative impacts, and areas for further investigation.

A desktop social assessment was considered appropriate as it included the review of current and detailed technical papers and recent public consultation findings that address the issue of impacts in significant detail. Additional data was sought to ensure that demographic information for the community profile was up-to-date. The sources of statistical data included Australian Bureau of Statistics (ABS) and Population and Information Forecasting Unit (PIFU), Queensland Government.

The assessment has been conducted at a level of detail consistent with the Concept Design and Implementation Plan (CDIMP) phase of the project. A more detailed social assessment may be required in future stages. An ongoing community consultation process will allow continued input from the community, particularly any changes in values and views.

15.3 Preliminary analysis

15.3.1 Existing social environment

The following section reviews the study area's population characteristics and a range of other social indicators in order to establish the area's existing social conditions.

Study area catchment

The study catchment for the CoastConnect — Caloundra to Maroochydore project includes the localities of Caloundra, Kawana, Buderim, Alexandra Headland, and Maroochydore.

It consists of the coastal 'core' area, which stretches along the corridor alignment — and the wider area encompassing the east–west linkages between the coastal area and the Bruce Highway (Figure 15-1).

The study area is known as a major holiday destination, with beaches, renowned for their natural beauty, stretching from Caloundra to Maroochydore and continuing further north, outside of the study area. The holiday destination status is supported by tourism development, which is largely concentrated in the coastal centres of Caloundra, Mooloolaba, Alexandra Headland and Maroochydore.

Land uses within the study area represent a mix of residential, commercial and tourism development. Areas of Buderim, Caloundra West and Kawana Waters are predominantly characterised by suburban low-density residential development, with lower levels of public transport. The coastal areas of Caloundra East, Kawana Town Centre, Mooloolaba, Alexandra Headland and Maroochydore demonstrate a greater mix of development, with the housing stock including a variety of apartment buildings, providing both residential and tourist accommodation. These higher-density precincts are located along the corridor alignment and represent a prime market for public transport services. Commercial development is concentrated along the corridor's major arterials including Nicklin Way (retail and homemaker warehouses) and Alexandra Parade (holiday accommodation, commercial and minor retail). Major community destinations are also located along these roads.

A number of new and predominantly residential developments are currently under construction in the corridor and include Kawana Forest, Birtinya, Kawana Beach, Bundilla, Kawana Island and Wises Farm (Figure 15-1). These developments are creating new neighbourhoods detached from existing centres and would require new public transport services in the future.



Figure 15-1: Study area catchment

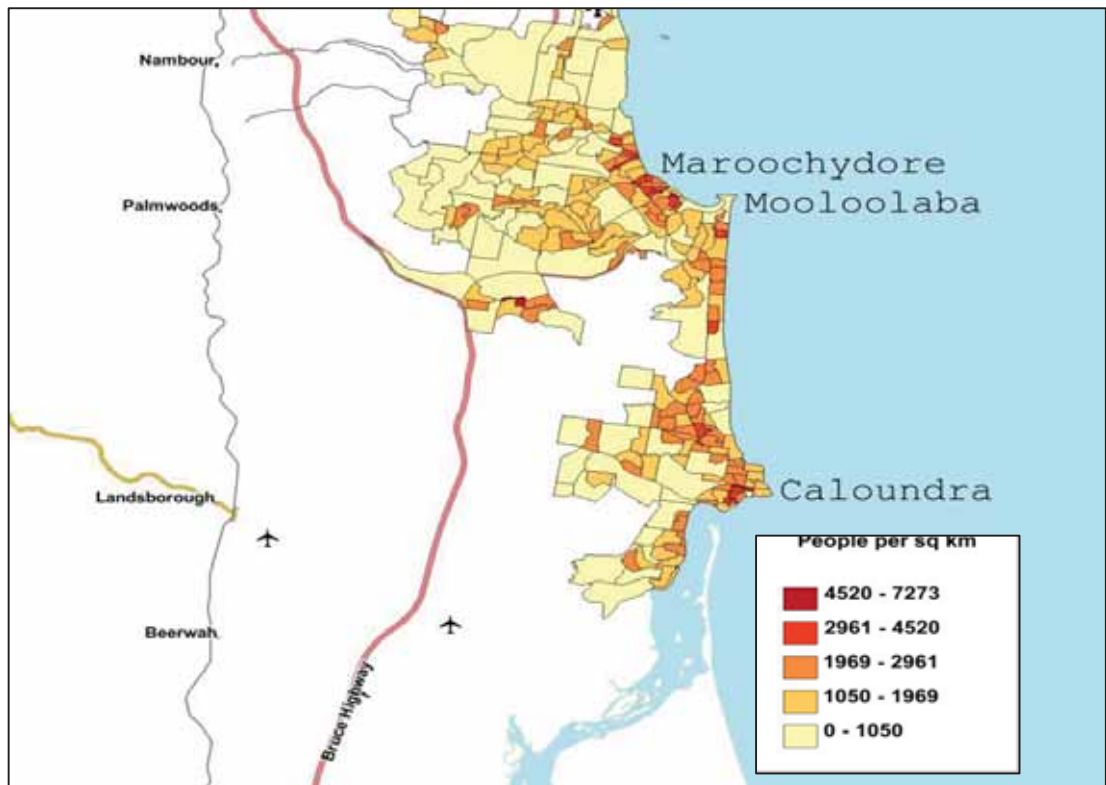
Demographic profile

The size, growth and structure of population are important indicators of the social, economic and environmental conditions within a community. Appendix L provides detailed demographic tables used in this analysis, and comments on data availability and sources. The following provides a summary of key community indicators for the study catchment.

Population size, distribution and growth

In 2006, the Sunshine Coast Regional Council area had a total population of 295,084 people. The postal areas within the study catchment had a total population of 128,500, some 43 % of the total regional population (Appendix L, Table 1).

Population distribution and density within the study area is demonstrated on Figure 15-2. The majority of the population is concentrated within the core study area, along the corridor alignment (20–30 people per gross hectare), with density declining rapidly (0–10 people per gross hectare) in areas west of the corridor. A number of low-density pockets along the coastline represent areas currently under development. Of note are concentrations of population in localities of Caloundra, Battery Hill, Kawana, Mooloolaba, Alexandra Headland and Maroochydore (some 45–70 people per gross hectare).



Note: One square kilometre equals 100 hectares

Source: ABS Quick maps

Figure 15-2: Population distribution and density, Sunshine Coast Urban Locality, Census 2006

The Sunshine Coast Regional Council area has undergone significant growth over the last decade, with the average annual growth rate of 3.4 % in the 1996–2006 period (compared to 2.3 % for south-east Queensland and 2.1 % for Queensland) (SCRC 2008, p. 4). In 2007–2008 the Sunshine Coast Regional Council area was the fourth largest (and still growing) area in Queensland (2.9 % annual population increase, compared to 2.3 % for Queensland) (Appendix L, Table 3).

Within the study area, the greatest growth was recorded in statistical local areas of Caloundra South (4.5 %), Caloundra North (3.7 %), Kawana (2.8 %) and Buderim (2.4 %) — areas characterised by suburban low-density residential development. The lowest growth occurred in established coastal centres of Mooloolaba (0.5 %) and Maroochydhore (1.8 %) (Figure 15-3; Appendix L, Table 3).

The average annual growth rate for Sunshine Coast Regional area for the 2008–2031 period is projected to be around 2.1 %, compared to 1.7 % for Queensland (Appendix L, Table 3).

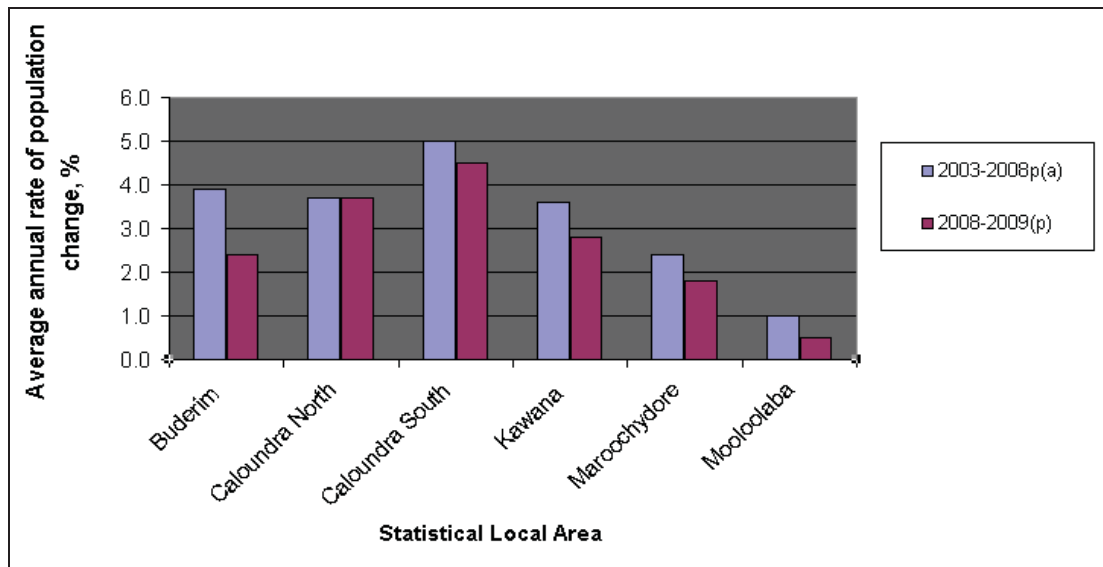


Figure 15-3: Population change by statistical local area, 2003–2009

Age structure and distribution

With respect to age structure, the study area’s characteristics were highly reflective of the Sunshine Coast Regional Council area’s characteristics. In 2006, the median age for both the study area and the Sunshine Coast Regional Council area was 41, which was higher than the state average of 36. The study area had more people in the 45–64 years age group (28 %) than in any other group (compared to Queensland’s most populous age group of 25–44 years (29 %)) (Appendix L, Table 5).

Postal areas of Buderim, Caloundra, Wurtulla and Mooloolaba had greater proportion of children under 14 and people aged over 65 years, while Alexandra Headland recorded the highest population of young adults (15–24 (19 %) and 25–44 (28 %) age groups).

Figure 15-4 demonstrates the projected population change by age group for the Sunshine Coast Regional Council area. By 2031, significant growth is projected in the over 65 years age group, with all other age groups declining their share.

This will result in a more even distribution of adult population aged over 25 years (25–44) (24 %); 45–64 (25 %); over 65 (23 %)). It is projected that by 2031 the median age for the Sunshine Coast Regional Council area will increase to 44 (compared to 41 for Queensland); a similar trend could be expected for the study area (Appendix L, Table 5).

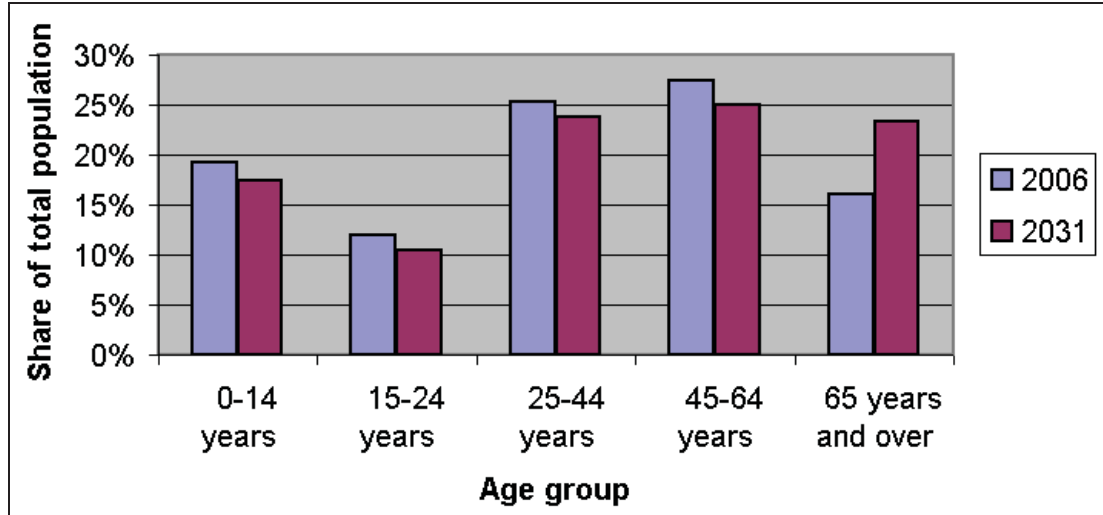


Figure 15-4: Population change by age group, Sunshine Coast Regional Council area 2006–2031

Household structure and distribution

In 2006, the household composition within the study area was largely reflective of the greater Sunshine Coast area (Appendix L, Table 6 and Table 7). The dominant household type within the study catchment was *couple without children* (45.9 %), compared to the state average (39.1 %), followed by *couple with children* household (36.9 %), compared to the state average (31.2 %).

The highest concentration of *couple without children* category was recorded in Maroochydore (51 %), Alexandra Headland (48.3 %), and Caloundra (47.9 %). The only area recording a marginally higher proportion of *couple with children* was Buderim (43 %, compared to 42 % *without children*). This is largely attributed to the fact that Buderim postal area extends west from the coastline and includes traditional family-dominated suburban areas.

A report on Queensland household projections identified former Local Government Areas(LGAs) of Caloundra and Maroochydore as ‘areas with high population growth relative to size and high household growth’ (ABS 2007). By 2026, these areas are projected to be characterised by low proportion of *couple with children*, high proportions of *couple without children*, and moderate to high *lone person households* (Figure 15-5).

The report predicts that household growth and change in these areas will be strongly influenced by migration, ageing and societal changes.

For example, a significant proportion of mature families with children at present would mean a greater number of ‘empty nesters’ and retirees by 2026 (ABS 2007, Appendix 2, Table 10, p. 21). A similar trend in household structure could be expected for the study catchment, given that it generally reflects population trends of a wider Sunshine Coast area.

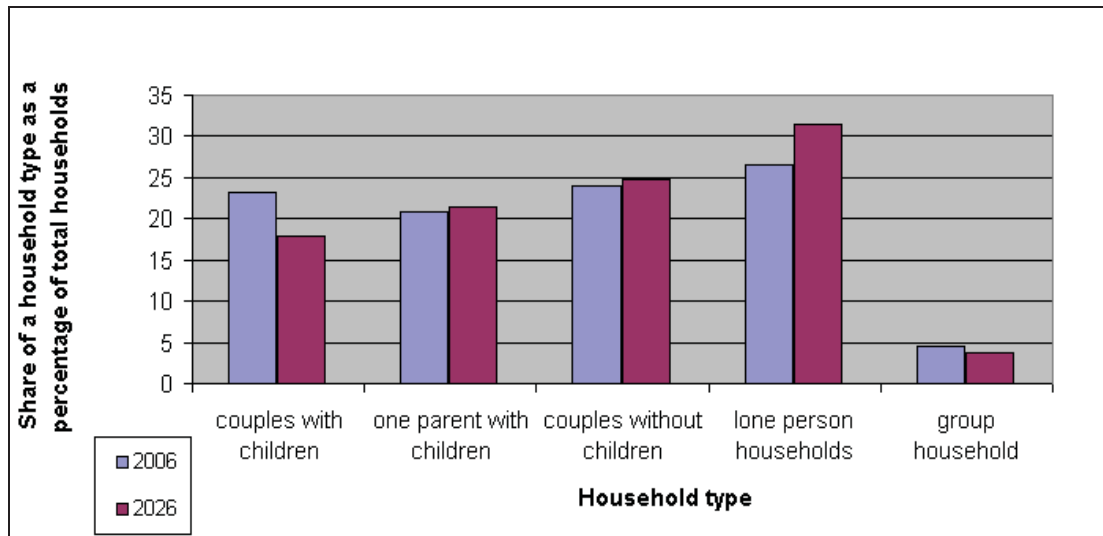


Figure 15-5: Projected changes to household structure, former Caloundra and Maroochy LGAs combined 2006–2026

Dwelling characteristics

In 2006, *separate house* was the largest dwelling type within the study area, with the highest concentration in Buderim (77.0 %) and Wurtulla (81.1 %) (compared to 71.1 % in the Sunshine Coast Regional Council area and 76.5 % in Queensland) (Appendix L, Table 8).

The core study area generally had a higher proportion of flats, units and apartments compared to the wider area, with Alexandra Headland (61.7 %), Mooloolaba (35.9 %), Maroochyore (33.3 %), and Caloundra (20.8 %) recording greater shares of multi-unit dwellings than the Sunshine Coast Regional Council area (15.7 %) and Queensland (13.0 %). This is reflective of the focus on holiday and high-density residential accommodation in these coastal centres.

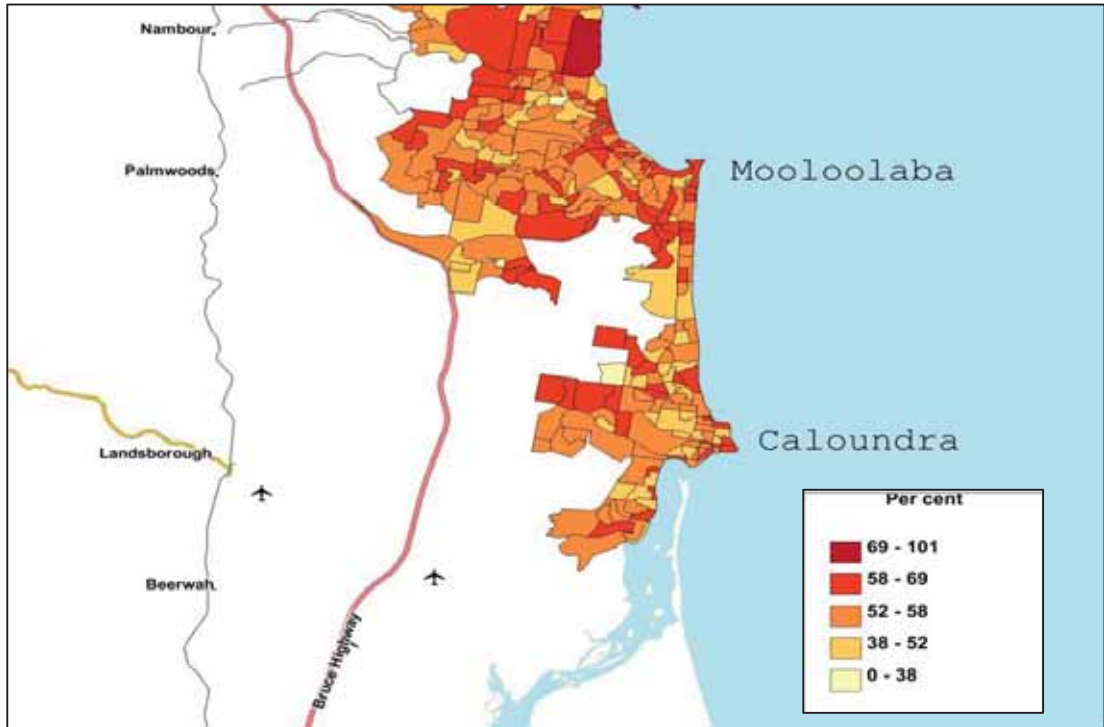
Of note also are a number of retirement villages concentrated along the study corridor.

Employment and income

In 2006, the study area had a higher than the state average rate of unemployment (5.8 %, compared to 4.7 %) (Appendix L, Table 9). Figure 15-6 shows the distribution of full-time employed population as a percentage of total labour force with the study area. This figure highlights that lower proportion of people in full-time employment coincides with areas known to have a higher proportion of population over 54 years of age.

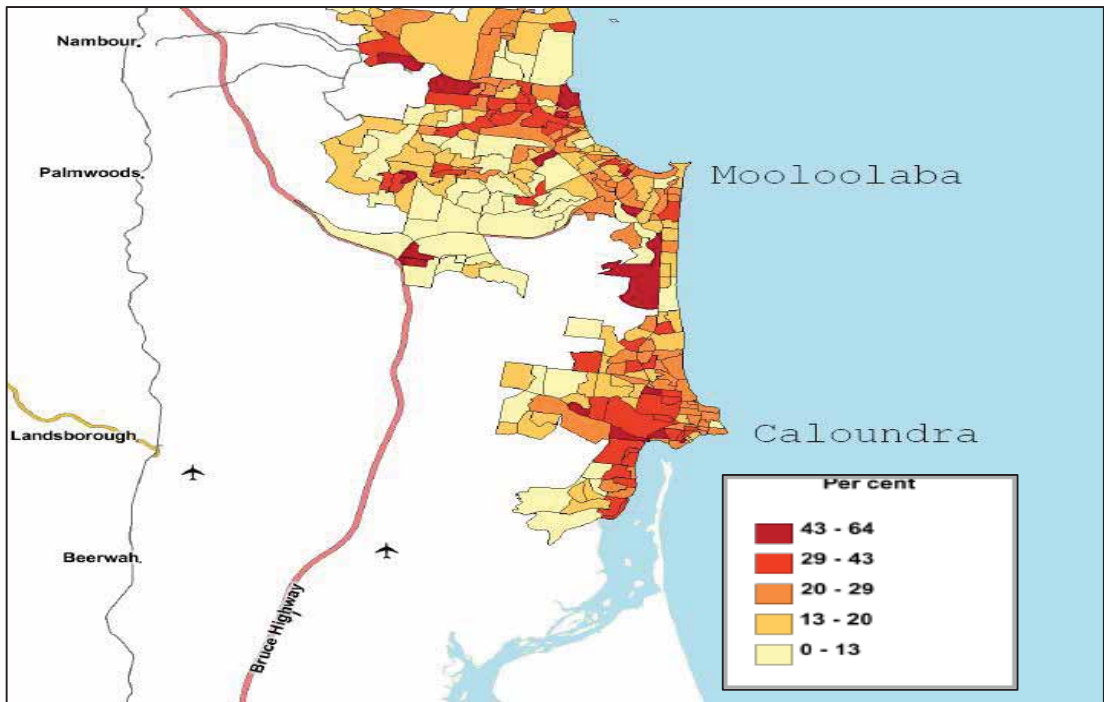
The medium income varied between the localities within the study area (Appendix L, Table 11), with the majority of areas having a higher medium income compared to the Sunshine Coast Regional Council area (\$428 per week) and Queensland (\$476 per week), while Caloundra and Maroochyore had the lowest medium income (\$401 per week and \$410 per week respectively) in the study area.

Figure 15-7 demonstrates distribution of low-income households (less than \$500 per week) as a proportion of all households within the study area. In 2006, areas of high concentration of low-income households were Caloundra (\$802 per week), Maroochyore (\$719 per week) and Wurtulla (\$919 per week) compared to the state median income per household (\$1,154 per week).



Source: ABS Quick maps

Figure 15-6: Distribution of full-time employment, Sunshine Coast Urban Locality, Census 2006



Source: ABS Quick maps

Figure 15-7: Distribution of low-income households, Sunshine Coast Urban Locality, Census 2006

Travel characteristics and vehicle ownership

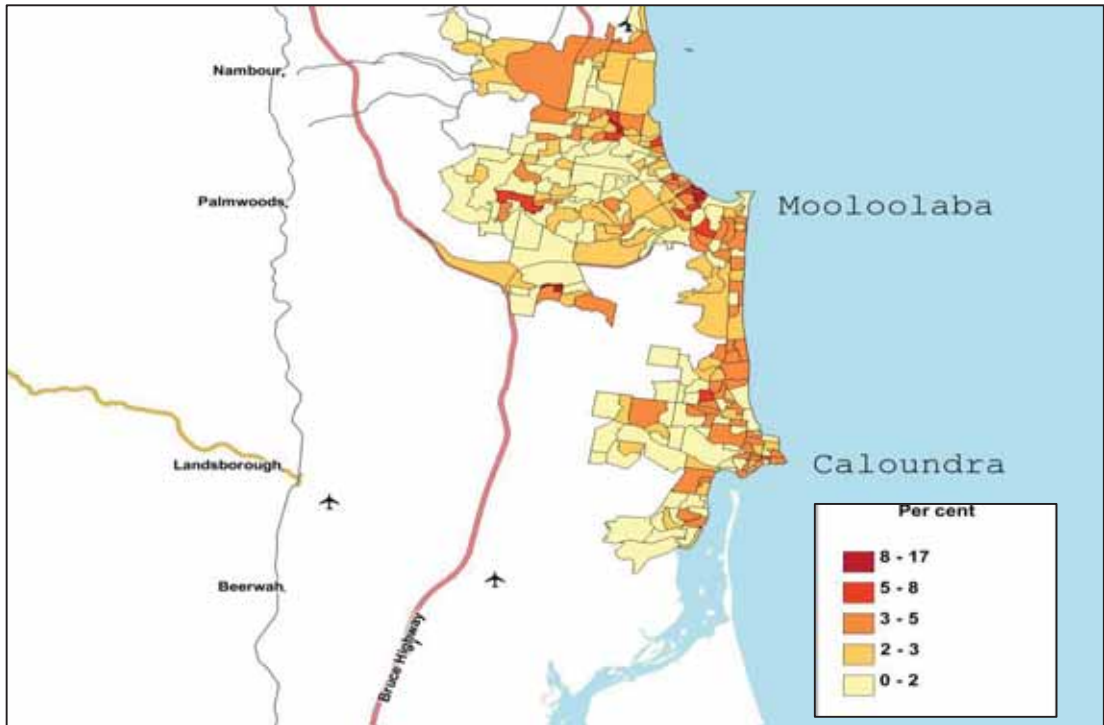
The study area's travel characteristics were analysed as travel conducted by local residents as well as visitors to the area, given the area's role as an important tourist destination. With respect to local travel, only travel to work data was available.

In 2006, the 'core' study area, particularly the centres, had a slightly greater share of non-car travel conducted for work purposes than the Sunshine Coast Regional Council area (Appendix L, Table 12). This is likely to be contributed to a more concentrated development along the coastal strip and, perhaps, better public services, as compared to the rest of the Sunshine Coast area.

The overall share of public transport travel (travel to work) within the 'core' study area was 2.2 % (compared to the state average of 6.5 %), with small pockets in some central localities reporting slightly higher rates of 3 to 5 % (Figure 15-8). As a result, there was a significant reliance on the use of private motor vehicles (73 %, compared to 71.8 % of work travel in the Sunshine Coast Regional Council area, and 69.4 % in Queensland) (Figure 15-9).

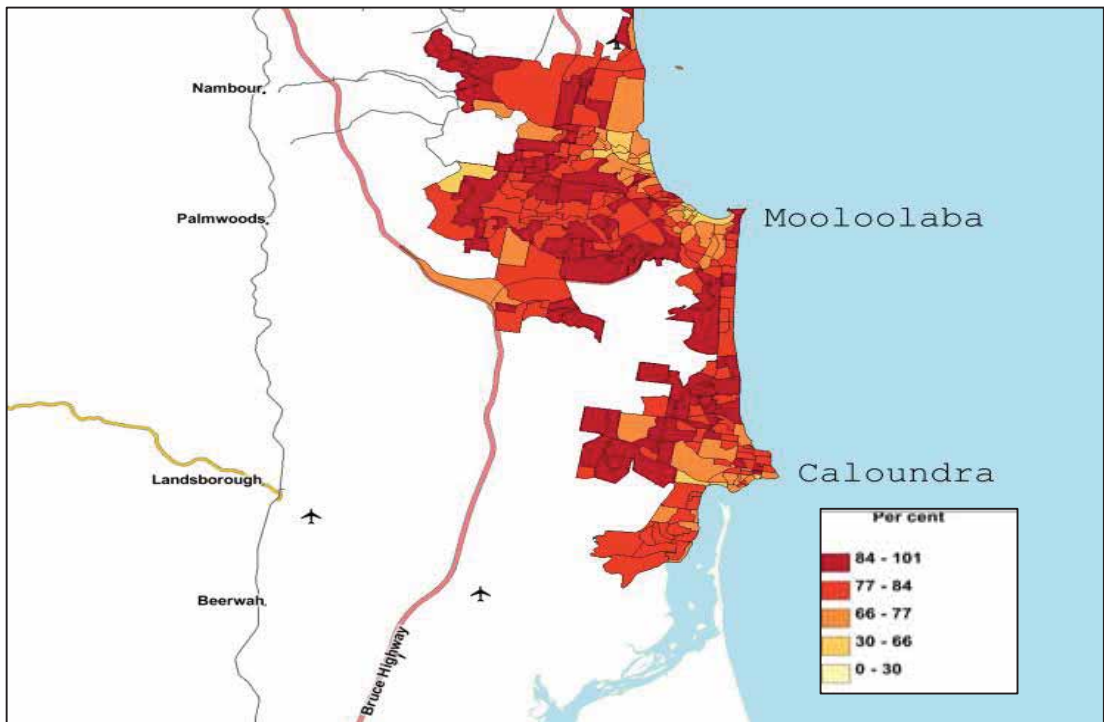
With respect to travel conducted by tourists, a significant number of trips are short-term trips originating in Brisbane and greater Sunshine Coast areas (Tourism Queensland 2009). Based on the tourist satisfaction surveys conducted in Caloundra and Maroochydore in 2006 (Tourism Queensland 2006), the top two reasons for visiting these areas included leisure and holidays (69 % and 63 % in Caloundra and Maroochydore respectively) and visiting friends and relatives (21 % and 22 % respectively). The overwhelming majority of visitors (87 % to Caloundra and 77 % to Maroochydore) used their own transport.

In 2006, the study area had a higher rate of vehicle ownership than the Sunshine Coast Regional Council and Queensland (41.9 %; 39.1 % and 36.5 % respectively) (Appendix L, Table 13). Within the study area, vehicle ownership was greater in low-density residential areas, such as Buderim and Wurtulla, compared to coastal centres.



Source: ABS Quick maps

Figure 15-8: People who travel to work by public transport, as a percentage of all employed people, Sunshine Coast Urban Locality, Census 2006



Source: ABS Quick maps

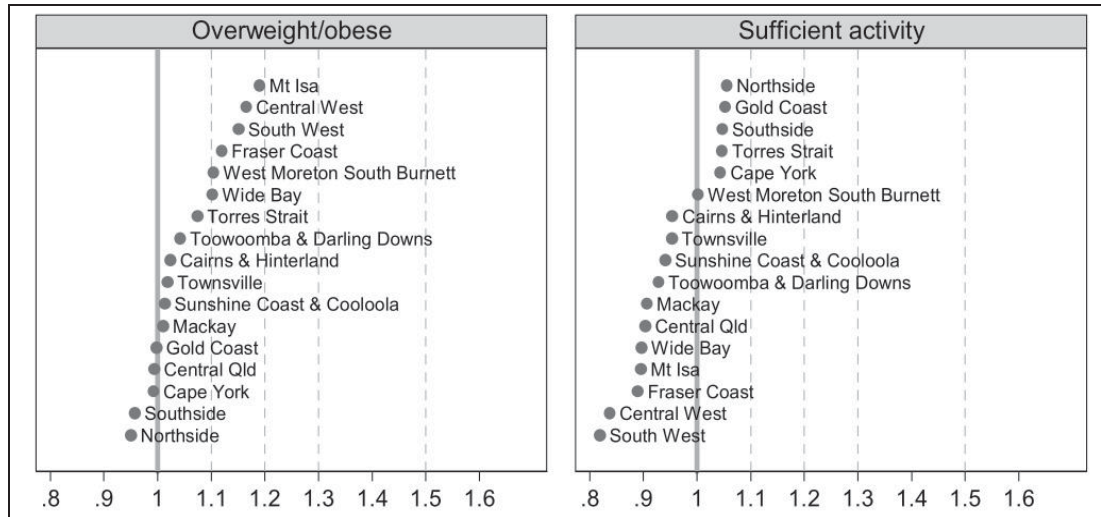
Figure 15-9: People who travel to work by car, as a percentage of all employed people, Sunshine Coast Urban Locality, Census 2006

Health

Data on community health for specific areas within the study corridor was not available. Data for a wider community (the Sunshine Coast — Coolooloa Health Service District (SCC Health District)) was obtained from the Queensland Department of Health and was based on the *SNAPO Indicators report for Queensland Health service districts* (Queensland Health 2006).

SNAPO Indicators provide a snapshot of community health and include information on prevalence of smoking, nutrition, alcohol, physical activity and obesity within a community.

In 2005, only 42 % of all residents aged 18 to 75 in the SCC Health District reported undertaking sufficient levels of daily physical activity, which was some 7 % below the state average (49 %). In addition, the prevalence of residents 18 years and over reported overweight or obese was slightly higher in the SCC Health District (52.2 %) than the state average (50.2 %) (refer Figure 15-10).



Note: Ratio of 1 represents the state average

Figure 15-10: Standardised prevalence ratio for selected SNAPO indicators for Queensland Health service districts, 2005

With respect to nutrition, alcohol consumption and prevalence of smoking, the SSC Health District was tracking on par with the state average.

Social and recreational infrastructure

A number of major activity centres and community facilities of local and regional scale are located within the study corridor.

Maroochydore is the principal activity centre for the Sunshine Coast and attracts a large number of motorists from across the region, with a significant proportion of trips originating in Caloundra (11,519 daily trips) and Kawana (43,003 daily trips) (Caloundra to Maroochydore Public Transport Connection Study, Volume 1, Planning report, 2008, p. 67 (PB and MRC 2007). Projected car travel trip patterns — 2016).

Other major activity centres include Caloundra, Kawana and Mooloolaba that attract both local and regional visitors. All four centres are located along the study corridor and provide for a range of employment, community, recreation and tourism services.

Major social infrastructure located within the study corridor is identified on Figure 15-11 and includes shopping centres, primary and secondary educational facilities, healthcare facilities, and recreation facilities, such as public beaches and parks, stretching along the coastline. A significant number of these facilities are of regional significance.

The key community destinations that attract regional population are:

- retail and commercial centres
 - Currimundi Marketplace
 - Kawana Shoppingworld
 - commercial facilities along Nicklin Way
 - Sunshine Plaza Shopping Centre at Maroochydore
- educational facilities
 - an education precinct at Bokarina, the Kawana Waters State College
 - Sunshine Coast TAFE, Mooloolaba Campus
- healthcare facilities
 - Caloundra Hospital
 - Caloundra Private Hospital
 - proposed Sunshine Coast University Hospital
- recreational facilities
 - beaches and parks in Caloundra, Mooloolaba, Alexandra Headland and Maroochydore
 - Currimundi Lake.

These major community services located along the study corridor are significant traffic generators, which can support establishment of effective public transport services. The provision of connecting or feeder services between the corridor and the outer areas, where community facilities are located, is crucial.

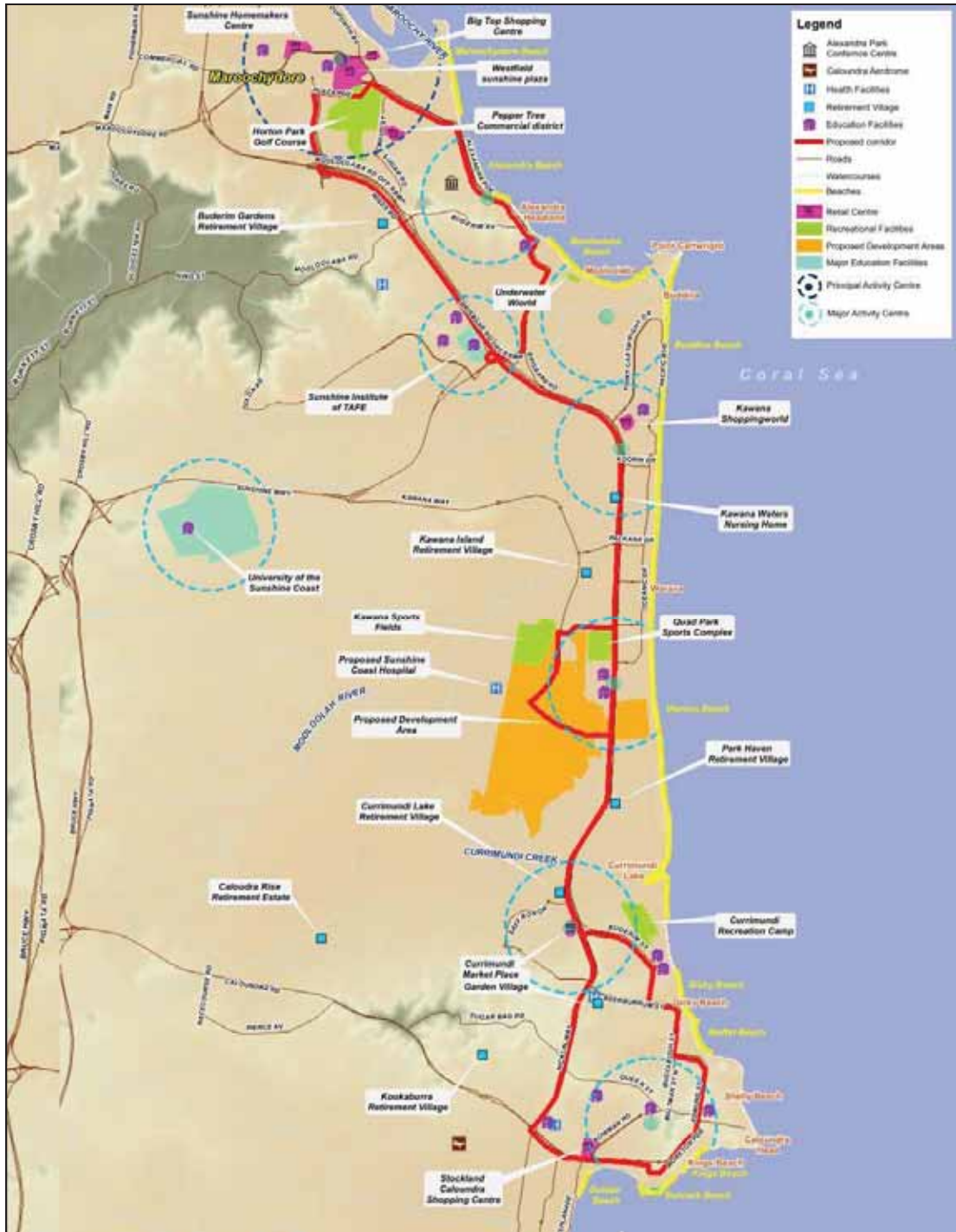


Figure 15-11: Social infrastructure within the study area

Connectivity and accessibility

Currently, the majority of trips to community destinations occur by means of private car travel. Major directions of travel are:

- along the north–south linkages — providing connection between major activity and employment centres, and access to beaches
- along the east–west linkages — connecting residential areas with the areas of activity along the coastline.

The dominance of car trips is related to the dispersed settlement pattern which has a lower level of public transport services (common public transport issues relate to convenience, directness and frequency of services), particularly along the east–west linkages. Reliance on a private vehicle and the convenience it offers can be seen as both a part of a long established lifestyle as well as a necessity.

Local beaches, stretching from Caloundra to Maroochydore, represent major destinations for local and regional population, with the majority of visitors accessing these areas by private car. While these coastal areas have a significant length of pedestrian and cycling paths, many of paths are not continuous and provide limited opportunities for longer-distance travel.

Overall, there is a limited choice when it comes to accessibility and getting around the study area, with particular disadvantage for those without access to a private car (e.g. young people, the elderly and tourists) or those wishing to travel in a more sustainable way. This applies to local trips as well as travel between the four activity centres.

Amenity and community safety

The Sunshine Coast region, including the study area, is well regarded for its family-friendly atmosphere, associated with high levels of natural amenity and perception of personal safety and security. These are the qualities highly valued by both local and visiting populations.

Visitor satisfaction surveys conducted in the study area in 2005 (Queensland Tourism 2006) highlighted the area's amenity and other lifestyle qualities. There were high levels of overall 'satisfaction' amongst visitors to Caloundra, with 94 % either 'very' or 'fairly' satisfied. The experiences that particularly exceeded expectations of visitors were 'quality family time', 'kids' enjoyment', and 'relaxation and rejuvenation'. Amongst visitors to Maroochydore who anticipated the region to be 'a place to spend quality time with partner/family/friends' or 'something the kids would enjoy', over half reported the actual experience was better than expected (55 % and 51 % respectively). Some of the key strengths of both areas reported by visitors were local atmosphere, and personal safety and security.

However, a number of pedestrian amenity and safety issues exist along the corridor alignment, dominated by busy, multi-lane roads. Pedestrian safety and convenience of road crossings are well-known issues, particularly on Nicklin Way at Currimundi Market Place, Kawana Shoppingworld, near schools and retirement villages; on Alexandra Parade, providing access to the beach; and on Aerodrome Road.

With the number of buses proposed to increase, pedestrian safety on these roads becomes paramount. The corridor design must incorporate provisions for safe pedestrian crossings at major destinations along the corridor route. Consideration of urban design techniques, particularly landscaping along the corridor, should also be incorporated in the corridor design to improve existing amenity shortcomings. This would be undertaken in liaison with the Sunshine Coast Regional Council.

Known community values and views regarding the corridor

Based on the findings of community consultation, there appears to be a wide local appreciation of the need and support for provision of efficient public transport services, offered by the CoastConnect — Caloundra to Maroochydore project. The entire project is seen to be generally in accordance with the community values and needs, and is accepted.

To gauge community views on the proposed design, the first round of community consultation was held in September – October 2008, when the community was presented with the draft concept design. Issues that highlighted particular community concern at this stage included the reduction in car parking, the overall concept design, impacts on property in terms of associated resumptions and potential impact on property values, pedestrian safety and bus stop location and design. (refer Figure 15-12, also see Chapter 2 (Community consultation)).

The key issues have been addressed in the revised concept design.

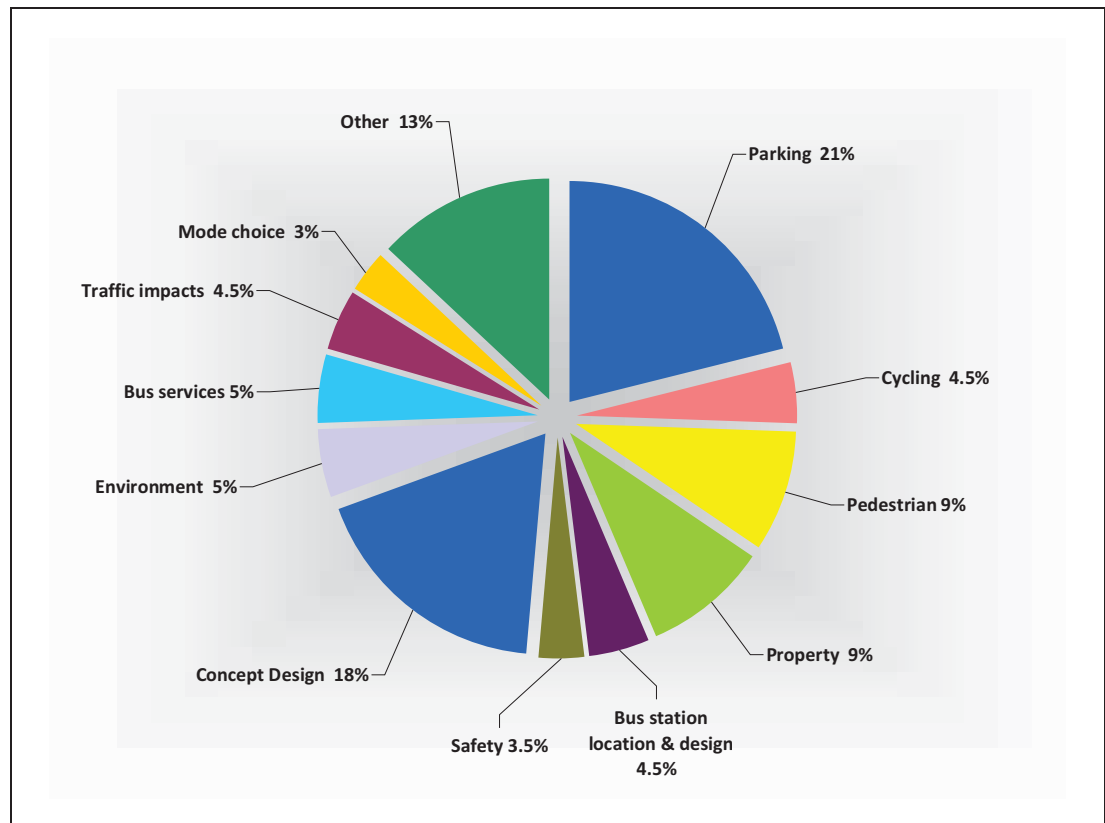


Figure 15-12: Issues raised during community consultation on the draft concept design, September – October 2008

In June - August 2009 the second round of consultation was conducted to present the revised concept design to the community. Key issues identified by the community at this stage are presented in Figure 15-13 (also see Chapter 2 — Community consultation). The comments largely related to specifics of the design (the quality of future bus services, pedestrian and cycling facilities, and impact on the environment), indicating a general acceptance of the need for the project by the community. The community showed fewer concerns regarding the impacts on property and car parking.

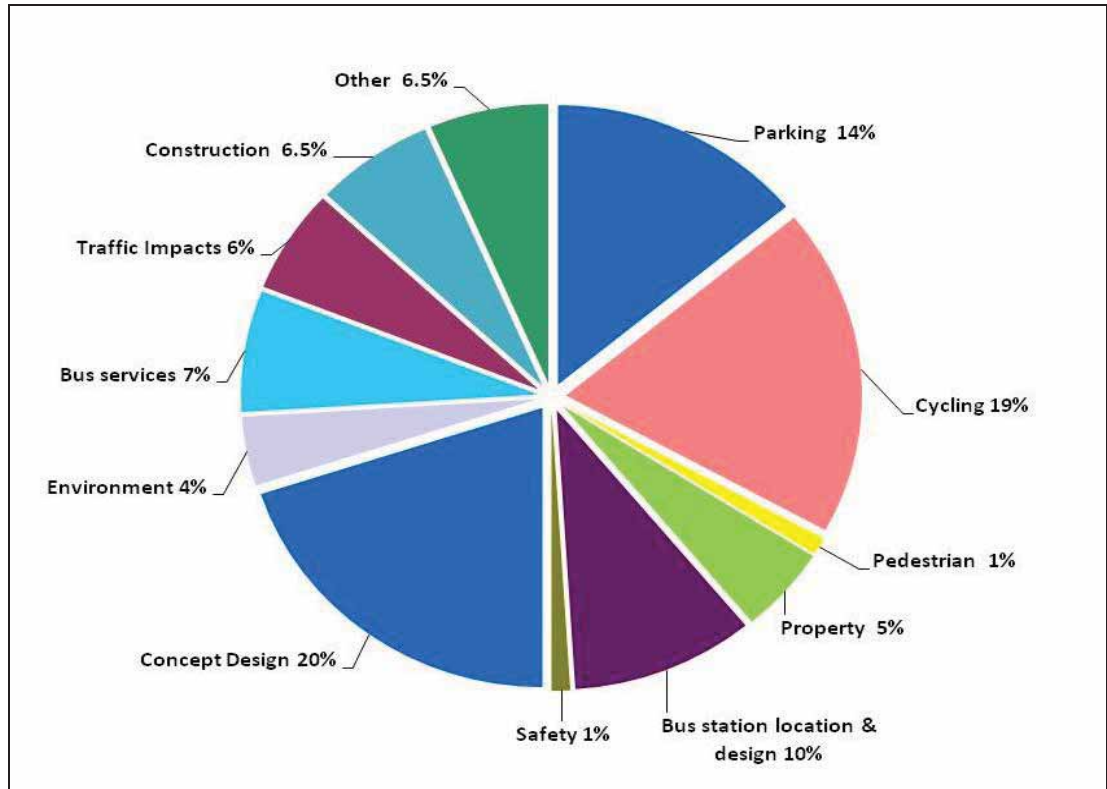


Figure 15-13: Issues raised during community consultation on the draft concept design, July 2009

Summary of existing social environment

The existing social environment of the study catchment demonstrates the following characteristics:

- The study area is an important population centre (the fourth largest area in Queensland in 2008) and a highly desirable place of residence, with the projected average growth rate of 2.1 % per annum for the next 20 years.
- The study area’s coastline represents a major destination for local (Sunshine Coast), regional (south-east Queensland), state, national and international tourists. The area is widely recognised for high levels of natural amenity, family-friendly atmosphere, supported by a range of recreational facilities and high perception of safety.

- Population is distributed unevenly within the study area, with greater concentrations occurring in coastal centres and along the study corridor, with a noticeable decline in areas located between the 'core' area and Bruce Highway.
- The key centres include coastal localities of Caloundra, Kawana, Mooloolaba, Alexandra Headland and Maroochydore, with Maroochydore being a primary activity and employment centre for the Sunshine Coast region.
- The 2006 community profile was characterised by:
 - higher than the state average median age (41 compared to 39), projected to increase further to 44
 - higher than the state average proportion of *couples without children* households (46 compared to 39), with *couples without children* being the dominant household type
 - localities of Maroochydore, Mooloolaba and Caloundra also recorded higher than the state average proportion of *single parent* households.
- Population projections for the study area indicate the following:
 - increase in the population median age
 - increase in the number of couple without children and lone person households.
- Land uses within the study area include residential development (predominantly low-density), commercial and high order retail (warehouses), and development associated with the tourism industry, including holiday accommodation (high density in coastal centres). Of note is a significant number of retirement communities located within the study corridor. A number of residential developments are under construction within the corridor.
- The study area contains a high concentration of community facilities, including public beaches and recreational facilities (international significance), shopping centres (regional order), educational and medical facilities (subregional and regional order), located either directly within the corridor or in its proximity.
- Public transport is currently an unpopular travel mode choice (some 3 % of work travel, compared to the state average of 6.5 %), linked to an overwhelming reliance on private vehicle travel (some 77 % of work travel).
- Great reliance on private vehicle travel within the study area contributes to a lifestyle characterised by decreased levels of physical activity (lower prevalence than the state average) and heightens the risk of population being overweight and obese (higher prevalence than the state average).
- The four centres located within the corridor attract both local and regional population, with Maroochydore being the primary employment centre for the region. Significant travel occurs between the four centres, with the majority of travel conducted by private car.

- Given the study area's regional and international significance as a tourism centre, and due to a regionally significant network of employment and activity centres located along the study corridor, the proposed improvement in public transport services is considered appropriate and highly desirable in order to optimise access to these areas of great travel demand.
- It is understood that while certain areas of concern have been identified, the community at large appreciates the need for, and supports the idea of, improved public transport services along the study corridor.
- The proposed corridor is likely to improve local travel opportunities between the key centres, particularly for employment purposes, as well as access to services for those without a car, including secondary and tertiary students, elderly people who do not drive, national and international tourists, and those wishing to travel in a sustainable way. Private car travel is expected to remain important for regional tourists travelling to the study area from the greater Sunshine Coast and south-east Queensland areas, particularly for a day-trip travel.

15.3.2 Potential benefits, impacts and typical mitigation measures

Corridor-wide considerations

By providing greater public transport accessibility, freedom and choice of access, the project is likely to make a positive contribution to the local community, its stability, services and facilities — things that collectively establish liveability of a place. The project's benefits are expected to extend to the wider community, while negative impacts are to be largely focused in areas immediately adjoining the corridor alignment and relating to such issues as property resumptions and the construction phase impacts.

Potential benefits

Specific social benefits associated with this project include:

- greater accessibility to services and connectivity between residential and activity centres. Significant benefits are anticipated for those without a car, who will be given a choice and freedom of accessing their destination without using a private motor vehicle
- improved travel experience (based on improvements in services, bus stop facilities, pedestrian safety, landscaping and urban design improvements), all of which contribute to greater liveability of the study area
- improved cycling facilities, with associated health, recreation and lifestyle benefits
- potential reduction in traffic congestion on the area's major roads
- reduction in bus travel time
- support for local tourism development by making major activity centres easier to access
- business development and redevelopment opportunities around proposed new bus stations
- employment generation during construction stage.

Potential impacts

The majority of impacts are anticipated to occur along the corridor alignment at the intersections, where additional land will be required to accommodate bus priority, bus 'queue bypass' lanes and dedicated cycling lanes.

Potential impacts include:

- **resumption of property** — the current corridor alignment requires approximately 113 properties for acquisition (either full or partial), of which 26 properties are residential properties
- **reduction in on-street car parking and associated convenience** — potential impacts are associated with the reduction in on-street parking which service community facilities and commercial properties. More information on parking mitigation and potential impacts can be found in Chapter 8 (Parking) and Chapter 9 (Economic environment of the CDIMP)
- amenity impacts, associated with potentially increased levels of:
 - noise
 - traffic volumes
 - activity at the location of new bus stops
- **uncertainty with respect to time-line of the project or its different components** — the uncertainty may have a negative impact on the ability to sell a property. The uncertainty may also relate to the fact that different components of the transport corridor will be delivered by different agencies (i.e. the Department of Transport and Main Roads, Sunshine Coast Regional Council).
- impacts associated with the construction works, such as:
 - noise
 - temporary road closures
 - traffic congestions
 - disruption to commercial activity.

Typical mitigation measures

Potential mitigation measures include:

- Development of information sharing and consultation mechanisms to alleviate public concerns associated with property resumption and compensation, town planning approvals, reduction in on-street parking facilities, temporary road closures and any other issues that may have impact on the day-to-day business of the community.
- The ability to redesign the alignment to address major issues raised during consultation (the corridor alignment was significantly revised following community feedback on the initial concept design in September 2008).
- Early and ongoing involvement of all stakeholders/delivery agencies in the process, to ensure staging and delivery of different elements of the project are well integrated. This relates to detailed planning and coordinated delivery of services supporting the corridor's physical infrastructure (e.g. effective bus services; integration with the feeder bus network; integration with existing cycling and pedestrian networks; bus stops improvements), particularly those services to be delivered by agencies, other than the department.
- Compensation of property owners for resumed land, and provision of assistance to property owners and business operators requiring relocation.
- Development of replacement strategies for car parking in areas of greatest impact (e.g. near beaches and businesses). Options involving dedication of residual land (i.e. land acquired along the corridor alignment but not required in full for the corridor purposes) for car parking purposes should be investigated. Refer to the Chapter 5 Parking for further information on proposed replacement car parking sites.
- Incorporation of landscape treatment and urban design measures to address pedestrian amenity and safety issues.
- Development of mitigation measures to control construction impacts.

Acquiring private property

Directly affected property owners will be compensated in accordance with the *Acquisition of Land Act 1967*. Where possible, the state government should seek to acquire private property by negotiated agreement with the affected property owner. Acquisition by resumption is a last resort and is based on well-established principles of procedural fairness, natural justice, compensation at a fair market price, rights of appeal, prompt settlement, and compassion. Compensation is calculated at the time of the property acquisition process and the amount of compensation is based on 'fair market value' in the absence of the project. The usual process is for the land owner to obtain independent expert valuation and legal advice at the department's expense to assist in the compensation process.

Sections 1 and 2 — Caloundra to Currimundi

Section 1 (2.6 km) serves a catchment ranging from mixed commercial and commercial rentals at the Bulcock Street precinct, through to low-density residential precincts in the Moffat Beach and Dicky Beach area.

Section 2 (3.5 km) serves the Dicky Beach and Battery Hill residential precincts. The immediate catchment includes the new Dicky Beach 'Portabella' apartment block and retail development on the corner of Elizabeth Street and Beerburrum Street, the tourist caravan site of Bunbubah and the local educational precinct at Buderim Street.

Potential benefits

Caloundra is the fastest growing locality in the region and would benefit from additional public transport services. Sections 1 and 2 of the corridor provide access to the central area of Caloundra and Eastern Beaches, with the corridor alignment running within a walking distance (500–700 m) from major public beaches in the area.

In these sections, the construction of new bus stops aims to provide greater convenience, accessibility and safety for the patrons. Improvements in frequency and scheduling of services are also expected.

In response to community consultation, the revised design includes a dedicated bus stop for Currimundi Special School, which would provide a safer and more convenient access to public transport for the school patrons.

Redevelopment of the Caloundra bus terminus is likely to be associated with increased economic activity in the area. The terminus is a key nodal hub for bus services at the southern end of the Sunshine Coast.

The proposed new bus station at Cooma Terrace will have improved operational characteristics and a greater visual exposure to the public. The station will be supported by pedestrian links to Bulcock St — a major pedestrian thoroughfare in the area. Construction of a new bus station is expected to act as a catalyst for redevelopment of the adjoining vacant site at Cooma Terrace.

Collectively, these improvements (i.e. accessibility, safety, improvements in travel experience, additional economic activity) will contribute to greater liveability of this area.

Potential impacts

Potential impacts anticipated for this section are limited to:

- potentially increased noise, traffic and pedestrian safety impacts for sensitive community land uses, including:
 - Caloundra Catholic Community Centre (Family Day Care, Church, Primary School)
 - Dicky Beach Family Holiday Park
 - Currimundi Special School
 - Currimundi State School and Childcare
 - Caloundra Community Centre
- relocation of existing bus stops, that may cause inconvenience for some users
- short-term impacts associated with construction of the new Caloundra bus station and redevelopment of the adjoining site.

Property impacts are limited in this area, with only partial acquisition of one currently vacant site required. The site will accommodate the new Caloundra bus station at Cooma Terrace.

Issues for consideration and typical mitigation measures

Following public consultation on the initial concept design in September 2008, the proposed location of a number of bus stops was reviewed. The preferred alignment ensures that all bus stops are located at safe and accessible locations.

The final design should also ensure that:

- bus stops are supported by direct, safe and pedestrian-friendly walking routes, to stimulate public transport usage
- road safety features (e.g. safety crossings) are incorporated where feasible to reduce risks for sensitive land uses, such as schools and community facilities.

Achieving the CoastConnect — Caloundra to Maroochydore vision for these sections will require coordinated delivery by different agencies. For example, no improvements in cycling infrastructure are proposed as part of the project in these sections of the corridor. Any improvements and integration with the proposed cycling infrastructure on Nicklin Way (Section 3) is to be provided by the Sunshine Coast Regional Council.

The bus stop improvement program is also to be delivered by the Sunshine Coast Regional Council. Accordingly, active involvement of the council throughout all stages of the project is critical.

Sections 3 and 4 — Nicklin Way and Kawana Town Centre

This section of the corridor contains a number of community destinations, including commercial development and educational precincts.

The education precinct at Bokarina contains the Kawana Waters State College and is a major destination for the many school bus runs that service the broader coastal strip.

Kawana Town Centre is located west of Nicklin Way. Lake Kawana Boulevard is intended to play an increasingly important role in providing access to the extensive urban expansion planned for the Birtinya area.

Potential benefits

Potential benefits are associated with:

- proposed improvements in frequency of public transport services along Nicklin Way, with associated improvements in public transport access to Kawana Waters State College
- improved cycling infrastructure including continuous dedicated cycle lanes along Nicklin Way between Buderim Street and the Mooloolah River, with associated health, accessibility and recreational benefits
- improvements in public safety due to potential provision of new pedestrian overpasses over Nicklin Way to Currimundi Market Place and Kawana Shoppingworld, and proposed safety improvement for Kawana Waters State College road crossing at Thunderbird Drive
- improved travel time associated with operational improvements at Kawana Shoppingworld station. The existing bus facility experiences a number of operational shortcomings which can result in travel delays of up to 10 minutes per bus journey. The proposed relocation of the bus facility to a site facing Nicklin Way will help resolve operational issues and will include landscaped all-weather access to the shopping centre. Improving bus access to Kawana Shoppingworld has been identified a higher order priority, highlighting the urgency and existing need for public transport improvements
- improved access to Kawana Waters State College via cycling, with associated health and behavioural benefits
- future public transport and cycling connection between Lake Kawana Boulevard and the proposed Sunshine Coast University Hospital.

Potential impacts

Key anticipated impacts on Nicklin Way will primarily occur at the intersections.

Potential impacts are associated with the:

- resumption of land from 26 residential and 58 non-residential properties, with affected properties concentrated around major intersections to accommodate bus turn lanes
- reduction in the number of on-the-street car parking lots (there are currently 1,158 parking lots within this section, with some 181 lots potentially affected).

Issues for consideration and typical mitigation measures

The alignment was revised following community consultation and, where possible, on-street car parking was retained, particularly, those lots servicing businesses. Parking has been maintained wherever possible by narrowing the median between intersections.

Impacted property owners and business operators should be treated fairly and sensitively, with adequate assistance for those requiring relocation. Compensation should be undertaken in line with the provisions of the *Acquisition of Land Act 1967*.

Section 5 — Mooloolaba

Planning and delivery of this section is being lead by the Sunshine Coast Regional Council.

Section 6 — Alexandra Headland

This section of the corridor represents an important tourism destination, with Alexandra Parade running alongside a string of beautiful and popular beaches. Parking on Alexandra Parade is an important facility, allowing access to the beach for local and regional tourists. Pedestrian safety and amenity are existing concern, with Alexandra Parade being a busy, multi-lane road with limited pedestrian crossing opportunities.

The alignment in this section was significantly revised to respond to community concerns. The current design largely maintains the existing road width, with widening limited to major intersections to accommodate the bus priority turning lanes. Parking and property impacts have also been minimised.

Potential benefits

Potential benefits include the following:

- improved amenity along Alexandra Parade, associated with the proposed coastal landscaping (in liaison with the Sunshine Coast Regional Council)
- improved pedestrian safety, associated with the introduction of improved pedestrian connections near the Alex Surf Club
- improved access to the area by public transport.

Potential impacts

Potential impacts associated with the preferred concept design are limited and include:

- loss of between 55 and 97 on-street car parks (the current number of available car parks is 300), which is mitigated by the opportunity to provide up to 109 replacement car parks.

The Aerodrome Road and Alexandra Parade intersection improvements have been identified as a lower order priority and will not occur in the short to medium terms, which postpones the time-frame for potential impacts.

At this stage, no land resumptions have been identified for this section of the corridor.

Issues for consideration and typical mitigation measures

- a proposed option for potential parking replacement near Parker Street extends onto a 'green' coastal area. Impacts associated with this option should be further investigated
- a number of proposed amenity improvements along Alexandra Parade are to be delivered by the Sunshine Coast Regional Council. Accordingly, ongoing cooperation between the department and the council on these issues is critical.

Section 7 — Maroochydore

This section of the corridor includes Aerodrome Road and Horton Parade, and runs into the heart of Maroochydore — the principal activity centre for the region. The central area between the Sunshine Plaza and around Third Avenue is characterised by high levels of congestion, with significant pedestrian safety issues. A bus priority solution is required before the traffic congestion significantly worsens and buses are unable to reliably access the Maroochydore station. Development of a new Sunshine Plaza bus station has been identified as high priority and is recommended for delivery in the short term.

Potential benefits

Potential benefits include the following:

- development of a high-quality bus station in the heart of Maroochydore
- improvements in amenity and pedestrian safety and access, particularly associated with the proposed pedestrian overpass over Horton Parade
- improved access to the region's primary centre by public transport.

Potential impacts

- there are 211 on-street car parks in this section. Under the revised concept designs, 134 car parks may be impacted. Some possible off-street parking areas have been identified that could provide up to 40 spaces.

Issues for consideration and typical mitigation measures

- provision of possible off-street parking areas should be investigated further with Council
- this section of the corridor includes the Maroochydore central area, subject of the proposed Maroochydore Master Plan. It is important that the corridor design is integrated into the vision for the town centre
- impacted property owners and business operators should be treated fairly and sensitively, with adequate assistance for those requiring relocation. Compensation should be undertaken in line with the provisions of the *Acquisition of Land Act 1967*.

15.4 Future investigations

With the implementation of proposed mitigation measures to minimise impacts, the CoastConnect — Caloundra to Maroochydore project is expected to make an overall positive contribution to equity, quality of life and community values in the study corridor.

It will be important to review the assessment of the social environment and potential impact management strategies closer to the time of construction.

Given the current rate of population change in the area, the area's social environment will change before the corridor is constructed in its entirety. Input from the local community, stakeholders and relevant user groups will be critical for future design and construction phases to identify and assess potential social impacts.

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