

Social Impact Assessment

27 June 2008

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Social Impact Assessment of Project Star

Prepared for Sydney Harbour Casino
Properties Pty Ltd

80 Pyrmont Street
Pyrmont NSW 2009
27 June 2008

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Executive Summary

This Social Impact Assessment (SIA) report has been prepared for Sydney Harbour Casino Properties Pty Ltd. It assesses the potential social impacts of the proposed redevelopment of the Star City Casino complex in Pyrmont (Project Star), and makes recommendations about mitigating and enhancing the impacts on the local community and broader Sydney.

The Project Star application will seek approval for:

- a new 309 room hotel with ancillary lower level retail, gambling and conference facilities on the currently vacant 'Switching Station' site
- approximately 500 additional basement car parking spaces to be accessed via the existing Casino car park
- redevelopment of the retail arcade through the ground floor level of the building, linking Pyrmont Bay Park to the intersection of Union and Pyrmont Streets
- the redevelopment of the eastern (Pirrama Road) portion of the Casino building currently occupied by large external stairs to contain additional restaurants, retail outlets, gaming space, other entertainment and tourist related facilities and a driveway providing a new vehicle drop-off to the Casino
- works on the exterior of the existing buildings to enhance their external appearance and function.

Methodology

The following tasks were undertaken in the preparation of this report:

- Review of key literature on social impact assessment
- Collection and analysis of demographic information for the locality
- Site inspection on 11 June 2008
- Review of the development concept design proposal
- Consultation with key stakeholders from NSW Police, Sydney City Council, local community organisations, social welfare groups, Casino patrons, neighbouring residents and business owners
- Review of Star City data and relevant planning reports
- Analysis and reporting.

Key findings of the SIA

The purpose of identifying potential impacts on social wellbeing at this point is to enable concerns to be addressed effectively during the formal assessment process.

The major areas of consideration in relation to social impacts are as follows:

- Crime and safety
- Traffic management and pedestrian safety and access
- Competition and construction impact on commercial and retail business
- Responsible environmental management
- Local residential amenity

- Provision of adequate support services for problem gamblers and drug and alcohol abuse.

Suggested mitigation and community benefit measures

The following initiatives are put forward for consideration in order of priority as social benefit contributions to residents and businesses of Pymont, in response to the proposed upgrade and expansion of the Star City Casino. They are consistent with Council's vision for Pymont and reflect the aspirations of local community members. These have not been endorsed by Star City Casino and would each need to be considered on their merit at the appropriate time.

- Provision of local and accessible meeting space which could be hired by community groups, or
- Provision or support for further childcare facilities in the area, which could also benefit Casino staff, or
- Assistance with the provision of an affordable and active recreational venue such as a climbing gym and children's play centre to cater for the population of children and young people in the area, or
- A community workshop or 'shed' where residents could meet to participate in hobbies, exchange or rent out tools and meet like-minded individuals who may be able to share skills, or
- Funding and in-kind support for support services such as counselling for problem gambling and alcohol abuse that caters to CALD communities.

1 Introduction

The Urbis Social Planning and Research Team has been engaged by Sydney Harbour Casino Properties Pty Ltd to conduct an assessment of social impacts that may be generated by 'Project Star'; the proposed upgrade and extension of Star City Casino premises. The social impact assessment (SIA) has sought feedback from stakeholders early on in the process, to enable concerns and suggestions to inform the final proposal.

This report is informed by a series of planning studies undertaken for the Project Star proposal, the results of key stakeholder meetings, and review of the final plans.

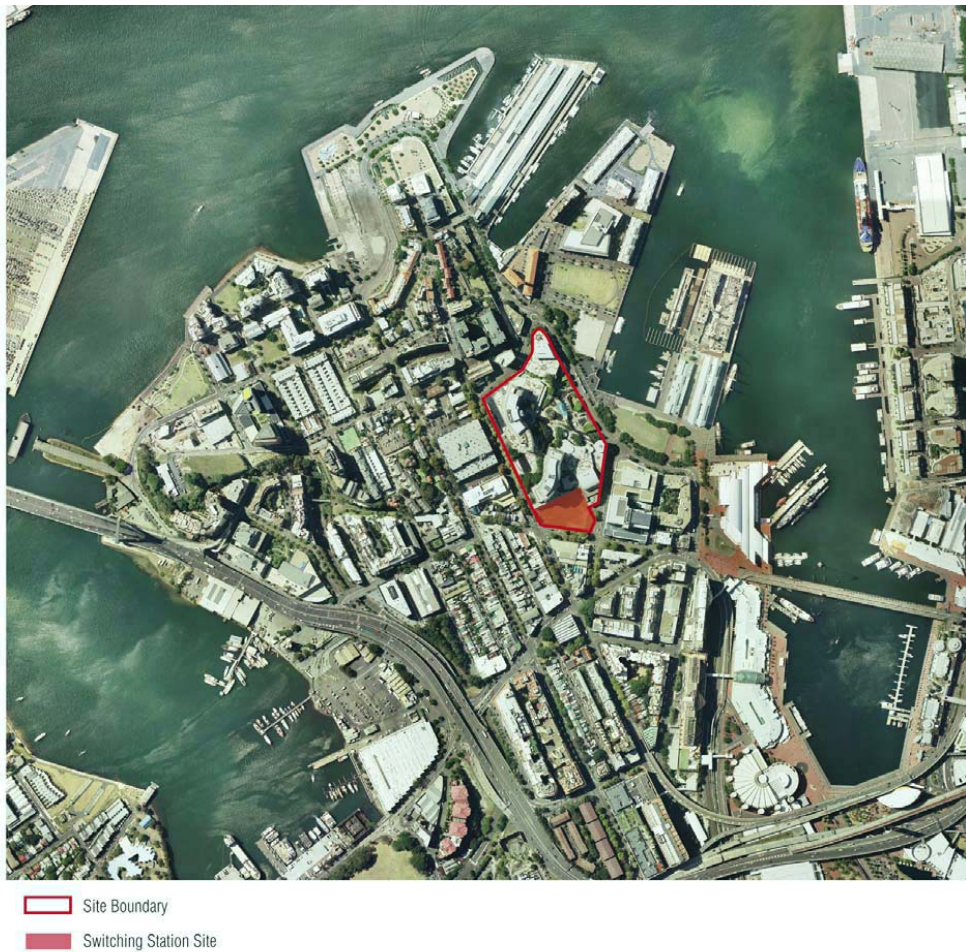
1.1 The Site

The Star City Casino site is located in the Sydney City Local Government Area, in the suburb of Pyrmont. The site is comprised of the irregularly proportioned street block bounded by Edward Street, Pyrmont Street, Union Street, Pirrama Road and Jones Bay Road.

The site accommodates the existing Star City Casino as well as the Light Rail (LR) line, bus interchange, and the Casino LR station within the Casino building near the Pirrama Road frontage.

The Casino is located in a major tourism precinct close to Darling Harbour and the Sydney Central Business District, and is itself a significant tourist facility. The immediate context of the site is highly varied in terms of land use and built form and includes high density residential, new buildings and refurbished former maritime and industrial buildings, landscaped foreshore parks, mixed retail and commercial high rise, remnant heritage hotels and heritage listed terrace houses.

Picture 1 – The locality



1.2 Proposed Development

The proposal is for:

- a new 309 room hotel with ancillary lower level retail, gambling and conference facilities on the currently vacant 'Switching Station' site
- approximately 500 additional basement car parking spaces to be accessed via the existing Casino car park
- redevelopment of the retail arcade through the ground floor level of the building, linking Pymont Bay Park to the intersection of Union and Pymont Streets
- the redevelopment of the eastern (Pirrama Road) portion of the Casino building currently occupied by large external stairs to contain additional restaurants, retail outlets, gaming space, other entertainment and tourist related facilities and a driveway providing a new vehicle drop-off to the Casino
- works on the exterior of the existing buildings to enhance their external appearance and function.

2 Review of relevant documents

An SIA is a specialist study undertaken to identify and analyse key social impacts associated with a particular development proposal. It does not investigate broad perspectives, but is focused on the particular identification and reporting of impacts associated with a specific proposal. An SIA involves a detailed and independent study to outline impacts, identify mitigation measures and recommendations in accordance with professional standards and statutory obligations.

SIA is an applied interdisciplinary field that has emerged from within the social sciences. It is an approach to understanding and assessing the impacts of change on individuals, families, communities and society. A definition of Social Impact Assessment (SIA) offered by Frank Vanclay in his role on the International Association for Impact Assessment stated that:

"SIA is a research and analytical process that identifies how a particular project, intervention or development impacts or changes people's way of life, their culture (shared beliefs, customs and values) or community (its cohesion, stability, character, services and facilities)."

2.1 City of Sydney Social and Urban Planning Documents

2.1.1 SIA in the City of Sydney

The City of Sydney Development Control Plan (DCP) details the social planning design criteria (referred to in *South Sydney DCP 1997: Urban Design*)¹ that must be adhered to for developments where the City of Sydney is the consent authority. The City of Sydney has a responsibility under the Local Government Act to conduct social planning in a way that ensures appropriate facilities and services are provided for the current and future needs of the community. Similarly, Section 79c of the Environmental Planning and Assessment Act requires Council to consider the social and economic impacts of a development in the locality and the public interest. While the City of Sydney has not produced any guidelines for conducting a social impact assessment, a social impact assessment is required for development proposals where there is likely to be a potential impact on the well being of the community. The aims of the social impact assessment outlined in 'Social Planning Design Criteria' DCP and which are of relevance to the Star City Casino upgrade include consideration of:

- Accessibility
- Community infrastructure
- Cultural diversity
- Economic, health and security considerations
- Cumulative impacts and trade-offs.

2.1.2 Connecting People, Building Communities Social Plan 2006-2010

The City of Sydney's *Connecting People, Building Communities: Social Plan 2006-2010* provides clear context for any consideration of a social benefit contribution by Star City. The Plan seeks to support local communities and encourages the development of community facilities as joint ventures with key stakeholders. The Social Plan seeks to ensure that affordable and accessible community facilities are provided across the City at a local level thereby enhancing the feeling of local villages with distinctive characteristics.

¹ The City of Sydney currently operates under four different sets of planning controls due to the amalgamation and boundary changes that took place in 2003/04. This includes the DCPs and LEPs from Central Sydney, South Sydney and Leichhardt.

2.1.3 2007 Local Action Plan – City West

The Local Action Plan for the City West zone, covering Ultimo and Pyrmont, was developed following extensive community consultation to identify the hopes, ideals and needs of local residents and businesses. As a result, Council have developed a framework for implementing the actions that reflect the community's values and aspirations.

The qualities valued by the Pyrmont and Ultimo community included:

- Proximity to the city
- Closeness to the harbour
- Variety of housing
- Community atmosphere
- Trees and parks.

The following is a brief summary of Council's Action Plan for Pyrmont and Ultimo in addressing some of the requests made by the community. We have identified those actions that are of significant relevance to the Star City Casino redevelopment project in terms of potential social impacts including safety, traffic and pedestrian access and lighting.

Table 1 – Local Action Plan – City West

Community Request	Action	Timing	Comment
Improving the lighting of footpaths to encourage safe pedestrian activity	<ul style="list-style-type: none"> • Develop implementation plan for Council's Exterior Lighting Strategy 	<ul style="list-style-type: none"> • Short- med term • Underway 	<ul style="list-style-type: none"> • A new "green street light project" is soon to be trialled in the Glebe area to improve lighting levels and higher environmental standards. The trial will be monitored and considered for future use in Ultimo and Pyrmont.
A neighbourhood-wide safety plan and program	<ul style="list-style-type: none"> • Pursue elements of Pyrmont Infrastructure Review on safe design. 	<ul style="list-style-type: none"> • Short term • Underway 	<ul style="list-style-type: none"> • Council will work with the local community to identify critical issues and implement a range of strategies for improving community safety.
Improving amenity, safety and security for Pyrmont and Ultimo's neighbourhood street parks	<ul style="list-style-type: none"> • Undertake cyclic safety audits to identify community safety issues such as lighting, visual obstructions, traffic hazards and access. All issues identified are to be addressed through existing programs and services. • Public safety design principles are to be applied in public domain upgrades. • Implement Council's revised alcohol free zone policy adopted in 2006. • Develop implementation plan for Council's Exterior Lighting Strategy adopted in 2005. 	<ul style="list-style-type: none"> • Short, medium and long term 	<ul style="list-style-type: none"> • The City will continue to consult the community and the police to identify "hot spots" for improved safety. Star City will cooperate with the Council on any safety initiatives.
Improving the relationship with Star City Casino and its	<ul style="list-style-type: none"> • Develop partnership approach and advocate for changes to improve community interface 	<ul style="list-style-type: none"> • Short term 	<ul style="list-style-type: none"> • Star City already has a good relationship with local community and business

impacts on the local area			groups. Council to form an advisory group to investigate issues and remedies. Community groups to be represented along with Star City management.
Look at traffic calming, traffic speeds, truck routes, cycle links and pedestrian links, public transport and light rail planning for the area	<ul style="list-style-type: none"> Implement relevant projects from the Pymont Infrastructure Review as resolved by Council 	<ul style="list-style-type: none"> Medium term 	<ul style="list-style-type: none"> November 2005 Council resolved to implement a number of the recommended projects in the Infrastructure Review as part of the Local Action Plan and other relevant programs. Council will consider the planning needs of Pymont and Ultimo as part of the City-wide Cycle Strategy and Integrated Transport Strategy now underway.
Review the Casino's parking controls to improve residential amenity	<ul style="list-style-type: none"> Increase parking enforcement on busy nights at the <u>Casino</u> 	<ul style="list-style-type: none"> Short to medium term 	<ul style="list-style-type: none"> Council will ensure Star City management adhere to parking controls and consider resident parking scheme. Enforcement blitzes are carried out on Friday and Saturday night between 9.00pm and 5.00am in entertainment precincts. <p>Star City encourages patrons and staff to use designated car parks in the area – including Harbourside car park – rather than using local streets</p>
Re-introduce the 888 bus to Star City to take pressure off regular bus services	<ul style="list-style-type: none"> Advocate for improved State Transit Authority bus services 	<ul style="list-style-type: none"> Short to medium term 	<ul style="list-style-type: none"> Community transport services are also under review Supported by Star City.

2.1.4 Safe City Strategy 2007-2012

The Safe City Strategy 2007-2012 provides an overarching framework to guide the City of Sydney and its partners in dealing with crime and safety issues affecting the LGA. The City of Sydney has a higher than average incidence of crime due to its transient population as its daily workforce and visitors are not taken into account in official crime data.

The key objectives of the Strategy are to:

1. Reduce crime and anti-social behaviour
2. Tackle complex crime and safety issues in areas of public housing
3. Improve the look and feel of our built environment
4. Deliver primary prevention and early intervention initiatives
5. Target risk factors associated with offending behaviours
6. Strengthen communities and increase opportunities for people to engage in legitimate activities
7. Advocate to higher levels of Government for more resources aimed at crime prevention.

Objective number three - *improve the look and feel of our built environment*, forms the basis for any consideration of the safety and social impacts associated with the Star City Casino upgrade. In particular, good urban design, ongoing CPTED Protocol Referral with NSW Police, extending the CCTV Street Safety Camera Network, initiating community safety audits, rapid graffiti removal, delivering high quality cleansing services, improved street lighting and the reactivation of laneways and public parks are principal facets to achieving a safer city.

The Star City Casino upgrade will need to take into consideration both Crime Prevention Through Environmental Design (CPTED) protocol and improved street lighting (detailed in the Exterior Lighting Strategy) which focuses on lighting for pedestrian safety and the introduction of closed circuit video surveillance.

The City's approach to urban design is based on the principles of Crime Prevention Through Environmental Design (CPTED) which provide guidelines for Council both when planning its own developments and when considering private development applications. A key component of the guidelines is the notification of relevant development applications to NSW Police Local Area Commands in the Council area. In this way Police can provide comment on the development from a crime prevention perspective prior to the application being considered by Council.

Similarly, street lighting is an integral part of enhancing feelings of safety and attracting people to a site thus promoting an overall safer environment through natural surveillance and reducing feelings of fear.

2.1.5 Exterior Lighting Strategy

The Exterior Lighting Strategy sets the basic objectives, strategies and standards for lighting of the public domain for the City of Sydney. The strategy highlights the importance of adequate lighting levels as a key crime prevention measure. The need for a higher level of pedestrian safety and the desire to improve the quality of the pedestrian environment at night has formed the basis of the upgrading of standards for public and pedestrian areas in the LGA.

Street lighting and lighting of public and pedestrian spaces will require consideration in relation to the design features of the Star City Casino upgrade (e.g. the basement car park, driveway and general access points).

The minimum standard required for the lighting of all public and pedestrian areas, including footpaths on streets, is to comply with the new Australian Standard AS/NZS 1158 3.1:1999 Pedestrian Area (Category P) Lighting.

3 Demographic Profile

This section provides a brief summary of the key social and demographic characteristics of Pyrmont and the neighbouring suburb of Ultimo against Sydney metropolitan area and Sydney LGA as a whole. Data has been derived from the 2006 ABS Census Community Profile.

Pyrmont and Ultimo were once industrial precincts of the inner west part of Sydney and a vital component of Sydney's waterfront. Today, this area is a mixed use area, with industrial, entertainment and increasing residential land uses due to redevelopment and has come to accommodate inner Sydney's new social profile of incoming young professionals, university and TAFE students, and a large number of Chinese born residents. Other significant trends in Pyrmont and Ultimo include:

- population density 10 times greater than the average for the Sydney Metropolitan area
- young professionals account for nearly half the population
- 8.5% of residents are Chinese born
- 60% of residents are couple families without children
- most residents rent privately
- 8.4% of housing in Pyrmont and 10.4% in Ultimo is classified as public housing
- many residents are university or TAFE students
- most common occupations of graduates are property and business services
- higher than average number of residents work casually in the hospitality industry
- approximately one third of residents walk to work
- higher than average proportion of single young men (aged 25-34 years).

3.1 Population and Age Profile

There are a total of 11,088 persons residing in Pyrmont. The population is forecast to grow by approximately 14% to 12,648 persons by 2021.

Table 2 – Age Distribution of residents in Pyrmont, Ultimo and Sydney CBD, Census 2006

Characteristics	Pyrmont	Ultimo	Ultimo/Pyrmont Combined	Sydney LGA	Sydney Metropolitan area
Age Distribution					
Aged 0-4	3.8%	2.3%	3.3%	3.3%	6.6%
Aged 5-9	2.2%	2.0%	2.1%	2.0%	6.4%
Aged 10-14	1.5%	1.8%	1.6%	1.9%	6.4%
Aged 15-19	3.4%	5.7%	4.2%	4.2%	6.5%
Aged 20-29	34.8%	45.1%	38.2%	30.2%	15.1%
Aged 30-44	31.9%	24.5%	29.4%	31.0%	23.6%
Aged 45-59	14.4%	10.9%	13.2%	15.8%	19.2%

Aged 60+	8.0%	7.7%	7.9%	11.6%	16.2%
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- Proportion of children aged 0-19 living in the Pyrmont, Ultimo and Sydney CBD areas is less than the for the Sydney metropolitan area.
- Residents in Pyrmont aged between 20-29 years are the largest population group (34.8% of Pyrmont residents), according to the 2006 Census. This figure is substantially higher than the Sydney average of 15.1%.
- The second highest population group in Pyrmont is those aged 30-44 years which is 31.9% of the local population. This is again higher than the Sydney average of 23.6%.
- There is a higher than average number of men (51%) aged 25-34 years who are classified as never married.
- Ultimo residents have a higher proportion of residents in the 20-29 age range than Pyrmont or the Sydney LGA with 45.1% in this age group.

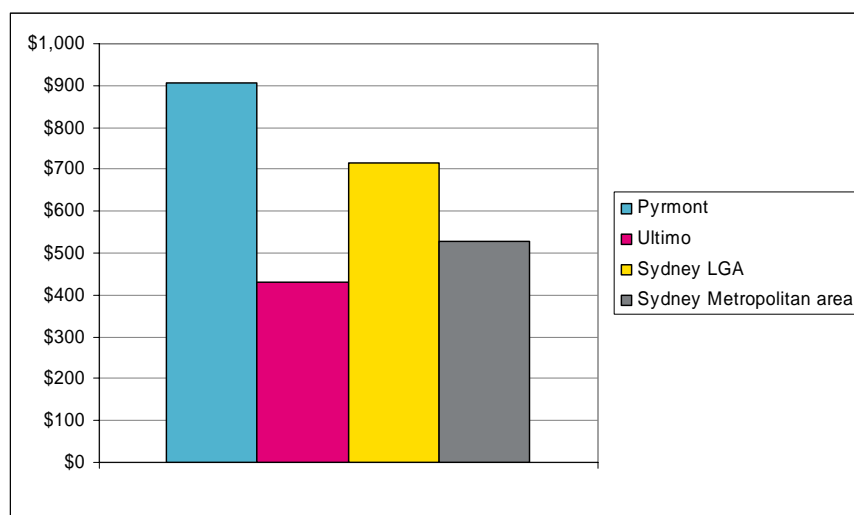
3.2 Income and Affluence

Median individual weekly income for Pyrmont residents is significantly higher at \$905 per week than the Sydney LGA at \$717 per week, neighbouring Ultimo at \$431 per week or the wider Sydney area at \$521 per week.

The same is true for median weekly household income which at \$1,736 is higher than Ultimo (\$938), Sydney LGA (\$1,204) or the Sydney metropolitan area (\$1,176).

Figure 1 – Income level

Source: Australian Bureau of Statistics, 2006 Census



A high proportion of Pyrmont households have internet access compared to residents in Ultimo, Sydney LGA, and the wider Sydney area. 80% of Pyrmont households had access to the internet, 60% in Ultimo, 54% in the Sydney LGA and 67% across the Sydney metropolitan area.

3.3 Housing Characteristics

- Housing types display consistent patterns over the Pyrmont and Ultimo areas and the Sydney LGA. The predominant housing type is flats, units or apartments.

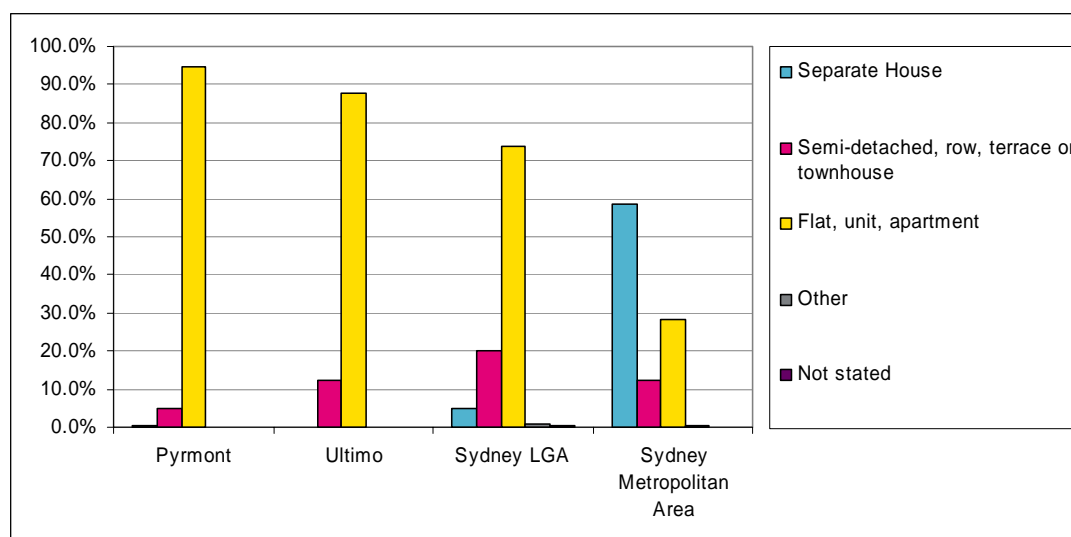
- Terraces, townhouses or semi-detached dwellings are a distant second in terms of housing types.
- According to 2006 Census data, most housing in the Pyrmont area is being rented (45.6%). Dwellings that are either fully owned or being purchased comprise 26% of housing in this area.

In Pyrmont, the majority of rented dwellings (72%) are rented through real estate agents while public housing comprises 8.4% of rented dwellings (or approximately 213 homes). When compared to the proportion of public housing in the Sydney LGA and the wider Sydney region, the proportion of public housing in Pyrmont is relatively low compared to 16.9% across the LGA and 15.6% across the wider Sydney metropolitan area. Public housing forms 10.4% of total rental housing stock in Ultimo.

The Department of Housing considers that there is 'good' integration between public housing and private housing in Pyrmont although there are pockets within Pyrmont/Ultimo/Sydney CBD where public housing is at significantly dense levels.

Figure 2 – Housing characteristics

Source: Australian Bureau of Statistics, 2006 Census



3.4 Employment

- The rate of unemployment in Pyrmont is low at 4.0% compared to 9.3% in Ultimo and 5.3% across the Sydney LGA.
- More than half of Pyrmont residents are employed as professionals or managers (55.5%) in either finance and insurance or scientific and technical services.
- The majority of professionals and managers are aged 25-34 years.

3.5 Summary of Socio-Demographic Profile

- Over 94% of Pyrmont residents live in apartments or units.
- The population of Pyrmont is predominantly young. Residents in Pyrmont aged between 20-29 years are the largest population group (34.8% of Pyrmont residents) according to the 2006 Census. The proportion of residents in this age group has dropped slightly since the 2001 Census which recorded 35.7% in this age range. This figure is substantially higher than the wider Sydney area of 15.1%.

- The second highest population group in Pyrmont is those aged 30-44 years which is 31.9% of the local population. This is also higher than the Sydney average of 23.6%.
- The population of Pyrmont is also predominantly wealthier than for the wider Sydney area.

4 Impacts and Opportunities

4.1 Consultation Activities

The discussion in this section is based on findings from consultation with stakeholders as per the Consultation Plan. Refer to the Consultation Log in Appendix A for detailed responses.

The consultation activities relating to social impacts included:

- Meeting with Crime Prevention Officer, City Central Local Area Command
- Meetings with Community Safety Officer and Social Planner, City of Sydney Council
- Door knocking and hand delivering letters to adjoining residents
- Door knocking and hand delivering letters to onsite and adjoining businesses (including small businesses, retail and larger employers located near the site)
- Telephone interviews with large businesses nearby and adjacent to the site
- Meeting with Star City Casino staff and design team
- Telephone interviews with community groups and facilities
- Telephone calls to welfare and other interest groups
- Display boards in the foyer of the Casino, with a number of avenues for feedback and enquiry
- Star City staff briefing materials and invitation to feedback or enquire further
- Telephone interviews with local childcare centres and preschools
- Walk-up surveys with local workers
- Telephone interviews with peak hospitality and tourism bodies.

4.2 Potential Impacts and Opportunities

The consultation results from the SIA process contain many positive responses from residents, businesses, patrons and other local and regional organisational stakeholders. They include expectations that Project Star will increase custom for local business, improve residents access to convenience retail, provide attractive dining and entertainment options, and revitalise the 'look and feel of the site' and immediate vicinity.

4.2.1 Key Areas for Consideration

The following have emerged as key considerations for Project Star, in terms of potential for social impact. Identification of these concerns is important because it enables them to be mitigated through innovative design solutions or strategic site management from the outset, or, in some circumstances, the proponent may seek to provide a community benefit.

- *Crime and Safety* - while there are no major concerns in relation to levels of crime, safety and security in Pyrmont, the incidence of crime in basement car parking is noteworthy in comparison to on-street and above ground parking. According to Police, the Casino has a comparable incidence of car theft and theft from motor vehicles with to other car parks in the area. While it is understood that this is predominantly a police enforcement issue, there may be potential for innovative design solutions.
- *Commercial and Retail Business* – businesses consulted did not express any significant concern about the development and were largely positive about the refurbishment and extension of the Casino, noting that it 'looks tired'. Some businesses looked favourably upon the Casino upgrade

with an anticipated increase in passing clientele resulting in improved sales/profit. The following were the primary concerns raised during consultation by local business people: potential disruption caused to nearby business during the construction phase; desire for the new retail arcade to host retail offer that is complementary rather than competitive to existing Pymont business; and possible noise impact of vehicles entering/exiting the site and increased traffic during the development phase.

The overall community response to the retail arcade (particularly the dining and bars) was very positive. It was remarked that this might become an entertainment 'laneway' that would appeal to local residents who currently go to Darling Harbour or into the City for wine bars, music and dining (the new liquor licensing laws were expected to contribute to this activation).

- *Amenity for Local Residents* – Although a slimline design has been chosen for the hotel, a few neighbouring residents have raised concerns about the potential for it to overshadow their properties. Other issues that residents would like to be informed about included the perceived need for traffic calming measures; the concern that the demand for parking may increase; the potential for additional noise caused by additional cars entering and exiting the basement car park; and the height of the proposed hotel.
- *Provision of Support Services* – Community and welfare groups want to be reassured that the Casino support services for problem gambling and drug and alcohol abuse will remain adequate.

Residents and businesses were eager to be kept informed of progress, and to have further opportunities to comment on the designs following submission to the Department of Planning.

4.2.2 Stakeholder Suggestions for Mitigation and Community Benefit

The following suggestions were raised during stakeholder consultation in relation to the potential for generation of additional social benefit associated with the Casino's proposal. They are not formal recommendations of this report, but demonstrate the breadth of ideas raised during consultation. These initiatives would need to be considered by the Casino on their merits at the appropriate time.

- There is a perceived need for childcare in the area (refer to the Council's 2005 needs study on childcare in Pymont). Star City already operates a child care facility for local businesses and staff in Ultimo. However support for provision of additional childcare facilities in the future may be of benefit to Casino staff.
- A range of ideas and suggestions were put forward by those seeking access to facilities for community activities. These included using the Casino facilities for meetings, counselling services, sporting activities, seniors' activities and so on.
- It is noted that there are limited conference facilities in Pymont and that the inclusion of a conference centre within or as part of the development would benefit local businesses.
- There was some desire expressed by local residents to expand the convenience retail offer, to complement existing businesses.

5 Suggested Mitigation and Community Benefit Measures

Suggested measures must consider the opportunities and suitability of providing any community benefit contribution either on or offsite at a suitably convenient location. The following initiatives are put forward for consideration in order of priority as social benefit contributions to residents and businesses of Pymont in response to the proposed upgrade and expansion of the Star City Casino. They are consistent with Council's vision for Pymont and reflect the aspirations of local community members. These have not been endorsed by Star City Casino and would each need to be considered on their merit at the appropriate time.

- Provision of local and accessible meeting space which could be hired by community groups, or
- Provision of, or support for additional child care facilities in the area, or
- Assistance with the provision of affordable and active recreational venue such as a climbing gym and children's play centre to cater for the population of children and young people in the area, or
- A community workshop or 'shed' where residents could meet to participate in hobbies, exchange or rent out tools and meet like-minded individuals who may be able to share skills, or
- Funding and in-kind support for support services such as counselling for problem gambling and alcohol abuse that caters to CALD communities.

6 Conclusion

Sydney Harbour Casino Properties Pty Ltd engaged Urbis to undertake a social impact assessment to identify potential impacts of the Project Star proposal on the local community.

The key areas of consideration in relation to social impact that were explored in this report include crime and safety, traffic and pedestrian access, commercial and retail business and amenity for local residents.

Urbis also investigated possible contributions to the community as part of the proposed development at the Casino site in Pyrmont. The purpose of this report has been to examine the social and policy context related to the amenity and infrastructure needs and interests of the Pyrmont community. Residents clearly enjoy living in Pyrmont, although acknowledge a lack of infrastructure to support the level of development that has taken place in recent years.

Suggested mitigation or community benefit measures are included which are consistent with the vision and objectives presented in policy documents reviewed, and feedback from stakeholders. Pyrmont is home to residents looking for the benefits of a neighbourhood offering a high quality of life close to the City and harbour. The Casino is located within this local neighbourhood environment and is a significant generator of traffic movement and parking which often impacts on local residents. As a destination for significant numbers of visitors annually, it is clear that the Casino needs to continue to involve itself with its local context and environment in order to minimise or offset any negative impacts from its operations. As a responsible member of the community the Casino needs to engage in ongoing dialogue and actively contribute to its environment and local amenity. The mitigation measures and community contributions suggested in this report could offer tangible benefits to residents and businesses in Pyrmont, Ultimo and the Sydney CBD. These would need to be considered by the Casino on their merits at the appropriate time.

Appendix A Consultation Log

A.1 Project Star Consultation Log: 27 June 2008

Stakeholders	Engagement strategy	Status	Date of Consultation
TARGETED CONSULTATION - TIER ONE			
Minister for Planning	Ongoing, telephone, meetings	Meeting was conducted with the Minister, his advisors and the Department of Planning	30 January 2008
Department of Planning	Ongoing, telephone, meetings	Urbis (Urban Planning)	Ongoing
Sydney Harbour Foreshore Authority	Meeting	Tabcorp and Urbis	26 June 2008

Consultation: Sydney Harbour Foreshore Authority
Representatives from Tabcorp, APP and Urbis

Tabcorp briefed the meeting on the Project Star proposal, emphasising the following:

- Interactivity with the street
- Interest in contributing to public domain improvements adjoining the site, including lighting and upgrade
- The benefits to tourists, patrons and locals of upgraded and extended facilities
- Support of public transport options
- Orientation toward the harbour
- The market demand for upscale accommodation in the area
- Emphasis on family entertainment

It was also noted that the construction period is anticipated to take approximately 2 years, and that Star City would remain operational during that period.

The response from SHFA was positive. They remarked that the design was 'very clever', and that it was well resolved and 'time for a change as it has been at least ten years'. It was agreed that Tabcorp would meet with SHFA again to discuss the proposal in more detail once it is submitted.

Roads and Traffic Authority	Ongoing, telephone, meetings	ARUP met with the RTA to discuss the proposal	18 June 2008
Tanya Plibersek, Federal MP	Letter and phone call to offer meeting	Ms Plibersek's Office has been called, and a letter sent	10 June 2008
Clover Moore, State MP	Letter and phone call to offer meeting	Cr Moore's Officer was called to propose a meeting, and a follow-up email was sent. Meeting to be held 4 July 2008.	10 June – telephone and email sent 4 July – meeting scheduled

City of Sydney Council	Meeting	Urbis met with City of Sydney Community Development Staff	11 June 2008 - meeting with Officers <i>Presentation to Councillors postponed until meeting with the Lord Mayor has taken place.</i>
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Consultation: City of Sydney Council Staff

Meeting to discuss potential social impacts, appropriate mitigation measures, and community benefits of Project Star.

Attendees: Tara Day (Social Planner, City of Sydney), John Maynard (Community Safety Officer, City of Sydney), Jackie Ohlin (Urbis), Zoe Cox (Urbis).

Urbis briefed Council staff on the Project Star proposal and showed them the most recent set of plans. Urbis invited questions or comments on the Plans, and asked Council staff specifically about community safety and anticipated social impacts and benefits of such a development.

The following questions were raised in relation to the proposal, and were answered wherever possible:

- What are the expected hours of access for the retail arcade and pathway through the site?
- How do most people get to and from the Casino?
- Is there CCTV in the basement car park at present? Is it anticipated that there will be CC-TV surveillance in the additional area?
- Will the sightlines in the retail arcade be sufficient for people in terms of safety and wayfinding?
- How are smokers being accommodated in the main complex? There is likely to be a higher than average proportion of CALD patrons that are smokers.

The following points were raised during the discussion in relation to community safety:

- No significant crime trends in the Pyrmont area.
- No particular crime and safety issues in Pyrmont Park.
- Physical accessibility will be an important consideration.
- There should be CCTV covering the back of house entry/exit of the Lyric Theatre (Edward St) if there isn't already.
- There is the occasional assault in the surrounding streets, and quite a few incidents of thefts from cars, but this is common across the LGA.
- The incidence of crime in basement car parking is significant in comparison to on-street and above ground parking – it would be good to look at mitigating measures.
- The new retail arcade may draw skateboarders if it is open 24 hours, and may create conflicts with pedestrians/diners etc.
- Robust materials will need to be used in the retail arcade to accommodate 24 hour 'wear and tear' and significant pedestrian thoroughfare.
- The additional car spaces may be an issue in relation to the queuing to get in and out of the site - car park entry/exit points may be an issue.
- Bear in mind that signage has to be very clear in relation to warning people not to leave their valuables in their cars.

The following points were raised during the discussion in relation to community impact/benefits:

- There is a significant need for childcare in the area (refer to the Council's 2005 needs study on childcare in Pyrmont) – it was also noted that the Casino's own childcare centre that caters for staff families is at capacity, and it would be good to supplement that offer
- Community space (multi-purpose) would be much appreciated (this has been relayed to the Council by two local organisations – the Council of Ultimo and Pyrmont Association (CUPA) and the Pyrmont Progress Inc.
- Perhaps the new sports bar or other spaces within the Casino might be made available to community groups at discounted rates for their activities (e.g. choir, meetings etc)
- Consideration of CALD groups in the local area would be beneficial – Council currently support two organisations that provide counselling to CALD groups. These organisations operate out of the Pyrmont Community Centre.
- Provision of office/retail space for community services/organisations would be well received. A formal assessment of the need for community office space is being conducted at the moment and will be finalised in a few months.
- The Casino gets quite a few seniors visiting (often as part of groups coming from outside the locality) and it might be useful to provide further opportunities for interaction with others in that demographic.
- Would be interested to see the public domain plans.

- In light of the 2030 Strategy, the Council is keen to see environmental concerns incorporated into the planning. Energy efficient lighting and eco-friendly construction materials were noted as examples of ways that the Casino might improve its environmental management credentials.
- The overall response to the retail arcade (particularly the dining and bars) was very positive. It was remarked that this might become an entertainment 'laneway' that could draw local people in their 20s and 30s that currently go to Darling Harbour or into the City for wine bars, music and dining (the new liquor licensing laws were expected to contribute to this activation).
- Talk to Maybank Youth Centre, the Pyrmont Community Centre, and Ray Dehon and Ultimo Community Centre.
- The Council gets regular requests for spaces for music rehearsals, some of which the Casino might consider hosting (there is a space in Newtown that does this very well – the musicians often stay on at the pubs and restaurants adjacent).

Stakeholders	Engagement strategy	Status	Date of Consultation
City Central Local Area Command (LAC)	Interview	Mary Cocurullo and Jackie Ohlin (Urbis) met with Senior Constable Jacob Reeves, Crime Prevention Officer for the City Central Local Area Command to brief him on the Casino's proposal, and to gather his thoughts on community safety considerations/implications of the Casino upgrade.	10 June 2008

Consultation: Local Area Command

The interview elicited the following information:

Star City Casino

Constable Reeves was given the plans of the Star City Casino upgrade to review. In relation to the designs for the redevelopment, his thoughts were:

- Overall, he considered that the design looked fine and that there appeared to be no immediate concern regarding safety and potential crime resulting from the proposed changes
- Based on the number of car related offences occurring in parking stations in Pyrmont, including the Casino car park, Constable Reeves recommended that CC-TV cameras be installed in the extended car park area
- After hours access to the retail arcade was identified as Constable Reeves as a potential 'risk' area for criminal activity such as malicious damage to property (e.g. graffiti) and alcohol related assaults and violence. Constable Reeves recommended that the arcade be closed-off/ locked after hours to avoid unwarranted crime.

In terms of safety and crime related directly to Star City, Constable Reeves noted that the Casino car park was a prime location for car theft and stealing from motor vehicle offences due to the absence of CC TV cameras. The only cameras present within the parking station are at the entry/exit points (boom gates) to the main car park which are not adequate enough to identify the perpetrators of an offence. Interestingly, the valet parking area has a number of CC TV cameras installed throughout the parking station and has a minimal incidence of reported car theft.

Pyrmont

Constable Reeves noted that Pyrmont was not a major crime 'hot spot' and area of concern for their local area command compared to other zones within the City of Sydney LGA. The main local crime issues in Pyrmont included:

- Motor vehicle related theft (including both steal from motor vehicle and car theft)
- Stealing from person (mainly bag snatching).

Stakeholders	Engagement strategy	Status	Date of Consultation
Star City Staff	Distribution of a Frequently Asked Questions Sheet for relevant Staff interacting with the public	Responsibility of Star City – Urbis prepared the sheet	19 June 2008
St Bedes Church	Telephone Interview	Urbis contacted St Bedes Church on 12 June. A message was left and follow-up call to take place on 13 June.	12 June 2008
Adjoining Residents	Letters and door knocking	Urbis delivered letters to adjoining residences. The letters detailed the proposed Casino upgrade and invited questions and feedback from businesses.	11 June 2008

Consultation: Nearby residents and businesses

Approximately 200 letters were distributed to postal addresses in the streets adjoining the Casino premises. The letters invited people to write to, or call Urbis to comment or find out further information on Project Star.

There were 5 emails sent to the starcity@urbis.com.au email address, and 6 calls placed to the 1800 number.

The following views and questions were raised:

- The response to the proposal was largely positive, with the exception of adjoining residents, who were concerned about the amenity impacts (over shadowing, noise and traffic disruption from construction process; increased traffic congestion etc).
- Three callers were business people interested in the new retail offer, and opportunities to be involved in the development. They asked about the size of the retail precinct, the leasing process, the retail mix and how businesses can apply to move into the development.
- Two callers were residents living in close proximity to the Casino. They wanted further information about what the proposal looked like (they were advised to view the display boards in the Casino foyer), and were particularly interested in the height of the hotel, and the length of construction.
- One caller mentioned that years ago they were told that the height of building on the former switching site would not exceed five stories. They were also concerned about the future of Union Square, and the potential for overshadowing.
- One respondent enquired about why the proposal was going to be assessed by the State Government, rather than the local Council. They felt that it meant that their opportunity to comment on the plans would be curtailed.

There was some concern from a couple of adjoining residents about the potential for increased traffic in the streets surrounding the Casino.

Stakeholders	Engagement strategy	Status	Date of Consultation
Adjoining Businesses	Letters	Urbis delivered letters to adjoining businesses, who were invited to comment or contact Urbis for further information.	11 June 2008 – letters distributed 12-13 June 2008 – telephone interviews conducted

Consultation: local business nearby the Casino premises

Urbis delivered letters to adjoining businesses on 11 June 2008 and where possible briefly discussed the proposal with available staff/managers. The letters detailed the proposed Casino upgrade and invited questions and feedback from businesses.

On 12-13 June, Urbis conducted a number of telephone interviews with larger adjoining businesses to inform them of the proposed Casino upgrade and discuss potential social impacts and safety concerns. Comments made by those contacted included:

Energy Australia

The Energy Australia substation is located at Pyrmont and employs approximately 20 people full time. Overall, the respondent had no major concerns about the proposed development other than the potential traffic impact as a result of the hotel facility, in particular traffic around Bridge and Harris Streets which is already a major problem. There was concern that this may impact the electrical operations of the substation as staff could be further delayed in reaching the site/office. The respondent advised conducting a traffic report and making results available to local businesses.

In response to what types of facilities, etc would be beneficial alongside the project, the respondent noted that there are limited conference facilities in Pyrmont and that the inclusion of a conference centre within or as part of the development would benefit local businesses.

There were no safety concerns around Pyrmont.

Australia Post

Management was not in a position to comment as they had only taken over the Pyrmont Post Office franchise one week ago and were new to the area.

Commonwealth Bank Australia (CBA)

Comments made by the Pyrmont Branch CBA included:

- The Casino upgrade is a very good idea
- Pyrmont is a growing area and local businesses will benefit from having more people in the area, in particular the CBA. The Commonwealth Bank is the only bank in the area at the moment and being a small heritage listed building that cannot be developed, more people would improve the business of the bank.
- The respondent would like to see some good quality clothing stores as part of the development as there are already substantial food outlets and supermarkets (IGA and Coles) in the area.
- The respondent believes the area is very safe.

IBM and **Seven Network** were also contacted on the 12 June but were unavailable for comment at the time. Messages with return contact details were left on both occasions.

Stakeholders	Engagement strategy	Status	Date of Consultation
Tourism NSW	Phone interview	Urbis contacted the National Marketing Office of Tourism NSW on 12 June and was requested to forward questions and details of Casino upgrade via email. Email sent, still waiting for a response.	12 June 2008
Patrons of Star City Casino	Display boards in the Casino foyer, with information about Project Star	Display boards were set up 20 June 2008. Feedback forms were provided for patrons to comment on the proposal.	20-27 June 2008

Consultation: Star City Patrons

A number of feedback forms were completed by visitors to the Casino. The response was very positive. People were particularly pleased about the additional retail, the improved dining and accommodation offer. The following are a sample of the comments received:

- 'I think it is a really good idea'.
- 'Fantastic, very nice place to visit and pass a very good evening. Nice food. I wish all the best'.
- 'I think the architecture is extremely modern and pleasant. All the plans look great'.
- 'Good to expand! But keep it affordable'.

TARGETED CONSULTATION - TIER TWO

Stakeholders	Engagement strategy	Status	Date of Consultation
Workers in the area	Walk-up interviews	13 interviews undertaken.	13 June 2008

Consultation: Local Workers

Understanding connection to the area, response to proposal, anticipated impacts and opportunities

What is your connection to the area? (E.g. resident, business owner, employee)

Most interviewees were employed in the area. A couple also lived nearby.

What do you think of the idea of the Star City upgrade?

- Neutral. Good for Pyrmont. No benefit for average person.
- Not bad timing – will increase business in the area. Increase opportunities for retail.
- Positive – more jobs. Work in Kitchen restaurant – attract more tourists, more positive than negative.
- Not sure
- Might liven the area up
- Does it need one? Staff member's good discount. Car parking expensive.
- Sounds good
- Doesn't affect me much
- Sounds alright. Might be an eyesore. Lot more people.
- Doesn't affect me, as long as car parking is not affected.
- Needs an upgrade!
- Not a fan of the idea because it would mean increased traffic, noise, accidents and crime.

How do you think such development might affect you (or your organisation), if at all?

- Not at all. Clean up vacant block.
- Increase pedestrian and road traffic. Positive and Negative. Parking and congestion problems.
- Don't think it will affect working conditions.
- Improve business. Attract more visitors.
- Not much
- Extra place for lunch / after work entertainment
- Not at all
- Construction noises, no great negatives, may have future benefits for employees.
- Not too much. Maybe an issue parking. Might improve transport to the area.
- Not much. Might help entertain clients.
- Not at all.
- Don't think it would.
- More unsettled regarding safety in the streets.

What other impacts/effects would you anticipate? (I.e. for the Pyrmont community, for business, environmental etc)

- Nothing detrimental can't see extra traffic problems. For average person – families - cheap bistro. Something for everyone. Won't affect anybody – anything brings work to area is positive. More employment.
- Local Businesses might suffer from competition from restaurants/cafes e.g. \$5 steak at casino
- Good as is. Don't need bigger gambling area and more poker machines. Australians aren't enthusiastic on gambling cities.
- Increased retail (groceries/clothing) will compete with existing facilities – but competition is a good thing.
- Busier, crowded.

- Lots of trucks, impacts on traffic in area. Getting in and out
- Wouldn't want it to impact on traffic in area, getting to work. Increase trade – shouldn't go ahead.

What other impacts/effects would you anticipate? (I.e. for the Pymont community, for business, environmental etc)

- Depends on clientele it attracts – drunks, may be good to have some extra food outlets, place for corporate functions.
- Potential for increased traffic, parking challenges – depends on what goes in
- Construction noise. Interference in local places.
- Take away from small businesses and customers for food and entertainment. Environmental issues – large building.
- Traffic jams with trucks. More business for shops – 309 room hotel.
- More people, more cars. Additional formal infrastructure needed.
- Impact on environment – more waste, more water and energy use
- Increased gambling

Are there particular things that you would like to see happen as part of (or alongside) such a project?

- Child care centre.
- A park. More entertainment related complexes – another small theatre. Bowling, Ice Skating.
- Must address community concerns with environment and things people here value – close to city, quiet, and places to go.
- No, as long as it is not ugly. It will stand out like sore thumb
- A pharmacy close by.
- Nice to have natural outdoor spaces – trees and a garden.
- More car parking. More shops to eat at.
- No
- Excellent recycling program – go through trash from site
- Produce own security in vicinity / surrounding street – not rely on police force

Are there any areas in Pymont that you feel unsafe in? Why?

Almost all respondents said they felt safe in Pymont, with the exceptions saying that early in the morning and late at night they did not feel as secure (*'In the early hours of the morning, but there is trouble anywhere'*).

Have you witnessed any anti-social behaviour around the area in the last few years?

- Pub in corner, Union Street – walk across from town when city pubs close
- Sometimes – drunk people around the pub
- Petty Vandalism recently – Harris Street. Shutters broken, windows smashed. Businesses in Harris Street vandalism, paint brown.
- Drunk people, nothing violent.
- Trouble with bag snatching, staff walking to cars – attracts undesirables
- In Harris Street at night, boisterous people
- Stabbing near pub. AM Express security camera captured it.
- A little in pub, fights breaking out (cnr Union Street)
- The pub on Union Street – fights, guys hassling girls. 24 hour pub – different times day and night.
- PBH – pub (Cnr Union Street). Drunken loutishness.
- Out front of Casino – drunks walking up and down on way to Pymont Bridge.

Pymont/Ultimo Chamber of Commerce	Presentation	Urbis contacted the PUCG via email on 12 June to inform PUCG of the Star City upgrade and request attendance and presentation of the proposal at the PUCG monthly meeting on 24 June.	12 June 2008 – called Chamber 24 June 2008 – attended meeting
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Consultation: Pymont-Ultimo Chamber of Commerce

Meeting opened at 6.45pm.

Approximately 70 people attended the Pymont-Ultimo Chamber of Commerce meeting at the Harlequinn Inn in Pymont on the 24 June. Mike Henry (Tabcorp), Dolores Element (Tabcorp), and Zoe Cox (Urbis) attended the meeting to present an overview of Star City's proposal. Mike Henry described the key components of the proposal and provided some images for audience viewing. Zoe Cox informed the meeting that Urbis is an independent social planning firm who are working with Tabcorp to gauge community response to the idea of an upgrade at the Casino; identify potential issues and benefits of Project Star; and to facilitate the consideration of these views in the planning process. Attendees were invited to contact Urbis with any further questions or comments following the meeting.

The following questions were raised in the discussion that followed Tabcorp's presentation on Project Star:

- At what point is the planning process?
- Will there be community space or facilities provided as part of the project?
- What is the height of the hotel? Will it exceed the current height of the Casino?
- Will the façade of the current buildings be upgraded? (As 'they look quite tired')
- On what basis does Star City believe that there will be sufficient demand for such a quantity of 5 star accommodation in Pymont? (The enquirer owned 3 star accommodation in the area, and found competition was tough, although acknowledged that they are different markets)
- Will a cinema be included in the complex?
- What activities will the community consultation process consist of?
- Who (what type of customers) are Star City trying to attract with this redevelopment?
- What will the timing of the construction be like? Hours of operation? Length of time to completion?
- What is the anticipated retail mix? Will it provide direct competition to local business?
- Will there be on-street interaction?

Mike Henry, Dolores Element, and Zoe Cox were thanked for attending, and for taking the time to consult the business community. Project newsletters were distributed to attendees. The meeting closed at 8.10pm.

Stakeholders	Engagement strategy	Status	Date of Consultation
Preschools and Child Care Centres	Phone interviews	Urbis contacted preschools and child care centres from 18 -20 June and conducted telephone interviews about Project Star.	18– 20 June 2008

Consultation: local childcare and preschools

Telephone interviews were conducted with four centres which elicited the following comments:

Impact of Star City upgrade:

- Most centres commented that the Casino upgrade would not directly effect the operations of the child care centre as the centre does not use the area around the Casino.
- Increased traffic and overcrowding on roads could potentially be a safety hazard for children.
- There is currently a shortage of parking in the area and this may worsen with the increased flow of people visiting the area.

Benefits of upgrade

- The upgrade would bring more people to the area.
- Creation of more jobs and local employment opportunities.
- Increase in retail and shops is a good thing for the area.

Potential Community Contributions

- More public spaces and areas for children to play that were well equipped with play equipment and public toilets
- Sponsor programs for children in the community
- Provide discounted/free lunches to children in care during school holiday programs at one of the Casino's restaurants.

Safety in Pyrmont

All respondents concluded that overall Pyrmont was a safe area. Concerns raised about safety in the area related directly to the safety of the children in and around those child care centres that were located on busy roads and/or had no designated pedestrian crossings nearby.

Stakeholders	Engagement strategy	Status	Date of Consultation
City West Housing	Telephone interview	Urbis contacted City West Housing on 20 June and interviewed the Centre Manager.	20 June 2008

Consultation: City West Housing

A telephone interview was conducted with City West Housing on Friday 20th June. The responses to questions related to potential impacts on housing in Pyrmont, safety and more broader issues that may result from the Casino development included:

Impact of Star City upgrade

- The upgrade is not going to make a direct impact on the organisation only that there may be an increase in housing applications as a result of increased employees at the Casino.
- The organisation provides housing to people on lower incomes including a large proportion of Star City employees.
- The organisation generally has a good relationship with the Casino.
- Only direct impact as a result of the upgrade may be an increased number of people seeking a supply of housing.
- Increased people in the area could increase vehicle traffic limiting entry/exit to the area.

Safety in Pyrmont

- Generally, Pyrmont was viewed as a safe area, although, more recently there has been an increase in bag snatching from cars which could potentially increase or decrease with a greater flow of people in the streets.

Pyrmont Community Centre	Telephone interview	Urbis contacted Pyrmont Community Centre on 20 th June and was referred to Sydney City Council for comments regarding the Casino upgrade.	20 June 2008
Maybanke Youth Centre	Telephone interview	Urbis contacted Maybanke Youth Centre on 20 th June and was referred to Sydney City Council for comments regarding the Casino upgrade.	20 June 2008
Council of Ultimo/ Pyrmont Associations (CUPA)	Telephone interview	Urbis contacted CUPA on 23 rd June and interviewed the convenor.	23 June 2008
Pyrmont Progress Inc	Telephone interview	Urbis contacted Pyrmont Progress Inc and interviewed a representative.	25 June 2008
Pyrmont Community Group	Telephone interview	Urbis contacted a Pyrmont Community Group representative on 25 th June. The organisation would like to reserve comments till a later date after a more detailed examination of the proposal.	25 June 2008
Ultimo Society	Telephone interview	Urbis contacted the Ultimo Society on 25 th June and conducted an interview	25 June 2008
Friends of Pyrmont Point Inc	Telephone interview	Urbis contacted Friends of Pyrmont Point Inc on June 26 and interviewed the president	26 June 2008

Ultimo Village Voice	Telephone call	Urbis attempted to speak to the chair of the organisation on 25 th June and 26 th June. A message and phone number was left on voicemail	26 June 2008
Pymont Action	Telephone call	Urbis attempted to speak to the chair of the organisation on 25 June and 26 June. A message and phone number was left on voicemail. Urbis interviewed the convenor on 27 June.	26 June – message left 27 June 2008 - interview

Consultation: Local Community Organisations

Urbis conducted five telephone interviews with community groups in Pyrmont and Ultimo. Questions sought to gauge whether the groups were generally in favour of an upgrade to Star City; how such a development might affect their organisations; what effects they would anticipate the development may have on the local area; and ways in which they would like to see community benefit incorporated into the project. Respondents also offered input on safety in the local area.

The idea of an upgrade to Star City

- Three respondents groups interviewed in the Pyrmont area indicated they had no particular opposition to an upgrade. One indicated that a revitalisation of the facility would be a good idea.
- One respondent from the Pyrmont area indicated opposition to the upgrade on the basis that the location of Star City was a geographical divide between a section of the Pyrmont community and the harbour
- The group in Ultimo thought that an upgrade was unnecessary, though the representative suggested that the freeway tended to form a border between Pyrmont and Ultimo and Ultimo residents were possibly more like to frequent areas in Glebe and Broadway than Pyrmont.

Impact of a Star City Upgrade

- Concerns were raised in relation to the following:
 - possible increases in traffic, particularly in Harris St as a result of the upgrade.
 - possible impacts on parking for local residents particularly around Jacksons Landing.
 - possible increase in anti-social behaviour and crime, including noise from patrons returning to cars in the early hours of the morning. Respondents indicated that Star City needed to provide extra security at the Casino and also in surrounding streets.
 - that the new development at the Switching Station site would cause overshadowing of heritage terrace houses and Union Square.
 - that the development on the switching station site would be visually dominant
 - that the enhanced retail area of Star City should not detract from the emerging village type shopping precinct around Harris St.
 - that the tourist area needs to complement the surrounding area, not detract from it.

Benefits of an upgrade

- An active street front, particularly in Pyrmont Rd, making the area more lively and safer for residents.
- Attraction of more custom for local business.
- A more attractive façade.

Potential Community Benefits

- More public spaces such as meeting rooms, library or reading rooms. A village hall as part of the conference centre development
- More cultural spaces such as additional live theatre and a Dendy type cinema.
- Additional retail such as a bookshop, pharmacy, dry cleaners; newsagent; boutique shops.
- Additional childcare facilities.
- Provision of open space and park type relaxation areas for wider community.
- Time limited free parking for residents as a trade off for increased traffic
- Street level shopping to enliven the streetscape rather than underground retail area

Safety in Pyrmont

- Some areas around the Star City Casino were considered unsafe at night, particularly Pyrmont St.
- Break-ins had occurred in cars parked in streets off Harris St.
- Some anti-social behaviour associated with Casino patrons returning home on Saturday and Sunday mornings, making loud noise in the early hours of the morning, urinating publicly and leaving rubbish.
- One organisation suggested that input from the wider community was required to determine what additional community benefits could be provided.

TARGETED CONSULTATION - TIER THREE

Stakeholders	Engagement strategy	Status	Date of Consultation
AI Anon Family Groups Sydney	Telephone interview	Urbis contacted the organisation on 25 th June. The organisation's policy is not to comment on such proposals	25 June 2008
NSW Office of Drug and Alcohol Policy (Sydney)	Telephone interview	Urbis contacted the organisation on 25 th June. The organisation referred to the Minister for comment.	25 June 2008
Drug and Alcohol Multicultural Education Centre, Strawberry Hills	Telephone interview	Urbis contacted the organisation on 25 th June. The organisation referred to NSW Health for comment	25 June 2008
Elsie Refuge for Women and Children, Glebe	Telephone interview	Urbis contacted the organisation on 25 th June. The organisation declined to comment on the proposal	25 June 2008
Alcohol and Drug Foundation NSW (Glebe)	Telephone interview	Urbis contacted the organisation on 25 th June and conducted an interview with the manager on 26 th June	25 June 2008
Wesley Mission, Sydney	Telephone call	Urbis attempted to speak to the organisation on 25 th June and 26 th June. A message was left on voicemail with a contact number.	25 June 2008 26 June 2008
Odyssey House Admissions and Intake Centre, Surry Hills	Telephone call	Urbis attempted to speak to the organisation on 25 th June and 26 th June. The relevant person was unavailable.	25 June 2008 26 June 2008
William Booth House, Surry Hills	Telephone call	Urbis called the organisation on 25 th June. A brief message was left at reception with a contact number.	25 June 2008
Women's Information and Referral Service	Telephone call	Referral number only, forwarding referrals to other relevant organisations	25 June 2008

Consultation: Social welfare organisations

Only one organisation from tier three agreed to speak with Urbis. They indicated they didn't have a direct geographical connection to the Pyrmont area but had clients with gambling, drug and alcohol related problems.

The organisation expressed opposition to the proposal on the grounds that they felt gaming opportunities would be increased with the expansion of the facility.

The organisation felt that additional strain would be put on organisations such as theirs who supported women with children who had become homeless as a result of gambling, drug and alcohol related problems.

They expressed the opinion that some of the profits from any upgrade should be diverted into community education and capacity building in the community, as well as more balanced opportunities for social entertainment such as parks and playgrounds. Childcare facilities and affordable housing were other potential community contributions.

