

18. Social Environment

This Chapter addresses Section 4.10 of the ToR. It describes the existing social values that may be affected by the proposal and also include future social benefits resulting from the project.

The social amenity and use of the proposal area and adjacent areas for fishing, recreational, tourism, industrial or educational purposes are described.

Objectives and practical measures for protecting or enhancing social values are described and quantitative standards and indicators to achieve social management defined.

A detailed Social Impact Assessment has been conducted for the Project and is included as Appendix D.

18.1 Description of Environmental Values

18.1.1 Social Amenity and Use of the Project Area

The social amenity and use of the proposal area and adjacent areas for fishing, recreational, tourism, industrial or educational purposes has been considered through the implementation of observational mapping techniques and consultation with stakeholders and the community.

18.1.2 Community Infrastructure and Services

The Gold Coast region is well serviced in social infrastructure including community services and facilities. Gold Coast and in particular the immediate study area is provided with many support services including crisis and counselling services, aged care and childcare facilities. The immediate study area in particular hosts numerous educational facilities including government and non-government schools, TAFE and some of Queensland's leading University campuses. In terms of community centres, the region is well equipped, with many of these centres providing spaces for local groups to meet.

Arts and cultural activities and events play a large part in shaping the identity of the Gold Coast and the area is well supplied with both venue for performance and exhibition in addition to art activities people can participate in.

Open space is one of the reasons many people travel to the Gold Coast for its large network of beaches, parks and gardens. In addition, the sporting facilities located throughout the region are of a professional standard. The Gold Coast is a major tourist destination and its shopping facilities are well renowned with Marina Mirage and Australia Fair some of the larger precincts.

18.1.3 Population and Demographics

The following provides a summary of the population and demographic profile of the study area. Full details are included in Appendix D. Of the local government areas in Queensland, the largest population increases over the year to June 2005, occurred in Brisbane City and

Gold Coast City. Brisbane City and Gold Coast City were ranked first and second in Australia in terms of population increase (OESR 2006).

The population density of the immediate study area is 448 persons/km², the regional study area is 336 persons/km² and the State is 2.2 persons/km². All of the immediate study area population is in a major city with only a small percentage of the regional study area population in an inner regional area.

The immediate and regional study areas are ranked highly on the index of socio-economic advantage. Over half of the populations in the immediate and regional study areas are wage earners with only 17% and 14% respectively having an income of a Government cash benefit. The average total income of the population living in the immediate study area is \$31,703 and in the regional study area it is \$32,328.

Properties in the immediate study area will be directly affected by the proposed Project. There are 20,795 dwellings in the immediate study area including 2,198 that are unoccupied. The Gold Coast SSD is attracts a high percentage of domestic and international tourists and employment in related industries reflects this.

The State Development, Trade and Innovation Department considers the marine (with specific reference to super yachts) and tourism industries to be key industries on the Gold Coast based on levels of investment (and number of businesses), contribution to the regional, State and national economies and the high number of people employed.

The State Development, Trade and Innovation Department has also listed the potential development of cruise ship facilities on the Gold Coast as a future growth opportunity for the region.

18.1.4 Local Community Values, Vitality and Lifestyles

Tourism

The Gold Coast is one of Australia's premier tourist areas for both domestic and international visitors. The Gold Coast region attracted 3.5 million visitors who spent a total of 17.4 million nights in the City over the period 2001 to 2002. The majority of domestic visitors (33 percent) come from Brisbane, followed by Sydney (18.2 percent) and as such intrastate visitors account for 48 percent of the domestic overnight market.

In the year 2001 to 2002, 784,500 people visited the Gold Coast from overseas. The major source countries include Japan, New Zealand, United Kingdom and Korea.

44,200 full-time equivalent jobs were created during the 1998/99 financial year as a result of the Gold Coast tourism industry.

Gold Coast Beaches

Main Beach and Sheraton Beach (located within the immediate study area) account for 9 percent of the daily usage of Gold Coast beaches. Main Beach and Sheraton Beach should be considered as a priority when assessing the impacts of the proposed Notional Seaway on the Gold Coast Spit.

Crime

Gold Coast City has shown consistently higher rates of offences against the property than Queensland since 2000. Overall rates for these offence types has decreased for both study areas, Gold Coast still expressed a rate 2,596 higher than Queensland at the end of 2003.

The rate of offences against property in Gold Coast has declined considerably since 2001/02. Conversely, offences against the person in Gold Coast have remained lower than Queensland, however rates for both study areas have been steadily increasing, with an exception rates of other offences have also been increasing for both study areas, with Queensland having higher rates.

18.1.5 Recreational, Cultural, Leisure and Sporting Facilities and Activities

Observational Mapping

Observational mapping was undertaken to identify current usage patterns of the project area. Six sites were chosen for this observational study.

Table 18-1 Observational Sites and Description

Site	Description
A – Hollindale Park	This site was located in Hollindale Park overlooking the main entry roundabout to Seaworld Drive at the furthest point from the seaway. From this position, people travelling past the roundabout and travelling north and those walking through and past the park to the right were recorded.
B – Phillip Park	This site was located in the car park adjacent to Phillip Park. People accessing the beach through access tracks as well as those moving through the park or parking their cars were recorded.
C – Boat Ramp	This site included the boat ramp and adjacent beachfront. Researchers were placed in the car park where people using the car park or travelling nearby were recorded.
D – Seaway	This site involved the researchers positioning themselves on the rock wall facing north to South Stradbroke Island. From here the researchers were able to view up the seaway in both directions.
E – Marine Stadium	This site located the researchers facing south as they were positioned on the pump station platform. This viewpoint allowed sight in both directions around the stadium foreshore.
F – Island View	This site involved research positioning themselves facing west to observe the activities along the seaway and foreshore to the left in addition to water activities taking place as people travelling past.

To differentiate the uses at specific times, additional information such as tidal information and weather including temperature were also recorded. Particular weather types were assumed to influence the numbers of people participating in specific activities.

Each site was surveyed for a total of twenty minutes during the times indicated in Table 18-2. In addition, the surveys were carried out in the same sequence to ensure consistency in data gathering. It should be noted that the results obtained through these observational surveys are indicative only and represent a snapshot of the types of use observed at the times recorded.

Table 18-2 Observational Dates and Times

Day/Date	Session	Time
Tuesday 18 April	1	6am – 8.30am
Thursday 20 April	2	11am – 1.30pm
	3	3.30pm – 6pm
Saturday 22 April	4	7.30am – 10am
	5	3.30pm – 6pm
Sunday 23 April	6	7.30am – 10am
	7	11.30 – 2pm

Usage Patterns

Site A – Hollindale Park

Hollindale Park was utilised mostly as a recreational space, with the majority of people observed walking, cycling or running. A total of 170 people were observed walking, 137 people cycling and 41 people running over the 280 hours that were spent observing. Morning and afternoon periods (particularly weekends) were identified as having the highest frequency of use.

Site B – Phillip Park

Phillip Park is located further north along Seaworld drive than Site A. It used by people who want to travel a little further or are on their way to the seaway. Observations for this site included similar results to Site A, with high numbers of people participating in recreational activities. Walking (total of 83 people), cycling (total of 55 people) and running (total of 25 people) were popular activities across the survey periods.

People were also observed using this site as an access point to the beach located on the eastern side of the site. A total of 96 people were observed as beach goers, with an additional 20 identified as surfers. Weekends were noted as the most popular time of usage for this site when people were observed relaxing in vehicles.

Site C – Boat Ramp

The boat ramp was observed as a point of entry to the water for motor craft such as small tinnies and jet skis. As such these were the most highly recorded activities within the site, with a total of 46 jet skis were noted and numerous trailers parked in the car park. This site also identified the large number of boats (particularly sailing boats) moored nearby in the southern end of marine stadium. At most survey times (5 out of 7), more than 30 boats were counted as being moored within this area. Fishing was also identified as a popular activity with a total of 18 people using the area for fishing. The weekend, particularly Sunday, was observed to have the highest amount of boat users (a total of 43) during the survey times.

Site D – Seaway

Recreational uses such as walking ranked very highly at this site with a total of 241 people counted. Weekends recorded higher counts of walkers, however Thursday lunchtime was also popular. Walking of dogs was also popular with a total of 28 people counted.

Surfing was observed as the next most popular activity at this site, with a total of 118 people counted. Weekends were most popular times, however high counts were also recorded throughout the weekday survey points.

Other activities observed included people relaxing, on their way to or from the beach (beach goers) and using the seawall to fish from. Fishing was recorded the most counts during afternoon periods when the tide was ebbing to a low.

Site E – Marine Stadium

Marine Stadium recorded very low levels of activity across all survey periods. A cool breeze affected the weekdays, with many areas observed to be in shade, which may have influenced usage. Of those recorded, activities included walking (total 20 people), walking of dog (total 20 people), beach going (total 19) and swimming (total 27). 11 divers were also counted on Sunday. The majority of use occurred on weekends, particularly Sunday during the early afternoon.

By far the most usage of this site is as a mooring point for boats (particularly sailing boats). A total of 214 sailing boats, 38 motor boats and 21 tinnies were counted across all survey times with an average of 31, 5 and 3 respectively, for each survey period.

Site F – Island View

Site F provided visibility of the passing boat traffic as it travelled past on the way to the seaway entrance. A total of 62 jet skis were counted, with the majority on both Saturday and Sunday mornings. This site also recorded high counts of tinnies (a total of 95 across all survey times).

Fishing from the seawall at this site was also popular with a total of 54 people observed, mostly on Saturday afternoon and Sunday morning. Other activities observed included relaxing, beach going and swimming.

18.1.6 Social and Community Values

A series of stakeholder focus groups and one on one meetings were held as a component of this SIA. A strong message from the interactions with stakeholders was the strong values held for The Spit and surrounding areas (i.e. South Stradbroke Island, Wavebreak Island and the Broadwater).

SIA stakeholders defined the existing social environment of The Spit as an area for all people and a place that anyone could go to and enjoy, regardless of background or physical abilities.

During the SIA stakeholder focus groups, the participants were *very passionate* about The Spit and what it means for them as individuals, their lifestyles and for their family and friends. There were many common values that community members identified, these included:

- » The Spit as a free recreational area of open space that can be accessed by anyone regardless of their income or status;
- » The Spit provides for a diverse range of activities (e.g. diving, dog walking, fishing, recreating, surfing)
- » Family-oriented space, with access to the calm waters of Marine Stadium;
- » A space where people can go to escape the City, recreate and relax amongst an accessible natural setting;
- » A public space that is natural and provides for a safe swimming environment and relaxation for families;
- » An area that is used by various environmental and educational groups (including primary and secondary schools, universities and the community environmental education groups – Beachcare and CoastEd.
- » Important area in terms of community well being, mental health and relieving psychological stress for Gold Coast residents; and
- » Marine stadium as a source of affordable housing for Gold Coast residents and a safe haven for boats along the coast¹².

The Spit was identified through observational surveys and consultations with Project Stakeholders as a popular recreational area for both land (passive and active) and marine based activities.

Community values of the different areas in the Project area are summarised in Table 18-3.

Table 18-3 Summary of Community Values for the Project Area Components

Project Area	Community Value
The Seaway	The community values of the Seaway extend from a location to access the Broadwater to the Pacific Ocean (recreational (including outriggers), charter and commercial vessels), a place to fish (both off land and in small tinnies), a dive location for drift diving, a business area for the glass bottom boat and ferry taking surfers to South Stradbroke Island, a scenic area for the general public to view the surrounds and an access point to South Stradbroke Island for surfers.
The Broadwater	The community values of the Broadwater extend from a place for recreational, commercial and charter vessels to traffic between the northern and southern end of the Broadwater (and access areas in between), a place to fish (both off land and small tinnies), dive locations off Wave Break Island, a business area for the glass bottom boat and ferry taking surfers to South Stradbroke Island, a scenic area for the general public to view the surroundings (especially watching the sun set from the western arm), swimming in the still waters (for both families and their pets).

¹² Anchoring and mooring of boats in the Broadwater between the boat ramp near the Southport Olympic Pool and the north-east tip of Wavebreak Island, whether at one or more locations, is restricted to a maximum of seven days in any 60 day period (Queensland Transport, (www.msq.qld.gov.au))

Project Area	Community Value
Marine Stadium	The community values of the Marine Stadium extend from a place for recreational vessels to moor and anchor for a short and long term stay, a scenic area for the general public to view and relax (picnics in the shade of the trees), and safe swimming location in the still waters (for both families and their pets). There is the perception of some members of the community and Project Stakeholders that the Marine Stadium is an eye-sore and needs to be developed. Some community members and Project stakeholders referred to the Marine Stadium as 'Bum's Bay).
The Spit	The community values of the Spit generally relate to a relatively 'natural' piece of land that provides the opportunity for passive and active recreation. It allows residents of the immediate and regional study area (plus South East Queensland) to get away from the city and urban life and relax. An important element to the value of The Spit is its accessibility via a number of transport modes (including public transport) and is free to use, allowing it to be accessed by all socio-economic groups. The importance of the area as an 'dog leash free area' increasing the accessibility of people and their dogs. The Spit is also accessible to people who have mobility changes (e.g. elderly or people with disabilities), the area can currently be enjoyed from the inside of a car – you don't have to get out of your car to enjoy the area. The Spit also feeds into and is a critical component of the overall 'natural' feel of the Gold Coast, it is the northern end of the Ocean Way, walking path that runs nearly the full length of the Gold Coast.

It is clear that The Spit provides different qualities for different people. Figure 18-1 illustrates the community values associated with The Spit.

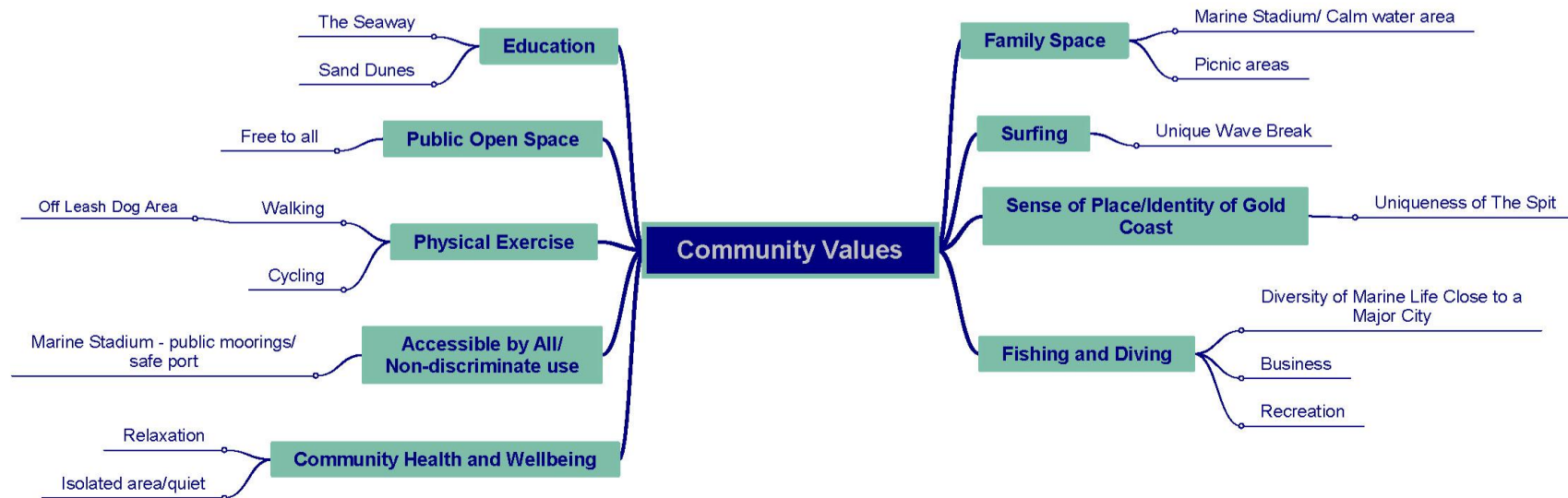


Figure 18-1 Community Values of The Spit

18.2 Potential Impacts and Mitigation Measures

18.2.1 Potential Impacts and Issues as Identified by SIA Stakeholders

Table 18-4 provides a summary of the social impacts (for construction and operation) across all the key components of the proposed project and by SIA variable:

- » Dredging and the associated area of the Seaway;
- » Cruise ship terminal and the associated area of the Seaway
- » Marina precinct and the associated area of the Marine Stadium and the Broadwater;
- » Other (upgrading of the boat ramp and upgrading of existing facilities) and the associated area of Doug Jennings Park and the Broadwater.

Social impacts and issues were also identified by the SIA stakeholders in the focus groups and one on one meetings based on the information presented to them at the focus group or the one on one meetings. These included a number of perceived impacts based on information available to the stakeholders which may not necessarily represent actual impacts. The SIA stakeholders also had identified a number of other environmental impacts. The SIA stakeholder had a number of issues and concerns about the EIA process and the concept design, their identification of impacts is also based on other information they received outside the EIS process (e.g. after seeing the developers proposed master plans) that is outside the EIS process.

A summary of the focus groups and one on one meetings are in Appendix D.

Table 18-4 Summary of Potential Social Impacts

SIA Variable	Dredging/ Seaway	Cruise Ship Terminal/ Seaway	Marina Precinct/ Marine Stadium/ Broadwater	Other/ Doug Jennings Park/ Broadwater
Population Impacts				
Population Impacts	0	0	0	0
Construction and operational workforces	0	0	0	0
Cruise ship passengers and military personnel	ü (O)	ü (O)	0	0
Cruise ship passengers and military personnel on housing and community services	0	0	0	0
Community/Institutional Arrangements				
Formation of attitudes towards the project (interest group activity)	ü (C and O)	ü (C and O)	ü (C and O)	0
Community values of The Spit	ü (C and O)	ü (C and O)	ü (C and O)	0

SIA Variable	Dredging/ Seaway	Cruise Ship Terminal/ Seaway	Marina Precinct/ Marine Stadium/ Broadwater	Other/ Doug Jennings Park/ Broadwater
Relocation of families and individuals (vessels on the Marine Stadium)	0	0	ü (C and O)	0
Change in use of The Spit	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
Change in use of the Seaway, including loss of access to water and land areas and change in use	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
Change in use of Doug Jennings Park, including loss of access and loss of public space and general change in use	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
Change in use of the Broadwater	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
Change in use of the Marine Stadium	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
Industrial diversification	ü (C and O)	ü (C and O)	ü (C and O)	0
Living and family wage	0	0	0	0
Enhanced economic inequalities	0		0	0
Changes in occupational opportunities	0	ü (C and O)	ü (C and O)	0
Communities in Transition				
Presence of an outside agency	ü (C and O)	ü (C and O)	ü (C and O)	0
Inter-organisational cooperation	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
Introduction of new social classes	0	0	0	0
Changes in commercial/industrial focus	ü (C and O)	ü (C and O)	ü (C and O)	0
Presence of weekend residents	ü (C and O)	ü (O)	ü (O)	ü (O)
Individual and Family Level Impacts				
Current impacts on individuals and families	ü (planning, C and O)	ü (planning, C and O)	ü (planning, C and O)	0
Disruption to daily living and movement				
» Land traffic	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
» Marine traffic	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
» Marine environment	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
» Air impacts	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
» Visual impacts (including light)	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
Disruption to social networks	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)

SIA Variable	Dredging/ Seaway	Cruise Ship Terminal/ Seaway	Marina Precinct/ Marine Stadium/ Broadwater	Other/ Doug Jennings Park/ Broadwater
Perception of public safety				
» Health and wellbeing of Spit users	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
» Cyclists and pedestrians	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
» Surfers crossing the Seaway	ü (C and O)	ü (C and O)	O	O
» Divers	ü (C and O)	ü (C and O)	O	O
» Pollution	O	ü (O)	ü (O)	O
» Transmittable diseases	O	O	O	O
» Violence	O	O	O	O
» Terrorism	O	O	O	O
Changes in leisure opportunities	ü (C and O)	ü (C and O)	ü (C and O)	ü (C and O)
Community Infrastructure Needs				
Changes to community infrastructure	O	O	O	O
Land acquisition and disposal	ü	ü	ü	O
Impact on indigenous and non-indigenous cultural heritage	O	O	O	O
ü impact identified	C	Construction		
O no impact identified	O	Operation		

18.2.2 Summary of Potential Impacts

There are a number of social impacts of the proposed Project.

- » Balance the economic and social gain through the visiting cruise ships and the marina precinct versus the loss of public open space and the recreational activities that occur there at the moment.
- » Change in the amount and type of use of the area.
- » Cost of unemployment and loss of income of existing local businesses (e.g. dive industry and glass bottom boat) to the potential economic benefit and employment from the cruise ships and the marina precinct.
- » Perception of taking away public space which is accessible to all members of the community for free to the entire site to locking it away to for certain sections of the community (those that work or who can afford to have access by having a boat in the marina).

- » There appears to be a polarization of attitudes toward the proposed Project, with most people in the immediate and regional study areas having an opinion on whether the Project should go ahead or not. Based on SIA consultations, it has become evident that the proposed Project needs to be broken down into its key components:
 - With the most polarization on the cruise ship terminal – whether it should be constructed and operated or not;
 - Most people agree with the concept of the marina precinct, but the issue of contention is where it could be relocated or the berths absorbed into existing marinas;
 - Upgrading of the boat ramp facility received little opinion; and
 - The majority of people agreed with the need to upgrade the public facilities at the northern end of The Spit.
- » Safety impacts in relation to:
 - Access to the Seaway and Broadwater for surfers, divers, small boats and other users;
 - Potential pollution of the waterways from the cruise ships and the vessels using the marina precinct; and
 - Diseases and potential violence of cruise ship passengers and military personnel.

18.2.3 Recommended Mitigation/Management and Enhancement Strategies

Not all of the social impacts caused by the proposed Project can be mitigated, managed or enhanced. In particular:

- » The removal of public open space for the cruise ship terminal;
- » The loss of public access to (the marina precinct) public space in the unique environment and location of The Spit.

There are however mitigation and management measures recommended ensuring that any Project is developed (including detailed design, construction and operation) in a way that minimises the impact on the community living in the immediate and regional study areas.

Key components of this include:

- » The development of a Community Engagement Charter (including a Community Consultation Program and Community Monitoring Program) to be developed between the Project developers/owners/contractors, the State Government, GCCC and the community organisations that have an interest in the Project;
- » For compensatory habitats to be created and established in appropriate smooth water areas prior to any Project associated works taking place and appropriate management strategies to be put in place. These compensatory habitats aim to support the local businesses that would lose marine habitat critical to the successful running of their businesses;
- » Tourism Queensland and GCCC to support the development of new industries in the Project area, to act as facilitators between the cruise ship operators and the local businesses;

- » Development and implementation of a comprehensive Traffic Management Plan for both construction and operation. The Traffic Management Plan should include all transport routes (not just access to Sea World Drive) and address safety concerns for cyclists and pedestrians;
- » Revegetating areas of open space surrounding the cruise ship terminal and the marina precinct with native species (similar to those found on South Stradbroke Island); and
- » To actively promote when (dates and times) the cruise ships and military vessels will be using the cruise ship terminal.

18.2.4 Recommended Monitoring Programs

The two monitoring programs and their techniques are summarised in Table 18-5.

Table 18-5 Monitoring Programs for the Proposed Project

Monitoring Program	Techniques	Timing	Responsibility
Social Indicator Analysis	Review of relevant demographic statistics	At the release of census data (every 5 years)	The developer/owner/contractor ¹³ in consultation with community organisations, GCCC and the Department of Communities Regional Planner.
Community Monitoring Program	As determined by the community organisations, GCCC and Department of Communities Regional Planner in consultation and with support of the developer/owner/contractor ¹⁴	As determined by the community organisations, GCCC and Department of Communities Regional Planner in consultation and with support of the developer/owner/contractor ¹⁵	As determined by the community organisations, GCCC and Department of Communities Regional Planner in consultation and with support of the developer/owner/contractor ¹⁶

¹³ This includes the relevant port authority.

¹⁴ This includes the relevant port authority.

¹⁵ This includes the relevant port authority.

¹⁶ This includes the relevant port authority.