



SOCIAL IMPACT ASSESSMENT

NZ Transport Agency Waka Kotahi
Mill Road Stage 1

AUGUST 2026

Contents

EXECUTIVE SUMMARY	1
1. INTRODUCTION	3
1.1. Background and context	3
1.2. Project description	4
1.3. Report structure	5
2. SIA METHODOLOGY	5
2.1. Definition of Social Impacts	6
2.2. Limitations and assumptions	7
2.2.1. Assumptions	7
3. SOCIAL BASELINE	8
3.1. Current social environment	9
3.2. Places of social value or importance	11
3.3. Potential future social environment	12
3.3.1. Urban Section – Redoubt Road to Hilltop Road	12
3.3.2. Peri-urban and rural Section – Hilltop Road to Alfriston	12
4. IMPACT ASSESSMENT	13
4.1. Planning	14
4.1.1. Positive	14
4.1.2. Negative	15
4.1.3. Recommended management strategies	16
4.1.4. Residual impacts	16
4.2. Construction	17
4.2.1. Positive impacts	17
4.2.2. Negative impacts – urban community	18
4.2.3. Negative impacts - rural community	19
4.2.4. Cumulative impacts	21
4.2.5. Management strategies	22
4.2.6. Comparison between existing designation conditions and recommended management strategy	22
4.2.7. Residual impacts	24
4.3. Operation and maintenance	25
4.3.1. Positive impacts	25
4.3.2. Negative impacts	26
4.3.3. Management measures and residual impacts	28
4.4. Impacts on Social Equity and Inter-Generational Equality	28
5. CONCLUSION	29
APPENDIX A STATEMENT OF QUALIFICATIONS AND EXPERIENCE AND CODE OF CONDUCT	30

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QUALITY REVIEW AND APPROVAL RECORD

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EXECUTIVE SUMMARY

This Social Impact Assessment (**SIA**) has been prepared in response to both the requirements of the existing designation conditions and the updated planning and legislative context. The 2014 SIA assessed potential impacts when the corridor was first designated but significant changes have since occurred, including rapid growth in southern Auckland. There have also been advances in SIA practice and the introduction of the Fast-track Approvals Act under which approvals for the Mill Road Stage 1 Project (the **Project**) are being considered. The current SIA therefore provides an updated assessment for the alteration to existing designations and is based on today's social environment, reflecting the growth and demographic change in communities along the corridor and identifying both positive and negative social impacts associated with the Project. It also outlines management and mitigation measures to address potential adverse effects from a social perspective while maximising social benefits.

The SIA was undertaken in accordance with international guidelines. This combined desktop research, consideration of other specialist technical assessments and stakeholder engagement to identify and evaluate social impacts. It involved updating the social baseline, reviewing relevant policy and legislative frameworks and drawing on findings from other specialist reports. Engagement with stakeholders was used to 'ground-truth' the assessment and capture lived experiences. Impacts were then assessed for their scale, duration, extent, and significance, with management and mitigation measures developed to address adverse effects and enhance positive social outcomes.

Positive Social Impacts

Across all phases (planning, construction and operation), the Project generates significant positive social benefits. During the planning phase, the Project provides confidence in future development giving people assurance that the Project is being progressed. Communities anticipate safer intersections and more reliable journeys, while schools such as Alfriston School, see opportunities for safer walking and cycling access.

During construction, benefits include local employment, training, and procurement opportunities, particularly for southern Auckland-based workers and businesses. These opportunities support household incomes and build local capacity. The Project also contributes to community pride and confidence by confirming central government investment in the area.

Once operational, the Project delivers enduring social benefits. Safety outcomes are significant with substantial reductions in deaths and serious injuries expected. Improved connectivity will enhance daily life by saving time for family, recreation, and cultural activities, and improving access to employment, education, and services. Bus lanes and shared paths will influence transport choice, supporting equity by improving access for people without cars, young people, older residents, and those with mobility challenges. Collectively, these outcomes advance equity, resilience, and wellbeing for diverse and growing communities.

Negative Social Impacts

The most significant potential negative impact in the planning phase results from the land acquisition process which impacts property rights, in turn creating stress and anxiety. Given the designation has been in place for a number of years and a number of properties were acquired several years ago there is a relatively high awareness of the project within the community among those who have been residents for many years.

During construction, potential adverse effects include disruption from noise, dust, vibration, and traffic management, with heightened impacts in the urban section of the Project and near sensitive sites such as education and community facilities. Community facilities such as the Tōtara Park Equestrian Centre face potential operational challenges due to loss of land and access constraints. Construction also carries the risk of "construction fatigue", as it coincides with other major infrastructure projects in the sub-region, compounding stress for residents and businesses.

Once the Project is completed, some potential negative effects remain. Communities adjacent to the corridor will experience permanent changes to their environment, including increased traffic volumes, altered access arrangements, and visual and noise effects. These represent some residual impacts that cannot be fully mitigated, particularly where land and property have been permanently acquired.

Management and Mitigation Measures

A suite of management measures are proposed to reduce negative impacts and enhance positive ones. In the planning phase, clear communication, direct engagement with landowners, and support are recommended to address the stress of property acquisition. NZTA's landowner engagement protocols and tailored support help reduce uncertainty and maintain trust.

During construction, management plans provide a framework to mitigate social impacts, including the Construction Noise and Vibration Management Plan, the Dust Management Plan, the Construction Traffic Management Plan and the Cultural Management Plan (**CMP**). Specific measures include staging construction to minimise prolonged disruption, traffic management to maintain access, targeted engagement with affected schools and community facilities, and additional support for vulnerable groups.

For operation, design measures such as noise mitigation measures, landscaping, and active mode infrastructure reduce ongoing effects and enhance the corridor's role as a community connector. Integration of cultural narratives in design, where appropriate, supports identity and place-making.

Overall, the Project is expected to deliver enduring social benefits in the form of safer and more reliable travel and enhanced access to services.

Existing conditions

The existing designation contains a number of conditions relating to the management of the social impacts of the Project. This SIA supports the deletion of conditions on the designation in relation to social issues. A Social Impact Management Plan is no longer necessary as this SIA has reassessed the social baseline, identified impacts, and the Project has embedded mitigation and management strategies through either existing or revised conditions and management plans.

With no businesses requiring disruption management and existing NZTA protocols addressing property issues, the original conditions are either no longer relevant or duplicate processes already in place and add no further value.

1. INTRODUCTION

This Social Impact Assessment (**SIA**) has been prepared to inform the application for Stage 1 of the Mill Road Project (the **Project**).

For the purposes of this SIA Report, the following definition of SIA, as provided by the International Association for Impact Assessment (**IAIA**) has been adopted:

Social Impact Assessment includes the processes of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment.

1.1. Background and context

The 2014 Social Impact Assessment (**2014 SIA**) assessed the potential social impacts from the designations as it was proposed (i.e. as a long-term route protection project) and then confirmed. The conditions of the designations (referenced under Designation 6786) require, among other things, the reassessment and update of the social impacts closer to the time of construction and the identification of appropriate mitigation and management measures¹.

Condition 11 of the existing designations states that a Social Impact Management Plan (**SIMP**) is required to be undertaken to confirm the social impacts at the time of construction which will enable mitigation measures to be developed based on the community in place when construction begins. This has been the starting point for this assessment.

The 2014 SIA has been reviewed alongside the existing designation condition set which includes specific conditions relating to the management of social impacts, the proposed alteration to the existing designations and the legislative and policy context to determine the most appropriate methodology to assess the social impacts of the Project.

The key changes that have occurred since 2014 are as follows:

- **The social baseline has evolved** – this assessment reevaluates the social baseline which aligns with the requirements of the existing condition set.
- **We are now closer to implementation** – there is now the opportunity to identify social impacts and appropriate conditions that are relevant given we know more about the existing social environment, and the potential impacts of the proposed change.
- **Social Impact Assessment practice** has advanced based on international guidance and learning from other infrastructure projects.
- **Fast Track legislation** – there is a new legislation which has the purpose “to facilitate the delivery of infrastructure and development projects with significant regional or national benefits”. The proposed SIA methodology identifies social benefits.

This change in context has been used to inform the SIA methodology which is outlined in Section 2 of this report. In summary, this updated SIA has been undertaken to understand the change in potential social impacts of the Project since the 2014 SIA on the communities within the respective study areas. This approach aligns with the existing designation condition set which requires:

- A review of the social environment at the time of construction starting.²
- Confirmation of potential social impacts as they exist at the time of construction and how these have changed since the 2014 SIA was lodged³.

¹ Designation 6786 Condition 11

² Designation 6786 Condition 11.2 a)

³ Designation 6786 Condition 11.2 b)

Appropriate measures to avoid, remedy or mitigate adverse social effects and to achieve the realisation of intended benefits of the project have also been identified. This includes measures to monitor the effectiveness of these measures.

1.2. Project description

The Project seeks to upgrade the existing Redoubt Road-Mill Road corridor between the interchange with State Highway 1 (**SH1**) to the north and Phillip Road to the south (see Figure 1-1). The Project is a response to corridor efficiency and network resilience issues identified within the southern Auckland transport network. It will result in the following outcomes:

- realignment, widening and improvement of existing Redoubt Road and Mill Road from a two-lane corridor to a four-lane corridor; and
- construction of a new four-lane corridor between the Redoubt Road/Mill Road intersection and Alfriston Road. This includes two new bridge structures over Puhinui Gully and Cheesman's Bush.

The Project spans approximately 7km of the overall 21.5km Mill Road Corridor which will connect the communities of Flat Bush, Manukau, Papakura and Drury. The Mill Road Corridor is recognised as a Road of National Significance (**RoNS**) in the Government Policy Statement on Land Transport (**GPS**).



Figure 1-1: Overview of the Project

Key activities anticipated during the construction of the Project include the following:

- Site establishment activities including temporary fencing, establishment and removal of temporary contractor facilities, temporary access construction, stockpiling, installation of erosion and sediment control measures;
- Temporary traffic management;
- Lizard relocation;
- Vegetation removal and disturbance;
- Utility relocation, diversion and/or installation;
- Drilling and pile driving;
- Stockpiling of material; and
- Finishing works, including surfacing and permanent marking, topsoil and grassing, landscaping, installation of street furniture, lighting and fencing.

A fuller description of the Project is included in Part B of the Substantive Application Report (**SAR**).

1.3. Report structure

The structure of this report is as follows:

- **SIA Methodology** – outlines the methodology used to assess the social impact of the Project.
- **Social Baseline** – an updated baseline is provided which describes the changes to the composition of the community between 2014 to 2025.
- **Impact Assessment** – outlines the nature and scale of social impacts and also includes recommended mitigation to mitigate identified social impacts, along with commentary on residual post-mitigation impacts.

This SIA has also drawn on the more detailed information contained in the Social Baseline Report which includes a more detailed analysis of the community baseline. This SIA report summarises the key matters from that report but the full report is available on request.

2. SIA METHODOLOGY

The process undertaken to complete the SIA is shown in Figure 2-1 below. This has been guided by:

- A review of the requirements of the existing condition set;
- The Project description and how this has changed from the existing designations; and
- A review of policy and literature of relevance to understanding existing communities and impacts of changes to transport infrastructure.

In accordance with the purpose of the Fast-track Approvals Act 2024 (**FTAA**) and other FTAA requirements, the SIA methodology includes the identification of social benefits which are outlined in the application.

Further detail on the methodology, including the social impact identification and significance methodologies, are included in the SIA Technical Report Memorandum which can be made available on request.

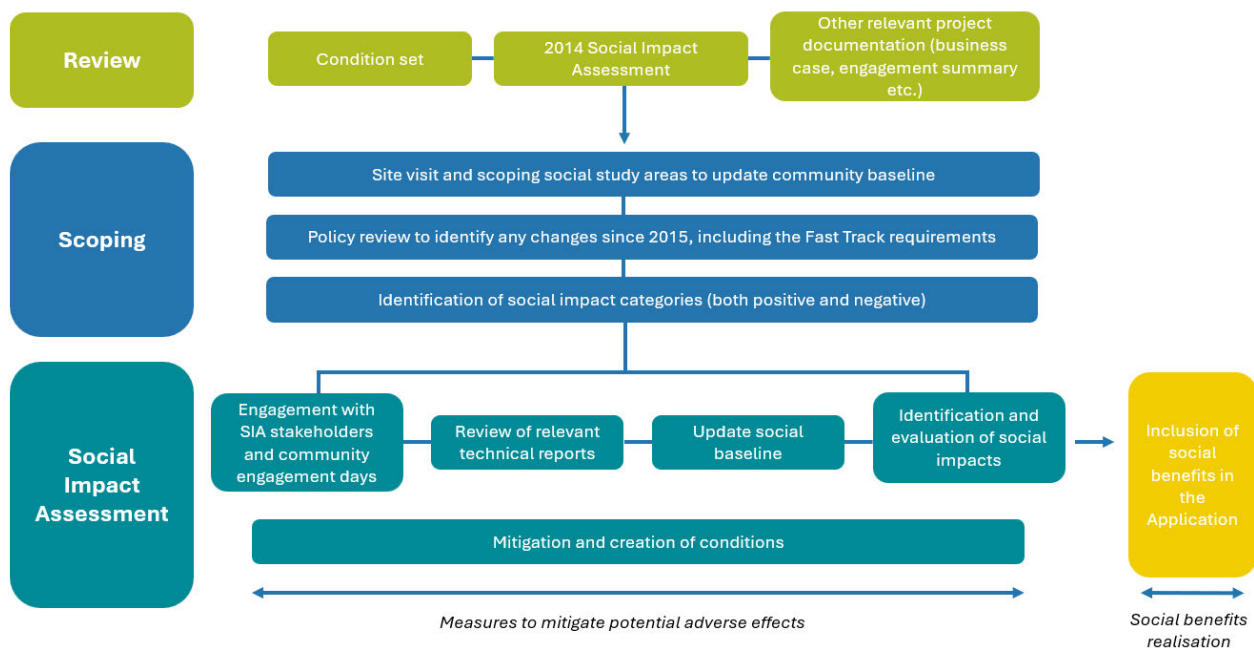


Figure 2-1: Overall process to review social baseline and undertake SIA

2.1. Definition of Social Impacts

Based on the social domains in the IAIA Guidance, the categories of social impact used in this SIA are outlined below. The 2014 SIA used the same definitions as what is proposed below in line with the IAIA Guidance.

- **Way of life** – including:
 - How people live, for example, how they get around and access to adequate housing;
 - How people work, for example, access to adequate employment;
 - How people play, for example, access to recreational activities;
 - How people access services and facilities; and
 - How people interact with one another on a daily basis.
- **Culture** – including shared beliefs, customs, values and stories, and connections to land, places and buildings (note that Māori cultural values have been considered separately in Cultural Values Assessments (CVA) prepared by Mana Whenua for the previous designation process);
- **Community** – including its composition, cohesions, character, how it functions and sense of place;
- **Decision making** – the extent to which people are able to participate in decisions that affect their lives, the level of decision-making that is taking place, and that resources are provided for this purpose;
- **Surroundings** – including access to and use of ecosystem services⁴; public safety and security; access to and use of the natural and built environment, and its aesthetic value and/or amenity; the quality of the air and water people use; the level of hazard or risk, dust and noise they are exposed to; the adequacy of sanitation; their physical safety; and their access to and control over resources;
- **Health and wellbeing** – health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity. It includes psycho-social impacts such as solastalgia (a form of mental or existential distress caused by environmental change), fears and aspirations and stress relating to financial or other pressures, access to open space and effects on public health; and
- **Livelihood** – including whether economic livelihoods are affected, and whether people experience personal disadvantage or have their civil liberties affected.

⁴ Services like clean water, food, or recreational opportunities are essential for human well-being and can be significantly impacted by projects

Potential equity impacts have also been included in the assessment. This assesses the distribution of impacts across the community and generations (such as future communities). While not explicitly referred to as equity impacts in the 2014 SIA, there was consideration of the potential social impacts of the Project across communities.

2.2. Limitations and assumptions

Limitations and assumptions of this assessment:

- As per the existing conditions on the designations, we have updated the social impact assessment based on the current social environment.
- Since the existing designations have not been implemented, this assessment identifies and assesses all potential social impacts of the designations and any changes proposed within the context of the existing social environment.
- While the potential future environment has been anticipated in the application, the assessment is based on the existing environment, acknowledging it has changed since the 2014 SIA. No assessment has been made based on the future environment. A brief description of the potential future environment has however been provided as it can provide context to some of the potential social impacts.
- The following technical reports and management plans have been considered when assessing social impacts:
 - Assessment of Construction Noise and Vibration Effects;
 - Assessment of Traffic Noise Effects;
 - Assessment of Archaeological and Historic Heritage Effects;
 - Assessment of Transport Effects;
 - Urban and Landscape Design Management Plan;
 - Dust Management Plan;
 - Construction Traffic Management Plan;
 - Construction Noise and Vibration Management Plan; and
 - Historic Heritage Management Plan.
- Activities undertaken during SIA engagement are based on the available Project information at the time of the stakeholders' participation. A summary of SIA engagement is included in the SIA Technical Report Memorandum which can be made available on request.
- Not all stakeholders invited to participate in the SIA engagement accepted the invitation to participate or were able to participate due to their existing commitments and availability during the engagement timeframe.
- Mana Whenua cultural values are not considered within this assessment and are addressed within the SAR.

2.2.1. Assumptions

- Details of access, barriers and potential traffic diversions (during construction) are limited. We have therefore assumed designs provided at engagement or where specific updates have been provided.
- Findings of this report are based on the information available at the time of writing the Report.
- At the time of the assessment limited construction details are known, we have made the assumptions that staging will occur (given length of Project and indicators from design team). Construction impacts have been assumed from Project length and activity types.

3. SOCIAL BASELINE

In line with the existing condition set⁵, this community baseline is an update from the initial community baseline undertaken in the 2014 SIA.

This community baseline serves as the foundation for understanding the composition of the community and how they move, live, work and play. It provides a current snapshot of the community, using the most up to date data where available. This is important given the growth and change that has occurred in the communities where the Project is located, since the previous community baseline was completed over 10 years ago.

The main difference between the original baseline from 2014 and the current one is the significant growth in the Project area, particularly in Flatbush/Ormiston. This growth was not captured in the 2006 Census, which was the main demographic data source for the 2014 baseline. At that time, the 2013 Census data was not yet available.

Along with a change in data sources, the area of influence or 'study areas' has also changed, to become more reflective of the residents of Southern Auckland who are likely to experience daily changes to the way they live, work and play in their area due to the Project.

As seen in Figure 3-1, the previous baseline used a much larger geographic area for both their primary and secondary areas, whilst this baseline uses roughly the previous primary area as the secondary area and the area adjacent to the designation (using Statistical Area Unit 1 (SA1s)) as the primary area. Therefore, when comparisons are made between the 2006 and 2023 'secondary area' it is comparing the 2006 'primary area' with the current baseline's 2023 secondary area. However, due to different geographic units used, 'Census Area Units' in 2006 and SA2s in the current secondary area's baseline, some areas are not included and evident below, such as residential Takaanini and Randwick Park.

By changing the primary area to the SA1s adjacent to the designation, data can be collected on the individuals and households who will be directly impacted by the works. This data was not collected in the previous baseline as the Statistical Area geographical unit was non-existent for the 2006 New Zealand Census.

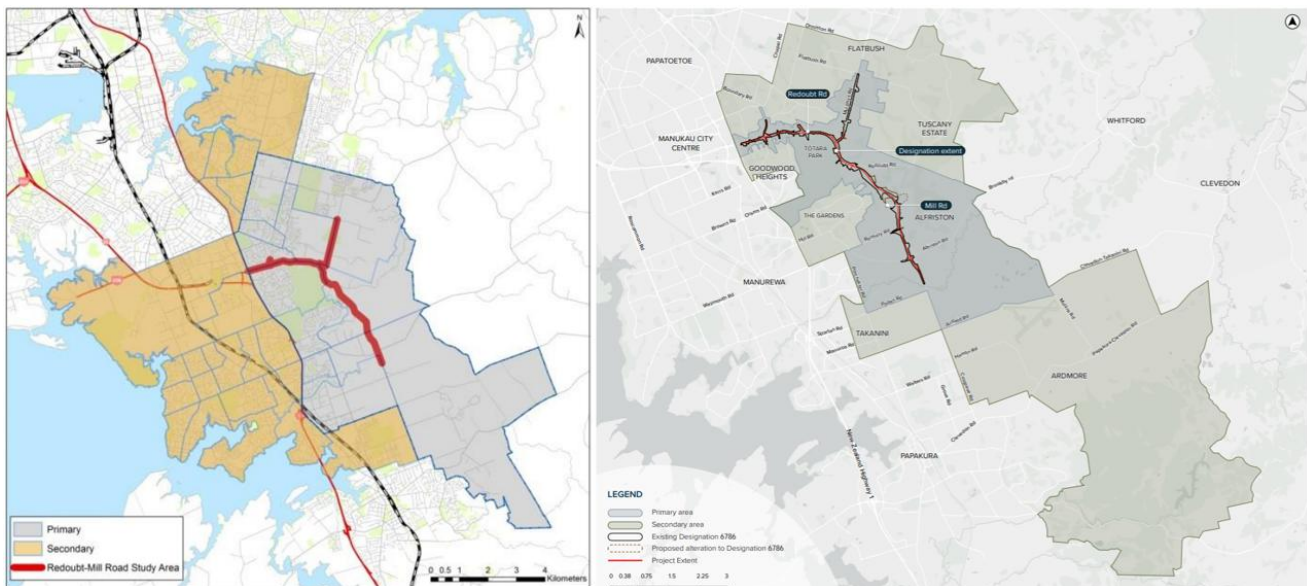


Figure 3-1: 2014 SIA area of influence (left) and 2025 SIA area of influence (right)

The community baseline will refer to two key areas of influence: The primary area and secondary area as shown in the map above and explained further in the social baseline report which is available on request.

⁵ Condition 11

3.1. Current social environment

The community surrounding the Project in South Auckland has undergone extensive transformation between 2014 and 2024 (noting demographic comparisons are between 2006 Census and 2024 Census data).

The region, once defined by a mix of rural lifestyle blocks and small suburban pockets, has evolved into a densely populated, culturally diverse, and economically varied urban environment. This summary outlines the key shifts in the demographic, social, and economic fabric of both the primary and secondary study areas from the previous assessment that referenced 2006 demographic data and observations/interviews and Census Data from 2013/2014 (noting this was not available at the time of the first assessment but is relevant to this assessment to show changes to the social environment from the time of the confirmation of the designation).

Understanding the social context is critical to identifying and assessing the potential social impacts of the Project.

In the primary area, which includes the SA1 zones directly adjacent to the Mill Road designation, the population increased by over 23% since 2013, with notable growth in areas like The Gardens. In the broader secondary area, encompassing suburbs such as Ormiston, Clover Park, Takaanini North, and Alfriston, the population has grown by 84% since 2006. This growth is largely from greenfield residential development in the Flat Bush–Ormiston area, which grew from an estimated 120 people in 2006 to over 12,800 by 2023.



Figure 3-2: Flat Bush/Ormiston development over time



Figure 3-3: Development in Flat Bush and Ormiston

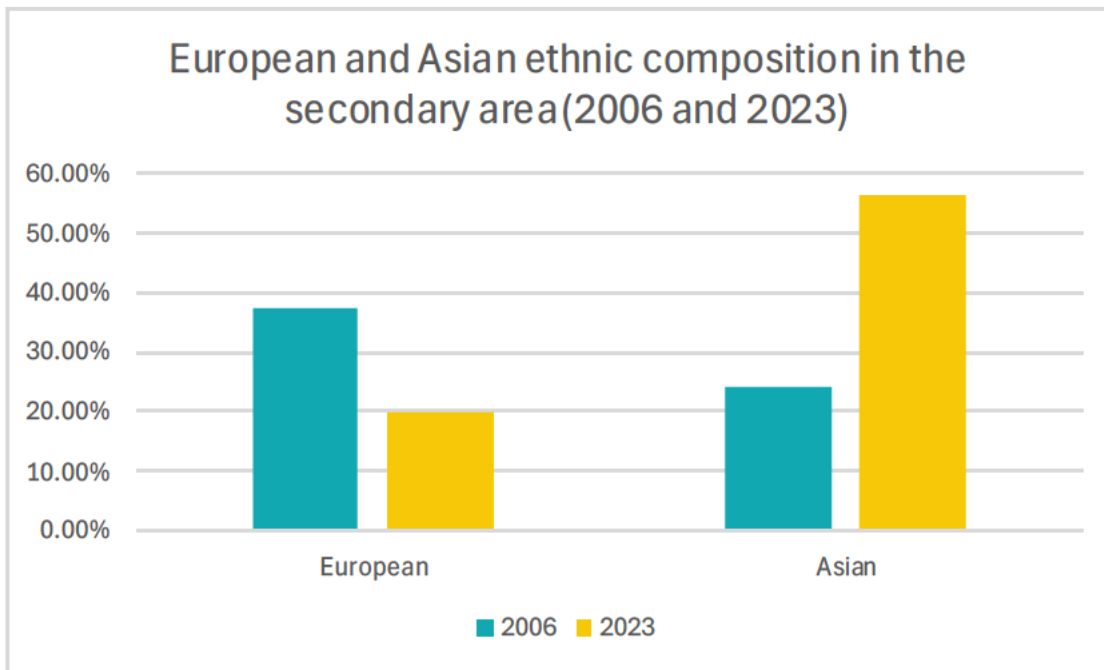


Figure 3-4: Ethnic composition in the secondary area

Demographic shifts have accompanied this growth. The population has aged, with the proportion of residents aged 65 and over rising from approximately 6% in 2006 to around 10% in 2023. Meanwhile, the percentage of children under 15 has declined, though some areas like Clover Park continue to have a youthful demographic profile. The working-age group (30 - 64 years) has grown in line with broader regional growth, and is now almost half (47%) of the total population.

Ethnic diversity has also increased with significant growth in residents of Asian descent, again driven primarily from development in the secondary area in Flat Bush, Ormiston and Donegal Park, where they now constitute over 75% of the population. Pacific communities remain well-represented in areas like Clover Park and Chapel Downs, while Māori populations have slowly declined, from 14.4% in 2006 to 10.0% in 2023.

Changes in household structure further reflect these demographic shifts. In newer suburbs, there has been an increase in couples with children, while areas like Clover Park continue to support a mix of single-parent and multigenerational households. Homeownership rates are highest in newer, more affluent areas such as Tuscany Heights and The Gardens, and lowest in more socioeconomically challenged areas like Clover Park and Chapel Downs. Many residents in new subdivisions have lived in their homes for less than five years, highlighting areas of ongoing new growth, while long-established areas have more stable populations.

Economic indicators show a general rise in prosperity, with household incomes in the secondary area growing by 74.8% (from \$77,200 in 2013 to \$135,000 in 2023), exceeding both national trends and growth in the primary area. However, there are inequities within the area. While suburbs like Ormiston and Tuscany Heights enjoy relative affluence, other areas, including parts of Clover Park and Takaanini North, experience higher levels of deprivation. These patterns are reflected in employment and education indicators, as well as access to services.

Employment patterns have shifted with full-time employment increasing from 49.1% in 2013 to 55.7% in 2023. The primary area has a strong presence of workers in construction and agriculture, while the secondary area is dominated by manufacturing and logistics, with many employed in these sectors working in commercial/industrial hubs like East Tāmaki and Auckland Airport. Private vehicles remain the dominant mode of transport for commuting.

In 2014, three businesses and a suburban retail complex on Everglade Drive was identified. Since then, two businesses – Manukau Heights Motel and Alfriston Heights Boarding Cattery – are no longer operating or exist. It is understood Redoubt Motel was operating as emergency accommodation until 2023. There is no further information about its operation. It cannot be booked as temporary motel accommodation. The small Everglade Drive retail complex comprising of a small supermarket/convenience store, bakery, takeaways, liquor store, laundromat and beauty store is considered outside of the primary area for this SIA and not impacted. Figure 3-5 below illustrates the Manukau Heights Motel on 21 Redoubt Road which no longer exists.

Manukau Heights Motel

November 2015



December 2024



Figure 3-5: Manukau Heights Motel (Source: Google Maps)

3.2. Places of social value or importance

Places of social value or importance are the built and natural features located on or near the Project site or the surrounding area that have been identified as having social value or importance. These are shown in Figure 3-6.

Access to these places varies significantly across the study area. The primary area contains important infrastructure, such as the Auckland Church of Jesus Christ of Latter Day Saints Temple, Assembly of God Church and the Alfriston Hall, along with Tōtara Park, which supports a variety of regionally significant recreation and equestrian activities. In contrast, the secondary area, particularly Flat Bush, has developed into a major hub for education, religious institutions, parks, and community centres, reflecting the needs of a growing and diverse population.

In summary, the area is now more populous, more diverse, and more economically stratified than in 2006. These shifts have important implications for infrastructure planning, service delivery, and social impact mitigation. Future projects in the area must be sensitive to both the opportunities created by growth and the persistent inequities that remain within the local community.

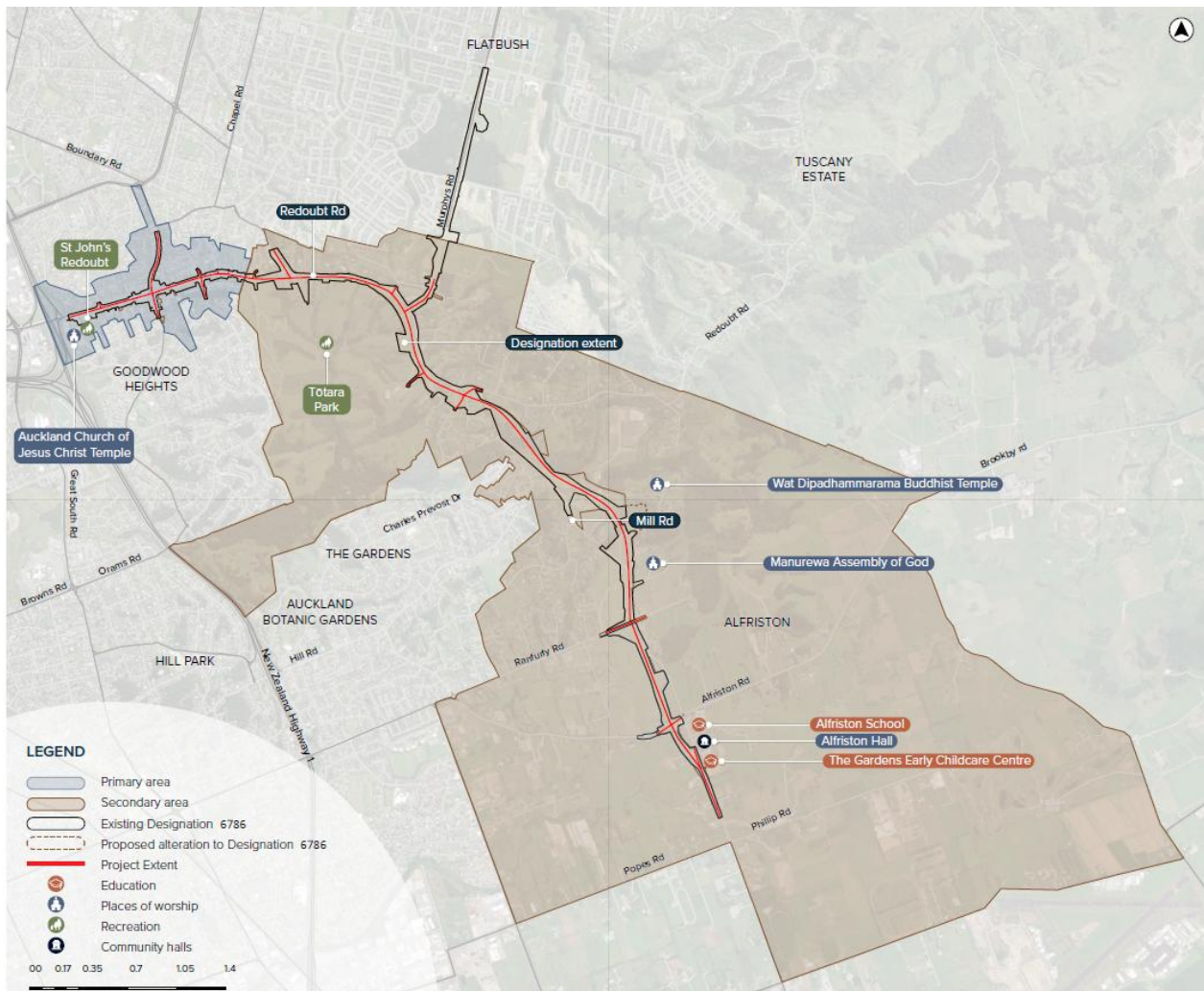


Figure 3-6: Community services and facilities in the primary area

3.3. Potential future social environment

The SAR describes the Project site as well as the existing and future environment. Below is a summary of the anticipated social changes.

3.3.1. Urban Section – Redoubt Road to Hilltop Road

It is anticipated that it will remain a predominantly urban environment similar to the existing urban environment but may become more populated if existing housing is replaced with higher density housing. Therefore, a similar social environment is expected.

3.3.2. Peri-urban and rural Section – Hilltop Road to Alfriston

Outside Tōtara Park the remaining greenfield area is likely to develop where it has a current urban zone, primarily in Flat Bush. The remaining area is already developed and not anticipated to change. This will increase the urban area but not significantly change the social environment.

Within the rural area there could be future development dependent on plan changes and release of the Future Urban Zone (**FUZ**) area (see the SAR for details). There is no certainty regarding what this would mean in the rural zoned areas, however, it is anticipated that this section would likely become more developed in parts. This change has already been noted from 2014 to 2024 on the corridor near Tōtara Park. The main social changes would be sense of place; values of community may change from rural values, and the demographic and way of life would change.

4. IMPACT ASSESSMENT

This section provides a summary of the potential social impacts (positive and negative) for the planning, construction, and operation and maintenance stages of the Project

Changes have been made to the Project since the 2014 assessment, some of which have influenced the SIA. These are presented in Section 3.2 of the Assessment of Transport Effects and are shown in Figure 4-1 and Table 4-1. These changes have been considered as part of this SIA.

The methodology for this assessment and an assessment of all social impacts, including the assessment of priority is included in the SIA Technical Report Memorandum which can be made available on request.

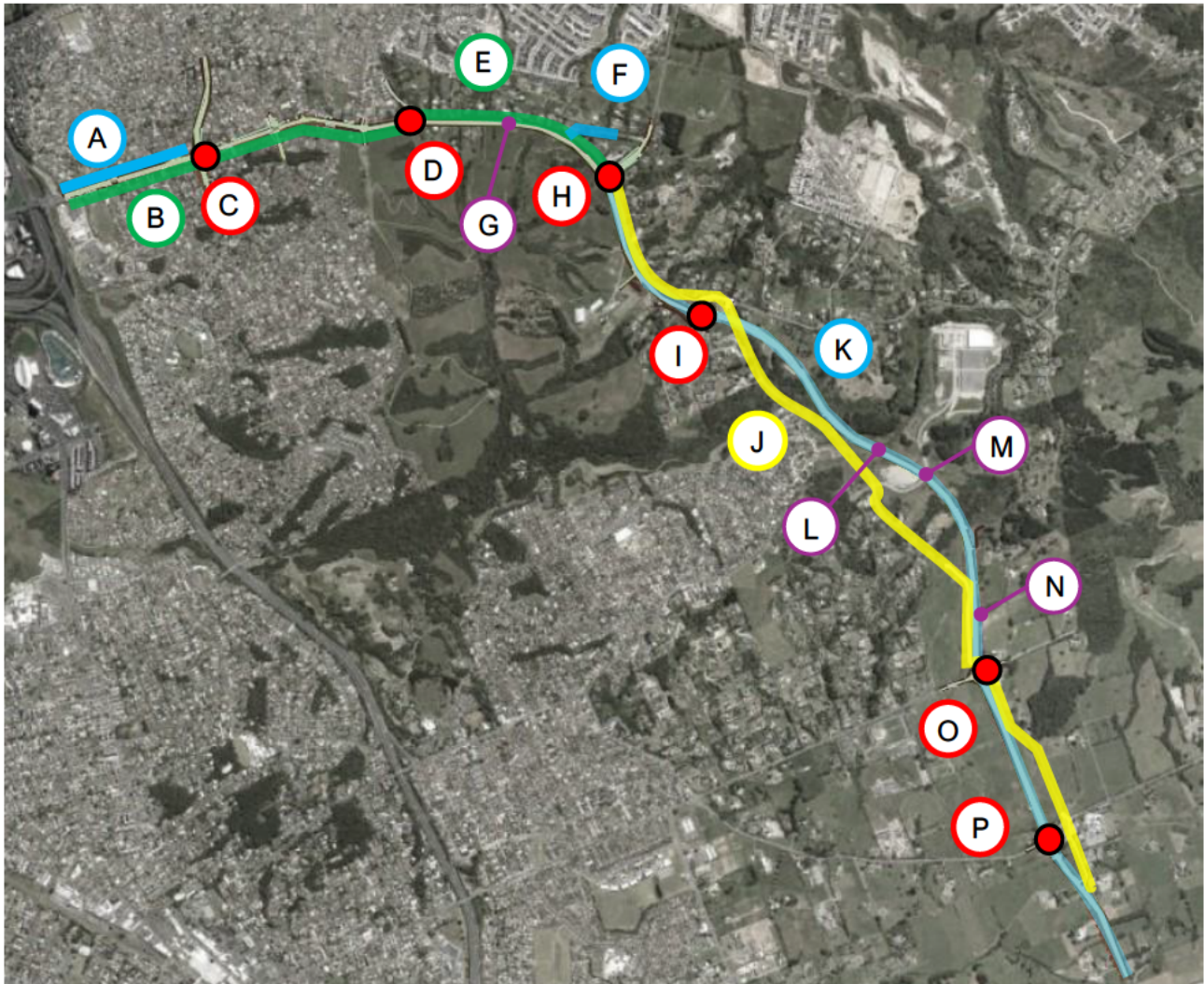


Figure 4-1: Changes from 2014 NoR Design

Table 4-1: Description of changes from 2014 NoR Design

	Consenting Design	2014 Design
A	Raised median barrier from Redoubt Road Interchange to Hollyford Drive	Flushed median from Redoubt Road Interchange to Hollyford Drive
B	3m shared path on westbound side	1.5m to 1.6m on-road cycle lanes on both sides
C	No left turn slip lane from Redoubt Road to Hollyford Dr	Left turn slip lane from Redoubt Road to Hollyford Drive

	Consenting Design	2014 Design
D	Signalised Hilltop Rd intersection.	Unsignalised seagull intersection.
E	3m shared path on eastbound side.	1.5m to 1.6m on-road cycle lanes on both sides.
F	Connect existing Murphys Road to new Murphys Road alignment.	Provide direct access from existing Murphys Road to the Project corridor.
G	Two new accessway entrances to Tōtara Park.	No specific design for access.
H	No left turn slip lane from Redoubt Road to Murphys Road.	Left turn slip lane from Redoubt Road to Murphys Road.
I	Roundabout at Redoubt Road/Mill Road.	Two adjacent unsignalised intersections at Redoubt Road/Mill Road and Kinnard Lane/Redoubt Road/Mill Road.
J	Old Mill Road connected to Redoubt Road with connection to the New Mill Road corridor at the Redoubt Road roundabout. Potential for cycle use of Old Mill Road by more confident cyclists, given low volumes (i.e. local access / residents only).	Sections of Old Mill Road will be closed or to be cul-de-sac, some sections to connect to the New Mill Road. Old Mill Road will not be continuous.
K	No walking or cycling facilities on rural section of the New Mill Road corridor.	On-road cycle lanes and a shared path on New Mill Road corridor.
L	T intersection access to New Mill Road near Polo Prince Drive to include full right turn bay and a gap in the median barrier.	T intersection access to New Mill Road near Polo Prince Drive.
M	Provide left in left out (LIFO) access to Watercare site.	No access provision.
N	T-intersection between Mill Road and a combined access with full right turn bay.	Flushed median with two right turn bay pockets to turn right into properties, i.e., two existing driveways.
O	One lane on Ranfurly Road/Mill Road roundabout south approach.	Two lane on Ranfurly Road/Mill Road roundabout south approach.
P	One lane on Alfriston Road/Mill Road roundabout south approach.	Two lane on Alfriston Road/Mill Road roundabout south approach.

4.1. Planning

The Project is currently in the planning stage which, for the purposes of this SIA, is the period up to construction activity commencing on site and includes pre-construction activity. It involves updated consenting design, engagement, technical assessment of impacts, planning for management of impacts, and property acquisition. Property acquisition is also included in the planning stage of the Project as it is an activity that can occur over a number of years and needs to be complete before construction can commence.

At the time of this assessment, construction is anticipated to commence as soon as possible after approvals are granted and construction funding is obtained so this SIA has been undertaken within this planning phase of the Project.

4.1.1. Positive

Positive social impacts during the planning phase relate primarily to people's aspirations and positive impacts on personal and property rights.

Designation of land for the Project can provide confidence in future investment in the area as well as the area of impact of the Project. Some businesses and landowners may then be able to undertake their own planning for their future enabling them to realise aspirations.

It also signals future investment in the transport network which can support more intensive development. In some areas this could trigger development. Efficient transport networks are vital for the success of centres and

neighbourhoods as they provide safe, accessible and sustainable travel choices that connect communities and encourage a shift from private vehicles to public and active transport.

At community open days there was a mix of sentiment towards the Project. Residents surrounding the Project, particularly residents that frequently turn right onto Redoubt Road (such as those on Santa Monica Place or from Murphys Road), looked forward to the safety improvements that would occur once the Project was completed. Many commented on the difference that having traffic signals would have on their everyday road journeys in and out of the area.

Similarly, Alfriston School expressed positive anticipation for the Project as it would provide walking and cycling opportunities for their staff and students (which is currently not an option), as well as their own quieter accessway which is further away from the main road where cars travel at higher speeds.

4.1.2. Negative

It is recognised that the designations have been in place for over a decade, but the proposed changes to the Project provide a level of unanticipated impact.

Because the activities associated with the designations and acquisition of properties pre-empt physical changes to the environment, impacts are mostly limited to properties and people living within, and adjacent to, the designations. The most significant social impact in this phase relates to loss of property rights through land acquisition and redistribution due to the Public Works Act process.

Several impacts to community have been identified, and while those described below individually score low in significance, the combined impact on community cohesion, community facilities and services, and sense of belonging could be more significant as households disappear, and social ties are weakened through the acquisition process.

For those directly impacted, waiting for confirmation of land requirements and understanding what this means (i.e. a change in property or moving) can result in stress and upheaval for the owners and a loss of community connections. This was highlighted through community engagement days, particularly along the urban section, where some residents shared that they had recently undergone major home renovations without realising a portion of their home is part of the designation. As well as this, a neighbourhood group from a road adjacent to the Project expressed concerns about the effects the Project will have on community cohesion, including concerns about where affected property owners may need to relocate and whether that might mean they have to move away from the community.

For those adjacent to the designation, it will be anticipatory impacts (stress) associated with the change of environment during the construction and operational phases, particularly for those where the road moves and they become closer to the proposed corridor or movement restrictions are put in place. This was highlighted during engagement with Manurewa Local Board, where they have expressed concern for occupiers of affected properties and the support that might be provided to them.

For community facilities directly impacted, stress may result from anticipating and negotiating how they will deliver continued services during construction and operation of the Project. During a meeting with the Tōtara Park users (Tōtara Park Mountain Biking Club (**MTB Club**) and the Tōtara Park Equestrian Centre (**TPEC**)), TPEC raised a number of concerns regarding the impact on their operations within their lease areas. NZTA has worked with the Tōtara Park users and Council to better understand impacts and reached an agreement as outlined in Part B of the SAR.

Priority negative social impacts are shown in Table 4-2.

Table 4-2: Priority negative social impacts during the planning phase

Impact category and impact	Location		Affected parties					Potential level of impact
	Urban	Rural	Residents	Community services	Recreation	Cultural	Commercial	
Impacts on decision making								
Feelings of loss of decision making/property rights through the presence of the designation and during the Public Works Act process.	✓	✓	✓	✓	✓	✓	N/A	High

4.1.3. Recommended management strategies

The key to management of potential social impacts at this stage is the timing of activities, engagement, communication channels and sharing of information. The following management strategies are recommended to manage social impacts during the planning phase, and are currently being implemented by NZTA:

- Wider community:
 - Project information website <https://nzta.govt.nz/projects/south-auckland-projects/mill-road/>;
 - Email subscription to site for updates – newsletter;
 - Community events – community drop-in events; and
 - NZTA social media sites accessible to public.
- Adjacent to Project corridor (property not within corridor):
 - Direct communication on their property in relation to the Project and are invited to contact or attend drop-in sessions; and
 - Additional support offered where need is indicated.
- Directly impacted:
 - Written communication and phone calls;
 - Meeting with landowners by the property team and project team (where required);
 - Engagement with landowners to facilitate PWA processes in accordance with the NZTA guide *How we Engage: Private Landowner Engagement*; and
 - Additional support offered where need is indicated.

4.1.4. Residual impacts

The number of individuals who experience a high impact can be expected to reduce as a result of the management strategies being implemented. However, notwithstanding the above management strategies, some individuals will continue to have concerns about these impacts so the residual impact rating for the priority impact shown in Table 4-2 will not change. However, during SIA engagement we heard from a number of members of the community, including those directly affected and adjacent, that the communication and engagement during this period had allayed some misconceptions and potential fears about the Project. For others, additional questions were raised. NZTA is continuing to engage with directly affected landowners through the acquisition process and remains responsive to queries from adjacent landowners and the wider community.

4.2. Construction

The details of construction are yet to be determined, however, Part B of the SAR provides an indication of how the Project is currently anticipated to be delivered. Due to the linear nature of the Project it will be delivered in construction packages (i.e. parts of the corridor built at different times).

The construction of the Project is anticipated to commence in once all statutory approvals are in place and funding has been secured. The construction work is expected to take place over an approximately 7-year period. Relevant to this SIA, it is anticipated that activities along the corridor will follow a similar sequence to the following:

- Clearance and site establishment activities (i.e. demolition of acquired properties, temporary fencing, stockpiling);
- Creating space for new structures (i.e. road widening, intersections, bridges, culverts etc);
- Construction of new infrastructure and supporting tie-ins; and
- Finishing works including surfacing and permanent marking, topsoil and grassing, landscaping, installation of street furniture, lighting and fencing.

Whether works are online (within the existing road corridor) or offline will determine requirements of traffic management which is anticipated to be higher in the urban section which is largely online. Most significant parts of construction are bridges, cut and fill areas, and retaining walls because of the longer timeframes and more impactful equipment and activities required (such as piling, drilling, and the prolonged use of heavy equipment).

It is also anticipated that where works take place closer to sensitive receivers (i.e. schools, childcare centres, places of worship) and occupied residences, there is a greater likelihood of social impacts due to potential disruption to access, and associated environmental impacts such as noise, dust, and vibration.

The construction of the Project will be undertaken within a management plan framework provided as part of the SAR. Management plans form an integral part of the construction methodology for the Project by setting out how specific matters will be managed. The following management plans are relevant to the management of social impacts:

- Urban and Landscape Design Management Plan (**ULDMP**)
- Cultural Management Plan (**CMP**)⁶
- Construction Traffic Management Plan (**CTMP**)
- Construction Noise and Vibration Management Plan (**CNVMP**)
- Historic Heritage Management Plan (**HHMP**)
- Dust Management Plan (**DMP**).

The assessment of impacts during the construction phase has been considered separately for the urban and rural communities of the Project, as the social environments and nature of construction activity differs between these areas.

It is noted that positive impacts during construction are the same for both urban and rural communities and therefore require no differentiation.

4.2.1. Positive impacts

Positive impacts of construction relate to increased livelihoods from employment opportunities, contribution to the local economy through project procurement, upskilling to meet construction training requirements, and opportunities to work with local training providers such as MIT Manukau.

Alfriston School also identified positive impacts from the construction phase of the Project as it creates opportunities for pupils to be involved. This is especially relevant given the Project's immediate proximity to the school and the fact that the school community will experience effects during both the construction and operational phases. These opportunities could include bringing contractors and their equipment to the school or taking pupils on site visits throughout the construction phase. Alfriston School also noted that, despite being an

⁶ This will be prepared prior to the start of construction in accordance with proposed conditions.

old school, they have limited historical archives. The School identified the Project as an opportunity to build their archives through its involvement in the Project, school visits and having the school media team (that consists of pupils) develop content for distribution in the school community through their existing channels.

Following SIA engagement with Alfriston School, we understand the NZTA Project team has had ongoing discussions with the School regarding the potential relocation of the Alfriston Meeting House from within the project area at 1348 Alfriston Road to the school. The school has advised that it does not have sufficient funding to undertake the substantial work that would be required to make this building reusable as a school facility. Information about the Alfriston Meeting House heritage building is included in the Historic Heritage Management Plan (refer to Appendix C20 of the SAR).

4.2.2. Negative impacts – urban community

Priority negative impacts for the construction phase are shown in Table 4-3. These, along with other impacts, are summarised below.

Residents

Within the urban area, houses abut either side of the existing corridor. In some places, the designation extends to the extent that where some houses are currently on 'rear' properties down a driveway buffered from the road by the house in front, they will become directly adjacent to the Project corridor and construction activities.

Construction changes people's way of life through changes to living arrangements, household routines, and travel arrangements, as people change their behaviour to adapt or minimise impacts of construction. During SIA engagement people raised concerns about noise, dust and traffic delays changing their daily routines and how they lived at home, including working from home. These changes could include not using a part of their house or property because of loss of privacy, ceasing regular walks in the neighbourhood or walking to the bus stop and driving instead, or changing travel mode or route to avoid construction impacts. These impacts have been assessed as moderate in significance and impact the primary area or properties adjoining the designation. Way of life and access impacts to the secondary and wider areas have been assessed as low significance.

Close proximity of construction activities of medium-term duration may reduce enjoyment of indoor and outdoor surroundings for adjacent residents, particularly for residents of dwellings between the Manukau Interchange (SH1) and Hilltop Road due to the urban nature of the area and proximity of residences to the road corridor. While this is likely to be of moderate consequence, due to the timing of construction (during weekdays) and the times when the majority of residents generally seek to enjoy their properties (weekends and after work during weekdays), there is a reduced likelihood of this impacting a significant number of people. Impacts will be greater for those who are in the home more, such as parents and caregivers, older people, shift workers and those who work from home.

Construction noise, dust and vibration may affect people's ability to sleep or carry out activities of daily living in their homes, creating stress and anxiety, affecting people's mental health. Some residents raised concerns about pre-emptive stress associated with anticipating construction noise and disruption. This can happen even where impacts comply with industry standards, such as noise and vibration levels. The CNVMP identifies properties where occupants may be particularly vulnerable to these impacts, and this was assessed as moderate in the CNVMP. Less significant potential mental wellbeing impacts are distress caused by environmental change (Solastalgia), personal safety concerns, and feelings of frustration, helplessness, and resentment from impaired learning, caregiving, play, hobbies, sport, and recreation activities over a period of time.

Changes in environment may alter local behaviour. It was noted by Counties Manukau Police that construction sites without required security measures can attract crime, such as theft of construction equipment by the public, boy racers running over hydraulic hoses and trespassing through site laydown areas. This can be managed by security procedures and was anticipated to be a low impact.

Recreation and Community Services

There are potential community, way of life, amenity and cultural impacts to community spaces, services and places of worship. The Church of Jesus Christ of Latter Day Saints (**LDS**) Temple site on Redoubt Road will not experience access changes, as their entrance is already constructed and line-marked as left in and left out, however construction traffic and signalling may cause delays. The site is set back from the road but may experience changes in amenity and some noise during quiet activities, such as prayer. These effects are

anticipated to be lower than the overall assessment of high impact for recreation services. The open space known as St Johns Redoubt is a passive recreation space with historic heritage values. It is not anticipated to be disrupted but amenity of the area as a passive recreation area (lower impact given small open space compared to other recreation areas). Attendees of other places of worship and recreation and community sites in the area (not adjacent or within the Project corridor) may experience changes in access as a result of traffic management, possible detours and changes to wayfinding in the wider area.

Health and wellbeing may be impacted by increased times for emergency service response as a result of changes to access and road conditions associated with construction. This was highlighted by Fire and Emergency New Zealand (**FENZ**), Counties Manukau Police and Hato Hone St Johns. Hato Hone St Johns identified difficulty in navigating given that their emergency vehicles GPS system's do not consider road closures or road works and difficulty in identifying property numbers (e.g., mailboxes) as they may be blocked by construction material or construction signage.

4.2.3. Negative impacts - rural community

Residents

As noted in Figure 3-6 this area runs from the intersection of Hilltop and Redoubt Road through to the southern extent of the Project. It includes Tōtara Park. It is a mix of peri-urban and rural, and the Project goes off line at Redoubt/Mill Road roundabout.

It is anticipated that there will be less disruption to the Mill Road section of the Project noting that the majority of the Project is offline in this section. There will be severances to private accesses that will need to be re-established and eventual road closures/ and re-routing of current connections to Mill Road.

Construction changes people's way of life through changes to living arrangements, household routines, and travel arrangements as people change their behaviour to adapt to or minimise the impacts of construction. These changes could include not using a part of their house or property because of loss of privacy, ceasing outdoor activities, and changes to travel routines due to delays or road detours and changes. For those in the rural area, this could include changes to how they use the land for work, such as grazing practices. These impacts have been assessed as low to moderate in significance (depending on proximity) and impact the primary area and properties adjoining the designation. Way of life and access impacts to the secondary and wider areas have been assessed as low significance.

It is anticipated that the community will experience changes to sense of place and quiet rural environment and outlook (as noted by members of the community during open days). This will be noticeable where the corridor establishes a new road and for those living near construction yards and near the site of the Puhinui Gully bridge construction. This will be mainly property owners and to a lesser extent visitors and those transiting through the area. This is anticipated to be low impact.

In the rural area there is likely to be more of a focus on outdoor living and outdoor activities. These residents may experience changes to the enjoyment of these activities due to changes in their surroundings, in particular where the new corridor is formed as this is a larger change in environment. Also, those on Redoubt Road who have an outlook to Cheesman's Bush noted a change in rural outlook and sense of privacy with the anticipated construction of the bridge. This is anticipated to be low impact.

Similarly to the urban area there are potential impacts on health and wellbeing, however proximity in most cases (not all) are not as close. Please see reference to health impacts above.

Recreation and Community Services

The following services are noted within the rural/peri-urban area: Tōtara Park (Mountain Biking Club, Equestrian Centre and open recreation space), Manurewa Assembly of God, Wat Dipadhammarama, Alfriston School, Alfriston Hall, and Gardens Early Childhood Centre (Alfriston).

Disruption to community activities has a 'high' potential impact rating and was specifically highlighted by Manurewa Assembly of God and the Tōtara Park stakeholders comprising the Manurewa Local Board, Auckland Council Parks and Community Facilities and Property Groups, Tōtara Park users (Tōtara Park Mountain Biking Club (**MTB Club**) and Tōtara Park Equestrian Centre (**TPEC**)).

Manurewa Assembly of God holds services on Sundays with upwards of 300 people, youth nights on Fridays and Saturdays, and can hold up to 450 people for special events such as weddings. Additionally, the site is accessed everyday by multiple users, including a local beekeeper who manages hives on site and runs holiday

programmes, a local arborist who drops mulch to the site, and community work offenders from the Department of Corrections who attend the site regularly to undertake outdoor and indoor works. The site experiences lots of movement in and out on a daily basis which will be significantly impacted during construction.

Issues raised by the Tōtara Park stakeholders generally related to impacts on access points, streams, and Mountain Bike trails and walking paths; consequential impacts on TPEC operations as a result of the loss of grazing area; opportunities for ecological offsets to enhance Park amenity; and construction impacts on grazing animals in proximity to works, particularly horses.

The TPEC raised concerns about their access and whether construction traffic management might restrict their access from time to time, or make it more difficult at times depending on the nature of work being undertaken in proximity. Three organisations use the facility regularly – Adult Riders, Riding for the Disabled and the Pony Club. These activities, along with onsite grazing, attract people from across the region with multiple visitors to the site daily, often with horses. Riding for the Disabled in particular generates a considerable number of vehicle movements with over 1,700 rides provided in 2024 with upwards of four people required to support each rider. Their access will be relocated as part of the works and ensuring they have ongoing access to enable regular activities to continue on the site is important, including the safe access and egress for slower, heavy vehicles either towing or with horses on board.

There are a number of other access points to Tōtara Park, including a main public access at around 149 Redoubt Road and three gated 'farm' accesses at approximately 122 Redoubt Road, opposite 200 Redoubt Road to access the cattle yards and container storage, and opposite 208 Redoubt Road near the radio tower. While not public accesses, these access are used for a range of purposes including for the grazier, park management activities (including regular Mountain Bike Trail maintenance) and emergency access.

Park land within the designation is currently used for grazing, mountain biking and walking paths. Much of the grazing is included within the lease to TPEC and provides financial support to TPEC and supports a number of the activities undertaken, in particular Riding for the Disabled. Trails and paths will need to be realigned so they are outside of the designation and a new area identified for grazing will need to be made fit for purpose before the designated land is used for construction. The MTB Club has redesigned the MTB trails and the Manurewa Local Board has identified another grazing area within the park for TPEC. This grazing area is further into the park and significantly lower than their existing grazing. It will need some development in the form of vehicle access, fencing, water supply etc before it is suitable for use. As this area is further away from existing facilities adjacent to the existing grazing, TPEC has also requested consideration of other facilities to support activities near this new grazing area, such as a covered storage area.

NZTA has worked with the Tōtara Park users and Council to better understand impacts and reached an agreement as outlined in Part B of the SAR that mitigates permanent impacts.

The most significant impacts to surroundings (scoring "moderate") are impacts on quality of spaces and environments where people teach and learn, provide and receive care, and participate in informal or organised sports and leisure activities. This includes public and open spaces including Tōtara Park and activities of the MTB Club and the TPEC. The same impacts will be experienced by people in residences adjacent to the corridor.

Changes to community cohesion have a high potential impact rating and are likely to affect the Alfriston School and the Gardens Early Childhood Education (**ECE**) (Alfriston) community, communities of worship at the Manurewa Assembly of God and Buddhist Temple on Mill Road and the LDS Temple on Redoubt Road, users of the Alfriston Hall, and clubs and groups based in Tōtara Park including the MTB Club and TPEC which hosts a range of activities, including a Riding for the Disabled program.

Direct physical impacts of construction are assessed under the surroundings category and include noise, vibration, dust, visual and spatial changes to the environment associated with removal of houses, establishment of construction sites etc.

Table 4-3: Priority negative social impacts during the construction phase

Impact category and impact	Location		Affected parties					Potential level of impact
	Urban	Rural	Residents	Community services	Recreation	Cultural	Commercial	
Impacts on way of life								
Disruption to use of community facilities and/or reduced ability of users to undertake community activities in a peaceful environment due to construction noise, vibration, visual changes, dust. Includes users of: - Alfriston School and Pool - The Gardens ECE (Alfriston) - Alfriston Hall - Tōtara Park incl. Mountain Bike Club - Tōtara Park Equestrian Centre - Places of worship	✓	✓	✓	✓	✓	✓	N/A	High
Impacts on community								
Changes to community cohesion from perceived and actual community disruption and/or severance resulting from restrictions to access, alternative routes, and delays associated with temporary traffic management. Affects community facilities including: - Alfriston School - The Gardens ECE (Alfriston) - Alfriston Hall - Tōtara Park incl. Mountain Bike Club and trails, scenic lookouts - Tōtara Park Equestrian Centre - Places of worship	✓	✓	✓	✓	✓	✓	N/A	High

4.2.4. Cumulative impacts

The Project is one of a number of significant infrastructure or urban development projects across southern Auckland. Projects such as Papakura to Drury, including the Drury Interchange improvements, Waihoehoe Road Improvements, SH22 Corridor Upgrade, Drury rail stations construction, Kiwi Properties Drury development, and Takaanini Level Crossing removals are all progressing within overlapping timeframes. While each project brings important benefits, their combined effects present challenges for local communities.

In particular, the cumulative nature of construction activity across southern Auckland has the potential to generate “construction fatigue”. Communities may face repeated and overlapping disruptions, including traffic detours, noise, dust, and altered access to services and amenities. The scale and duration of these works, when considered together, can heighten stress, reduce community tolerance, and weaken sense of place. Residents who have already adapted to disruption from one project may feel frustrated or disempowered when further disruptions occur nearby.

Temporary traffic management, diversions, and lane closures across multiple projects can combine to reduce network efficiency, extend travel times, and disrupt connections between key centres. Cumulative impacts are expected to be most strongly felt through ‘route avoidance’ by some motorists to avoid temporary traffic management on one part of the network creating congestion in another part of the network which may also be subject to temporary traffic management.

4.2.5. Management strategies

As anticipated by Condition 11.2 of the existing designations, a review of the existing social environment has been undertaken (condition 11.2(a)), confirmation of potential social impacts has occurred (11.2 (b)) and proposed mitigation is outlined below and in the various management plans.

It is noted that Condition 13.1 of the existing conditions requires Social Impact Management Plans and Business Disruption Delivery Work Plans. With regards to business disruption, the 2014 assessment identified three businesses and a suburban retail complex on Everglade Drive. None of the businesses are operational and the small Everglade Drive retail complex comprising of a small supermarket/convenience store, bakery, takeaways, liquor store, laundromat and beauty store is outside of the primary area for this SIA. Therefore, there is no requirement for a business disruption delivery work plan.

In this updated assessment, the identified impacts that require management focus on:

- Communication – advanced notice, information, change management, information loop;
- Environmental management – noise and dust;
- Construction management – contractor behaviour, site security, notification practices;
- Traffic management – diversions, delays, access, coordination; and
- Undertaking the agreed works within Tōtara Park.

All of these impacts are being managed through various management plans to be implemented as part of the Project, in particular:

- Communication requirements for specified stakeholders are included in the **CTMP**;
- The establishment of a complaints, queries and feedback process is required within the **CNVMP**, **CTMP** and **DMP**.
- The **CTMP** includes a requirement to ensure properties remain visible and identifiable for emergency services during construction.,.
- The screening of neighbours to identify sensitive receivers such as shift workers/timing of services for places of worship, etc and the development of a specific strategy to manage these issues is included in the **CNVMP**.
- Coordination across construction projects in the southern Auckland area in relation to potential transport network impacts from multiple construction projects is included in the **CTMP**.
- The agreement with Auckland Council Parks and Community Facilities outlined in Part B of the SAR will manage impacts to Tōtara Park users, including TPEC and the MTB club. The agreed anticipated design outcomes for Tōtara Park are shown in the ULDMP. The CNVMP, CTMP and DMP will also manage potential impacts on Park users.

Recommendations

In addition to the above management strategies, it is recommended the construction contractor consider working with local schools and education centres to identify opportunities to engage/learn to realise potential benefits.

4.2.6. Comparison between existing designation conditions and recommended management strategy

The implementation of a Social Impact Management Plan would be a duplication of requirements already included in management plans, agreements already entered into to manage impacts, and the recommendations above.

Table 4-4 below provides a summary of the existing SIMP conditions on the designation, the current SIA assessment relating to that condition and the recommended management strategy. Specific management and mitigation for each impact is included in the SIA Technical Report Memorandum which can be made available on request.

Table 4-4: Rationalisation of existing designation conditions and current proposed impact management strategy

Existing designation condition impact management approach	2025 SIA assessment	Recommended management strategy	Rationale
11.3 (b)(i) - access for residents, community facilities and businesses as a result of construction activities.	Confirmed potential impact.	CTMP (Section 4)	Access and traffic impacts are managed in one place rather than duplicating across multiple plans.
11.3 (b)(ii) loss of amenity for residents, community services and businesses as a result of construction activities.	No businesses identified (change of environment). Identified amenity impacts for residents and community services.	To be managed by communication, CNVMP, DMP and the ULDMP.	There are no additional social impacts that require a specific plan. The CNVMP outlines requirements to manage impacts on amenity for residents and community facilities. The ULDMP also outlines the proposed reinstatement of impacted features such as MTB trails prior to construction and the planting plans show this reinstatement.
11.3 (b)(iii) the benefits for the community identified in the SIA might be realised.	Positive social impacts have been identified and Project benefits are outlined in Part B of the SAR.	None required.	Project benefits are outlined in Part B of the SAR.
11.3 (c) cumulative impacts.	These have been identified Section 4.2.4 above which outlines the multitude of projects proposed in the broader southern Auckland area.	Coordination with other NZTA projects in accordance with NZTA practice and liaison with Auckland Transport in accordance with the CTMP.	No further requirements.
11.3 (d) management of concerns.	Identify as something needing specific mitigation.	NZTA should implement complaints processes to manage concerns.	No further requirements.
12.1 The Requiring Authority will ensure the properties acquired for the Redoubt Road - Mill Road Corridor Project are appropriately managed so they do not deteriorate and adversely affect adjoining properties and the surrounding area.	This is identified in planning stage as properties may become vacant prior to construction. Properties will be relocated/ demolished during construction.	NZTA's Property Management Team will manage any remaining residential dwellings until they are relocated/demolished in accordance with NZTA internal property management practices.	No further requirements.

Existing designation condition impact management approach	2025 SIA assessment	Recommended management strategy	Rationale
13.2(a) How disruption to access (including pedestrian, cycle, passenger transport and service/private vehicles) for residents, community services and businesses as a result of construction activities will, so far as is reasonably practicable, be avoided, remedied or mitigated.	No businesses or community services have on street parking. Most properties have off street parking and driveway access which will need to be managed during construction.	CTMP sets out requirements for the management of access for residents and service users, including footpaths (CTMP Section 4).	Processes contained within existing management plans. No further requirements.
13.2 (b) How the disruption effects that result or are likely to result in the loss of customers to businesses as a result of construction activities will, so far as is reasonably practicable, be avoided, remedied or mitigated.	No longer relevant as there are no businesses in the Project area.		No longer relevant as there are no businesses in the Project area.
13.2 (c) How loss of amenity for residents, community services and businesses as a result of construction activities will be or has been mitigated through the CEMP(s) and other DWPs.	The construction effects have been identified in Section 4.2 above. There are no businesses in the Project area.	These effects will be appropriately managed under the CTMP, the CNVMP, the DMP, along with implementation of the recommendations above.	There are no additional social impacts that require a specific plan. The CNVMP outlines requirements to manage impacts on amenity for residents and community facilities. The ULDMP also identifies requirements for the reinstatement of impacted features such as MTB trails prior to construction.

4.2.7. Residual impacts

Management plans, including the CNVMP, CTMP, CMP, HHMP and the DMP, contractor workforce measures, and coordinated staging, materially reduce several construction effects but cannot fully mitigate widespread, multi-stage community disruption. Positive social procurement and training outcomes are strengthened, while impact ratings for most household-adjacent amenity/wellbeing effects are reduced.

The highest residual social risk is to community cohesion from ongoing disruption and potential temporary restrictions on access to key community facilities (Alfriston School, The Gardens ECE, Alfriston Hall, Tōtara Park, places of worship). Even with traffic management and engagement measures, this remains high because disruptions could still be widespread, recurrent, and felt by many users over multiple stages.

Several day-to-day amenity and wellbeing effects also remain as moderate, notably from construction noise/vibration/dust, temporary access changes, and altered streetscapes, especially for residents adjacent to construction activity and users of Tōtara Park. Due to the scale of construction, it is unlikely that these impacts

could be reduced to low. However, the number of individuals impacted to the same extent can be expected to be less as a result of the mitigation.

Safety and wellbeing residual impacts can be effectively managed through traffic, noise and vibration management measures along with stakeholder engagement, however stress from prolonged activity and night works can continue as moderate for the closest residents even when standards are met. Management measures that are set out in the management plans appended to the SAR should mean less individuals are impacted to the same extent as without mitigation.

The anticipated residual impacts are however typical of large scale construction projects.

4.3. Operation and maintenance

4.3.1. Positive impacts

The completed Project will provide better access for elderly, disabled, and children as non-car households gain better, more equitable access to goods and services through improved active and public transport (shared path/offline walking and cycling, plus bus lanes). The Project is also seen to provide opportunities for some school children to walk or ride bikes to and from school (currently considered very unsafe by the school) and further recreational options with the integration of the shared path with Tōtara Park.

There will also be positive impacts associated with the way people live in the urban and rural environment due to reliability of journeys and increased traffic resilience. Also, the Project will improve connectivity to and between suburbs including Takaanini, Flat Bush, and Manukau City reducing travel time, improving quality of life – particularly as that is where key service hubs are (supermarkets, clinics, pharmacies). The provision of bus lanes will improve reliability of public transport.

Improvement to health and safety is anticipated from improved intersections and improved road safety around residences and destinations within and adjacent to the corridor. This is a result of road safety improvements, including traffic calming and improved road design for people walking, cycling, and driving in the area, especially around destinations including:

- Alfriston School;
- The Gardens ECE (Alfriston);
- Alfriston Hall;
- Tōtara Park including Mountain Bike Club and trails, scenic lookouts;
- Tōtara Park Equestrian Centre; and
- Places of worship.

This was particularly highlighted by Alfriston School, who currently do not have any students or staff walking or cycling to school as it is currently impossible with no footpaths and the fast movement of vehicles on the main road. This was also brought up during community engagement days, where residents made comments on looking forward to walking around the area and linking up to Tōtara Park, as well as being able to safely move across Murphys Road which has experienced frequent near-misses and accidents.

Table 4-5: Priority positive social impacts during the operation phase

Impact category and impact	Location		Affected parties					Potential level of positive impact
	Urban	Rural	Residents	Community services	Recreation	Cultural	Commercial	
Impacts on way of life								
Better access for elderly, disabled, and children as non-car households gain better, more equitable access to goods and services through improved active and public transport (shared path/offline walking and cycling plus bus lanes).	✓	✓	✓	✓	✓	N/A	N/A	High
Impacts on community								
Increased connectivity to and between suburbs including Takaanini, Flat Bush, and Manukau City reducing travel time, improving quality of life.	✓	✓	✓	N/A	N/A	N/A	N/A	High
Impacts on health and wellbeing								
Improved road safety around residences and destinations within and adjacent to the corridor as a result of road safety improvements, including traffic calming and improved road design for people walking, cycling, and driving in the area, especially around destinations including: - Alfriston School - The Gardens ECE (Alfriston) - Alfriston Hall - Tōtara Park incl Mountain Bike Club and trails, scenic lookouts - Tōtara Park Equestrian Centre - Places of worship	✓	✓	✓	✓	✓	✓	N/A	High
Impacts on culture								
Opportunity for Māori design, values, and narratives to be incorporated as part of finished infrastructure, where appropriate.	✓	✓	N/A	N/A	N/A	✓	N/A	High

4.3.2. Negative impacts

- Increased travel time and/or distance for people exiting private properties or facilities where the only permitted movement is left-in left-out;
- Increased travel time and/or distance for residents and visitors to properties where direct access to Mill Road has been re-routed; and
- Increased travel time and/or distance for people exiting private properties or facilities with a right hand turn across 4 lanes of traffic - especially where they choose to turn left then u-turn.

There will be permanent changes to access for some properties along the route as a result of physical barriers preventing right turns. A raised median is proposed between the western end of the Project at the Redoubt Road/SH1 offramp and Hollyford Drive, and a wire rope barrier for sections of the Project between the Redoubt

Road/Mill Road roundabout and the Alfriston roundabout preventing right-turn movements from some properties within these sections. Despite the 'high' impact rating for this as a result of the assessment methodology, the consenting design has limited the impact to only a few properties and the distances required to be travelled in order to turn right are quite short as described below.

U-turns will be permitted at Diorella and Hollyford Drive signalised intersections, enabling those residing between these intersections the ability to only travel a short distance in order to turn right. For those properties on the southern side of Redoubt Road between Diorella Drive and the SH1 off-ramp (an estimated four properties including the St Johns Redoubt reserve and the LDS church), a right turn can be achieved via the northbound-on ramp turn bay, approximately 350m away. The entrance to the LDS Church is already marked as left-in left-out only so there is no change to their access. Those on the northern side can u-turn at Diorella Drive. Over time the severity of this impact will reduce as people become accustomed to the new road layout.

For properties along the corridor where there is no median barrier proposed, in particular the urban section of Redoubt Road from Hollyford Drive east to Hilltop Road, the additional lanes of traffic will mean right turn movements out of these properties will require crossing additional lanes of traffic than currently. Several residents on the northern side of Redoubt Road between Hollyford Drive and Goodwood Avenue noted it is already challenging to make a right turn movement from their properties, especially with traffic queueing at the traffic signals at Hollyford Drive. Signalisation of Goodwood Drive will provide an opportunity for these residents to turn left then make a u-turn at the Goodwood Drive intersection.

Access to TPEC will be provided via an improved driveway which will include wide shoulder tapers to enable slow vehicles (i.e. those towing/transporting horses) to slow down before entering the site and accelerate before entering the traffic lane when exiting. Right turning into and out of the property will be facilitated via the flush median.

The rural section of Mill Road from the Mill Road/Redoubt Road roundabout to the Alfriston roundabout will have a wire-rope barrier preventing right turn movements from properties. Within this section there are three driveways affected which collectively provide access to approximately seven properties including the Assembly of God Church and Buddhist Temple. These three driveways are to be combined into one single access with a gap in the wire-rope barrier and a right-turn facility to enable full access for these properties.

Polo Prince Drive currently intersects with Mill Road and to maintain the same level of access a T-intersection will be provided on the new Mill Road enabling the same full movements.

There are other locations where existing direct access to Murphys Road or Redoubt Road is being re-routed, however there are no restrictions on movements from these re-routed connections which are 100-200m long.

There are three gated 'farm' accesses to Tōtara Park – the first located at approximately 122 Redoubt Road, the second opposite 200 Redoubt Road to access the cattle yards and container storage, and the third opposite 208 Redoubt Road near the radio tower. While not public accesses, these are used for a range of purposes, including for the grazier, park management activities (including regular Mountain Bike Trail maintenance) and emergency access. The first and third access points are to be maintained and an internal connection provided between the first access point and the cattle yard and container storage within the Park, providing access to these park facilities and enabling the closure of the second access point.

The Assessment of Transport Effects (refer to Appendix C10 of the SAR) provides further information about the impacts of changes to property access.

Table 4-6: Priority negative social impacts during the operation phase

Impact category and impact	Location		Affected parties					Potential level of impact
	Urban	Rural	Residents	Community services	Recreation	Cultural	Commercial	
Impacts on way of life								
Increased travel time and/or distance for people exiting private properties or facilities where the only permitted movement is left-in left-out, especially between the western end of Redoubt Road and Hollyford Drive.	✓	✓	✓	N/A	✓	N/A	N/A	High
Increased travel time and/or distance for people exiting private properties or facilities with a right hand turn across 4 lanes of traffic - especially where they choose to turn left then u-turn.	✓	✓	✓	N/A	✓	N/A	N/A	High

4.3.3. Management measures and residual impacts

The operational impacts represent the new baseline condition. Over time the severity of these impacts is expected to reduce as people become accustomed to the new road layout. The ongoing presence of the road and its associated functions are considered permanent features of the environment. Any mitigation of potential impacts during operation have been considered as part of the design of the Project and incorporated into the consenting design where appropriate (e.g. the provision of turnaround facilities).

Any mitigation of potential impacts during operation have been considered as part of the design of the Project and incorporated into the consenting design where appropriate (e.g. the provision of turnaround facilities).

4.4. Impacts on Social Equity and Inter-Generational Equality

The Project's costs and benefits are unevenly distributed. People living on or beside the designation will face greater construction disruption, including noise, dust and temporary access changes, while wider southern Auckland communities are expected to gain improved travel reliability, reduced congestion and safer journeys once operational.

Equity of access is addressed through bus lanes and continuous walking and cycling links, supporting non-drivers, young people, older adults and disabled people so benefits are not limited to private vehicle users. Communities with higher deprivation, particularly Clover Park, are more vulnerable to severance and construction effects. Temporary traffic management, especially between SH1 and Hollyford Drive will need careful planning, clear communication and accessible engagement to avoid inequitable outcomes.

Engagement activities have included community drop-ins, outreach to directly affected and adjacent owners, selected schools and community facilities, and targeted meetings with local boards and Tōtara Park users, enabling those most impacted to shape decisions.

Employment and training during construction can also improve equitable access to economic benefits in higher-unemployment areas.

The Project responds to growth in South Auckland and aims to provide a resilient corridor for decades, with bus lanes, active-mode connections and wider network integration broadening transport choice, helping avoid future car dependency, and strengthening accessibility and resilience.

5. CONCLUSION

The Project identifies a wide range of positive and negative social impacts across the planning, construction, and operational phases. The social baseline shows that the affected communities have experienced significant growth and change since the 2014 SIA, particularly in Flat Bush and Ormiston, resulting in more diverse, denser, and economically varied populations. This updated social context means the Project will interact with a larger and more complex social environment.

Key positive impacts include improved transport access, increased safety for all users, better connectivity across southern Auckland, and the integration of bus lanes and active mode facilities (via shared paths) that will enhance equity by benefiting non-car households, young people, and the elderly. Construction will also generate local employment and training opportunities. The potential negative impacts are primarily concentrated during the planning and construction phases, with property acquisition, community severance, noise, dust, and traffic disruption creating stress, loss of amenity, and reduced social cohesion, particularly for directly affected residents and community facilities such as Alfriston School, users of Tōtara Park, and places of worship.

The Project raises important equity considerations, as costs and benefits are not evenly distributed. More vulnerable communities, being those in higher-deprivation areas or directly adjacent to the corridor will bear greater disruption during construction, while broader southern Auckland communities will enjoy long-term transport benefits. Intergenerational equity is addressed through the provision of resilient infrastructure that responds to future growth and climate challenges, ensuring benefits endure for future generations.

While some adverse effects, particularly during planning and construction, are significant for individuals and specific community groups, these are temporary and can be appropriately managed through implementation of robust engagement, communication, and targeted mitigation which is embedded within proposed management plans and recommendations within this SIA. Once operational, the Project will permanently alter the social environment and no further mitigation of operational effects is possible as they form the existing environment.

Overall, the Mill Road Stage 1 Project is expected to deliver enduring social benefits in the form of safer and more reliable travel and enhanced access to services.

APPENDIX A STATEMENT OF QUALIFICATIONS AND EXPERIENCE AND CODE OF CONDUCT

A statement of relevant qualifications and experience of those who have contributed to this SIA is provided below.

Although this matter is not before the Environment Court, all authors confirm that they have read the Code of Conduct for Expert Witnesses as contained in Section 9 of the Environment Court Practice Note 2023. They also confirm that they have complied with that Code of Conduct in the preparation of this report. The authors are satisfied that the matters which are addressed in this assessment are within their area of expertise. They have not omitted to consider material facts known to them that might alter or detract from the opinions they express.

Julie Boucher

Experience

My full name is Julie Boucher, I am a Director of Just Add Lime Ltd and a Community Engagement and Social Impact Assessment (SIA) specialist with formal qualifications and over 25 years' experience in Engagement, Project Management and Environmental Planning in New Zealand and Australia.

For the past almost 12 years, I have specialised in Social Impact Assessment and community engagement undertaking social impact assessment and management for various sector engaging with landholders, community members and key stakeholders.

I have contributed to, led, or reviewed over 20 SIAs for major government and private sector projects in Queensland, New South Wales, and the Northern Territory in Australia, and across New Zealand. This includes a range of state or nationally significant projects in the transport, resources, energy, aquaculture, and land development sectors. I have prepared evidence and appeared at regulatory hearings in New Zealand as a SIA Technical Specialist and Expert Witness, both in Council hearings and the Environment Court.

I am also one of only three NZ based licensed IAP2 Trainers, delivering training to engagement practitioners across New Zealand and Australia, both in classroom and online. I am also one of only four Certified Environmental Practitioners in SIA in Australasia and one of two in New Zealand. I am a member of the SEAC that developed the SIA Certification Scheme and regularly sit on interview panels for those applying for certification.

Working across a number of jurisdictions in Australia and in New Zealand, I am familiar with various agency standards and guidelines. I understand considerations in project development and delivery and successfully work alongside technical teams, stakeholder and communications specialists, and with the public including community groups, business and industry representatives, utilities companies, local residents' groups and schools to achieve project outcomes.

Relevant qualifications and professional memberships

- Post Graduate Diploma, Resources and Environmental Planning
- Masters of Social Science (Geography)
- Full member, New Zealand Planning Institute (MNZPI)
- Certified Environment Practitioner Social Impact Assessment (CEnvP SIA)
- IAP2 Certificate of Public Participation
- Member Environment Institute of Australia and New Zealand (EIANZ)
- Engagement Institute Licensed Trainer delivering IAP2 training
- Member, International Association for Public Participation (IAP2)
- Member, SIA Specialist Environmental Advisory Committee, CEnvP Scheme

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Julie Boucher

August 2026

Jo Healy

Experience

My full name Joanne (Jo) Patricia Healy. I am a Senior Associate at Beca Limited with over five years professional experience in social impact assessment and consultation and over 15 years' professional experience as an Occupational Therapist, primarily in mental health (hospitals, crisis team and community) and working with vulnerable youth and adults with complex needs (including those who were without secure housing). This work included liaising with community providers of accommodation and respite facilities.

My relevant experience includes preparing and being the Lead Author for various Social Impact Assessments for infrastructure, social service and land use matters including:

- Southern Rail Stations Notice of Requirement and Resource Consent (Lead Author) - Auckland, KiwiRail (for Te Tupu Ngātahi (Supporting Growth Alliance)) (Fast Track Application)).
- Queenstown Arterials Notice of Requirement (Lead Author), for Queenstown Lakes District Council (Fast Track Consent Process – including developing conditions and responding to panel queries).
- The change in designated use for the establishment of a Youth Justice facility at the existing Whakatakapokai site (co-author), for Oranga Tamariki.
- Resource consent application to establish a rehabilitative and reintegrative residential accommodation programme within an existing property in a residential zone within Christchurch (co-author) for Ara Poutama.

Relevant qualifications and professional memberships

- Bachelor of Science (First Class Honours) in Geography from the University of Auckland
- Bachelor of Health Science in Occupational Therapy from the Auckland Institute of Technology
- Member of the International Association of Public Participation (IAP2) and undertaken the IAP2 Certificate Programme in Public Participation

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Jo Healy

August 2026

Corrine Marti

Experience

My full name is Corrine Marti. I am a Senior Associate Social Outcomes consultant at Beca Limited with over 10 years' of experience in social impact assessment, consultation and engagement and social research in New Zealand and the United Kingdom. My expertise is in undertaking Social Impact Assessments for major infrastructure projects across the transport, water and energy sectors. I have been an expert witness in Council hearings in New Zealand.

My relevant recent experience in the transport infrastructure sector includes:

- Social impact and equity analysis for the Waitematā Harbour Connections Project.
- Lead author of people and communities' assessment for the Morpeth to Ellingham A1 Highway Improvements Project to support Development Consent Order (equivalent of a resource consent) as the project is a Nationally Significant Infrastructure Project in the UK.
- Socio-economic and community analysis for the South-East Wales Transport Commission who were looking at options to alleviate congestion on the M4 motorway. This included the quantitative and qualitative analysis of the study area utilising social and economic benefit indicators.
- Equality Impact Assessment for Heathrow Third Runway Expansion. This included social research, community and stakeholder engagement and inputs into optioneering processes.

Relevant qualifications and professional memberships

- Masters of Interdisciplinary Design for the Built Environment (social impact focus)
- Bachelor of Laws (Hons)
- Bachelor of Science (Geography)
- Associate Member Royal Town Planning Institute

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Corrine Marti

August 2026