CHAPTER 14
Socio-economic assessment
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14. Socio-economic assessment

This chapter assesses the potential socio-economic benefits and impacts of Brisbane Metro. This includes potential impacts on local and regional communities and business from the construction and operation of Brisbane Metro. Strategies for managing potential impacts are also described.

14.1 Assessment methodology

The study area for this assessment includes communities closest to Brisbane Metro that may experience changes as a result of construction and operation. The study area is shown in Figure 14.1 and includes the Australian Bureau of Statistics (ABS) Statistical Areas Level 2 (SA2) geographies of:

- north of the Brisbane River: Brisbane City, Spring Hill, and Kelvin Grove-Herston

Benefits and impacts from Brisbane Metro’s construction and operation may also be experienced in other areas of Brisbane and South East Queensland, such as through improved public transport access during operation or temporary disruptions to public transport services during construction. These impacts are also considered in this assessment, where relevant.

The methodology for this assessment involved:

- describing the existing socio-economic conditions, values and characteristics of the study area, including the qualitative and quantitative analysis of population and demographic data, economic information, existing social infrastructure and community values
- identifying and evaluating potential changes to the existing socio-economic conditions and values from the construction and operation of Brisbane Metro, including potential impacts, both positive and negative, on property, social equity, social infrastructure, local business and community values
- identifying possible measures to avoid, minimise or mitigate impacts arising from Brisbane Metro, including management measures identified through feedback from community consultation and measures used to manage social impacts of other major transport projects.

14.2 Legislative and policy context

The following summarises policies, standards and guidelines relating to the socio-economic environment within the study area. Further information on legislation relevant to Brisbane Metro is provided in Chapter 22.

Disability Discrimination Act 1992

The DDA provides protection against discrimination based on disability. The DDA requires areas and facilities open to the public to be accessible to people with disability. This includes areas and facilities such as public footpaths and walkways; public transport; public buildings (e.g. libraries, sporting venues, shops and government offices); and parks, public swimming pools and pedestrian malls. The DDA applies to both existing places as well as places under construction.

The new station and surface bus stops will be designed to comply with the DDA. During construction, temporary access changes required to public areas and facilities will also consider the needs of people with disability.

1 Reference to these localities refer to the respective SA2 geographies
Figure 14.1: Socio-economic assessment study area
The Queensland Plan

The Queensland Plan sets the Queensland Government’s 30-year vision for the State, detailing the aspirations for the State’s future and outlining goals for achieving the vision. The plan outlines the aspirations for the future development of Queensland based on nine foundation areas, of which the ‘infrastructure’ foundation area is most relevant to Brisbane Metro. This seeks to ensure infrastructure is delivered efficiently and effectively with a focus on taking a long-term approach and implementing essential services that provide economic, social and community benefits. Brisbane Metro will improve public transport access, connectivity and safety for residents, tourists and businesses in the study area.

ShapingSEQ – South East Queensland Regional Plan

ShapingSEQ is the regional plan for South East Queensland. It provides a strategic planning framework for the sustainable management of growth and development for South East Queensland and outlines a vision for South East Queensland, underpinned by five key themes of grow, prosper, connect, sustain and live. The ‘prosper’ and ‘connect’ themes are particularly relevant to Brisbane Metro. The ‘prosper’ theme seeks to ensure South East Queensland has a globally focused/outward facing economy. This includes supporting regional economic clusters by investing in enabling infrastructure to ensure the success of these areas. Brisbane Metro links key activity centres and the CBD with a high-frequency passenger transport system to support business and enable these locations to thrive.

The ‘connect’ theme seeks to prioritise transport infrastructure and associated land use changes that increase the share of trips made by walking, cycling and public transport. It supports maximising the use of existing transport infrastructure and embraces innovative new infrastructure to achieve the desired regional settlement pattern and to enable economic growth. Brisbane Metro will contribute to the achievement of this theme by improving public transport capacity into the CBD and providing connections with the existing bus network.

Brisbane Access and Inclusion Plan 2012-2017

The Brisbane Access and Inclusion Plan 2012-2017 outlines Council’s approach to achieving equitable access and inclusion for everyone. Of relevance to Brisbane Metro, the plan aims to eliminate as far as practicable, physical access barriers in Brisbane’s public buildings and spaces. The plan identifies a number of outcomes and objectives around pedestrian mobility and transport; planning, development and infrastructure; and public buildings, venues and outdoor spaces. Key objectives relevant to Brisbane Metro relate to:

- ensuring Brisbane has an accessible, connected, legible, enjoyable and safe pedestrian and public transport network on which all people can get to the places they want to go
- enhanced pedestrian amenity through measures such as planting of shade trees and installing facilities to make shared pathways comfortable and user friendly
- ensuring public transport infrastructure complies with the Disability Standards for Accessible Public Transport
- scheduling accessible buses where possible
- designing new civic infrastructure that demonstrates innovation and leadership in providing for access and inclusion
- designing and constructing new public spaces and refurbishments to showcase the best in universal access and inclusion
- providing accessible signage regarding facilities and services and ensuring all Council owned community facilities are accessible, fit for purpose and have good asset and risk management plans to maintain public safety.

3 Brisbane City Council (2011), Brisbane Access and Inclusion Plan 2012-2017
14.3 Existing environment

This section describes the existing socio-economic conditions and values in the study area, including population and demography, families and housing, and employment, income and business.

14.3.1 Community profile

Population size and growth

The study area had an estimated resident population of 154,188 people at 30 June 2016 (refer to Table 14.1). Eight Mile Plains had the largest residential population, followed by Mt Gravatt and Annerley.

Over the 10 years to 2016, the study area experienced population growth above the Brisbane LGA and Queensland averages (refer to Table 14.1). This was driven by relatively high growth in the inner city areas of South Brisbane, Kelvin Grove-Herston and Brisbane City as well as in the outer area of Rochedale-Burbank. Each of these SA2s recorded average growth rates at or above four per cent over this period. Eight Mile Plains and Woolloongabba also recorded growth rates above the Queensland average over this period.

The population of the study area is expected to grow to about 221,774 people by mid-2036. Population growth in the study area is projected to be above both Queensland and the Brisbane LGA. Key growth areas include South Brisbane, Rochedale-Burbank and Woolloongabba. The high population growth can be attributed to land use change in these areas with the development of underutilised land to high-density and mixed used residential development.

Table 14.1: Population characteristics

<table>
<thead>
<tr>
<th>Locality</th>
<th>Estimated resident population</th>
<th>Projected population</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Population as at 30 June 2016*</td>
<td>Average annual growth rate (2006-16) (%)</td>
</tr>
<tr>
<td>Study area</td>
<td>154,188</td>
<td>2.3</td>
</tr>
<tr>
<td>Brisbane LGA</td>
<td>1,184,215</td>
<td>1.8</td>
</tr>
<tr>
<td>Queensland</td>
<td>4,848,877</td>
<td>1.9</td>
</tr>
</tbody>
</table>

* estimated resident populations are based on preliminary estimates; ** based on medium series population projections

The study area had a relatively young population. At 30 June 2016, the study area had a median age of 33.4 years, compared to 34.5 years in the Brisbane LGA and 37.3 years for Queensland. The study area had a relatively high proportion of working aged people with about 74.4% of people aged 15-64 years. This is compared to about 65.6% of working aged people in Queensland and 70.1% in the Brisbane LGA. This is likely to reflect the study area’s proximity to key employment areas, including the CBD and inner city.

Communities in the study area are relatively mobile, with proportions of people who lived at a different address both one year and five years prior to the 2016 Census, above the Queensland and Brisbane LGA averages. Communities in the inner city in particular had very high levels of population mobility. This is likely to reflect the relatively high levels of rental accommodation in the study area, and the residential development that has occurred over recent years.

Cultural diversity

Communities in the study area are generally culturally diverse with proportions of people born overseas and people who speak a language other than English at home above the Queensland and Brisbane LGA averages. In 2016, near 38% of people in the study area were born overseas, compared to about 30.6% in the Brisbane LGA and 21.6% in Queensland. At the same time, people who spoke a language other than English at home

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4 Queensland Treasury (2017a) Queensland Regional Profiles – Resident Profile (for SA2 of Annerley, Brisbane City, Eight Mile Plains, Greenslopes, Holland Park West, Kelvin Grove-Herston, Macgregor, Mt Gravatt, Rochedale-Burbank, Salisbury-Nathan, South Brisbane, Spring Hill, Tarragindi, Upper Mt Gravatt, Wishart, Woolloongabba)
comprised 32% of the study area’s population, compared to 22.4% and 12% in the Brisbane LGA and Queensland respectively.

Communities near Brisbane Metro displayed lower levels of English proficiency, with about 5.4% of the population speaking English not well or not at all. This is three times more than the Queensland average. People with lower levels of English proficiency represent a stakeholder group with particular communication needs and a group who may be more vulnerable to changes from Brisbane Metro. Chinese languages were the most common non-English languages spoken by communities in the study area.

Compared to Queensland, the study area had lower proportions of Aboriginal and Torres Strait Islander people, although this was generally consistent with the Brisbane LGA average.

**Need for assistance**

The study area had relatively low levels of people with profound or severe disability, with proportions of people in need of assistance in one or more of the three core activity areas of self-care, mobility or communication because of a long-term disability, health condition or older age below Queensland and the Brisbane LGA averages at the 2016 Census. Localities in the study area with proportions of people in need of assistance above the Queensland average included Upper Mt Gravatt and Salisbury-Nathan.

**Households and housing**

At the 2016 Census, there were about 52,224 dwellings in the study area (refer to Table 14.2). The study area had higher proportions of higher density houses such as apartments and lower proportions of separate houses compared to the Brisbane LGA and Queensland. Localities within the inner city or near destinations such as major hospitals and universities generally had higher proportions of higher-density dwellings.

The study area had lower proportions of owner occupiers and higher proportions of rental housing compared to Queensland and the Brisbane LGA. This is likely to reflect the dwelling profile and proximity of the study area to key destinations such as the CBD, universities and major hospitals. The study area also had lower proportions of family households and higher proportions of group and lone person households compared to the Brisbane LGA and Queensland. This household composition is likely to reflect the higher levels of rental accommodation and proximity to key employment areas and universities, which are likely to attract young professionals and students who are more likely to live alone or in group households.

**Table 14.2: Summary of family and housing characteristics, 2016**

<table>
<thead>
<tr>
<th>Locality</th>
<th>Occupied private dwellings</th>
<th>Households</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>Separate house (%)</td>
</tr>
<tr>
<td>Study area</td>
<td>52,224</td>
<td>56.5</td>
</tr>
<tr>
<td>Brisbane LGA</td>
<td>404,159</td>
<td>67.4</td>
</tr>
<tr>
<td>Queensland</td>
<td>1,656,831</td>
<td>76.6</td>
</tr>
</tbody>
</table>

**14.3.2 Economic profile**

**Employment and income**

Incomes varied across the study area, although individual and household incomes were generally above the Queensland average at the 2016 Census (refer to Table 14.3). Rochedale-Burbank had the highest median household income, followed by Tarragindi, Holland Park West and Brisbane City. Tarragindi, Greenslopes and Holland Park West also had relatively high levels of median individual incomes. Upper Mt Gravatt, Macgregor

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Queensland Treasury (2017a)
and Kelvin Grove-Herston had the lowest median household incomes within the study area, with Upper Mt Gravatt and Macgregor below the Queensland average.

Overall, the proportion of low income families in the study area was below the Queensland average. Proportions of low income families varied across the study area with Macgregor, Eight Mile Plains, Kelvin Grove-Herston, South Brisbane, Brisbane City and Upper Mt Gravatt all with proportions above the Queensland average. The study area had higher proportions of low income families compared to the Brisbane LGA.

Unemployment in the study area as a whole was the same as the Queensland average at the March quarter 2017, however unemployment rates varied across the study area. Woolloongabba had the highest level of unemployment, at 10%, while Annerley, Salisbury-Nathan and Upper Mt Gravatt had unemployment rates above eight per cent. The unemployment rate in the study area was generally above the Brisbane LGA.

Table 14.3: Summary of income and employment characteristics

<table>
<thead>
<tr>
<th>Locality</th>
<th>2016 Median total personal income ($ per week)</th>
<th>2016 Median total household income ($ per week)</th>
<th>2017 Low income families (%)</th>
<th>Unemployment rate (%) 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study area</td>
<td>706**</td>
<td>1,694**</td>
<td>8.8</td>
<td>6.2</td>
</tr>
<tr>
<td>Brisbane LGA</td>
<td>770</td>
<td>1,746</td>
<td>7.3</td>
<td>5.5</td>
</tr>
<tr>
<td>Queensland</td>
<td>660</td>
<td>1,402</td>
<td>9.4</td>
<td>6.2</td>
</tr>
</tbody>
</table>

* total family income less than $33,800 per year; ** calculated based on the average of median incomes for each SA2 in the study area

Travel to work

Travel patterns of residents generally reflect the area’s high level of access to public transport, pedestrian and cycle networks and proximity to the CBD and other major employment and activity centres. While private vehicle was the most predominant mode of travel, residents in the study area were more likely to use public transport, walk or cycle to work compared to the rest of Queensland.

Travel by bus formed all or part of the journey to work for about 14.9% of residents aged 15 years or over in the study area at the 2016 Census. This is compared to about 9.3% in the Brisbane LGA and 3.9% in Queensland. Greenslopes had the highest proportion of bus users, with about 21% of residents aged 15 years or over using a bus for all or part of their journey to work. This was followed by Kelvin Grove-Herston (at 20.1%), Macgregor and Woolloongabba (at both at 19.6%), Holland Park West (16.8%) and South Brisbane (16.2%). This is likely to reflect the proximity of these areas to the South East Busway and Inner Northern Busway.

Compared to Queensland as a whole, residents in the study area were more likely to transfer between different transport modes for their journey to work, with 3.2% using two or more modes of transport for their journey to work (e.g. bus and train, bus and car). About 3.9% of residents in the Brisbane LGA used two or more modes of transport for their journey to work.

Local business and industry

The study area includes a wide range of business and commercial uses that serve communities within inner Brisbane as well as across the wider Brisbane LGA and South East Queensland.

In 2015-16, there were about 27,087 registered businesses in the study area, of which about 41%, were registered in Brisbane City. Spring Hill had the next largest concentration of businesses (at 2,200 businesses), followed by South Brisbane (at 1,392 businesses). About 65% of businesses in the study area were

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6 Queensland Treasury (2017a)
7 Based on data from ABS (2017a) 2016 Census of Population and Housing, General Community Profile, Table G59 Method of travel to work by sex, Data pack, cat. no. 2001.0, viewed 20 December 2017
8 Based on data from ABS (2017a)
non-employing businesses (i.e. sole proprietorships and partnerships without employees). About 31.8% of businesses in the study area employed 1 to 19 people.9

The largest industry sector in the study area was financial and insurance services, followed by professional, scientific and technical services; and rental, hiring and real estate services. Combined, these three sectors account for about 49.6% of registered businesses in the study area. Retail trade accounted for about 4.3% of registered businesses, which was below the Queensland average. Tourism is an important industry for the study area, with accommodation and food services comprising around 4.3% of registered businesses10.

Worker population profile

There were approximately 243,821 people working in the study area in 2016, of which about 122,486 people, or about 50%, worked in Brisbane City (i.e. Brisbane CBD). Other key employment areas near Brisbane Metro include South Brisbane (about 11.3% of workers), Kelvin Grove-Herston (6.9%), and Woolloongabba (6.4%). Localities within the CBD fringe have experienced increased commercial development in recent years, which has seen increased employment in these areas11.

Health care and social assistance was the largest industry of employment for people working in the study area, employing about 16.7% of the area’s worker population12. This is reflective of the presence of major hospitals and health services, including the RBWH, the PA Hospital, Mater Hospitals and Lady Cilento Children’s Hospital, St Andrew’s War Memorial Hospital and Greenslopes Private Hospital.

Professional, scientific and technical services and public administration and safety (government legislative; executive and judicial activities; police; fire protection; and emergency services, etc) were also large industries of employment, employing just over 14% each of the area’s worker population in 2016. This reflects the role of the CBD as the primary centre for government administration in Queensland. Other main industries of employment for people working in the study area included:

- education and training (8.8%)
- financial and insurance services (7.4%)
- accommodation and food services (6.1%)13.

A high proportion of people working in the study area used public transport to travel to work. At the 2016 Census, about 17.1% of people working in the study area used the bus for all or part of their journey to work, compared to about 8.3% in the Brisbane LGA and 3.8% in Queensland. This was largely driven by high proportions of bus users in the Brisbane City and inner city locations such as South Brisbane, Spring Hill and Kelvin Grove-Herston. Upper Mt Gravatt also had a high proportion of workers that travelled by bus (at 9.6%)14.

Compared to Queensland and the Brisbane LGA, people working in the study area are also more likely to use more than one method of transport for their journey to work. At the 2016 Census, the journey to work for about 8.9% of workers in the study area involved at least one transfer between transport modes. This is compared to about 5% of workers in the Brisbane LGA and 2.6% for Queensland as a whole. Brisbane City had the highest proportion of workers that used two or more modes of transport for their journey to work15.

14.3.3 Rochedale to Upper Mt Gravatt

The localities of Rochedale, Eight Mile Plains and Upper Mt Gravatt are located in the southern section of the study area, approximately 15 kilometres from the CBD. The localities are largely characterised by low-density

9 Queensland Treasury (2017a)
10 Queensland Treasury (2017a)
12 Queensland Treasury (2018)
13 Queensland Treasury (2018)
14 Based on data from ABS (2017b) 2016 Census of Population and Housing, Working population profile, Table W21 Method of travel to work by occupation, Data pack, cat. no. 2006.0, viewed 10 January 2018
15 Based on ABS (2017b)
residential uses and major transport infrastructure, as well as some regionally significant community uses such as the Garden City Shopping Centre.

Business and industry

Business and commercial uses near this section of the alignment are generally concentrated at key locations, including:

- short-term and long-term accommodation services, including Sheldon Motel and Caravan Park and Brisbane Holiday Village located at Holmead Road, and Travelodge Hotel Garden City and Bahia Backpackers at Klumpp Road
- Garden City Shopping Centre located at Logan and Kessels roads, which comprises over 440 specialty retail uses, cafes, restaurants and other services including a cinema. Upper Mt Gravatt station is located immediately adjacent to the shopping centre and connected via a walkway, although business and commercial uses are generally separated from the busway station
- commercial offices, including Garden Square Office Park adjacent to Westfield Garden City, and Garden City Office Park located at Logan Road, consisting of corporate offices and food outlets.

Social infrastructure

Social infrastructure near Brisbane Metro in this section of the study area is generally limited to community support uses at Garden City Shopping Centre and a small number of schools, child care centres and open space and recreation facilities.

Key social infrastructure and community facilities located near the Brisbane Metro alignment are shown in Figure 14.2. They include:

- Rochedale Mosque, Eight Mile Plains Chinese Church and Brisbane Full Gospel Church, located west of Pacific Motorway on Logan Road in Eight Mile Plains
- Rochedale State High School, located at Priestdale Road in Rochedale
- SunRise Kids Early Education and Child Care Centre, located above the existing busway tunnel, within the Garden City Shopping Centre site at Upper Mt Gravatt
- Hibiscus Sports Complex at Klumpp Road, Upper Mt Gravatt, which comprises three outdoor pools, a gym centre, indoor multi-purpose courts and a skate park
- Macgregor State High School, located west of Brisbane Metro on Blackwattle Street, Macgregor.

The Brisbane Immanuel Church is located at the proposed depot site at School Road, Rochedale. The church is a small Chinese congregation.

Community values

This section of the study area includes a range of places that are important to residents, workers and visitors due to their social or recreational values. Overall, the sense of place is characterised by low-density residential living, and residents are likely to value the area for its residential amenity and accessibility to community facilities and uses such as schools and major shopping centres.

Bulimba Creek, a tributary of the Brisbane River, is located east of the Brisbane Metro near the Eight Mile Plains station and has important heritage values for local indigenous communities. The creek’s ecological values are also important to local communities with a volunteer-run LandCare group working within the catchment area.
Figure 14.2A: Social infrastructure near the alignment
Figure 14.2B: Social infrastructure near the alignment
Figure 14.2C: Social infrastructure near the alignment

Key
- Brisbane Metro alignment
- Stations
  - New station
  - Station modifications
  - Station upgrades
- Social Infrastructure
  - Cemetery
  - Community purposes
  - Education purposes
  - Emergency services
  - Health care purposes
  - Major health care
  - Major sports venue
  - Specialised centres (Entertainment and conference centre)
  - Recreation
- School
- Hospital
- Museum
- Place of Worship
- Sports Facility
- University
Figure 14.2D: Social infrastructure near the alignment
Access and connectivity

The South East Busway and Pacific Motorway are key transport corridors serving residents located near Brisbane Metro.

The South East Busway provides access from Eight Mile Plains to the CBD and other destinations, such as South Bank and UQ at St Lucia. Busway stations are located at Eight Mile Plains and Upper Mt Gravatt, which provide public transport access for communities in Brisbane’s southern suburbs and access to employment, services and facilities within this area for communities across Brisbane.

The V1 Cycleway connects cyclists from the CBD to the Gateway Motorway off-ramp at Eight Mile Plains. The V1 Cycleway runs alongside the Pacific Motorway and is a cyclist only route.

14.3.4 Mt Gravatt to Greenslopes

Mt Gravatt, Holland Park West and Greenslopes are located about six to eight kilometres south of the CBD. Land use in the area comprises mainly low- and medium-density residential uses, with some major recreation and institutional uses such as Griffith University Mt Gravatt campus and Toohey Forest Reserve.

Business and industry

Business and commercial uses located near Brisbane Metro are limited to those located within Griffith University Mt Gravatt campus. A number of small businesses, including sporting facilities, food outlets, book shops, a newsagency and bank branches are located on the campus serving the needs of students and staff.

Social infrastructure

Social infrastructure and community services (Figure 14.2) within Mt Gravatt, Holland Park West and Greenslopes generally include health care, education and open space and recreation uses.

Griffith University is a major tertiary education institution. Griffith University station is located adjacent to the university’s Mt Gravatt campus. The campus comprises a range of education, recreation, student support and student accommodation facilities, as well as areas of natural bushland. Facilities closest to the alignment mainly include recreational uses, car parking, and maintenance facilities. The Griffith University station provides public transport access for students, workers and visitors accessing the university campuses.

A pedestrian access is provided under the existing busway, connecting to the university’s Nathan campus, located west of the Pacific Motorway. A shuttle bus operated by the university is provided between both campuses, which uses a short section of the busway between the Griffith University station and Klumpp Road access. A number of TransLink services also connect the Griffith University station to bus stops near Griffith University’s Nathan campus, via the Klumpp Road access.

Greenslopes Private Hospital, located at Newdegate Street, is a major hospital and health care facility providing services to local and regional communities as well as to the wider Queensland population.

A small number of child care centres, and primary and secondary schools are located near Brisbane Metro that mainly serve local communities. These include:

- Holland Park High School and Brisbane Tamil School, at Bapaume Road, Tarragindi
- Marshall Road State School, at Kurts Street, Holland Park West.

A number of parks and sport and recreation facilities are also located near Brisbane Metro. These include:

- Toohey Forest Park, which includes a number of walking and cycle tracks, picnic facilities and areas of natural bushland
- Mt Gravatt Cemetery and Crematorium, located on Mains Road
- Joachim Street Park, at Holland Park West, which includes Norman Creek
• Ekibin Park East, located to the east of the existing Greenslopes station, consisting of soccer fields and is the home of the Annerley Junior Football Club

• Ekibin Park South, located to the west of the existing Greenslopes station, comprising of a soccer field.

Community values

Existing amenity in this section of the study area is mainly characterised by low- and medium-density residential uses. A number of parks, open space and watercourses traverse this area, contributing to the area’s environmental and amenity values. In particular, Norman Creek, which traverses the alignment near Greenslopes station and runs adjacent to the existing busway is important to local communities and contributes to the overall environmental amenity of the area.

Greenslopes is also valued by the community for its role in providing private health care across Queensland through the Greenslopes Private Hospital. The presence of community sporting clubs suggests there is likely to be a high level of community cohesion in these areas.

The localities comprise a number of parks and reserves, which are located near Brisbane Metro. Toohey Forest Park has important ecological and natural heritage values for local and regional communities, as well as recreational values.

Access and connectivity

The South East Busway and the Pacific Motorway are the key transport corridors servicing communities in this area. Busway stations are located at Griffith University, Holland Park West and Greenslopes, and provide important connections for people accessing Greenslopes Private Hospital and to local schools such as Holland Park High School.

The V1 Cycleway runs alongside Brisbane Metro and traverses the alignment via an underpass at Birdwood Road in Holland Park West.

14.3.5 Woolloongabba to St Lucia

Woolloongabba, Dutton Park and St Lucia are located between two to four kilometres from the CBD. These suburbs are mixed used areas, with residential, commercial, industrial, recreational and institutional land uses. Woolloongabba and Dutton Park are undergoing urban renewal, particularly on the Ipswich Road and Stanley Street corridor and at Boggo Road Urban Village. St Lucia comprises the UQ St Lucia campus.

Business and industry

Business and commercial uses near Brisbane Metro at Woolloongabba and Dutton Park comprise a mix of cafes, restaurants and takeaway services, retail uses, and short-term visitor accommodation.

Those located near Brisbane Metro include:

• cafes, restaurants and takeaway uses; and hotels at Stanley Street and Ipswich Road, including cafes and restaurants with outdoor dining areas

• retail uses at Stanley Street, Ipswich Road and O'Keefe Street, offering a range of goods and services that cater for local and wider district communities

• short-term visitor accommodation such as motels and rental apartments

• office uses such as the Ecosciences Precinct at Boggo Road Urban Village.

A mixed-use development, Buranda TOD, is currently under construction adjacent to Buranda station and Stage 1 is expected to be completed in late-2017. The development comprises eight buildings up to 32 storeys high, including residential apartments, office space, a hotel, cinema complex and numerous retail and food outlets. The development includes a public plaza connecting to Buranda station.
Social infrastructure

Woolloongabba, Dutton Park and St Lucia support a range of social infrastructure and community facilities of local and regional significance (Figure 14.2). Regional level social infrastructure near the Brisbane Metro alignment at Woolloongabba, Dutton Park and St Lucia includes:

- PA Hospital, located at Ipswich Road south of the Eastern Busway. The hospital is a major tertiary health care facility servicing a catchment population of about 1.6 million people. Road access to the hospital is via Ipswich Road and Cornwall Street, with public transport access provided by the PA Hospital station, Dutton Park railway station and bus services at Ipswich Road.
- the Gabba Stadium at Main Street, between Vulture and Stanley Streets. The Stadium hosts regular state, national and international sporting events, with seating capacity for about 42,000 people. Its close proximity to the Woolloongabba station provides an important connection for visitors attending events at The Gabba Stadium.
- Boggo Road Gaol museum at Dutton Park, which offers daily tours as well as facilities for private functions.
- UQ St Lucia campus, a major tertiary education institution with over 50,000 students. Access to the campus from the south of Brisbane River is via Eleanor Schonell Bridge, providing access for pedestrians, cyclists and bus passengers, and the CityCat.

Other social infrastructure near Brisbane Metro includes:

- Buranda State School at Cowley Street
- Latvian Hall at Bank Lane
- Buranda State School at Cowley Street
- Hanlon Park at O’Keefe Street and Junction Street
- South Brisbane Seventh-day Adventist Church at O’Keefe Street
- PA Hospital Early Education Centre, across from the PA Hospital station
- Dutton Park State School at Annerley Road
- Dutton Park Police Station at Annerley Road and Boggo Road
- Dutton Park, Harmony Gardens, and South Brisbane Cemetery at Annerley Road.

Community values

Woolloongabba and Dutton Park include a range of places that are important to residents, workers and visitors to the area due to their social, heritage, or recreational values. The sense of place of the area is characterised by traditional Queenslander housing, heritage-listed sites, and parks with significant vegetation. The area includes major facilities that are important to local and regional communities, including The Gabba Stadium, UQ St Lucia campus and PA Hospital as well as major commercial uses at Boggo Road Urban Village.

Residents of Woolloongabba and Dutton Park are likely to value the convenient access to major employment centres and community facilities, while maintaining relatively affordable living and lifestyles.

Access and connectivity

Woolloongabba and Dutton Park are traversed by several major transport corridors, including the Pacific Motorway and South East Busway and Eastern Busway. The Eastern Busway connects from Buranda to UQ Lakes station.

Woolloongabba station, located adjacent to Stanley and Main Streets provides important access for people attending events at The Gabba Stadium. Other busway stations located in this section of the study area include Buranda station, the PA Hospital station, Boggo Road station, and Dutton Park bus stop. The PA Hospital station...
station provides an important connection for workers, patients and visitors of the PA Hospital, while the Boggo Road station provides access for workers of the Ecosciences Precinct.

The area is also serviced by railway stations at Dutton Park and Park Road.

14.3.6 South Brisbane

South Brisbane is located across the Brisbane River from the CBD. South Brisbane is a mixed-use area, with industrial, commercial, cultural, tourist, and recreational land uses. It comprises major institutions, including hospitals and tertiary education facilities, as well as recreation, cultural and leisure facilities of regional and State importance.

Business and industry

South Brisbane has a diverse range of business and commercial uses to service the needs of local residents, visitors and workers. Key business and commercial uses near the alignment include:

- retail, food and takeaway businesses located on Stanley Street, and within and surrounding the Cultural Centre precinct (i.e. cafes and restaurants at QPAC, including within QPAC Green and Cascade Court)
- multiple restaurants, cafes and retail businesses located at Grey Street and Little Stanley Street, and within the South Bank Parklands precinct
- tourist accommodation, including two hotels at Grey Street and a student accommodation complex located on Tribune Street
- commercial offices at Grey Street and Melbourne Street.

The BCEC is located on Grey Street near the South Brisbane railway station. It contains meeting and event spaces including four exhibition halls and an auditorium capable of seating 8,000 people, as well as commercial car parking facilities.

Businesses located near Brisbane Metro generally have access to large commercial car parks at the Mater Hospitals, South Bank Parklands, the Cultural Centre precinct and the BCEC. Businesses are also well serviced by public transport, including busway stations at Mater Hill, South Brisbane and Cultural Centre and train stations at South Bank and South Brisbane.

Social infrastructure

South Brisbane accommodates a wide range of social infrastructure and community facilities of local, regional and State importance. They include education facilities; health and emergency services; recreation, leisure and cultural facilities; and community support services.

The Cultural Centre comprises a concentration of arts and cultural institutions of State importance, including QPAC, the Queensland Museum and Sciencentre, the Queensland Art Gallery, the Gallery of Modern Art, and State Library of Queensland. In 2015 to 2016, the precinct attracted more than 5.5 million visitors, including locals and tourists16. The precinct hosts major musical and theatre productions, exhibitions and events, while QPAC is also home to the Queensland Ballet, Queensland Theatre Company, Opera Queensland and Queensland Symphony Orchestra. The QPAC Green is located at the corner of Merivale and Grey Streets. The courtyard provides an outdoor stage with tables and seating catering for customers of the café and is used for a variety of outdoor performances, including a regular program of free entertainment on Friday evenings.

Other social infrastructure and community facilities located near the alignment are shown in Figure 14.2. It includes:

- major health and emergency services, including the Mater Hospitals, Mater Medical Centre, Lady Cilento Children’s Hospital and the Aboriginal and Torres Strait Islander Health Services
- primary and secondary education facilities, including Brisbane State High School, Somerville House and St Laurence’s College
- tertiary education facilities including the South Bank TAFE located at Ernest Street and Griffith University South Bank campus located at Grey Street, which includes the Queensland Conservatorium
- open public space and recreation areas, including play grounds, picnic areas and greenspace, especially within South Bank Parklands.

Community values

The area’s recreational and institutional uses are important to the character and identity of the area. South Brisbane is predominantly characterised by the South Bank Parklands, which is highly valued by local and regional communities, including residents, visitors and workers. The parklands cover an area of about 17 hectares. The broader South Bank precinct (i.e. The Parklands, Little Stanley and Grey Street) attracts over 10 million visitors each year. The precinct hosts more than 150 community events each year, including the annual Riverfire, Christmas and New Year’s Eve celebrations, and is also a popular location for smaller, private events.

The South Brisbane Riverside neighbourhood plan identifies the area as an eclectic, inner city riverside community, supporting an established, diverse and growing local population situated within a key emerging employment locality and cultural district of international reputation. The plan identifies the need for future development of the South Bank railway and busway stations to deliver high-quality intermodal public transport facilities, integrating new public spaces with excellent urban amenity and improved pedestrian links.

Residents and visitors to South Brisbane value the sense of place of the area provided by the Brisbane River and greenspace, easy access to public transport facilities and the reputation of the area as a tourist and cultural district. The area is highly valued by local and regional communities for its landscape, scenic amenity, heritage and recreational values.

The area has a number of heritage-listed buildings, including the South Brisbane railway station and Cultural Centre precinct. These places contribute to the character and identity of the area and the protection of these buildings and places are important to local and regional communities. South Brisbane is also of value to local Indigenous people.

Existing amenity at Melbourne Street, between the South East Busway Melbourne Street busway portal and Cultural Centre station is currently impacted by high volumes of bus traffic. Bus noise and emissions and the presence of the portal impact on the pedestrian environment and access in this area.

Access and connectivity

South Brisbane is well serviced by public transport, including rail, bus and ferry services.

Busway stations are located at Mater Hill, South Bank and the Cultural Centre. Mater Hill station provides important access for workers, patients and visitors to the hospitals as well as for students of local schools (e.g. Brisbane State High School) and the TAFE. The Cultural Centre and South Bank stations also provide access to the Cultural Centre precinct, South Bank Parklands and surrounding community facilities and businesses. Consultation for Brisbane Metro identified a number of community concerns about existing levels of bus congestion and the effects of this on customers’ use of this station. In particular, some people indicated that the operation of the busway station resulted in confusion for some commuters, while others indicated that they avoided catching a bus at the station, particularly during peak periods.
Ferry services link South Brisbane to other Riverside suburbs, with terminals located at South Bank and Maritime Museum. Train stations are located at South Bank and South Brisbane, with all north-bound trains travelling to the CBD, and south-bound trains providing access to Gold Coast, Beenleigh and Cleveland.

Victoria Bridge connects South Brisbane to the CBD and Queen Street Mall via Reddacliff Place and is an important link for pedestrians and cyclists. Goodwill Bridge is also an important pedestrian and cycle link connecting South Brisbane to QUT Gardens Point and the Botanic Gardens in the CBD. Kurilpa Bridge also connects from South Brisbane to the western end of the CBD.

### 14.3.7 Brisbane CBD

The CBD is concentrated with a range of commercial, retail and residential uses as well as major public greenspace such as the Roma Street Parkland and the City Botanic Gardens. The areas around Queen Street Mall and Adelaide Street are primarily comprised of retail and commercial uses.

#### Business and industry

Business and commercial uses of Brisbane City comprise a mix of commercial office buildings, visitor accommodation and retail uses and eateries, including cafes, restaurants and takeaways, convenience stores and hotels. Business and commercial uses near the Brisbane Metro alignment include:

- office developments that support a range of government and private sector businesses and organisations
- cafes, restaurants and takeaway businesses in King George Square and at Adelaide Street
- retail stores, including convenience shops and newsagents at Adelaide Street
- accommodation providers, including Hotel Jen and Pullman Brisbane located at Roma Street
- the Brisbane Transit Centre, which comprises numerous businesses such as cafes, restaurants and takeaways, retailers, travel agents and transport operators.

The development at 300 George Street (also known as Brisbane Quarter) consists of a residential tower, a five-star hotel tower and an office tower, in addition to a ground-level retail precinct. Construction is due to be completed prior to construction of Brisbane Metro.

#### Social infrastructure

The CBD comprises a mix of social infrastructure and facilities of local, regional and State significance (refer to Figure 14.2) including:

- cultural facilities such as Brisbane City Library at Brisbane Square, and City Hall and the Museum of Brisbane located near King George Square
- urban spaces such as Reddacliff Place and King George Square, that are used for a wide range of community events and are important gathering places for local and regional communities
- religious facilities including Albert Street Uniting Church and Ann Street Presbyterian Church
- Emma Miller Place and Gallipoli Place, which includes several cultural memorials and public art items and forms part of the Council Cultural Heritage Public Art Trail
- Roma Street Parkland, which comprises areas of formal gardens, amphitheatre, and informal recreation facilities, including playground and picnic facilities.

#### Community values

The CBD is valued for its role as the principal centre for employment, business administration, retail and leisure in Queensland. The City Centre neighbourhood plan identifies pedestrian amenity, including the need for development to be pedestrian friendly and provide protection from the elements, and reduced dependence on private vehicle usage and increased reliance on public transport, cycling and walking as key outcomes to guide future development within the CBD.
Sense of place within the CBD is established by the higher intensity built environment, important landmark and heritage buildings including City Hall, views to the Brisbane River, City Botanic Gardens and major public spaces. City Hall, located on Adelaide Street adjacent to King George Square, is particularly valued for its heritage. City Hall hosts daily tours, as well as regular concerts such as the weekly Lord Mayor’s City Hall concerts.

Adelaide Street is an important shopping precinct and transport corridor and is also valued for its heritage as part of the Early Streets of Brisbane. The street is used for the annual Anzac Day march, between George Street and Creek Street. The existing leopard trees along Adelaide Street between North Quay and Edward Street, contribute to the amenity and streetscape of the street. The existing amenity and streetscape of Adelaide Street is influenced by its use as a transport corridor with a high number of public transport infrastructure (e.g. bus stops, signage, seating and shelters).

Existing amenity within some areas of the CBD is currently impacted by high volumes of bus and general traffic, with bus noise and emissions and queues of people waiting to board buses impacting on the pedestrian environment and access, particularly at peak times.

Access and connectivity

Brisbane City is the hub for public transport services in Brisbane and South East Queensland. The Brisbane Transit Centre, located on Roma Street, is a multi-modal transport hub offering commuter and long-distance passenger rail, bus and inter-city coach services. Busway stations are located at Queen Street (beneath the Myer Centre), King George Square and Roma Street. Adelaide Street and Elizabeth Street are also used by a large number of bus services. Existing bus congestion in some CBD streets such as Elizabeth and Adelaide Streets was recognised as an issue during consultation for Brisbane Metro. In particular, the contribution of frequent on-street bus stops to bus congestion issues was identified. Roma Street station is the location of a station for the proposed CRR project. Construction of the proposed station would involve the demolition of the Brisbane Transit Centre (west tower).

The Bicentennial Bikeway is a shared pedestrian and cycle path that adjoins the CBD along the river bank. The Riverside Expressway is located on the southern edge of the CBD and is an important connection for private and commercial vehicles and public transport.

The importance of maintaining convenient access to all areas within the CBD was identified during consultation for Brisbane Metro. This included bus access to areas such as Eagle Street, George Street and Gardens Point.

14.3.8 Kelvin Grove to Herston

Kelvin Grove and Herston are located about three kilometres from the CBD. Land uses comprise a mix of mainly institutional, recreational, residential and industrial uses, with Herston dominated by the RBWH campus and Victoria Park.

Kelvin Grove experienced significant population growth over recent decades, spurred by the development of a major university campus and the establishment of the Kelvin Grove Urban Village. The village contains a mix of private residences, university buildings, retail, health, and business.

Business and industry

Business and commercial uses located near the alignment in Kelvin Grove and Herston include:

- cafes, restaurants and takeaways at Kelvin Grove Urban Village and within the RBWH campus
- supermarket located at Kelvin Grove Urban Village
- accommodation providers, including tourist accommodation at Ramsgate Street (Quest Kelvin Grove) and Iglu Brisbane Kelvin Grove student accommodation complex at Blamey Street, and short-term accommodation providers catering for visitors of the hospital
- commercial offices, including the Red Cross Blood Service headquarters and distribution facility within the Kelvin Grove Urban Village
• medical, education and research uses within the RBWH campus at Herston, including the Clive Berghofer Medical Research Institute, the UQ Centre for Clinical Research and the UQ Sciences Precinct
• recreation uses, cafes and restaurants and function venues at Victoria Park Golf Course.

Service access for commercial and other uses within the RBWH campus, is generally from Herston Road and Bowen Bridge Road. A commercial car park for hospital staff and visitors is located at Herston Road. Pedestrian access to these facilities is available from the street, as well as from within the hospital campus.

Social infrastructure

Kelvin Grove and Herston comprises a mix of social infrastructure and community facilities of regional and State significance (refer Figure 14.2). QUT Kelvin Grove campus accommodates the faculties of Creative Industries, Education and Health as well as the QUT Kelvin Grove Health Clinics. The Creative Industries Precinct includes many arts and exhibition spaces open to the public including the Roundhouse Theatre.

Brisbane Grammar School is located at Gregory Terrace in the adjoining suburb of Spring Hill. The school campus backs onto the Exhibition Line and the Inner Northern Busway near Normanby station. A pedestrian bridge connects over the rail line and the busway to the school’s indoor sports centre. No direct pedestrian access is provided between the busway station and the school.

The RBWH campus at Herston Road and Bowen Bridge Road provides major hospital and health care and medical facilities that provide services to local and regional communities as well as the wider Queensland population. The RBWH is the largest tertiary referral hospital in Queensland, providing services to patients throughout Queensland, Northern NSW and the Pacific Rim. In 2015, the hospital had about 5990 staff and admitted about 100,149 patients\(^{17}\).

The UQ Herston campus is located adjacent to RBWH. The campus includes the Schools of Public Health and Dentistry, and the Graduate School of Medicine. The Queensland Institute of Medical Research Berghofer Medical Research Institute is also located at Herston Road. The Institute is a research facility with over 600 scientists, students and staff. Access to these facilities is via Herston Road.

Victoria Park is an important parkland and open space area for local residents and the wider community. The park provides a number of formal and informal sporting and recreational facilities, including Victoria Park Golf Complex.

Other social infrastructure and community facilities near Brisbane Metro include:
• Kelvin Grove State College
• Carinity Hilltop, which is a residential care facility for the aged located at Rochester Terrace
• C&K Kelvin Grove Community Childcare Centre, located at Herston Road
• Glory City Church and New Hope Brisbane, located at Kelvin Grove Road adjacent to Normanby station
• Bowen Park, located at the corner of Bowen Bridge Road and O’Connell Terrace
• Old Museum building, a performance venue located on the corner of Gregory Terrace and Bowen Bridge Road, which is used as a rehearsal, performance and office space, and provides regular performances and events
• Brisbane Showgrounds, which hosts the annual Ekka show and many other major events each year.

The Herston Quarter adjacent to the RBWH is also proposed to accommodate a mix of health, residential, commercial and recreation uses. Construction is expected to commence in 2017 and be staged over the next 10 years.

Community values

Kelvin Grove and Herston are valued by the community for their role as a major health and education precinct servicing communities across Queensland and Northern NSW.

Kelvin Grove is characterised by its mixed uses, with key uses being residential and institutional. The area has a number of significant heritage-listed sites dating back to the war. Traditional Queenslander housing dominates the residential uses of the area and contribute to its identity, while newer developments contribute to the area’s urban amenity and character, particularly within the Kelvin Grove Urban Village. Due to the presence of QUT and associated student accommodation complexes, the community has a high proportion of students who are likely to value affordable living and lifestyles, and convenient access to the facilities within the CBD and inner city.

Victoria Park is highly valued by local communities for its landscape, aesthetic, recreational and heritage values. Victoria Park was gazetted in 1875 and initially spanned an area of 130 hectares, although land set aside for the Park was encroached upon over the succeeding years by community facilities and urban development. In more recent years, further encroachment has occurred with the development of transport infrastructure such as the ICB, Inner Northern Busway and Legacy Way project.

A number of important historic heritage sites are located near the alignment including Victoria Park, the Victoria Park Golf Club House, the Brisbane General Hospital Precinct, and the UQ Mayne Medical School. These sites contribute to a sense of place in the area and preserving the area’s history is important to local and regional residents.

Access and connectivity

Kelvin Grove and Herston are well connected by public transport via the Inner Northern Busway, with busway stations located at Normanby and QUT Kelvin Grove. The Inner Northern Busway connects from the CBD to RBWH and on to Kedron. Busway stations are located at Herston and the RBWH. A bus route also operates along Herston Road.

The ICB is an important connection providing access from the CBD to the northern and western suburbs. Bowen Bridge Road and Herston Road are also important roads, connecting to the city’s inner northern suburbs.

On-road cycle facilities are located within the Kelvin Grove Urban Village. A shared pedestrian and cycle path is located along Victoria Park Road between Kelvin Grove Urban Village and the shared off-road pathway adjacent to the ICB. This connects to Brisbane’s northern suburbs, as well as to the CBD via the land bridge at Victoria Park.

14.4 General project impacts

14.4.1 Property impacts

Brisbane Metro will use sections of the existing South East Busway, Eastern Busway and Inner Northern Busway. Much of the new infrastructure is located within or under the road reserve, busway corridor or on public land, with limited permanent and temporary acquisition of private property required.

The acquisition of private land will be required for the metro depot at School Road, Rochedale. This land currently accommodates the Brisbane Immanuel Church, residential properties and vacant land. These uses will be required to relocate prior to construction. Council has started consultation with land owners directly affected by the metro depot about the acquisition process and will continue to consult with land owners during future project phases.
An area of land within the Griffith University Mt Gravatt campus will be required for the bus layover and turnaround facility. The affected land is located adjacent to the existing busway and comprises areas of lawn and existing native vegetation. Partial acquisition of this land would not impact on the use or functioning of the wider university campus.

A small area of land within the Garden City Shopping Centre is required for the modification of the Upper Mt Gravatt station. Impact on the operation or function of the shopping centre or local businesses are not anticipated. The extension of the outbound platform at Mater Hill station will also impact on a small area of land within the Mater Medical Centre. The affected land includes the stairs and access ramp to the medical centre. These will need to be demolished and reconstructed as part of the platform extension works.

The station entries and street level station plaza for the new underground Cultural Centre station is proposed to be located at 125 Grey Street, South Brisbane. This property is located next to the South Brisbane railway station at the corner of Melbourne and Grey Streets and is currently used for car parking by railway station staff. This site will also be used for the construction of the underpass of the railway corridor and underground station. Use of this site for Queensland Rail staff will no longer be available from the commencement of construction. During operation, opportunities for small scale retail uses will be provided within the street level station plaza. The station will also be designed to accommodate a future low-rise building above the station entries.

The new underground Cultural Centre station will have a volumetric requirement of Queensland Rail land at South Brisbane and QPAC Green. This is not expected to impact on the long-term use of this area. Use of the QPAC Green will be required for construction of the station. Potential construction impacts on this area are described in section 14.5.2.

Extension of the existing platforms at Roma Street station will require the volumetric acquisition of a small area within the Brisbane Transit Centre. This includes areas currently used for services and emergency access, as well as a small portion of a retail tenancy, however the Brisbane Transit Centre (west tower) is proposed to be demolished for the proposed CRR project.

Brisbane Metro will require the temporary use of land for construction worksites and laydown areas near Griffith University, Buranda and Mater Hill stations, and within the CBD. This includes an area of land within the Griffith University Mt Gravatt campus used for car parking and open space, a small section of Hanlon Park next to O'Keefe Street, and open space area at Skew Street within the CBD. Further assessment of potential impacts on the temporary use of this land is in section 14.5.

### 14.4.2 Equity

Equity refers to a fair distribution and sharing of resources. Brisbane Metro will provide improved public transport access and connections to key employment, health, education, leisure and entertainment destinations and precincts within Brisbane’s inner city and south-eastern suburbs, supporting improved economic and social outcomes for communities across Brisbane. Brisbane Metro will also free up buses potentially allowing more bus services and enhanced public transport access to communities across the city, including those in middle and outer suburbs. These benefits will be long-term and are expected to be shared by communities at both local and regional levels.

The new underground Cultural Centre station will be designed to comply with the DD Act, ensuring that this is fully accessible to people with mobility challenges. This will support improved public transport access, safety and travel opportunities for people with disability, elderly and children, supporting beneficial impacts on the well-being of some individuals within these groups.

Brisbane Metro will operate under the TransLink integrated ticketing system existing at the time, which calculates fares based on the number of zones travelled. Existing concessional fares for students, pensioners and elderly public transport users would maintain equitable access to transport. Concerns were raised during consultation about potential for the Brisbane Metro to raise fare prices. Brisbane Metro is not expected to change fare prices.

Many of the construction impacts are likely to be experienced by communities closest to construction works. Reuse of existing busway infrastructure for much of the alignment will limit major construction works to a small
number of locations, with construction impacts generally localised around key locations such as the metro depot at Rochedale, Griffith University station, Buranda station Cultural Centre precinct and Adelaide Street. These impacts will generally be temporary for the duration of construction. Following construction, communities and facilities near the alignment will experience benefits from the Brisbane Metro’s operation, including more frequent and reliable public transport access to the CBD and key destinations within the inner city and south-eastern suburbs.

14.4.3 Employment

Brisbane Metro will have beneficial impacts on employment through the creation of direct employment opportunities during construction and operation. These impacts would benefit workers from across the wider Brisbane area and are expected to support improved incomes for individuals. Brisbane Metro will also impact positively on employment through the creation of indirect employment in businesses and industries that support construction and operation activities.

During construction, Brisbane Metro is expected to generate employment in construction, professional and administrative services, and technical and trade services such as plant and machinery, transport and skilled labour. Brisbane Metro is also likely to support training opportunities, particularly during the construction phase. This would allow groups such as young people to gain skills in the construction industry and is expected to create improved social and economic opportunities for these groups.

The operation phase will require workers to operate the metro vehicles. Administrative and maintenance workers will also be required to maintain the metro fleet operations.

14.5 Construction impacts

14.5.1 Local business and industry

During construction, Brisbane Metro will have beneficial impacts for business and industry through increased demand for goods and services. These impacts are expected to have the greatest benefits for those businesses that supply goods and services to construction, including manufacturing, construction, trade, transport and financial and business services.

The construction phase may also have a positive effect for some local businesses through increased demand for goods and services from construction workers. This is most likely to benefit retail and food outlets near construction works, particularly at South Brisbane and Adelaide Street.

During construction, adverse impacts may occur for local businesses near construction works due to:
- construction noise, dust and construction traffic, temporarily impacting on business amenity
- temporary changes to local roads, property access, and increased construction traffic, temporarily disrupting access to some local businesses for workers, customers and service vehicles
- temporary changes to pedestrian access, impacting customer access to some businesses, particularly for businesses in Adelaide Street or near works within the Cultural Centre precinct.

Community concerns about impacts on local businesses from Brisbane Metro’s construction phase were raised during consultation. In particular, issues identified by community members related to disruptions and delays due to increased construction traffic, and increased noise and access restrictions. Some community members expressed particular concern about potential disruption to businesses on Adelaide Street, relating to the length of the construction period, impacts on vehicle access and potential for construction activities to reduce pedestrian traffic.

Pedestrian access to businesses near construction works will be maintained, although temporary changes will be required for safety. This includes temporary closure of some footpaths, reduction in footpath widths near to construction works, and provision of temporary access routes, requiring changes to pedestrian routes near some businesses or possibly deterring some people from using certain pedestrian routes. Those businesses that are most likely to be impacted are likely to include businesses in George Street and Adelaide Street near
works in the CBD, and near the new underground Cultural Centre station. The extent of the impact will depend on such things as the changes required to pedestrian access (e.g. temporary footpath closures may require pedestrians to cross the road) and the nature of the business and the business reliance on passing pedestrian traffic.

Vehicle access will be maintained to businesses near construction works, including access for service and delivery vehicles, however temporary access changes will be required at some locations. In particular, while access to businesses in Adelaide Street will be maintained, temporary changes to access routes will be required during surface works for the cut-and-cover tunnel at Adelaide Street. Specifically, delivery vehicles will be unable to turn right into driveways or park on-street. These changes will be discussed with the relevant stakeholders, including business and property owners.

Potential impacts on businesses associated with adverse changes in local amenity is expected to depend on such things as the nature and type of business, but could adversely affect ability to interact with customers, or changes to general business ambience. Changes in local amenity during construction is anticipated to particularly impact businesses closest to construction works that are open or have outdoor retail or dining areas. This includes:

- cafes and restaurants within QPAC (e.g. the café adjacent to QPAC Green and in Cascade Court) and small scale retail and office uses near the South Brisbane railway station
- businesses at Brisbane Square next to North Quay, along Adelaide Street, between North Quay and King George Square, and within King George Square, including offices, retail stores, services businesses, and café, restaurants and takeaway food outlets
- any future businesses within the Buranda TOD currently under construction.

Engagement will be undertaken with local businesses and other stakeholders prior to and during the construction phase to assist in managing potential business impacts. The need for early engagement with businesses was also identified through community feedback.

14.5.2 Social infrastructure

During construction, potential impacts on social infrastructure will result from the location of construction works, and construction worksites and laydown areas.

Construction works for the new underground Cultural Centre station will impact on QPAC Green at the corner of Merivale and Grey Streets. As indicated in section 14.3.6, QPAC Green is used by customers of the café and for a variety of outdoor performances. Use of this space would be restricted during the construction phase. Following construction, QPAC Green will be reinstated and ongoing impacts on its use are not anticipated. Pedestrian access will be maintained within the QPAC site during construction, including via the QPAC forecourt and the Cultural Centre pedestrian bridge connecting to the Queensland Museum and Art Gallery. Noise and vibration from construction activities for the new underground Cultural Centre station has potential to impact on the use and enjoyment of the wider QPAC site for some patrons, although with management, this is not expected to impact on internal theatre performance spaces. Environmental management measures will be implemented to manage any potential impacts. Further discussion about potential noise and vibration impacts is in Chapter 10. Council has commenced consultation with QPAC and Arts Queensland about Brisbane Metro and will continue to consult with these stakeholders about the reinstatement of QPAC Green and management of potential impacts.

Access to community facilities near construction works will be maintained during construction, although temporary access changes may be required, including for pedestrians, cyclists and public transport users. Impacts on access to facilities within the Cultural Centre precinct was raised as a concern by some stakeholders during consultation. The closure of the existing Cultural Centre pedestrian tunnel between QPAC and the Queensland Museum and Art Gallery would occur at the commencement of construction (refer to section 14.5.4). Access will be maintained during construction via the Cultural Centre pedestrian bridge and the intersection of Melbourne and Grey Streets although this may require some people to walk further. This is expected to particularly impact people with mobility difficulties. The needs of people with mobility difficulties such as people with disability, elderly people and children will be considered in the design of temporary
pedestrian facilities along with crime prevention through environmental design principles, which take into account the relationship between the physical environment and the users of that environment, promoting maximum usability and safety.

The temporary use of land within Griffith University Mt Gravatt campus for construction will result in the temporary loss of some car parking spaces, although this is not expected to impact on the use or functioning of the university or the bus station.

Noise and dust has potential to impact on amenity of some social infrastructure near construction activities. This has potential to impact on the use and enjoyment of these facilities for some people. Implementation of environmental management measures is expected to assist in managing potential impacts. Further discussion is provided in Chapter 10 and Chapter 11 along with proposed mitigation measures.

14.5.3 Community values

Community health and well-being

Noise, light spill and dust from construction activities may impact on the well-being of some residents and occupants of buildings near construction works. This impact is most likely to occur where night-time works result in sleep disturbance over extended periods, or where construction activities create extended periods of high noise or dust levels. Environmental management measures will be implemented to assist in managing potential impacts.

Night-time works will be required for the modification of Buranda station to minimise potential disruption to the busway network. This has potential to impact on residents closest to these works. Night-time works will also be required at the Cultural Centre precinct and Adelaide Street/North Quay. Management measures will be implemented to manage potential impacts of night works for surrounding residents. Further discussion about potential noise impacts from night-time works is provided in Chapter 10, along with proposed mitigation measures.

While unlikely, the potential for dust from construction activities to impact on population groups who may be more sensitive to changes in air quality (e.g. children, elderly, people who suffer asthma or similar conditions), may be a concern for some community members. This is most likely to be relevant at locations such as Mater Hill station due to the proximity to health and medical facilities and short-term residential accommodation used by people undergoing treatment at nearby hospitals. Dust management measures will be implemented during construction to manage potential impacts associated with construction dust. Consultation will also be undertaken with Queensland Health and other stakeholders to assist in managing potential impacts.

Further discussion about potential air quality impacts is provided in Chapter 11, including proposed mitigation measures.

Community safety

During construction, the use of local roads by construction vehicles may affect community perceptions of road safety. This will be particularly relevant:

- in areas that attract high numbers of pedestrians and cyclists (e.g. Garden City Shopping Centre, near existing busway stations, Cultural Centre precinct, Adelaide Street)
- near facilities used by children and students, such as Lady Cilento Children’s Hospital, schools (e.g. Rochedale State High School, St Laurence’s, Somerville House, Brisbane State High School, Brisbane Grammar School), public transport facilities near schools (e.g. Mater Hill and South Brisbane); and Cultural Centre and Southbank precincts
- near community facilities used by people with mobility difficulties, such as elderly or people with disability (e.g. hospitals, medical and health facilities at PA Hospital and Mater Hill)
- near major facilities and community spaces such as South Bank Parklands.
Pedestrian and cycle access will be maintained near construction works, although temporary changes will be required for safety. Temporary changes to public spaces and footpaths may reduce people’s perceptions of safety, particularly where they reduce sight lines and opportunities for casual surveillance. Crime prevention through environmental design principles will be considered in the design of temporary pedestrian and cycle access, which will assist in maximising usability and safety. Consideration will also be given to the needs of people with mobility difficulties, including children, elderly people and people with disability in the design of temporary pedestrian accesses.

Further information about construction traffic and transport impacts is provided in Chapter 6.

**Local amenity and character**

During construction, residents, businesses and community facilities closest to construction works may experience temporary changes to local amenity due to such things as:

- noise, dust and vibration from surface and excavation works
- light spill from night-time construction works
- changes to visual amenity, due to the presence of construction infrastructure and activities, and clearing for construction worksites
- increased construction traffic and temporary changes to local access and connectivity.

Community concerns were raised through consultation about potential impacts on residents and businesses at key locations from increased noise and access restrictions during construction. Potential impacts on local amenity are expected to be greatest in those areas with the highest intensity of construction activities (e.g. the Cultural Centre precinct, Adelaide Street, Buranda station). Elsewhere, impacts on amenity are not expected due to the extent of works required or are anticipated to be managed through the implementation of environmental management measures.

During consultation for Brisbane Metro, some stakeholders expressed concern about potential impacts on heritage places (e.g. Queensland Cultural Centre and South Brisbane railway station). Potential impacts on heritage values are described in Chapter 16.

Clearing of established vegetation will be required at some locations, including within the construction worksite for the metro depot, bus turnaround and layover facility at Griffith University station, QPAC Green and Adelaide Street. This may impact on local amenity values of these areas for some people. Further discussion about potential impacts on flora and fauna values and visual and urban amenity is provided in Chapter 12 and Chapter 17 respectively.

**14.5.4 Access and connectivity**

During construction, temporary impacts on local access and connectivity may be experienced by motorists, public transport users, pedestrians and cyclists due to:

- temporary changes to bus services and/or customer access at existing busway stations, resulting in potential disruptions for some public transport users
- changes to speed limits near construction works, resulting in possible delays and disruptions for motorists and other road users
- increased construction traffic on local roads, including heavy vehicles used for spoil haulage and delivery of materials and equipment, resulting in possible delays and potential road safety impacts for motorists, pedestrians and cyclists
- changes to pedestrian and cycle paths near construction works, resulting in possible disruptions or safety impacts, including individuals’ perceptions of safety.

The implementation of construction traffic management measures will assist in managing potential impacts on transport users. Further discussion about potential construction traffic and transport impacts is provided in Chapter 6.
14.6 Operational impacts

14.6.1 Local business and industry

During operation, Brisbane Metro will improve public transport access for workers and customers to key employment and commercial precincts, including at Upper Mt Gravatt, Woolloongabba, Dutton Park, South Brisbane, the CBD and Herston. This is expected to have long-term positive impacts for businesses in these areas. Brisbane Metro is also anticipated to support local business development through:

- increasing pedestrian traffic near stations, providing benefits to those businesses that rely on passing trade (e.g. cafes, eateries and small scale retail uses such as news agencies and convenience stores)
- supporting development and revitalisation of areas around stations, creating opportunities for new businesses and subsequent indirect employment opportunities.

The new underground Cultural Centre station will also provide opportunities for new small scale retail businesses within the surface level station concourse.

Brisbane Metro will reduce buses on some CBD streets. This will contribute to improved local amenity allowing opportunities to enhance the business environment and streetscape in these areas. This is anticipated to have beneficial impacts on local businesses on these and surrounding streets, improving access for customers and providing opportunities for improved use of the streetscape. Conversely, reduced buses on some CBD streets may reduce pedestrian activity in these areas. This has potential to impact businesses that mainly rely on passing pedestrian trade for their customers. However, it is expected that any potential impacts are likely to reduce over time as improved pedestrian amenity attract increased pedestrians.

Brisbane Metro services within the CBD will be focussed on King George Square and Roma Street stations, although other bus services will continue to service other parts of the CBD. This may change movement patterns on local streets for customers accessing metro services. This may result in changes to passing pedestrian trade for businesses on some streets. The nature of this change for specific businesses would depend on the business location and is likely to be positive for some streets and adverse for others.

14.6.2 Social infrastructure

Overall, the provision of more reliable and efficient public transport access provided by Brisbane Metro is expected to have a positive impact on access for communities across Brisbane to regional level social infrastructure within Brisbane’s inner city and south-eastern suburbs.

This includes facilities such as:

- major medical and health care facilities including the Greenslopes Private Hospital at Greenslopes, PA Hospital at Woolloongabba, the Mater Hospitals and Lady Cilento Children’s Hospital at South Brisbane, and the RBWH at Herston
- sport, leisure and entertainment facilities such as the Griffith University Tennis Centre and QEII Track Club at Mt Gravatt, Ekibin Park at Greenslopes, Gabba Stadium, BCEC and Cultural Centre precinct at South Brisbane, Suncorp Stadium west of the CBD and Victoria Park Golf Complex, the Brisbane Showgrounds at Herston and Bowen Hills
- education facilities such as Griffith University Mt Gravatt campus; Holland Park State High School and Brisbane Tamil School at Holland Park West; St Laurence’s College, Somerville House, Brisbane State High School, Southbank TAFE and Griffith University at South Brisbane; UQ at St Lucia; and QUT Kelvin Grove, Kelvin Grove State College, Brisbane Grammar and UQ Herston campus at Kelvin Grove and Herston
- major open spaces such as Toohey Forest Reserve, South Bank Parklands, Roma Street Parkland and Victoria Park.

Brisbane Metro will also improve accessibility for people across Brisbane to a wide range of community support services and organisations within places such as the CBD and Garden City Shopping Centre.
Land accommodating social infrastructure impacted by Brisbane Metro infrastructure includes Griffith University Mt Gravatt campus and QPAC. The bus turnaround and layover facility at Griffith University station is not expected to impact on the long-term operation of the Griffith University Mt Gravatt campus and its facilities. This includes the shuttle bus that currently connects both campuses.

The new underground Cultural Centre station will be located partly beneath QPAC Green. This would not impact on the long-term use of this area. Brisbane Metro will close the existing vehicle access from Melbourne Street to the QPAC car park. Access to the car park will be maintained via Peel Street and the Cultural Centre tunnel, although this will affect the way some motorists access the car park. Brisbane Metro will also close the existing pedestrian subway access between the QPAC and Queensland Museum car park. Pedestrian access will be maintained via the existing Cultural Centre pedestrian bridge, the upgraded intersection at Melbourne and Grey Streets, and the surface-level pedestrian crossing beneath the existing Cultural Centre pedestrian bridge, which will allow direct pedestrian movement across Melbourne Street between the Queensland Museum and QPAC. Further discussion about potential access changes is provided in Chapter 6. Operation of Brisbane Metro and the new underground Cultural Centre station is not expected to impact on the performance spaces at QPAC. Potential construction impacts on QPAC are described in section 14.5.2.

14.6.3 Community values

Community health and well-being

Operation of Brisbane Metro will provide more reliable, frequent and efficient public transport connections for communities across Brisbane to employment and community infrastructure such as health and medical services; education facilities; sport and recreation uses; cultural and leisure facilities; and community support services in the inner city. This is anticipated to support:

- improved long-term economic opportunities through better access to education and employment opportunities
- enhanced opportunities for social interaction, by encouraging some people to take trips they may have avoided due to unacceptable travel times and improved access to meeting places in the inner city suburbs
- increased physical activity and community well-being through improved access to sport, recreation and leisure facilities at Mt Gravatt, Greenslopes, South Brisbane, the CBD, and Herston
- enhanced community health outcomes through improved access to hospitals and healthcare and medical facilities at Greenslopes, Woolloongabba, South Brisbane, Herston and within the CBD.

Improved public transport access is expected to particularly benefit those groups that may be more vulnerable to transport disadvantage such as elderly people, youth, students, families with young children, low income households, non-drivers, or households without access or with limited access to a private vehicle.

Improved public transport access is also likely to encourage increased walking trips, with many trips by public transport involving an element of walking, e.g. to and from stations. This may support increase general levels of physical activity, with beneficial impacts on community health outcomes. These impacts are likely to be ongoing with physical activity more likely to be initiated or sustained when incorporated into everyday activities, such as the commute to work.

Community safety

Safety for Brisbane Metro users was raised by some community members during consultation. In particular, comments were made about the need for stations to provide a high level of safety, including adequate lighting and security features such as closed circuit television, emergency response systems, and platform screen doors at stations. Brisbane Metro will include a range of design and safety features to ensure safe access for customers, including CCTV monitoring of platforms and stations.

Safety in public places around the stations was also identified through consultation. In particular, comments were raised about safety due to increased number of pedestrians on local footpaths near major roads and potential for increase in crime due to volume of people and ability for criminals to move quickly away. The
design of the new underground Cultural Centre station and surface bus stops at Melbourne Street will consider crime prevention through environmental design principles to maximise safety and security for customers. Pedestrian access around the station will also consider expected customer volumes.

Increased activity and changes to the urban environment and public places around stations is also expected to impact positively on people’s perceptions of safety.

**Community cohesion**

Operation of Brisbane Metro will support more efficient and reliable public transport travel for work, business and leisure for communities across Brisbane. Improved public transport access to services, facilities and employment in Brisbane's inner suburbs will help to facilitate social interaction and economic transactions within the study area and across the wider Brisbane area, providing benefits for community cohesion. More frequent, reliable and efficient public transport services is also likely to make some trips more attractive, facilitating community interaction. This is expected to benefit a broad range of groups including residents, workers, students, visitors and public transport users.

**Local amenity and character**

Once operational, Brisbane Metro will have positive impacts on the local amenity through enhanced public transport access and improvements to the urban environments and streetscapes in the Cultural Centre precinct. Brisbane Metro will also reduce surface bus movements, particularly within the CBD and at Melbourne Street. As indicated in section 14.3.6 and section 14.3.7, existing amenity in these areas is currently impacted by high volumes of bus traffic. Reducing surface bus movements provides opportunities to enhance the pedestrian amenity and urban character of these areas.

Closure of the Melbourne Street busway portal for the South East Busway and the Melbourne Street access to the Stanley Street loop, will help to reduce or remove existing conflict points for pedestrians, supporting improved access and amenity for pedestrians along Melbourne Street. The closure of Victoria Bridge to general vehicle traffic will also enhance the amenity for pedestrians using Victoria Bridge. Widening of the downstream footpath of Victoria Bridge will also help to enhance safety and pedestrian amenity.

Brisbane Metro will include a segregated corridor with barrier fencing for safety provided along the alignment. Barriers for safety and/or flood protection are also required adjacent to transition structures and portals at South Brisbane and Adelaide Street. This has potential to impact on the visual character and amenity at these localities. Further discussion about potential visual and urban amenity impacts are described in Chapter 17.

The bus turnaround and layover facility at the Griffith University station will require excavation of a cutting and clearing of some established vegetation in this area. This may impact on existing views and visual amenity from some surrounding locations. This is discussed further in Chapter 17. Noise and light spill from the metro depot has potential to impact on amenity for some occupants of nearby properties. These impacts are expected to be managed through the implementation of appropriate design and operational measures for the proposed depot.

**14.6.4 Access and connectivity**

Brisbane Metro will provide enhanced public transport access to employment, services and facilities within Brisbane’s inner city and south-eastern suburbs as well as free up more buses to provide opportunities for better bus services and enhanced public transport access to communities across Brisbane. This will have beneficial impacts for residents, workers, students and visitors across the wider Brisbane area.

During operation, Brisbane Metro will change how existing bus services operate, with the South East Busway, Eastern Busway and Inner Northern Busway used for metro services and some other high-frequency bus services (e.g. BUZ and CityGlider services) connecting with local feeder routes at Brisbane Metro stations. This may require some customers to change their journey, including transferring between local suburban bus services and metro services. As indicated in section 14.3.2, residents and workers in the study area are more likely to use multiple modes of transport for their journey to work. Community feedback from consultation also indicated that people were willing to change modes provided the total journey time was the same or quicker through a high-frequency ‘turn-up-and-go’ style of service. A number of stations are identified as key
interchanges to allow transfer between local bus services, existing train services and the proposed CRR project.
Key interchange stations will be planned to allow customer transfers to be as quick and easy as possible,
helping to minimise delays for customers. Further discussion about changes to existing bus networks is
provided in Chapter 6.

Brisbane Metro will remove general traffic access from Victoria Bridge as well as close a section of North Quay
between Ann Street and Elizabeth Street to through traffic. This will change movement patterns for motorists
between the CBD and South Brisbane/West End. Consultation identified general support for the closure of
Victoria Bridge to general traffic. In particular, it was recognised that this will help to reduced bus congestion in
the inner city, particularly at Melbourne Street and the Cultural Centre station. However, some concerns were
raised about potential restrictions on access for residents, visitors, and businesses between the CBD and inner
southern suburbs. Issues were also raised about increased congestion on alternative cross-river routes from the
closure of Victoria Bridge. The need for additional cross-river road connections for general traffic was also
identified during consultation. Further discussion about potential implications of local traffic changes is provided
in Chapter 6.

Brisbane Metro will change pedestrian and cycle access in the inner city. Further discussion about changes to
pedestrian and cycle access is provided in Chapter 6.

Brisbane Metro services within the CBD will be focussed on King George Square station. Other bus services will
continue to service other areas of the CBD although the number of buses using CBD streets (e.g. Adelaide and
Elizabeth Streets) is expected to reduce. This is likely to change movement patterns on local streets for
customers accessing metro services and may require some people to walk further to get to work, university or
other destinations in the CBD. This was identified as a concern by some people during consultation for Brisbane
Metro.

14.7 Mitigation and management measures

Measures will be implemented to avoid, manage or mitigate potential socio-economic impacts of Brisbane
Metro’s construction and operation. The broad objectives for managing these impacts include:

- avoid or minimise and mitigate impacts on amenity, health and well-being, and access and
  connectivity for local and regional communities
- avoid or minimise impacts on use and functioning of social infrastructure
- avoid or minimise impacts on local business and industry
- ensure safe access is maintained for pedestrians, cyclists, motorists and public transport users near
  construction works
- ensure local communities, including residents, workers, business owners, managers and users of
  community facilities, transport users, and visitors are informed about key construction activities and
  operational changes.

Many impacts on communities, businesses and the wider public, including transport users, are expected to be
managed through the implementation of measures relating to such things as traffic and transport (refer to
Chapter 6), noise and vibration (refer to Chapter 10), air quality (refer to Chapter 11) and flora and fauna (refer
to Chapter 12).

Ongoing engagement with residents, businesses, managers of community facilities and other stakeholders will
also assist in mitigating potential impacts of Brisbane Metro’s construction and operation. This includes
engagement with:

- Arts Queensland, QPAC and other Cultural Centre precinct stakeholders about the management of
  potential impacts, including the reinstatement of QPAC Green
- Queensland Health and Mater Hospital about management of construction impacts at Mater Hill
  station
- public transport users about potential changes to bus services during construction
• road users, including pedestrians and cyclists, about changes to local access near construction works.

14.8 Summary

Operation of Brisbane Metro will provide more reliable, frequent and efficient public transport access and connections for communities across Brisbane to employment, services and facilities. This is expected to provide long-term beneficial impacts for residents, workers and visitors in the study area and wider Brisbane area relating to social equity, community health and well-being, community cohesion and improved economic opportunities. Brisbane Metro will also provide opportunities to enhance streetscapes and pedestrian environment at South Brisbane through the removal of existing pedestrian conflict points. Potential impacts on communities and businesses from the operation of Brisbane Metro would mainly relate to local access changes.

Potential adverse socio-economic impacts will mainly relate to the construction phase and will generally be temporary in nature and localised to those areas with the most intensive construction activity, for example the Cultural Centre precinct, Adelaide Street, Buranda station and Griffith University Mt Gravatt campus and the metro depot at Rochedale. These generally relate to disruptions to local access and changes in local amenity due to increased noise, dust and construction traffic. During construction, beneficial impacts will generally be associated with construction related employment and increased demand for goods and services to support construction activities (e.g. manufacturing, construction, trade, transport and financial and business services).