

THE  STAR

THE STAR –
MODIFICATION 13
SOCIAL IMPACT
ASSESSMENT

22 MARCH 2018
PREPARED BY



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ACRONYMS

BOSCAR	BUREAU OF CRIME STATISTICS AND RESEARCH
CBD	CENTRAL BUSINESS DISTRICT
DPE	DEPARTMENT OF PLANNING AND ENVIRONMENT
EP&A ACT	ENVIRONMENTAL PLANNING AND ASSESSMENT ACT
GCSSA	SYDNEY GREATER CAPITAL CITY STATISTICAL AREA
LGA	LOCAL GOVERNMENT AREA
MUEF	MULTI-USE ENTERTAINMENT FACILITY
PIA	PLANNING INSTITUTE OF AUSTRALIA
RNP	ROAD NOISE POLICY
RSA	RESPONSIBLE SERVICE OF ALCOHOL
RSG	RESPONSIBLE SERVICE OF GAMING
SA2	STATISTICAL AREA LEVEL 2
SEARS	SECRETARY'S ENVIRONMENTAL ASSESSMENT REQUIREMENTS
SEGL	STAR ENTERTAINMENT GROUP LIMITED
SIA	SOCIAL IMPACT ASSESSMENT
SLEP	SYDNEY LOCAL ENVIRONMENTAL PLAN
SSC	STATE SUBURBS

EXECUTIVE SUMMARY

SEGL has commenced a five-year redevelopment journey to create a landmark, exemplar integrated resort. This proposed redevelopment will occur through the lodgment of two s75W modification applications to the original Major Project Approval (MP08_0098) with the Department of Planning and Environment (the Department).

Modification 14 was lodged with the Department in October 2016 and has now been approved as a stand-alone modification application. Modification 14 contains works and improvements across the site including improvements to access and circulation to and within the site and to generally improve the functioning, circulation and amenity of The Star. The proposed works will deliver an expansion of the Sovereign Resort and ancillary works, provide additional pre-function space to the Multi Use Events Facility, improve the arrival experience on Pirrama Road and a number of associated internal upgrade works. These works seek to enhance the attractiveness and functioning of The Star complex.

Modification 13, proposes the development of a new Ritz-Carlton Hotel and Residential Tower, including a neighbourhood centre (containing a cafe, library, learning / innovation hub and function centre;) in the northern portion of the site. The proposal includes associated podium treatment and transport, retail, food and beverage, and entertainment and recreation improvements across the site. The proposal does not include additional gaming floor space. Modification 13 is the subject of this report.

The proposed development has been assessed against all relevant standards/guidelines, including the principles in the Planning Institute of Australia's (PIA) Social Impact Assessment Position Statement (2010).

This social impact assessment has reached the following conclusions:

- ◆ The provision of a dedicated neighbourhood centre will provide a significant asset for the benefit of the community, enhancing the range of facilities on offer in the local area. It will also activate the north-eastern corner of the site.
- ◆ Affordable housing contributions required as a result of the proposal will provide an important contribution to social infrastructure and potentially provide options for affordable key worker accommodation within the region.
- ◆ Amenity improvements associated with Modification 13 include improved activation of key public spaces, greater natural and casual surveillance, an enhanced public domain including street frontages to Pirrama Road and Jones Bay Road, the entrance to the light rail station and the entrances to the new tower building. The proposed architectural design will minimise concerns about shadowing. The VIA also demonstrates that, while there will be some impacts to views in some adjacent residential buildings, the proposal provides an appropriate response to its visual and physical context.
- ◆ The increase in the number of venues that serve alcohol may increase perceptions that the area or venue is unsafe. However, in practice potential change to the safety of the area is managed by the continuing implementation of Responsible Services of Alcohol (RSA) policies and procedures. Additional recommendations are included within the CPTED Strategy, including the expansion of existing safety and security measures to include the new venues. ,
- ◆ The development associated with Modification 13 has capacity to generate significant economic benefit through employment and local expenditure both during construction and operation.
- ◆ The proposal is consistent with enhancements to other large-scale entertainment precincts nationally and globally, including residential accommodation on-site.
- ◆ The ongoing implementation of existing RSA and Responsible Service of Gaming (RSG) procedures is sufficient to manage the increase in patron numbers associated with Modification 13. The modifications do

not include additional gaming facilities and therefore will not result in a rise in problem gaming or associated pressure on community services.

- ◆ Noise sources from The Star are not a significant source of noise in the area. It is demonstrated that noise sources will be below the assessment requirements. Compliance with the Noise Management Plan will be implemented by the Star. This will mitigate any potential impacts on hotel and residential tenants on site.
- ◆ Traffic impacts are considered to be at existing or acceptable levels. Onsite carparking will be made available for construction workers. Compliance with the recommendations in the traffic impact assessment will be required.
- ◆ Cumulative impacts will be limited. The significant length of time the area will experience construction works is likely to create a greater impact on amenity than specific modifications to the site or expansion of uses (for example the new hotel and residential tower and neighbourhood centre). However, as with any significant development project a Construction Management Plan will be put in place to minimise impacts on the surrounding area.
- ◆ Overall, the Modification 13 development will deliver many social benefits. Any social impact that have not already been assessed as a part of previous approvals are expected to be limited.

This social impact assessment has identified the following recommendations:

Impact	Recommendations
Neighbourhood Amenity	- Implementation of the recommendations of the CPTED Strategy prepared for Modification 13; - Improve transport access by promoting use of the light rail (through signage and lighting improvements); - Continued implementation of existing safety and security measures, including roving security patrols, security camera coverage on all perimeters, and management at taxi ranks; and - Review security resourcing to ensure adequate provision to cater for an increase in visitation. - Ensure potential new residents are aware of the scale of operations of the site and the consideration that they will effectively be living immediately adjacent to an 24/7 existing entertainment precinct.
Crime and Safety	- Implementation of the recommendations of the CPTED Strategy prepared for Modification 13; - Continue implementing existing safety and security measures; - Continued implementation and expansion of existing safety and security measures, security camera coverage on all perimeters, and management at taxi ranks; - Security resourcing to cater for an increase in visitation; - Continue close liaison with NSW Police to ensure patrols of publicly accessible areas to address anti-social behaviour; and - Implement the requirements of the Lighting Technical Report on security and safety (section 5.4).
Noise	- Compliance with design and operational management recommendations of the Noise Impact Assessment including: ○ Noise controls for mechanical plant including plant rooms and exhausts;

- Limitations to sound levels produced by speakers at open bars;
- Glazing and acoustic seals on doors and windows for the hotel and residential tower;
- Control operating hours for outdoor areas including bars and outdoor eating areas;
- Updating the operational noise management plan

Traffic and Parking

- Implement the recommendations of the Traffic Impact Assessment including;
 - Address the operational problems associated with long-term limousine parking practices in the Porte-cochère.
 - Review the resourcing of the valet service to eliminate the need for double parking in the Porte-cochère outside the Astral Hotel entry.
- The following improvements are identified in the Traffic Impact Assessment:
 - Expand staff and visitor cycle parking and trip end facilities to encourage more travel to the site by active transport modes.
- Allocate space in the on-site car park, during business hours, for worker/tradesman parking and construction deliveries, to eliminate parking pressures on the surrounding street system.
- Continue to engage with the community to keep them informed on decisions to reduce risk and anxiety about the associated traffic, and what mitigation measures may be available to them.

Neighbourhood Centre

- Update the Plan of Management for the Neighbourhood Centre prior to OC when final tenants are confirmed for the centre. Further details on the management plan which are publicly available regarding governance and facilities management, including strategies for book procedures, hire processes, fees, access, and maintenance to reduce conflict between users of the neighbourhood centre, will be useful in communicating with the local community and future users of the centre; and
- Continue to engage with the community to keep them informed on decisions in order to reduce risk and anxiety about the delivery of the facility.

Responsible Service of Alcohol

- Continue to ensure the implementation of RSA and RSG procedures;
- Promote and demonstrate The Star's commitment to RSA procedures in public forums to inform public perceptions;
- Continue to implement existing safety and security measure, including security patrols and CCTV coverage, and adherence to Plans of Management; and
- Continue to engage with the community to keep them informed on the redevelopment process

1. INTRODUCTION

Urbis has been engaged by Star Entertainment Group Ltd (SEGL) to prepare a Social Impact Assessment (SIA) of the modifications to The Star at Pyrmont, to inform a section 75W modification application (Modification 13) to NSW Department of Planning and Environment.

This SIA has been prepared based on the principles in the Planning Institute of Australia's (PIA) Social Impact Assessment Position Statement (2010). A SIA 'refers to the assessment of the social consequences of a proposed action or initiative before a decision is made. It relates to impacts on affected groups of people and on their way of life, life chances, health, culture, and capacity to sustain these. A triple bottom line approach to planning decisions include social impact assessment in impact assessment processes' (PIA, 2010: 11). The SIA process involves predicting, assessing, analysing, monitoring, and managing these social consequences, both positive and negative, and any social change processes they cause.

1.1 PROJECT OVERVIEW

The subject application seeks approval for the modification of MP08_0098 under section 75W of the *Environmental Planning and Assessment Act 1979* (EP&A Act), it includes the following proposed works:

New Ritz-Carlton Hotel and Residential Tower

- ◆ Demolition of part of the existing building in the northern portion of the site, including part of the Pirrama Road façade and part of the Jones Bay Road façade.
- ◆ Construction of a new Tower, 237.0 metres AHD (approximately 232.9 metres from Pirrama Road);
- ◆ Residential uses across 35 levels, comprising:
 - A residential vehicular drop off lobby on Level B2
 - A residential lobby on Level 00 to be accessed from Jones Bay Road;
 - Residential communal space on Level 07 to be accessed via Level 08; and
 - 204 residential apartments located on Levels 05 and 06 and from Levels 08, 12, 14 to 38, featuring one-bedroom, two-bedroom and three-bedroom unit types (Note – no Level 13).
- ◆ Hotel uses across 31 levels, comprising:
 - A hotel arrival lobby on Level B2 to be accessed from the new Ritz-Carlton porte-cochere along Pirrama Road;
 - A hotel Sky Lobby for guest check-in on Level 39 and 40, featuring a restaurant, bar and lounge;
 - 220 hotel rooms located from Level 42 to 58 and from Level 60 to 61;
 - A hotel spa and gym on Level 07;
 - A VIP link to the Sovereign Room on Level 04 and 04 Mezzanine;
 - A Ritz-Carlton Club lounge and terrace on Level 59;
 - Hotel staff end-of-trip facilities on Level B3;
 - Hotel staff arrival point on Level 00; and
 - Hotel back-of-house and plant on Level 03, 05 and 41.
- ◆ A Neighbourhood Centre consisting of a cafe, library, learning / innovation hub and function centre within the podium of the tower;
- ◆ A new car-parking stacker system below the new porte-cochere of the Ritz-Carlton Hotel, with a total capacity of 220 spaces, to serve the new hotel and apartments;
- ◆ Vertical transport associated with the tower and podium; and

¹ <https://www.planning.org.au/documents/item/250>

- ◆ A new drop-off / pick up area (short-term parking) on Jones Bay Road for the proposed apartments adjacent to the residential lobby.

Level 07

- ◆ A 'Ribbon' element at Level 07 connecting the new Hotel and Residential Tower to the existing building along Pirrama Road, frontage comprising:
 - Two pools and associated pool decks (one for the new Hotel, one for The Star); and
 - Two F&B premises with associated store rooms and facilities;
- ◆ Lift access from Level 07 to the Level 05 Sky Terrace below;
- ◆ Residential communal open space associated with the new residential apartments, comprising pool and landscaped terrace at the base of the Tower adjacent to Jones Bay Road;
- ◆ Gym and associated change rooms and facilities for the residents;
- ◆ Gym and associated change rooms and facilities for hotel guests; and
- ◆ Landscaping elements.

Level 05 Terrace

- ◆ Three F&B outlets with external areas;
- ◆ Completion of the Vertical Transportation drum to connect with Level 05 Terrace;
- ◆ Designated event spaces on the Terrace; and
- ◆ Landscaping treatment.

Level 05 Astral Hotel and Residences Recreational Facility Upgrade

- ◆ New pool deck, pool, spa, gym and amenities upgrade for Astral Hotel and Residences.

Tower to Sovereign Link by Escalator and Lift

- ◆ Link from the Tower (across Level 04 and Level 04 Mezzanine) to the Sovereign Resort and MUEF at Level 03, connected via Lift G4, Lift VIP 1 and escalators; and
- ◆ Extension of the lift service to stop at Level 00, 01 and 05 in addition to Level 3, 4 and 4M.

Level 03 Sovereign Column Façade Treatment along Pirrama Road

- ◆ New glazed detail to enclose exposed Level 03 Sovereign columns along the Pirrama Road façade.

Façade Integration Works

- ◆ Upgrades to the Pirrama Road and Jones Bay Road façades to integrate the new Ritz Carlton Hotel and Residential Tower with the existing building.

Infrastructure Upgrades

- ◆ A new plant room located within the podium over Levels 03, 04, 05 and 06 of the proposed Hotel and Residential Tower;
- ◆ Relocation of the current Level 03 cooling towers (adjacent to the MUEF) to the Level 09 plant room above the Level 06 plantroom adjacent to the Astral Hotel;
- ◆ New capstone microturbine units and associated flues in the proposed plant room at Level 03 between the Darling Hotel and the Astral Residence Tower;

- ◆ New capstone microturbine units and associated flues in the new Level 03 plant room at the base of the Tower;
- ◆ Relocation of the existing main switch-room to a new plant room on Level 02, south of the demolition area;
- ◆ Relocation of the existing data recovery centre to a new plant room on Level B1 of the Darling Hotel; and
- ◆ Relocation of diesel generator flues to the side of the new Level 09 plantroom, adjacent to Astral Hotel.

Level B2 Transport Interchange

- ◆ Upgrades to the Event Centre Loading Dock;
- ◆ Entry into Basement car stacker for the Tower apartments and Ritz-Carlton Hotel;
- ◆ New commuter bike parking and hire bike system;
- ◆ Upgrade of finishes to light rail station surrounds and removal of existing wall barrier to the Pirrama Road frontage;
- ◆ Upgraded taxi-rank arrangements;
- ◆ Realignment of kerbs and line-marking; and
- ◆ Removal of stairs from Level B2 to level above (that people use to access light rail).

Note – no works to the Light Rail corridor

Transport Improvements – Local Road Works

- ◆ Reconfiguration of existing median strips on Jones Bay Road and addition of new median strip on Pyrmont Street, with associated line-marking to enable a new right-hand turning lane into the Astral Hotel Porte-Cochere;
- ◆ New Pyrmont Street carpark entry and exit, associated line marking, changes to internal circulation, and reconstruction of the pedestrian footpath along Pyrmont Street; and
- ◆ Relocation of existing feeder taxi-rank from Jones Bay Road to the Level B2 transport interchange.

Site Wide Landscape and Public Domain Upgrades

- ◆ Upgrades to street frontages along Pirrama Road (for the Hotel Porte Cochere) and Jones Bay Road (for the residential entry);
- ◆ Upgrades to street frontage to Pyrmont Street, due to new car parking entry; and
- ◆ Upgrade to the entry forecourt of SELS building at the corner of Jones Bay Road and Pyrmont Street. (Note: no works within SELS building is proposed).

Level 00 - Restaurant Street

- ◆ Creation of a new destination Restaurant Street by:
 - Incorporating existing F&B premises on Level 00; and
 - Converting existing retail shops into new F&B tenancies, including the new Century tenancy at the Jones Bay Road end.

Pirrama Road and Jones Bay Road F&B

- ◆ A revised F&B tenancy at the existing Pizzaperta outlet along Pirrama Road;
- ◆ A new F&B tenancy at the Marquee street entry;
- ◆ A small café outlet adjacent to the residential lift lobby at Jones Bay Road; and
- ◆ A new F&B tenancy accessed off the existing walkway from Jones Bay Road.

F&B – Other Locations

- ◆ Reconfiguration of Harvest Buffet, including new escalators from Level 00 Food Court to Level 01; and
- ◆ Refurbishment of Bistro 80 into the interim Century tenancy.

Note: The Century tenancy post construction is proposed to be at the Jones Bay end of L00 – Restaurant Street

Darling Hotel Corners

- ◆ Upgrade of the corner plaza at the Union/Edward Street property entry:
 - A new F&B premises on Level 01 and 02;
 - A new entry foyer leading to the Food Court; and
 - A relocated awning enclosure at street level.
- ◆ Upgrade of the corner plaza at the Union/Pymont Street property entry:
 - A new awning enclosure at for the existing café;
 - New revolving door at entry to Darling Hotel;
 - Eight (8) luxury display cases at Darling Hotel car park entry; and
 - Two car display areas at Darling Hotel car park entry.

Special Events Lighting

- ◆ Approval for fifty-three (53) Special Event nights per year for the use of the permanent Vivid installation of moving projector lights on the rooftop of the Astral Hotel.

Site-Wide Lighting Strategy

- ◆ A site-wide lighting strategy integrating and improving the existing lighting across the precinct, with new lighting the proposed Tower, Podium and Ribbon, including:
 - Internal lighting of Hotel and Residential spaces;
 - Illuminated highlights at the Sky Lobby and Club Lounge levels;
 - Integrated lighting on the eastern and western vertical façade slots and angled roof profile;
 - Podium external illumination from awnings, and under retail and lobby colonnades;
 - Landscape lighting on Level 07 open terraces and pool decks;
 - Feature lighting accentuating the wing-like profile of the Ribbon and vertical element;
 - Internal and external lighting to F&B outlet at Union/Edward Street corner;

Signage Upgrades

- ◆ Consolidation of existing signage approvals and new signage within a consolidated signage strategy, including:
 - Approved signs;
 - Wayfinding signs;
 - Business identification (including F&B premises); and
 - Signage on the Tower and Podium.

Stormwater upgrades

- ◆ Stormwater upgrade works, including increased pit inlets and pipe capacities at the low points along Pymont Street and Edward Street.

1.2 METHODOLOGY

The methodology employed for the preparation of this SIA is set out below.

1.2.1 Project Inception and Mobilisation

- ◆ Inception meeting to confirm scope, methodology, supporting documentation and timing; and
- ◆ Site inspection and review of development plans.

1.2.2 Community Profiling and Analysis

- ◆ Review of relevant policies to assess strategic priorities and implication of the proposal;
- ◆ An audit of surrounding land uses considering nearby sensitive land uses, neighbouring premises, crime and safety information, and licensed venues;
Demographic analysis of the current based on 2016 Census, SEIFA data, and population projections
- ◆ Review of technical assessments including traffic and transport, acoustics, economic impacts, and CPTED to inform impact assessment, potential mitigation, and management responses; and
- ◆ Review of relevant existing Operational Plans and Plans of Management to assess current mitigation measure and identify future strategies.
- ◆ For the purposes of this SIA, the catchment and study area is defined as Pyrmont (State Suburb – SSC).

1.2.3 Social Impact Assessment and Reporting

- ◆ A detailed assessment of potential social impacts (both positive and negative), and mitigation and management measures to address these, including recommendations.

This SIA has been informed by a number of technical reports and contextual information including:

- ◆ Secretary Environmental Assessment Requirements (SEARs) – May 2016
- ◆ Architectural Plans – Hotel and Ribbon – FJMT
- ◆ Architectural Plans – Balance of Site – DWP Suters
- ◆ Architectural Design Statement + SEPP65 – FJMT & DWP Suters
- ◆ Plan of Management – Neighbourhood Centre – SEGL
- ◆ Environmental Assessment Report – Urbis
- ◆ Noise Impact Statement – WSP Parsons Brinckerhoff
- ◆ Traffic Impact Statement – Mott MacDonald
- ◆ Economic Impact Assessment – PwC
- ◆ Community Consultation Report – KJA
- ◆ Safer Nights Out at The Star – The Star – May 2016
- ◆ Community Newsletters – The Star – 2016 and 2017
- ◆ Invitations to public information sessions - The Star – 2016 and 2017;
- ◆ Submission to the Independent Liquor Law Review – The Star – 2 June 2016; and
- ◆ NSW Bureau of Crime Statistics and Research (BOSCAR) Crime and Justice Bulletins and Bureau Briefs – various dates.

1.3 STRUCTURE OF REPORT AND ITS SCOPE

This SIA addresses the changes to The Star associated with Modification 13 only. It is focused on the identification and reporting of impacts associated with Modification 13, but acknowledges the site is subject to a suite of upgrades, including both Modifications 13 and 14. Further it recognises that the site does not operate in isolation, but is part of an established retail, leisure and entertainment precinct attended by local, interstate and international visitors. As an inner-city area, the suburb already has a range of land uses and significant transport infrastructure in place.

As the proposal is the modification of an existing development, it is only concerned with the impacts that occur as a result of these changes of use and intensity of use. The process has relied on consultation being undertaken by The Star, through KJA – community engagement consultants engaged by SEGL. This consultation process is with the local

community and key stakeholders including City of Sydney, local Police and ILGA, and is being conducted through the development process. It also relies on information and assessments provided in other technical reports.

2.BACKGROUND

2.1 BACKGROUND

The site is located at 20-80 Pyrmont Street, Pyrmont, which is legally described as Lot 500 in DP1161507, Lot 301 in DP 873212 (SP56913), and Lot 302 in DP873212. The site also accommodates a light rail line (including 'The Star' light rail station) legally described as Lot 211 in DP 870336. The service road to the north of the site, comprising Lot 1 in DP 867854 and Lot 201 in DP 867855, is also part of the proposal under Modification 13.

The site is bounded by Pirrama Road to the north-east, Jones Bay Road to the north-west, Pyrmont Street to the south-west, Union Street to the south and Edward Street to the east. The location and configuration of the site is shown in Figure 1 below.

The site is leased by SEGL from the Independent Liquor and Gaming Authority (ILGA). SEGL is a leading operator of integrated resorts that appeal to both local and international visitors. SEGL is the operator of The Star Sydney (The Star), with a casino licence to operate a casino through to the year 2093.

The site has a total area of 39,206 m² (excluding Lot 1 in DP 867854 and Lot 201 in DP 867855 to the north), and is occupied by the existing integrated resort which includes a multi-storey entertainment facility, gaming areas, retail spaces, multiple restaurants and bars, the Sydney Lyric Theatre, 480 hotel rooms/serviced apartments across three towers, and basement parking.

Figure 1: Aerial Image of the Subject Site



(Source: sixmaps)

Key elements of the existing development within The Star include the following:

- ◆ A range of gaming spaces including the main gaming floor, private gaming spaces, international gaming spaces and outdoor gaming spaces;
- ◆ A range of retail spaces;
- ◆ A mix of restaurants and bars;
- ◆ Two theatres including the Sydney Lyric Theatre and The Star Event Centre,

- ◆ Hotel rooms / serviced apartments;
- ◆ The Star light rail station; and
- ◆ Basement car parking.

The Star currently operates under two key planning approvals:

1. A development consent granted by the Minister for Planning on 2 December 1994 under the EP&A Act and the State Environmental Planning Policy No 41 – Casino Entertainment Complex (DA 33/94); and
2. A Major Project Approval granted by the Minister for Planning on 27 January 2009 under Part 3A of the EP&A Act (MP 08_0098).

There have been thirteen approved modifications to the 2009 approval (Modifications 1 to 12 and 14). These are outlined in the Modification 13 Environmental Assessment Report (EAR).

2.2 SUMMARY OF THE PROPOSED DEVELOPMENT

Details of the proposed development are provided in Section 1.1 Project Overview. The proposed works will increase the gross floor area (GFA) from 140,200sqm to 189,040sqm; an increase of approximately 34.83%. The largest increases in GFA are for the Ritz Carlton Hotel (21,445sqm) and Residential (23,842 sqm), food and beverage (5,321sqm) and neighbourhood centre (1,333sqm).

The proposal does not include any additional gaming floor space. The works proposed as part of Modification 13 are in accordance with the current conditions outlined in the Casino Act (1992) and the subsequent caps for gaming table and gaming machine use outlined in the 2009 Ministerial Directions. For the purposes of this SIA, the key elements that require consideration are:

- ◆ The new Ritz-Carlton Hotel and Residential Tower – the construction of the 237m tower, including a new Porte-cochère arrangement, and car parking;
- ◆ Integration works including the 'ribbon' extension, expansion and creation of new food and beverage areas, new and existing retail spaces, and façade upgrade;
- ◆ Demolition works of existing podium for new hotel and residential tower, as well as other demolition associated with upgrading existing facilities;
- ◆ Traffic and transport, as well as potential noise and amenity impacts associated with increased visitors to the site;
- ◆ Changes to pedestrian entrances, movement and circulation (how it affects neighbours); and
- ◆ The introduction of new community accessible facilities in the form of a neighbourhood centre as part of the hotel and residential tower.

The following images (Figures 2 to 4) are artist's impressions of the proposed redevelopment, including hotel Porte-cochère, changes to the light rail accessibility, and the Ribbon.

2.2.1 Residential Tower

The Modification 13 development includes residential apartments across 35 levels. This will be 204 residential apartments located from Levels 05 to 06 and from Levels 08 to 38, featuring one-bedroom, two-bedroom and three-bedroom unit types (*Note – no Level 13*).

The inclusion of a residential development within a large mixed-use precinct is consistent with developments of entertainment precincts nationally and internationally and responds to market demand. While there are obvious considerations regarding noise and traffic impacts, with strong plans of management and clear information provided to future residents regarding the scale and diversity of uses across the site there is generally good capacity to manage adjacent land and site uses.

SEGL already mitigates and manages impacts on nearby residential developments e.g. Jones Bay Road.

2.2.2 Neighbourhood Centre

One of the key elements of Modification 13 is the inclusion of a neighbourhood centre. This will be located at the northern end of the site. Pyrmont is a growing community and additional community accessible facilities will enhance the available service offering to local residents and workers. There is an existing community centre in Pyrmont, and other facilities are based in the neighbouring suburb of Ultimo. The existing Pyrmont Community Centre includes a gymnasium, after hours and vacation care, community hire, and a link to the City of Sydney library.

The proposed neighbourhood centre will have a range of complimentary additional uses including a cafe, library, learning / innovation hub and function centre. Figures 2 and 3 show the neighbourhood centre with outdoor terrace.

Figure 2: Artist's impression of proposed neighbourhood centre, external view



(Source: FJMT)

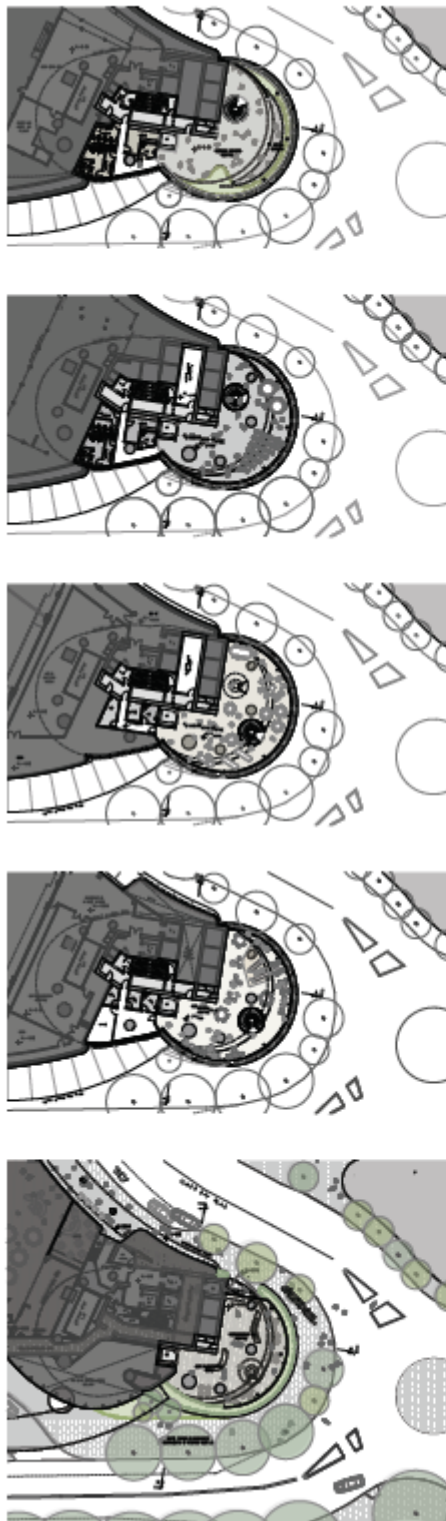
The Neighbourhood Centre will offer a total of 1,691sqm of community space over 5 levels and will include;:

- ◆ Level 00 Ground Level – community lounge and terrace, outdoor terrace, Enterprise Café, Technology Bar, makers space;
- ◆ Level 1 – Reading room and library space, elevated lounge, children and family space, space for study and group setting;
- ◆ Level 2 – Open plan training and class settings, casual group lounge settings, consultation and tutoring settings, meeting rooms and conference spaces, community and digital literacy classes;
- ◆ Level 3 – Civic function space with harbour views, dual purpose catering and neighbourhood kitchen, access to Harbour Roof Terrace, private and community functions; and
- ◆ Level 4 – Community terrace with harbour views, green space and seated settings, private and community functions.

It is intended that the centre will be operated by SEGL in consultation with a six-member community advisory board. A plan of management has been prepared with information on the Site Description and Building Details; Management

Objectives and Strategies and Plan Monitoring. This will be further updated prior to the issue of an Occupational Certificate.

The Plan addresses a range of management issues and provides requirements, guidelines and strategies for each of the key issues, with the intent that the Neighbourhood Centre be an active space for the whole community.



Level 4 **Harbour Roof Terrace**

- 'Neighbourhood Terrace in an iconic location'
- Elevated expansive roof terrace with harbour views Green space and seating settings
- Prime frontage given to community events
- Private and community functions

Level 3 **Pymont Forum**

- 'Elegant civic function space in prime location'
- Elevated harbour views and grand ceiling height
- Dual purpose catering and neighbourhood kitchen
- Access to Harbour Roof Terrace
- Private and community functions Jewel of Pymont Community

Level 2 **Darling Collaborative Hub**

- 'Multiple settings to learn, connect and create'
- Open plan training & class settings
- Casual group lounge settings
- Small consultation and tutoring settings
- Various sized meeting rooms and conferencing
- IT enabled, digital literacy as well as community classes

Level 1 **Pirrama Reading Room**

- 'Stay-a-while and library space for all generations' Elevated lounge areas for individual reading and lounging Children and family space
- Space for limited collection, periodicals
- Study space and group settings

Level 0 **Jones Bay Terrace**

Social enterprise cafe

- Enterprise Cafe
- Technology Bar
- Makers space - multimedia (analogue and digital)

Figure 3: Levels of proposed neighbourhood centre

Source: FJMT, 2017

3. THE STAR PROFILE

3.1 PATRON PROFILE

Information on visitors to The Star has been compiled from a variety of sources. It relies on broader industry surveys, local membership, and information from SEGL.

3.1.1 Visitor Profile of Casinos in Australia

In 2009, Allen Consulting prepared a report, *Casino's and the Australian Economy*². This included data from surveys with Australian casinos and estimated that

- ◆ 85% of all Australian casino visitors are considered local (from within the same city or state);
- ◆ 10% of Australian casino visitors are from interstate; and
- ◆ 5% of Australian casino visitors are from overseas countries.

It is anticipated that the proportion of international visitors to The Star may be higher than the figure cited above because of the significant demand at The Star during the Lunar New Year period. This includes restaurants, hotel rooms, and casino facilities. The Destination NSW China Tourism Strategy (2012-2020) may enhance visitation from China creating a greater proportion of overseas visitors compared with other casinos.

3.1.2 Local Member Profiles

SEGL operates The Star Club across its three venues including The Star Sydney, Jupiter's Hotel & Casino Gold Coast, and Treasury Casino & Hotel Brisbane. Analysis of metropolitan Sydney NSW data show there are 416,010 award members in NSW and they come from a diverse range of locations³:

- ◆ One in eight comes from the City of Sydney LGA (including the Pyrmont suburb);
- ◆ One in three comes from the Inner Sydney, Eastern Sydney and the Inner West;
- ◆ One in three comes from Western Sydney; and
- ◆ One in five comes from Northern Sydney.

A postcode analysis shows that 7,990 members (or 2%) live in either Pyrmont or Ultimo.

Approximately 22% of all members have visited The Star in the last 12 months, in the same broad geographic proportions as for all local members.

3.1.3 Existing Visitation at the Star

SEGL's submission to the independent liquor law review (the Callinan Review⁴) states⁵:

- ◆ Approximately 11 million visits are made to The Star's casino and entertainment facilities annually. It operates 24 hours per day, 365 days a year;
- ◆ In 2016, there were approximately 22million visits to The Star;
- ◆ The Star attracts approximately 40,000 guests each Friday and Saturday night. These visitation figures do not include guest numbers to restaurants and bars outside the main gaming floor and excludes guest numbers for the hotel towers, the Event Centre, the retail arcade, the Darling Spa and the Lyric Theatre;
- ◆ The Star comprises a casino with two 5-star hotels and serviced apartments, comprising 623 rooms, which are routinely at maximum occupancy, particularly on weekends, public holidays and during special event periods;
- ◆ There are 28 restaurants and bars at The Star. Some 2.3 million restaurant covers and 9.4 million drinks (both alcoholic and non-alcoholic) are sold per annum. However, bar sales account for only 3% of The Star's revenue;
- ◆ Three venues in the complex are operated by third parties under their own liquor licences – The Century,

² Allen Consulting, 2009. *Casino's and the Australian Economy*. Melbourne.

³ The Star Modification 14 Social Impact Assessment (2016)

⁴ This was an independent review by Hon Ian Callinan AC QC of the amendments to the NSW liquor laws, including a Statutory Review of the lock out laws.

⁵ See <http://www.liquorlawreview.justice.nsw.gov.au/Documents/submissions/The%20Star.pdf>

Flying Fish and The Lyric Theatre;

- ◆ The complex includes The Lyric Theatre, The Star Event Centre, Marquee nightclub and 23 retail outlets;
- ◆ The Event Centre hosted 185 events in 2015 and has a maximum concert capacity of 4,000; and
- ◆ Other elements from The Star's submissions to the liquor laws review are included elsewhere in this report.

3.1.4 Employment

In the 2016 financial year, SEGL employed approximately 4,012 staff (FTE) on-site at The Star (excluding leased premises such as retail outlets, and excluding approximately 300 FTE in head office). On average, there are 2,200 staff working per day, between 3 shifts. Table 2 illustrates the employee profile at The Star.

Table 2: Employee Profile

Role	Employed (%)
Gaming (incl. VIP)	45
Food and beverage	29
Property operations	7
Security and surveillance	6
Finance	5
Hotel	6
Management (incl. HR, legal, administration, and marketing)	2

Source: SEGL, 2016

According to data supplied by SEGL in March 2017, it is anticipated that the changes associated with Modification 13 will see an increase of approximately 629 full time equivalent staff by the 2022 financial year.

3.2 CURRENT MANAGEMENT PRACTICES

As a large, 24-hour entertainment and retail venue SEGL has a range of management, mitigation, and harm minimisation practices and activities currently implemented. These are outlined in the Safer Nights Out at The Star (May 2016) plan of management but summarised in Table 3.

Table 3: Summary of SEGLs operational procedures and plan of management

PROCEDURE	DETAILS
Responsible service of Alcohol (RSA)	◆ Staff licensing – all staff involved in service of alcohol and/or security are required to hold a RSA competency card; ◆ Staff training – upon employment and every two years thereafter, all staff are obliged to undertake training on The Star's RSA policies, procedures and applicable legislative requirements (incl. practical applications); and ◆ RSA Committee – comprising senior managers and tasked with providing support and direction on a range of objectives relating to RSA. ◆ Guidelines – including: - Use of tempered glassware in all main gaming floor bars; - Serving free water to guests at all times;

PROCEDURE	DETAILS
	- Shots are not generally available; - Double spirits mixers are not served between 2.00am and 10.00am; - Promotion of low, mid-strength to non-alcoholic beverages at a lower than market price point to encourage responsible consumption; - Low cost food and snacks offered in main gaming floor at all bars; - Limit on number of drinks able to be bought during high risk period; - Staff instructed to wait to guests to re-order rather than topping up drinks; and - Service is refused if the guest has an alcoholic beverage more than half full.
Security	◆ Security approach is preventative and proactive – 30,000 guests refused each year, 10,000 guests asked to leave each year; ◆ Specialised roving Safety Team with a focus on RSA and antisocial behaviour; ◆ Security teams patrol local streets and parks near The Star on Friday and Saturday nights; ◆ Security staff at Pirrama Road taxi rank; ◆ Metal detector scans on weekend nights; ◆ ID scanners used at Marquee and Rock Lily; ◆ Two-way radio network connected to CCTV control room; ◆ 2,800 CCTV cameras; ◆ 258 security staff; ◆ Electronic incident register and weekly incident reviews conducted by Executive Management; and ◆ In-house recruitment department to employ high quality security staff. Security staff training: - Significant investment in staff training (internal and external training); - Training techniques reviewed and updated in consultation with LGNSW and NSW Police; - Safety Team trained in conflict resolution (external training); - Need for retraining identified through CCTV and incident reporting by the Security Incident Review Panel; - Security staff is diverse in terms of gender, ethnicity and language-proficiency; - Licence renewals reviewed quarterly; - Security staff numbers exceed requirements for large events; and - Regular meetings with LGNSW, NSW Police and Pyrmont community forums to discuss.

SEGL's submission to the 2016 Callinan review provides greater detail on its Responsible Service of Gaming. It identifies the measures taken by The Star that meet its requirement under relevant legislation, and also voluntary initiatives that are above legislative requirements.

3.12 PLANS OF MANAGEMENT

SEGL employs several plans of management to ensure they meet their operating and safety requirements under the current gaming and liquor licenses. The following plans of management have been reviewed for this SIA:

- ◆ Responsible Service of Alcohol POM: includes protocols for license renewal, development of RSA competency cards and certification; staff training; an outline of policies and procedures which promote RSA; and management oversight of RSA practices and on-going reviews;
- ◆ Responsible Gambling Policy: includes definitions regarding what constitutes problem and responsible gambling and guidance to staff regarding how to manage problem gambling;
- ◆ Venue Security POM: Includes management of access and egress issues; crowd control strategies; managing incidents and training security staff;
- ◆ Neighbourhood Centre: addresses a range of management issues and provides requirements, guidelines and strategies for each of the key issues, with the intent that the Neighbourhood Centre retains its importance as an active space for the whole community.
- ◆ Premises Design and Furnishing POM: Includes strategies for organising and placing all furniture and materials in a way that reduces negative impacts associated with gambling, alcohol, noise and lighting;
- ◆ Premises Presentation: Includes strategies for ensure high presentation standards are maintained at all time;
- ◆ Entertainment and food service: Strategies for ensuring availability and quality of food and entertainment and ensuring potential risks are managed (especially for special events);
- ◆ Responsible Servers Behaviour POM: Strategies for crowd management; serving practices; customer service principles; availability of water and non-alcoholic beverages; refusal of service protocols; preventing intoxication.

3.3 COMMUNITY CONNECTIONS AND PARTNERSHIPS

SEGL also contributes to a range of community initiatives and partnerships. These include:

- ◆ An Official Partner and host of the NSW Rugby League and the Official Home of the NSW Blues;
- ◆ Premier Partner and host of the Sydney Swans;
- ◆ Principal Partner and host of the Sydney Festival;
- ◆ A Leadership Partner of the City of Sydney's Chinese New Year Festival, the largest such festival outside of mainland China;
- ◆ A participant in Vivid and official Vivid Precinct;
- ◆ Official Partner of the Sydney Sixers Baseball team;
- ◆ A Partner in both the Australian Golfing Open and the Australian Badminton Open;
- ◆ An Official Supporter and host of the Sydney Gay and Lesbian Mardi Gras;
- ◆ A Major Partner of Queer Screen, a Sydney-based not-for-profit arts and community organisation that showcases quality LGBTI screen content through year-round film screening and events including Mardi Gras Film Festival and Queer Screen Film Fest;
- ◆ A Premier Partner of Chris O'Brien Lifehouse, committing \$1.5million over three years to assist cancer treatment, research, education, therapies and support;
- ◆ Principal Partner of Taronga Zoo Sydney and its Koala Breeding and Welfare Program over the next three years (\$1.5 million);
- ◆ Principal Partner with Barnardos over the next three years (\$1.5 million);
- ◆ A gold corporate partner of the Sony Foundation, a charitable arm of the Sony Group of Companies that seeks to assist youth and foster their talents;
- ◆ The Star's Good Neighbour Plan includes a Community Grants Program offering funding to local not-for-profits including Uptown Crickets Ultimo-Pymont, the kitchen at Pymont Community Centre, Culture at Work, WILL2LIVE, and the Harris Community Scholarship Fund; and
- ◆ Community newsletter is circulated to businesses and residents in Pymont on a quarterly basis. The Neighbourhood Advisory Panel has also been established to provide a formal communication mechanism with the Pymont community.

(Information provided by SEGL)

4. POLICY AND STRATEGIC CONTEXT

The following sections summarise key policies and planning framework relevant to the SIA. The proposal also considers the *Sydney Development Control Plan 2012*. Not all of the above policies are directly relevant to the SIA and therefore not all are summarised below.

4.1 STATE POLICIES, STRATEGIES AND LEGISLATION

4.1.1 GAMING LEGISLATION AND REGULATIONS

The Star is licensed to operate as a Casino under the Casino Control Act, 1992. In 2009, a Ministerial Direction was enacted in relation to the size and style of a Casino in NSW and for gaming machines in casinos. The 2009 Ministerial Directions stated the Casino provide a minimum of 200 dealer controlled gaming tables and the maximum number of operational gaming machines is 1500 machines.

4.1.2 SYDNEY LOCAL ENVIRONMENTAL PLAN 2012

Section 75R(3) of the EP&A Act states that *Environmental planning instruments (other than State environmental planning policies) do not apply to or in respect of an approved project.*

Consequently, the provisions of *Sydney Local Environmental Plan 2012* (SLEP 2012) do not apply to Modification 13. Notwithstanding this, this SIA considers the provisions of SLEP 2012 as it would otherwise apply to The Star and Modification 13.

Zone Objectives

Under the provisions of SLEP 2012, the site is zoned B3 Commercial Core, with the following objectives:

- ◆ To provide a wide range of retail, business, office, entertainment, community and other suitable land uses that serve the needs of the local and wider community;
- ◆ To encourage appropriate employment opportunities in accessible locations;
- ◆ To maximise public transport patronage and encourage walking and cycling, and
- ◆ To promote uses with active street frontages.

The Star is consistent with the zone objectives in that:

- ◆ A wide range of retail, food and beverage, and entertainment offerings are available within The Star. Subject to compliance with licencing rules the facilities are available to service the needs of the local and wider Sydney community;
- ◆ The Star on the whole acts as a destination for many local, interstate and overseas visitors;
- ◆ The range of operations functioning within The Star provides for a range of employment opportunities on a 24 hour per day, seven day per week basis;
- ◆ The Star is accessible by private transport (car, bike and walking) but also by public transport with both bus, ferry and light rail facilities available adjacent to or on site, and the site is a short walk from the Pyrmont Ferry Wharf, and a fifteen-minute walk to Town Hall Station; and
- ◆ There are several food and beverage offerings fronting the streets surrounding The Star which provide the site with an architecturally attractive and visually active street frontage.

In addition, the modifications sought under Modification 13 will further these objectives because it will:

- ◆ Incorporate a 6-star hotel (with 5-star green star rating) on the site enhancing the tourist and visitor accommodation choice in Sydney;
- ◆ Incorporate a neighbourhood centre with a cafe, library, learning / innovation hub and function centre. The proposed neighbourhood centre is aligned with the street and includes an outdoor terrace to activate the street frontage.
- ◆ Enhance the profile of the light rail station and its connection and interface with the site and local area, encouraging public transport patronage;

- ◆ Provide active street frontages in relation to hotel and residential lobbies, as well as retail outlets along Jones Bay Road; and

Contributions for Purpose of Affordable Housing

A monetary contribution for affordable housing is required for development within Ultimo-Pyrmont (SLEP 2012). The *Revised City West Affordable Housing Program* published by the NSW Government in June 2010 outlines the requirements for such a contribution. Condition No. B13 of MP08_0098 relates to affordable housing. It is estimated that the affordable housing contribution for The Star will be \$1,762,294.22.

Section 94 Contributions

The original approval for The Star in 1994 and the Major Projects Approval MP08_0098 both imposed conditions requiring the payment of Section 94 Contributions. In 2008, the Section 94 Contributions were paid for the total floor space included in the Major Project Application. Condition B12 of MP08_0098 relates to the payment of the contributions. The Section 94 contribution will be \$5,906,056.57.

4.2 A PLAN FOR GROWING SYDNEY

A Plan for Growing Sydney (the Plan) provides guidance for land use planning over the next 20 years and a clear strategy for accommodating and supporting Sydney's future population, as well as framework to strengthen its global competitiveness and delivery of investment and job growth.

The subject site is located within the 'Global Sydney' strategic centre. The proposed development will support the realisation of the plan as it will achieve the following plan priorities:

- ◆ Recognise Global Sydney as a transformational place;
- ◆ Promote Sydney's arts and culture, tourism and entertainment industries;
- ◆ Plan Sydney's CBD as Australia's premier location for employment, supported by a vibrant mixture of land uses and cultural activity and iconic places and buildings; and
- ◆ Improve walking and cycling connections between Global Sydney precincts and to the surrounding area.

The site is also identified within the cultural ribbon which aims to connect new and revitalised precincts within Central Sydney. The proposed modification will enhance the attractiveness and functioning of the complex and continue to provide support to Sydney by delivering a vibrant mix of land uses, entertainment, tourist accommodation and events.

In conjunction to the above, the site is located on the perimeter of the Darling Harbour Live Precinct and will support the upgrades and revitalisation of the area proposed by the plan. The Darling Harbour Live Master Plan aims to provide for an integrated and world class convention, exhibition and entertainment precinct. The Star is ideally located to support this intent and contribute to the attraction of increased tourist numbers and revenue to the Darling Harbour area.

The draft amendment 'Towards our Greater Sydney 2056' is a forty-year strategic plan to align with the vision established in the draft District Plans.

4.3 DRAFT GREATER SYDNEY REGION PLAN

The Draft Greater Sydney Region Plan (the Plan) is built on a vision where the people of Greater Sydney live within 30 minutes of their jobs, education, services and health facilities. The vision seeks to meet the needs of a growing population by transforming Greater Sydney into a metropolis of three cities – the Western Parkland City, the Central River City and the Eastern Harbour City. The Draft Greater Sydney Region Plan supersedes Toward our Greater Sydney 2056.

The Star is located within the 'Eastern Harbour City' and encapsulated within the Harbour CBD. The direction for the Harbour CBD is to build upon its credentials and leverage its strong financial, profession, health and education sectors. The proposal will support the realisation of the following plan objectives:

- ◆ Greater housing supply; and
- ◆ Services and infrastructure meet communities' changing needs;

The proposal will be consistent with the objectives of the Plan because as it will:

- ◆ Provide employment and housing within close proximity to the Sydney City and easily accessible by public transport; and
- ◆ Deliver a Neighbourhood Centre with a range of uses for the residents of Pyrmont.

4.4 DRAFT EASTERN CITY DISTRICT PLAN

The Draft Eastern City District Plans released in November 2017 supersedes the Draft Central District Plan previously released in 2016. The Draft Eastern City District Plan sets out priorities and actions for the development of the Eastern City District of Greater Sydney, which includes the City of Sydney Local Government Area (LGA).

The draft Eastern City District 2036 vision is for *the established eastern harbour city, Australia's global gateway, will build on its economic credentials and leverages its strong financial, professional, health and education sectors and push its capabilities with an innovation precinct that boosts productivity and global connections.*

The draft Eastern City District Plan provides the basis for strategic planning in the District, having regard to economic, social and environmental matters. It establishes planning priorities that are consistent with the objectives, strategies and actions of the Plan, and identifies actions required to achieve the planning priorities.

The key priorities and actions of the draft Eastern City District Plan include:

- ◆ Fostering the creative arts and culture.
- ◆ Supporting planning for shared spaces.
- ◆ Responding to people's need for services.

The proposal will be consistent with the Priorities and Actions of the draft Eastern City District Plan because it will:

- ◆ Provide a neighbourhood centre with a range of uses to support the local Pyrmont community.
- ◆ Provide visitor and residential accommodation options in a well-connected and central location.
- ◆ Provide additional dwellings, with a variety of apartment sizes, within the Central District close to services including public transport and health facilities; and
- ◆ Significantly improve way-finding and legibility around the light rail station, and improve walking and cycling connections to the site.

4.5 VISITOR ECONOMY INDUSTRY ACTION PLAN (2012)

This action plan is in recognition of the important economic role the visitor economy contributes to the growth of the NSW economy. It is underpinned by five principles. This proposal will contribute to raising the global profile of Sydney and NSW by providing quality visitor experiences to visitors to Sydney, and improve quality of the facilities within The Star for visitors.

4.6 CHINA TOURISM STRATEGY 2012-2020 (2012)

Destination NSW's China Tourism Strategy 2012-2020 is an attempt to ensure that NSW is able to capitalise on the substantial economic opportunities presented by Chinese tourists. The Strategy has identified eight strategic directions including improving the quality and range of visitor experiences in the city through the promotion of gambling, theatre, local entertainment, dining, global brands and experiencing iconic sites. This proposal plays key role in catering to increasing international tourism needs, particularly improving the quality and range of visitor experiences.

4.7 CITY OF SYDNEY

4.7.1 SUSTAINABLE SYDNEY 2030 COMMUNITY STRATEGIC PLAN (2013)

City of Sydney's Sustainable Sydney Community Strategic Plan 2030 (2013) outlines a vision for Sydney to be 'green, global and connected'. The proposal will contribute to the objectives of the plan, particularly:

- ◆ Strengthen Sydney's global competitiveness by enhance tourism infrastructure, assets and branding of the City; and
- ◆ Create a lively, engaging city centre by managing and strengthening the mix of active frontages, engaging built form and precincts.

It will specifically assist the City of Sydney achieve the following targets:

- ◆ TARGET 5: The city will contain at least 465,000 jobs (including 97,000 additional jobs) compared to the 2006 baseline) with an increased share in finance, advanced business services, education, creative industries and tourism sectors;
- ◆ TARGET 6: Trips to work using public transport will increase to 80 per cent, for both residents of the city and those travelling to the city from elsewhere;
- ◆ TARGET 7: At least 10 per cent of city trips will be made by bicycle and 50 per cent by pedestrian movement; and
- ◆ TARGET 8: Every resident will be within reasonable walking distance to most local services, including fresh food, childcare, health services and leisure, social, learning and cultural infrastructure.

4.7.2 TOURISM ACTION PLAN (2013)

The City of Sydney's Tourism Action Plan (2013) vision is to "ensure Sydney remains a highly desirable destination for the global tourist level and business markets". Of relevance to the development proposal is The Plan's aims to:

1. Support underlying demand for existing and new hotels resulting in higher occupancy levels as well as stimulate visitor and retail economic growth, and
2. Increase community safety and perception of safety, particularly at night.

The proposed changes to The Star include the development of the Ritz Carlton 6 -star Hotel and residential accommodation, which will revitalise the existing complex to attract further visitors. Additionally, Modification 13 includes:

- ◆ The development of a 'Ribbon' at Level 07 connecting the new Hotel and Residential Tower to the existing building along Pirrama Road, comprising: including pools and food and beverage facilities;
- ◆ A range of new food and beverage premises including a new destination Restaurant Street;
- ◆ Upgrades to the Darling Hotel Corners including new food and beverage;
- ◆ Site-wide acoustic and lighting strategies; and
- ◆ Opening of the entrance to the light rail station and a range of signage upgrades to aid in navigation of the site.

4.7.3 OPEN SYDNEY STRATEGY (2013)

The Star and its associated entertainment facilities is one of Sydney's prime late-night trading businesses and a major contributor to the night-time economy. The City of Sydney's Open Sydney Strategy outlines future directions to enhance Sydney's night-time economy without negatively impacting on local communities. Of relevance to this proposal are:

1. A Connected Sydney: connecting businesses with events, opportunities and each other to create a more "connected" experience for city workers, residents and visitors; and
2. An Inviting and Safe Sydney: includes develop new hierarchy of way-finding signage and a way-finding app for people living with disabilities; a new lighting strategy for an aesthetic lighting pilot in key streets; and new CCTV cameras in problem areas. This includes reviewing the role, function and location of night-time taxi ranks.

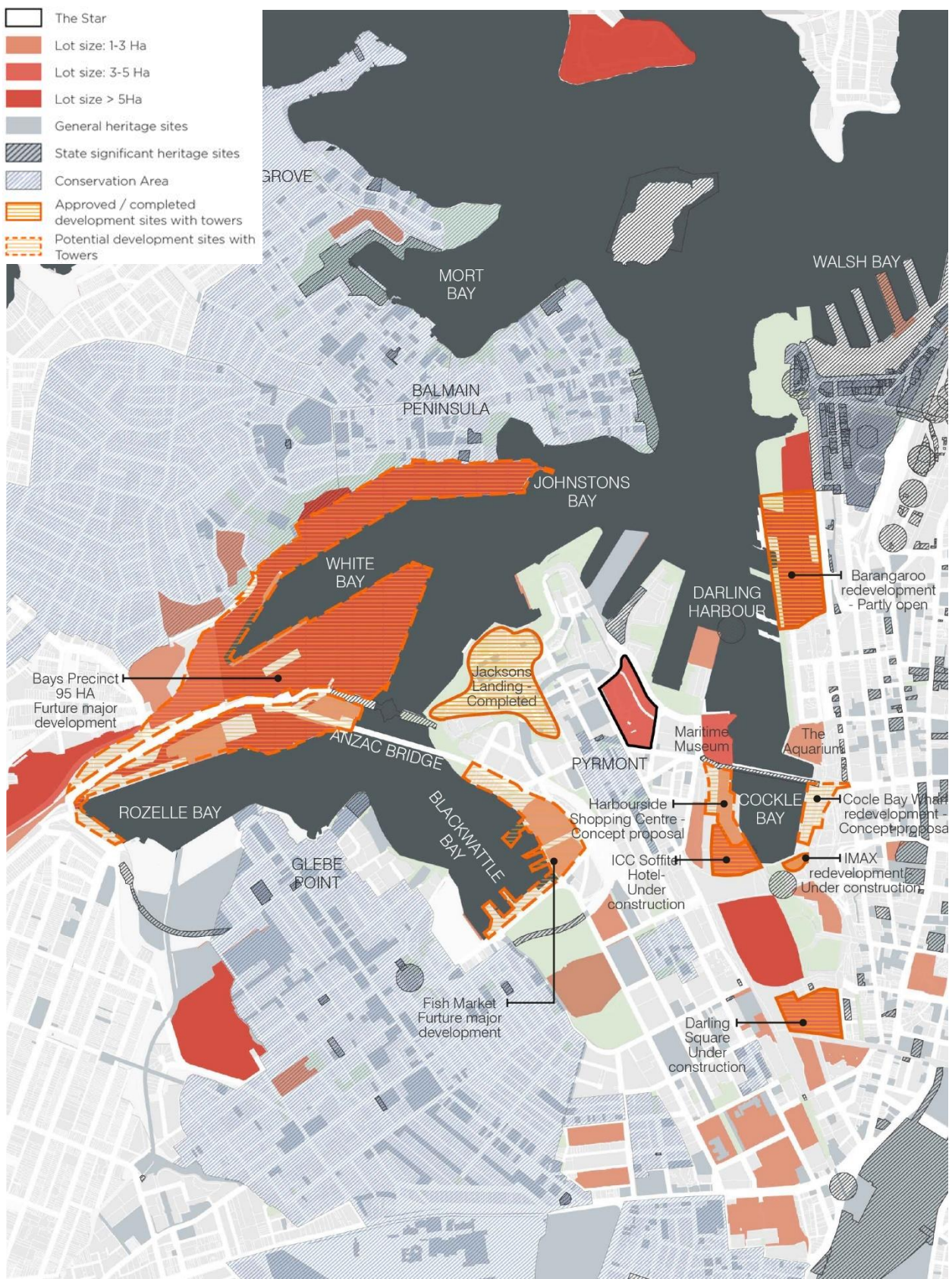
5. LOCAL COMMUNITY PROFILE

5.1 HISTORY

Pymont is located within the Sydney Local Government Area (LGA). Pymont is a special and integral part for the City of Sydney, rich in history, character and identity. Pymont has a mixed-use character; the area functions as a combined living and working precinct. Pymont has a strong connection to historic buildings with view of central Sydney and surrounding suburbs from the public domain. Pymont historically transitioned from a heavy industry suburb, to post war decay. In the late 1980's Pymont began to regenerate into a diverse entertainment and residential neighbourhood. Pymont is currently transitioning into a high-tech suburb; which attracts start-up and innovation businesses. The redevelopment of The Bays Precinct will also aid the growth of Pymont and strengthen its place within Sydney.

Pymont is an area of diverse land use and activities, and is used by both local residents, residents of greater Sydney, as well as national and international visitors. The suburb is in an area undergoing significant redevelopment and renewal. Figure 4 shows the diverse development occurring in and around Darling Harbour including the development at Barangaroo, the new International Convention Centre and hotel, the proposed redevelopment of Cockle Bay Wharf, and the Bays Precinct transformation (Figure 4).

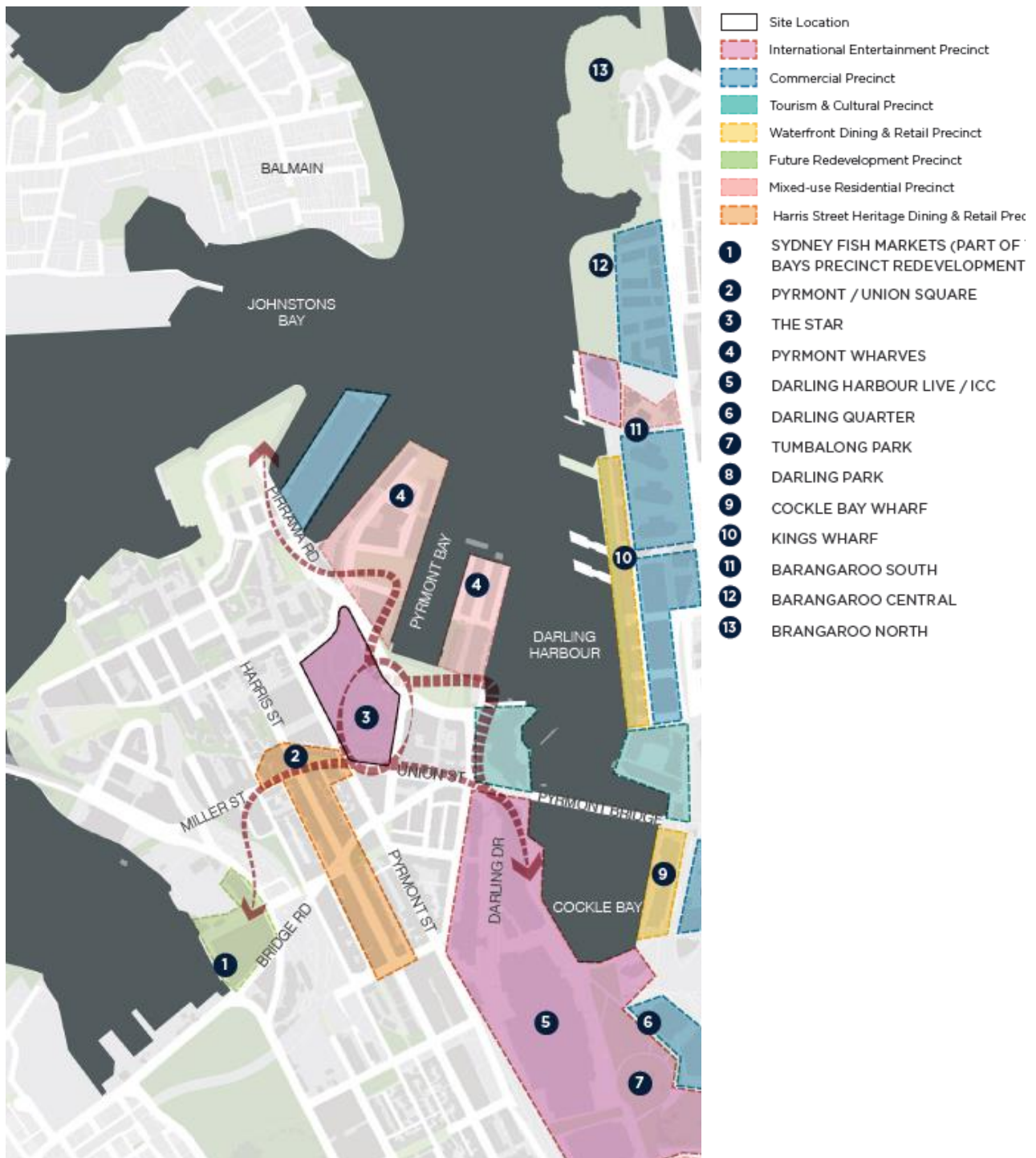
Figure 4: Significant Land Development occurring in and around Darling Harbour



Source: Urbis 2016

The Star could be considered a sub-precinct of Darling Harbour, specifically entertainment. This development will contribute to the vision of the local area, to remain a magnet for local Sydney residents, as well as visitors. This includes improving the standard of facilities, particularly to attract the Asia-Pacific market. The proposal also ties into the approach of the NSW Government to renewing Darling Harbour and the linkages between the sites. The scale of redevelopment and renewal proposed within 1km of The Star illustrates the evolving city and emerging sub-precincts (See Figure 5). The Star is located adjacent to a number of areas undergoing considerable change.

Figure 5: Emerging sub-precincts of Darling Harbour



Source: Urbis 2016

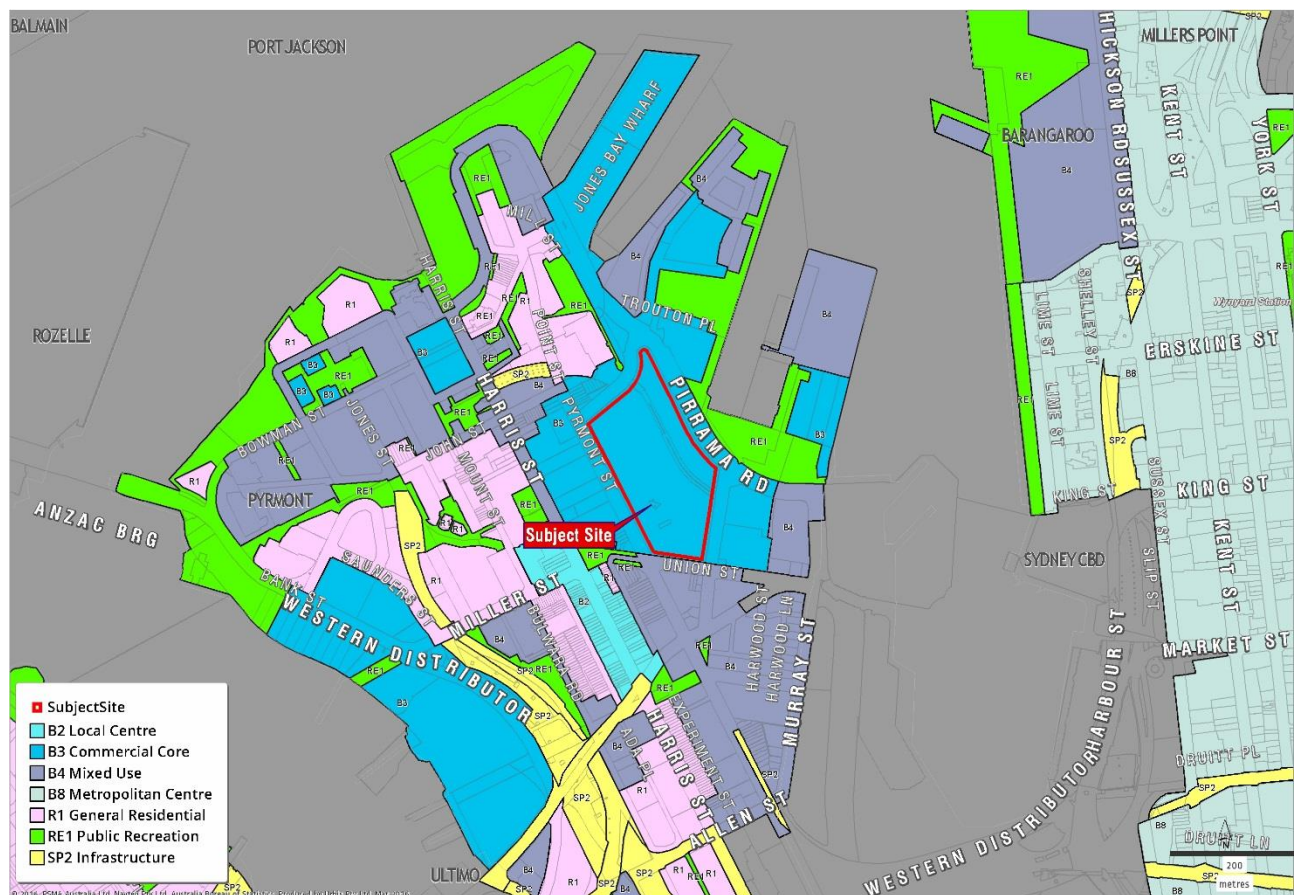
5.2 SURROUNDING LAND USES AND ZONING

Current land use in the immediate vicinity of the site is diverse, including large commercial premises, restaurants, cafes, contemporary residential apartments and parks with pockets of remnant terrace housing. The surrounding land use context includes:

- ◆ **North:** a mixed-use area including residential apartments in buildings up to 8 storeys. This is zoned B4 Mixed Use and B3 Commercial Core;
- ◆ **East:** Commercial/retail and the parkland precinct of Jones Bay Wharf, Darling Island and Darling Harbour Wharf 10. To the south east is a street block of 6 to 7 storey mixed use residential/ commercial units (fronting Pirrama Road, Edward Street and Union Street) and a mix of lower scale development including commercial, retail and residential terraces along Union Street. Zoning in this area is B3 Commercial Centre and B4 Mixed Use;
- ◆ **South:** Largely medium density residential development, restaurants, pubs and cafes in remnant terrace buildings. Union Square, at the western end of the street at its intersection with Harris Street, is an important local community meeting place and restaurant/café hub. It is zoned B4 Mixed Use with some R1 General Residential; and
- ◆ **West:** Pyrmont Street, on the western boundary of the site, supports a diverse range of building styles, heights and land uses ranging from 6 to 8 storeys commercial buildings to heritage listed terrace houses. The zoning reflects the high proportion of residential development with the majority of the area zoned R1 General Residential and B2 Local Centre.

These land uses are illustrated in Figure 6.

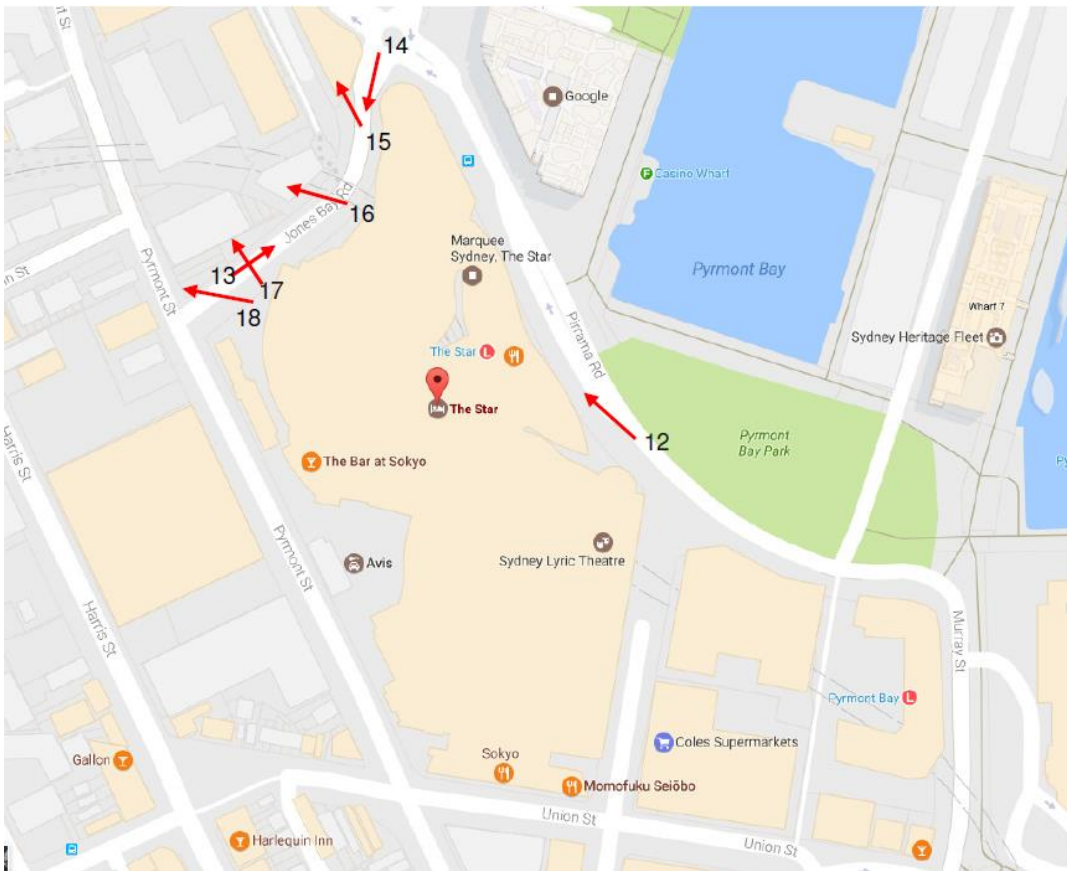
Figure 6: LEP Zoning Plan, 2012



Source: City of Sydney, 2012

The following images (Figures 8 to 14) are of the existing development. Figure 7 provides the site lines for the photographs.

Figure 7: Site lines of site photographs



Source: Urbis 2017

Figure 8: the eastern façade of The Star – The Ribbon facing Pyrmont Bay, facing west, Pirrama Road (February 2017)



Source: Urbis, 2017

Figure 10: North western face, Jones Bay Road, looking south (February 2



Source: Urbis, 2017

Figure 9: North western face, Jones Bay Road, looking north (February 2017)



Source: Urbis, 2017

Figure 11: Commercial development northern western side, Pirrama and Jones Bay Road (February 2017)



Source: Urbis, 2017

Figure 12: Residential development north western side, Jones Bay Road (February 2017)



Source: Urbis, 2017

Figure 13: North west of the site, Jones Bay Road (February 2017)



Source: Urbis, 2017

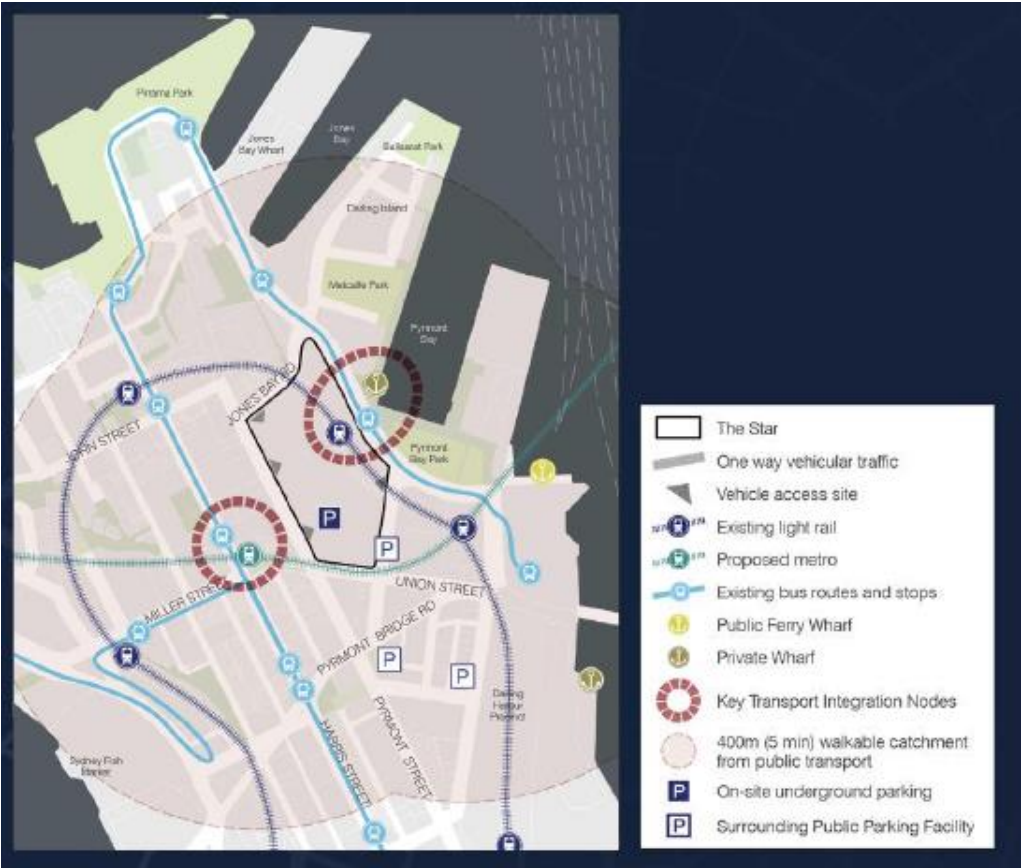
Figure 14: Heritage buildings, Jones Bay Road, looking south (February 2017)



5.3 ACCESSIBILITY

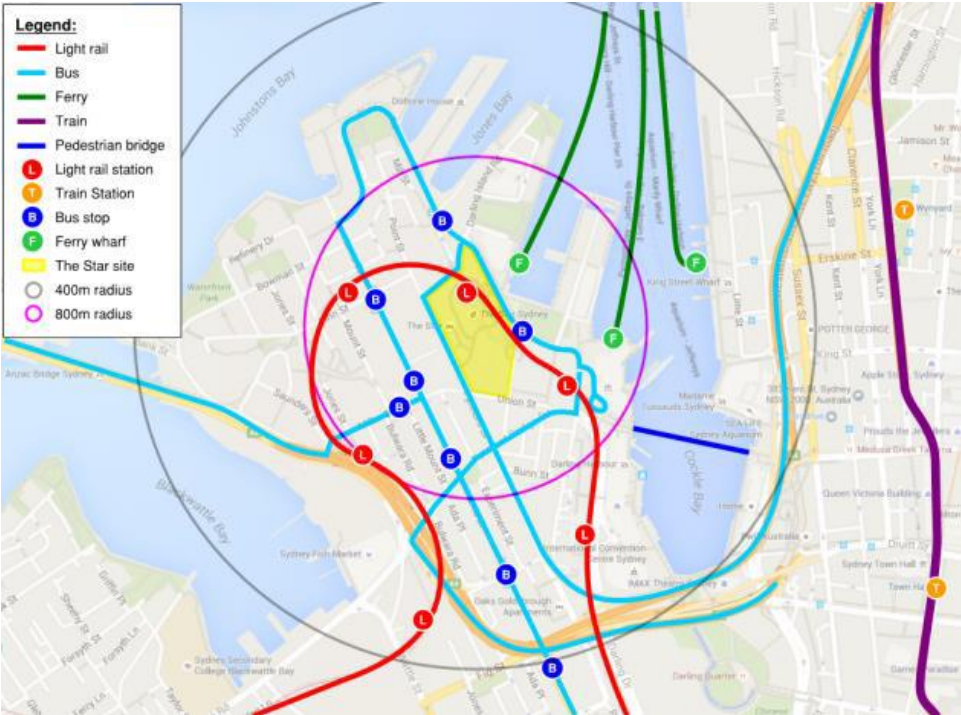
The site enjoys a high level of accessibility by all modes of transport (See Figures 15 & 16). The Traffic Impact Statement (prepared by Mott Macdonald June 2017) prepared as part of the Modification 13 proposal provides greater detail on each mode of transport, including frequency, to The Star. Figures 15 and 16 illustrate the accessibility of the precinct, including public transport modal access.

Figure 15: Precinct Accessibility



Source: Urbis 2017

Figure 16: Public Transport Modal Access



Source: Mott MacDonald, 2017

While the venue is well serviced by off street parking, there has been a modal shift from private vehicles to public and active transport to The Star in the past ten years. Vehicle drive mode has reduced from 50% in 2001 to 38% in 2011. Public and active transport has increased, particularly the train mode from 25% to 31% (Mott MacDonald, 2017). Additionally, future light rail access to The Star is likely to be enhanced with the completion of the new CBD and South Light Rail line, connecting to the Inner West at Railway Square.

A staff travel survey found that up to 41.2% of staff uses public or active transport to/from the site, and that staff trips represent less than 7 to 21% of all car trips to/from the site during peak period (Mott MacDonald, 2017). Staff that live further away are more likely to use cars over other transport options.

The area surrounding the site, particularly north and east, has a well-established pedestrian network and is characterised with high levels of pedestrian activity because of mixed land uses. The main pedestrian access points to the site include Pirrama Road, Pyrmont Street, and Jones Bay Road. Pedestrian access to the site from the CBD is from Pyrmont Bridge. While the north and east of the site forms part of a specific separate pedestrian network, pedestrian access to the west and south of the site is by general dedicated footpath. The Star is located within a highly pedestrianised environment. During the peak morning and afternoon periods pedestrian activity is focused on the areas from Pyrmont Bridge through Union Street and this would reflect journeys to work. Off peak there is significant shift to the west of Pirrama Road.

Figures 17 and 18 show the way finding and connectivity to the site through the precinct from surrounding areas, and the key pedestrian links.

Figure 17: Wayfinding and connectivity in the precinct, and connections to the surrounding areas



Source: Urbis Urban Context Report – The Star - 2017

Figure 18: Markers and decision making and key pedestrian links



Source: Urbis Urban Context Report – The Star - 2017

5.4 COMMUNITY FACILITIES

There are few community and sensitive facilities⁶ located within the vicinity of The Star – most are between one and two kilometres away. Those that are close to The Star are not within line of site, and exist within a highly-urbanised environment. It is unlikely that these facilities are currently impacted on the current operations of The Star, and would not be impacted by the proposed modifications.

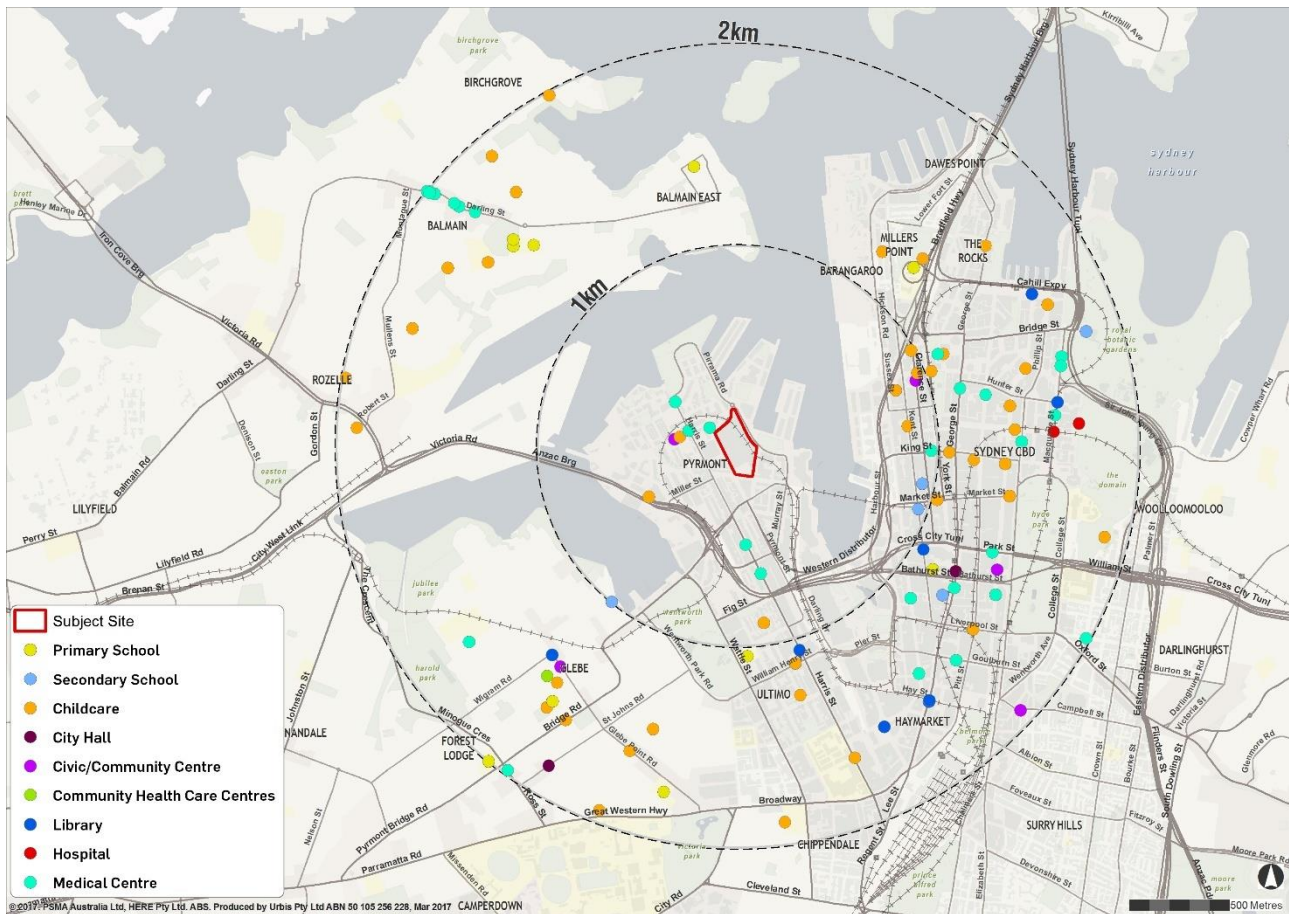
Table 6 lists these community facilities and Figure 19 shows a range of community facilities within a 1km and 2km radius of The Star. Located within 1km of The Star are:

Table 6: Community facilities located near The Star

Facility	Location	Details
SDN Pyrmont Children's Education and Care Centre	79 John Street Pyrmont (150m)	Provides long day child care for children aged 6 weeks to school age 40 places
City West Child Care Centre	132 Bank Street Pyrmont	Provides long day child care for children aged 6 months to 6 years 42 places
KU Maybank Preschool	99 Harris Street Pyrmont	Provides long day child care for children aged 3 to 5 years
Little Learning School	55 Pyrmont Bridge Road Pyrmont (400m)	Provides long day child care 73 places
Pyrmont Community Centre	Cnr John and Mount Street Pyrmont	Pyrmont Library Link Gym providing group fitness classes Other classes including dancing, singing, visual and performing art classes After school and vacation care children aged 5 years to 12 years
Blackwattle Clinic Private Psychiatry	55 Miller Street Pyrmont (350m)	Private psychiatry and psychology clinic providing mental health services on a short, medium and long term basis.

⁶ Sensitive facilities include a home or hostel for people with psychiatric illness or intellectual disability; short term accommodation or refuges for young people; educational institutions including a school for children/young people who have been expelled or excluded from mainstream schooling; and premises used by welfare groups or for counselling or treatment of alcoholism, other substance abuse or gambling problem.

Figure 19: Community facilities near The Star



Source: Urbis, 2017

5.5 LOCAL COMMUNITY PROFILE

This section provides a snapshot of the workforce and residential profile of Pyrmont. It illustrates that the community in which The Star is based is a residential community that is undergoing change, but also a significant place of employment growth because of its location.

Since the 1990's Pyrmont has transitioned from an area that post-industrial dereliction and a very low residential population, to an area with digital companies, redevelopment of significant sites, and is now one of the most densely populated areas in Australia.

5.5.1 Demographic Profile

Table 7 is a demographic profile of the community of Pyrmont, and to illustrate who may be affected by the Modification 13 additions and alternations. It relies on ABS Census 2016 data for the suburb of Pyrmont (SSA), and compares it with the City of Sydney LGA, and the Sydney Greater Capital City Statistical Area (GCCSA).

Table 7: Demographic Profile Suburb of Pyrmont, Sydney Local Government Area, and Greater Sydney Area, 2016

	Pyrmont SSC	Sydney LGA	GCCSA
Number of Residents (2016)	12,813	208,374	4,823,991
Median age	34	32	36
Average household size	2.2	1.9	2.8
% Aboriginal and Torres Strait Islander	1%	1.2%	1.4%
Household composition	One person 69.4% Two persons 19.6%	One person 73.8% Two persons 16.3%	One person 84.1% Two persons 11.2%
Family composition	Couple no children 59% Couple with children 26.5% One parent with children 11%	Couple no children 63.1% Couple with children 22.9% One parent with children 10.0%	Couple no children 33.4% Couple with children 49.5% One parent with children 15.27%
Median weekly household income	\$2,280	\$1,926	\$1,750
Median weekly personal income	\$1,111	\$953	\$719
Median monthly mortgage repayments	\$2,597	\$2,499	\$2,167
Median weekly rent	\$652	\$565	\$440
Dwelling type (OPD)	Separate house 1.1% Flat/unit/apt 92.1% Semi-detached 6.5%	Separate house 2% Flat/unit/apt 77.1% Semi-detached 19.1%	Separate house 56.9% Flat/unit/apt 28.1% Semi-detached 14%
Housing tenure	Own 36.5% Rent 60.6%	Own 33.9% Rent 62.2%	Own 62.3% Rent 34.1%
Motor vehicles by dwelling	No vehicle 29.0% 1 vehicle 51.1%	No vehicle 39% 1 vehicle 43.2%	No vehicle 11.1% 1 vehicle 37.1% 2 vehicles 32.8%
Country of birth	Australia 36.8% Born elsewhere – China: 7.1% United Kingdom: 4.9%	Australia 39.4% Born elsewhere – China: 9.7% United Kingdom: 4.5%	Australia 57.1% Born elsewhere – China: 6.5% United Kingdom: 4.7%

	Pymont SSC	Sydney LGA	GCCSA
% of population from non-English speaking countries	Speak English only: 49.3%	Speak English only: 51.5%	Speak English only: 58.4%
Level of Education	Bachelor degree or higher 58.3%	Bachelor degree or higher 54.5%	Bachelor degree or higher 40.5%
Socio-Economic Indexes for Areas (SEIFA) ⁷ (Index of Relative Socio-Economic Disadvantage)	Ranking within NSW Decile: 9 1084	Ranking within NSW Decile: 9 1,051	N/A

The demographic analysis illustrates that those that live in the suburb of Pymont are, when compared to the Sydney LGA and broader Sydney region, more likely to:

- ◆ Have much higher weekly household and personal incomes;
- ◆ Have higher housing costs, both mortgage and rental;
- ◆ Be significantly more likely to live in medium to higher density housing;
- ◆ Rent their dwelling;
- ◆ Have one motor vehicle only at their dwelling; and
- ◆ Be university educated.

In other demographic attributes, the suburb of Pymont as relatively consistent proportions with the comparative areas.

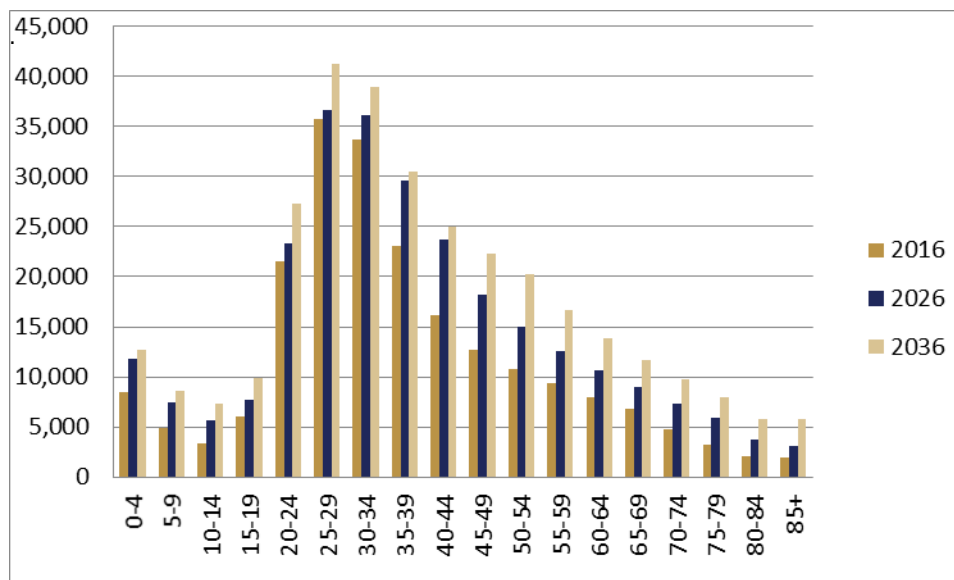
Time series data for Pymont-Ultimo shows from 2006 to 2016 the population of the area increased 61.4%, compared with 25% for the Sydney LGA.

⁷ ABS, 2016, Census of Population and Housing: Socio-Economic Indexes for Areas (SEIFA).

5.6 FUTURE DEMOGRAPHIC PROFILE

The projection population change for the City of Sydney LGA from 2011 to 2036 is 2.2% per annum. This growth rate is greater than that of NSW which is anticipated to have an annual growth rate of approximately 1.2% per year. Overall the City of Sydney is expected to accommodate an additional 102,650 people between 2016 and 2036. This represents a 48% increase since 2016. Population projections are not available at the suburb level. Population growth will occur across all age groups in the City of Sydney LGA up to 2036. While the greatest change will occur in the 65+ age brackets, the greatest proportion of population will be in the age groups of 25-34 years and 35-44 years (Figure 20).

Figure 20: Population projections by age



Source: <http://www.planning.nsw.gov.au/projections>

5.7 WORKER PROFILE

This section provides a profile of the working population of the Pyrmont-Ultimo Statistical Area Level 2 (SA2) (Table 8). Pyrmont is not solely a residential community. It is a mixed community of residential, commercial, and tourism land uses. This profile is to demonstrate that the users of The Star and those who interact with the site and its surrounds also include the local working population. The profile has been sourced from the ABS Census Working Population Profile (ABS, 2016). This contains key characteristics of employed person on where people work.

Pyrmont-Ultimo is a digital economy hub. In 2014, the City of Sydney found that between 2007 and 2012 there was a 46% increase in new jobs in Pyrmont-Ultimo (19,869 to 29,010 new jobs), with 3,023 being employed in digital businesses (a 252% increase over five years).

The Draft Central District Plan (2016) notes that 'Australia's biggest technology start-up ecosystems (64% of all Australia's tech start-ups) are located in the City of Sydney Local Government Area.... [s]tart-up ecosystems are attracted to precincts within Sydney City (such as Pyrmont, Ultimo, Surry Hills and Redfern) due to their good transport connections and access to a diverse pool of talent and expertise, research facilities, customers, and investors' (2016: 49).

Table 8: Profile of Workers Pyrmont-Ultimo SA2, 2016

Pyrmont – Ultimo SA2	
Number of Employed Persons (2016)	12,439
Labour Force Status	Full time 60.4% Part time 27.5%
Employment Type	Employee not owning business 80.9% Owner/Manager 19.1%
Country of Birth	Australia 29 % China 16.3% Republic of Korea (South) 3.8% United Kingdom 3.7% Thailand 3.4% India 2.7%
Employment by Industry	Cafes and Restaurants 9.6% Banking 4.5% Computer System Design and Related Services 4.5% Other Auxiliary Finance and Investment Services 2.6% Accounting Services 2.4%
Occupation	Professionals 32.5% Managers 17.5% Community and Personal Service Workers 12.2% Clerical and Administrative Workers 11.1% Technicians and Trade Workers 8.7% Sales Workers 8.0% Labourers 6.3% Machinery Operators and Drivers 1.8%
Journey to Work	One method 73.9% Train 25.9% Bus 14.3% Car (driver) 34.8% Walked only 10.7%

5.8 CRIME PROFILE

The Star is located in the suburb of Pyrmont which is part of the City of Sydney LGA. The data in this section represents those crimes that have been recorded by NSW Police. Levels of crime are sensitive to the willingness or ability of people to report crime, levels and nature of police activity, and actual levels of criminal activity. While it may not reflect all crime, it does identify key types of reported crime and crime trends in the catchment area. The following section provides an overview of the crime rates for the suburb of Pyrmont and compares this to the suburb of Sydney and the City of Sydney LGA.

5.8.1 Types of Crime

The following table (Table 9) outlines crime rates per 100,000 population recorded during for period of March 2015 to March 2016 for the suburbs of Pyrmont and suburb of Sydney, and the City of Sydney LGA. Pyrmont has lower crime rates than the suburb of Sydney and City of Sydney LGA for all crimes, except betting and gaming offences. It illustrates that The Star is an area of lower crime rates than neighbouring Sydney or broader City of Sydney.

Table 9: Crime Rates per 100,000 People, 2016

Type of Crime	Pymont Suburb	Sydney Suburb	City of Sydney LGA
	Rate	Rate	Rate
Theft	6,014	33,148	9,718
Break/Enter non-dwelling	114	503	245
Steal from retail store	350	5,581	1,118
Steal from person	529	4,112	787
Fraud	1,886	13,052	2,984
Assault	1,536	6,610	2,235
Non-domestic	1,100	5,448	1,584
Police	93	434	170
Robbery	79	335	154
Malicious damage to property	650	2,516	1,365
Drug offences	3,543	8,432	4,497
Betting and gaming offences	64	0	17
Liquor offences	843	4,909	1,458
Disorderly conduct	614	3,076	1,124
Offensive conduct	371	1,868	591
Offensive language	57	434	156
Harassment/Threats	221	1,319	487

Source: BOSCAR (March 2015-March 2016 (*Published 2017*))

5.9 CRIME TRENDS

Appendix 1 illustrates the five-year trends in crime rates for a range of offences between 2011 and 2016 across the suburbs of Pymont, Sydney and Sydney LGA. The five-year trends are relatively consistent across all three locations with the suburb of Pymont experiencing lower rates per 100,000 residents than the suburb of Sydney and the City of Sydney. The major exception, however, is betting and gaming offences. This is higher in Pymont than in the other two areas, but has decreased since 2015. However, the rates for betting and gaming offences are considered to be low, particularly when compared to other types of crime.

Research undertaken by BOSCAR in 2015 and 2016 on the impact of the 2015 liquor licencing reforms (lockout laws) examined whether the lockout laws have reduced the incidence of assaults in Kings Cross and the Sydney CBD entertainment precincts, and whether it has resulted in geographical displacement of incidences (See Menendez et al, 2015 and Leung et al, 2015⁸). That is an increase of assaults in other precincts and nightspots, both nearby or further

⁸ Menéndez, P., Weatherburn, D., Kypri, K., & Fitzgerald, J. (2015). Lockouts and last drinks. *Sydney: Bureau of Crime Statistics and Research*, <http://www.bocsar.nsw.gov.au/Documents/CJB/CJB183.pdf>

away. While The Star is not subject to these reforms as it has a 24-hour liquor licence, it is still considered to be a displacement area.

The research found that the 'reforms were associated with immediate and substantial reductions and assault in Kings Cross and less immediate but substantial and perhaps ongoing reductions in the Sydney CBD...[t]here was little evidence that assaults were displaced to areas adjacent to these Precincts or to entertainment areas within easy reach of these Precincts' (Menendez et al., 2015: 8). It was found that assaults had increased at The Star following the introduction of the reforms, but 'the increase in assaults around the casino was much smaller in absolute terms than the fall in assaults in the...Precincts' (ibid) and it was not considered to be statistically significant at that time (ibid: 11).

Additional research by BOSCAR on the trends of non-domestic assaults in Pyrmont and The Star found that in 2015 of the 154 non-domestic assaults 49% (76) occurred at The Star. Of these, 48 occurred inside the casino, and a further 14 at the casino taxi rank (Donnelly et al., 2016: 4⁹). The research concluded that there is a 'statistically significant increase in the number of non-domestic assaults recorded at The Star casino following the commencement of the 2014 reforms' (ibid: 5). However, the increase in assaults is not very substantial (ibid: 5) and is much less than the reduction in assaults in the areas of Sydney affected by the reforms.

Further research by BOSCAR also found no evidence to the suggestion that staff at The Star have been under reporting the rates of assault to police (Ramsey, 2016¹⁰). The most common reporters of assaults at The Star to police are staff and security.

SEGL's submission to the liquor laws review stated that:

- ◆ Under BOSCAR's current statistical recording methodology, individuals involved in an incident in the surrounding streets have been incorrectly recorded against The Star;
- ◆ The Star believes that BOSCAR statistics are not an accurate reflection of incidents at The Star, as a number of assaults attributed to The Star occurred away from the property or in some cases involved individuals or groups who had not attended the property;
- ◆ There has been a downward trend and decrease in the number of assaults from 2014 to 2015. There were 64 incidents in 2014 and 52 in 2015. This 19% decrease has been agreed with ILGA; and
- ◆ Any BOSCAR data showing an increase in alleged assaults is statistically insignificant and much smaller in absolute terms than the fall in assaults in the Kings Cross and Sydney CBD Entertainment, as per BOSCAR's 2015 findings.

(SEGL, 2016: 6-7)

Leung, K., Ringland, C., Salmon, A., Chessman, J., & Muscatello, D. (2015). That's entertainment: Trends in late-night assaults and acute alcohol illness in Sydney's Entertainment Precinct. *BOSCAR NSW Crime and Justice Bulletins*, http://www.bocsar.nsw.gov.au/Documents/CJB/CJB185_late_night_assaults.pdf

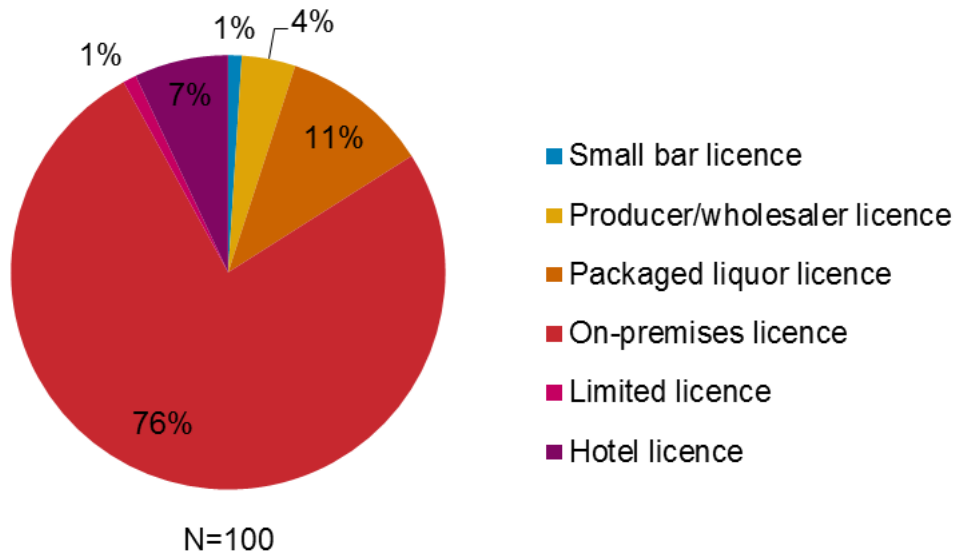
⁹ Donnelly, N., Weatherburn, D., Routledge, K., Ramsey, S., & Mahoney, N. (2016). Did the 'lockout law reforms increase assaults at The Star casino, Pyrmont? *Bureau of Crime Statistics and Research*, <http://www.bocsar.nsw.gov.au/Documents/BB/Report-Did-the-lockout-law-reforms-increase-assaults-at-The-Star-casino-Pyrmont-bb114.pdf>

¹⁰ Ramsey, S. (2016). Reporting rates of assaults at The Star casino by licensed premises staff. *Bureau of Crime Statistics and Research*, <http://www.bocsar.nsw.gov.au/Documents/BB/Report-2016-Reporting-rates-of-assaults-at-The-Star-casino-BB121.pdf>

5.10 LICENSED PREMISES

There are currently 100 licensed premises in the suburb of Pymont. These are predominantly those with an on-premises licence; this is generally where the sale of alcohol is subsidiary to other uses (such as a restaurant or café).

Figure 21: Licensed Premises in Pymont



6. CONSULTATION

This SIA relies on the community consultation undertaken by SEGL for Modification 13. This is outlined below. SEGL has engaged KJA to assist with their community engagement. This community engagement process has included the local community and key stakeholders. A program of stakeholder and community engagement activities has been undertaken for the Modification 13 redevelopment. This has included the community and stakeholder information sessions relating to the design excellence process for tower design of Modification 13.

6.1 DESIGN EXCELLENCE PROCESS

The Star undertook a design excellence process the tower design of Modification 13, which included designs from three leading architectural firms.

A key guiding principle by The Star of the redevelopment is 'design excellence'. The aims of this are to¹¹:

1. Achieve the highest standard of build;
2. Encourage innovation and best practice approaches;
3. Encourage a high-quality build that contributes positively to the overall architectural quality of the city;
4. Provide buildings appropriate to their context; and
5. Achieve environmentally sustainable outcomes.

6.1.1 KEY ENGAGEMENT ACTIVITIES

Key engagement activities for the local community included:

- ◆ 1800 number, email address and microsite;
- ◆ Delivered community updates, newspaper advertisements;
- ◆ Community panel session for invited community groups and body corporates for day 2 of the design excellence process;
- ◆ Open house session for day 2 of the design excellence process with invitations distributed to the local community; and
- ◆ Online survey available throughout day 2 and available for the community panel session and open house session.

The program of engagement activities and a full list of stakeholder invitations is provided in the Community Consultation Report prepared by KJA (community engagement consultants engaged by SEGL). The list of stakeholders invited to the Design Excellence Phase is in Attachment 2. The report also includes a full summary of responses to the survey, and results of engagement activities.

6.1.2 SUMMARY OF MATTERS RAISED BY THE COMMUNITY

A summary of the key issues relating to the successful design is provided below.

The responses by to the design prepared by architects FJMT during the consultation included:

- ◆ 58.8% strongly agree the design is/can be world class;
- ◆ 47.1% strongly agree this addition to The Star will be a place of enjoyment and excitement for visitors and tourist;
- ◆ 58.8% strongly agree the design will bring something fresh and positive to the local area;
- ◆ Positive comments relating to the design considered it to be 'innovative' and beautiful', and how it considers the local area, revitalises the harbour area and Pirrama/Jones Bay Roads, as well as includes community facilities; and
- ◆ Concerns related to whether Pirrama Road and the waterfront could be activated more, and building height, and more detail on the nature of the community space.

¹¹ KJA (2017) Community Consultation Report (Draft)

Table 10 Summary of Key Issues

Theme	Comment
Parking	◆ Taxi parking Jones Bay Road; ◆ Additional parking; ◆ Use of on street parking by Star patrons; ◆ Opportunity for greater resident parking and limited timing parking; and ◆ Concerns about whether.
Traffic and transport	◆ Increase in traffic from the proposed development; and ◆ Opportunity for the ferry system to run both ways.
Lighting and amenity	◆ External illumination impacting on residential areas (western side); ◆ Increase noise and rubbish in the local area from patrons; ◆ Overshadowing (heights); ◆ Ventilation (including ventilation for car stacking); and ◆ Safety in public spaces at night.
Community facilities	◆ Provision of community facilities; and ◆ Opportunity to get the community involved further with the neighbourhood centre and throughout the process.
Retail	◆ Retail outlets are currently not used much and they should be relevant to the community; and ◆ Current food offerings are expensive and do not appeal to the community. Opportunity to bring the community back to The Star.
Design	◆ Top heavy design of the hotel; and ◆ There could be further opportunities for connections to the water.
Community engagement	◆ Feedback processes to the community on the outcomes of the consultation process.

Source: KJA Community Consultation Report June 2017

Further details of the consultation with community groups and stakeholders is provided in the KJA community engagement report.

This feedback from the community will also inform the elements that are assessed in Section 7.

6.2 SEARS CONSULTATION REQUIREMENTS

The SEARs stated that during the preparation of the modification application, consultation must occur with the relevant local, State or Commonwealth Government authorities, service providers, community groups, and affected landowners. It

stated that there were some organisations that must be consulted with. For this SIA, the most relevant include City of Sydney Council, and Office of Liquor, Gaming and Racing.

SEGL undertook initial consultation with the City of Sydney on the 16 June 2017. At this meeting, the City noted that the uses within the neighbourhood centre and their hours of operation should be clearly outlined within the Mod 13 application. In response, the EAR as well as the Plan of Management for the Neighbourhood Centre set out the level by level uses as well as operational hours. Continued consultation in respect to social planning matters will be ongoing with the Research Strategy & Corporate Planning Division of Council to discuss the Social Impact Assessment and proposed Neighbourhood Centre.

A project presentation to ILGA and the L&G representatives was held on 30 May 2017 and was positively received. .

A meeting was held with local Police Crime Prevention Officer on 17 October 2017 to discuss the proposal and review plans. No significant concerns were raised at this meeting although further detail was requested on management and security of the car stacker; and of the potential for traffic management in relation to Pyrmont Street car park entry and the potential requirement for counter-terrorism bollards/chicanes. The draft CPTED report was provided to the Police for review and comments have yet to be received. .

7. SOCIAL IMPACT ASSESSMENT

This chapter assesses the potential social impacts, positive and negative, of Modification 13. It provides baseline information, the elements of the proposed development, potential impacts, and possible impact mitigation and enhancement measures.

The following elements are assessed:

- ◆ Neighbourhood amenity;
- ◆ Crime and safety;
- ◆ Community facilities and services;
- ◆ Noise;
- ◆ Traffic and parking; and
- ◆ Responsible service of alcohol and gaming.

These have been selected based on the issues raised during the community engagement activities, the policy assessment, and the design outcome.

This assessment has been undertaken within the following context:

- ◆ The Star is a pre-existing operational use and has been operating on its current site for 20 years;
- ◆ There are already in place a range of practices in place at The Star to mitigate and manage anti-social behaviour, including the Responsible Service of Alcohol and Gaming, security personnel, roving security patrols, reporting of non-domestic assaults, and the use of CCTV; and
- ◆ The Star is in a high growth area which is also an identified entertainment precinct and within a commercial zone.

7.1 ASSESSMENT AND EVALUATION OF IMPACTS

Tables 11 to 16 outlines the social impact assessment that has been undertaken for Modification 13.

7.1.1 Neighbourhood Amenity¹²

Table 11: Neighbourhood amenity - Impacts, benefits and recommendations

Baseline

The Star is in the suburb of Pyrmont, and is 2km from the Sydney CBD. It is located near the major tourism precinct of Darling Harbour. Pyrmont is a highly-urbanised suburb with highly varied land uses and built form. This includes medium rise residential properties, refurbished commercial buildings, landscaped foreshore parks, mixed retail and commercial properties, remnant heritage hotels and heritage listed houses.

The Star opened on its current site in Pyrmont in 1997. The Star currently comprises a 10,500 sqm gaming floor; 28 restaurants and bars; 23 retail outlets; 2 theatres (the Sydney Lyric Theatre and The Star Event Centre); Marquee nightclub; 623 hotel rooms/serviced apartments (the Darling and the Astral Tower and Residences) and; basement parking for approximately 2,700 cars.

The intersection of Pirrama and Jones Bay Road has little activated street frontage, and does not address the harbour foreshore or green space.

Proposed Development

¹² Neighbourhood amenity (also known as social amenity) is both a physical and psychological (or social) element. It includes elements such as traffic generation, noise, nuisance, appearance, and the way of life of the neighbourhood, visual amenity, dust, illumination/overshadowing, odour and intrusive of privacy from construction and/or operation. It should be noted that while these elements may be assessed subjectively by the local community, evidence is required to enable the element to be assessed objectively (See <http://www.vgso.vic.gov.au/content/amenity>)

The proposal increases the existing GFA by 34.28%. This includes additional and enhanced food and beverage (5,321sqm), apartments (23,842sqm) and hotel (21,445sqm). It is anticipated this will generate approximately 922,000 additional visitors to The Star in the first year, and 96,000 in subsequent years. The increase in visitors will come from the short and long term accommodation, as well as visitors to the site. These visitors include those that are at The Star specifically for entertainment and gaming, and those that come from the local area to use the facilities (such as workers utilising the food options during their lunch hour).

The development on the corner of Pirrama and Jones Bay Roads (hotel and residential tower and neighbourhood centre) enhances activation of the north-east corner, provides opportunities for community through both formal and informal spaces. It also provides a greater link to the park and pedestrian access.

The FJMT Design Report (June 2017) states that the hotel has been designed to avoid winter overshadowing in the squares and parks of Pyrmont, particularly during the middle of the day. The maximum height of the tower envelope was determined in relation to the winter shadow profile over nearby dwellings, to ensure a minimum of two hours of sunlight at the winter solstice. The residential buildings most affected are those north of Miller Street, between Jones and Harris Streets

A Visual Impact Assessment was undertaken to assess the impact of the development on private views. It found that the most highly affected private views are those on 2 Jones Bay Road, where approximately 33 apartments (on levels 5 to 8) will lose the entirety of existing water views, or the front facing portion of water views. There are also moderate view impacts on 24 and 26 Point Street, and 88 John Street.

The redevelopment includes a range of works to improve access and more clearly delineate pedestrian and vehicle routes and reduce contested paths. This includes the entrance to the light rail station, integration of new relocated taxi rank drop-off and pick up locations, visitor bike parking, and upgrades to the loading dock on Jones Bay Road. Further information is provided in the Traffic Impact Assessment from Mott McDonald (June 2017). In particular, refer to section 4.5, 4.9 & 4.10.

The construction period for Modification 13 is anticipated to be 4.5 years. Construction noise and vibration will be addressed separately as will crime and safety.

It is noted that 204 apartments are included within the proposal. Those residents occupying the apartments will do so with full knowledge of the operation of the site as a significant entertainment precinct. The inclusion of these apartments will not have a significant impact on the growth of the community or resulting impacts on amenity of the area. The design of Modification 13 provides for separate entrances between the residential apartments, hotel tower, neighbourhood centre and balance of the site. There are no balconies in the new residential development and the Noise Impact Assessment by WSP (**Appendix K**) recommends double glazing to manage potential noise impacts from entertainment and events on the site. The Traffic Impact Statement by Mott Macdonald (**Appendix J**) has included the residential apartments in the assessment of impacts.

Potential Positive Impacts

- ◆ Improved casino amenity by upgrading facilities including food and beverage, better access and parking, and public areas;
- ◆ Enhancement of pedestrian links;
- ◆ Inclusion of a neighbourhood centre;
- ◆ Greater street activation and focus on north east corner; and
- ◆ Better visual linkages to public open space and greater public domain along Pirrama Road.

Potential Negative Impacts

- ◆ The increase in number of visitors staying and visiting may increase noise affecting residential areas;
- ◆ Impacts on views of existing residents in surrounding buildings; and
- ◆ Disruption to traffic and noise impacts from construction.

Benefit Enhancement

- ◆ Implement the recommendations of the CPTED strategy relating to interfaces with the street;

Mitigation Measure

- ◆ Inclusion of the neighbourhood centre will balance demand for community services;
- ◆ Continued implementation of existing safety and

- ◆ Redevelopment of the public entrance of the light rail will improve way-finding and surveillance by passers-by through more open and direct routes; and
- ◆ Continue to engage with the community to keep them informed to reduce risk and anxiety about perceptions of impacts on neighbourhood amenity, and to inform them of progress on the community facility and public open space upgrades.
- ◆ security measures, including roving security patrols, security camera coverage on all perimeters, and management at taxi ranks;
- ◆ Review security resourcing to ensure adequate provision to cater for an increase in visitation; and
- ◆ Implementation of the Construction Management Plan.

Conclusion

There are several amenity improvements associated with Modification 13 that will have a positive impact on the local area. The inclusion of community infrastructure will increase the number of community facilities located within the suburb for existing residents and workers. The growth of residential population as a result of this proposal will not negatively impact the community.

The inclusion of a residential development within a large mixed use precinct is consistent with the development of entertainment precincts nationally and internationally and responds to market demand. There are obvious considerations regarding noise and traffic impacts. Strong plans of management and clear information provided to potential residents regarding the scale and diversity of uses across the site, will manage adjacent land and site uses. SEGL already mitigates and manages impacts on nearby residential developments e.g. Jones Bay Road.

7.1.2 Crime and Safety

Table 12: Crime and safety - Impacts, benefits and recommendations

Baseline

There is a perception that The Star and areas around The Star have higher levels of non-domestic assaults and crime.

Crime rates are generally lower in the suburb of Pyrmont compared to the Sydney CBD and broader city of Sydney LGA. There is an ongoing discussion and research about the rates of crime and anti-social behaviour in Pyrmont and connections to The Star. However, it has been found that while there has been increase in non-domestic assaults the rates are not significant. It was also found that staff and security have increased reporting of non-domestic assaults.

The Star has detailed Plans of Management to ensure the responsible service of alcohol, and venue security, as well as a policy for the responsible service of gaming throughout the casino.

Proposed Development

The proposal includes an additional 48,057sqm of floor space. This includes 45,287 sqm of hotel and residential space, an additional 5,321sqm of food and beverage space. No additional gaming floor space is proposed. The proposal is also expected to generate around 922,000 additional visitors inside The Star in the first year, and approximately 96,000 each year following. An increase in visitation could increase the number of intoxicated people in the venue and surrounding areas.

The proposal includes the provision of a neighbourhood centre and outdoor terrace on the corner of Pirrama and Jones Bay Roads. This provides an opportunity to activate the north-eastern corner with improved sight lines along Pirrama and Jones Bay Roads, greater community ownership and surveillance, as well as upgrades generally to lighting and CCTV in the precinct. Additionally, the inclusion of residential apartments within the site will create a

greater sense of community ownership and perception of a more stable community, as opposed to one driven by a visitor population.

The proposal provides for design solutions to enhance security and safety for residents and hotel guests in the new tower through secure parking, secure and separate lift access, no inclusion of balconies in the development reducing risk of criminal entrance.

The redevelopment also includes the integration of a relocated taxi rank, integrated drop off and pick up arrangements for the hotel, and site wide transport upgrades.

Potential Positive Impacts

- ◆ Greater community ownership of the site, particularly the areas surrounding the residential apartments and community facility; and
- ◆ Greater natural and casual surveillance because of a greater mix of users and activation of underutilised spaces, particularly corner of Jones Bay and Pirrama Roads.

Potential Negative Impacts

- ◆ Potential impacts associated with increased visitation to the precinct;
- ◆ Increased number of premises serving alcohol may see an increase in anti-social behaviour; and

Benefit Enhancement

- ◆ Implementation of recommendations the CPTED strategy developed for Modification 13 (Urbis June 2017) particularly for all casino interfaces with the street and security access for staff, residents and hotel guests;
- ◆ Continue to implement existing safety and security measures, including roving security patrols, security camera coverage on all perimeters, and management at taxi ranks; and
- ◆ Improve access and wayfinding by redefining the entrance of the light rail (including through signage and lighting improvements)

Mitigation Measure

- ◆ Ensure the design of the development proposal encapsulates CPTED principles.
- ◆ Ensure continued implementation of existing safety and security measures, including roving security patrols, security camera coverage on all perimeters, and management at taxi ranks;
- ◆ Ensure security resourcing adequately caters for an increase in visitation;
- ◆ Continue close liaison with NSW Police to ensure patrols of publicly accessible internal and external areas to address anti-social behaviour; and
- ◆ Implement the requirements of the Lighting Technical Report on security and safety (section 5.4).

Conclusion

The redevelopment will increase the number of patrons visiting and staying at The Star. However, it is not anticipated to have a significant impact as there are a range of practices already in place to mitigate and manage issues related to crime and safety. Additionally, the redevelopment includes a number of upgrades that are intended to improve safety and perceptions of safety will positively contribute to crime prevention through environmental design, including lighting and CCTV.

The major component of the redevelopment is the inclusion of the hotel and residences. It is not a redevelopment focusing on beverage or gaming consumption. If current management practices of RSA, safety and security continue to be implemented and monitored no major negative impacts on crime are anticipated.

7.1.3 Community Facilities and Services

Table 13: Community facilities and services - Impacts, benefits and recommendations

Baseline

There are limited community facilities in the suburb of Pyrmont. The closest community centre is located on the corner of John and Mount Streets. It provides the local community with opportunities for fitness, recreation, facilities for hire (multipurpose courts, halls and rooms, courtyard and playground), after hours and vacation care, community programs, and a library link. Other community facilities are in the adjacent suburb of Ultimo.

Proposed Development

It is noted that 204 apartments are included within the Modification 13 proposal. The inclusion of these apartments will not have a significant impact on the growth of the community or resulting impacts on the amenity of the area. The household composition (e.g. families or couples without children) is unable to be determined. There may be some demand for community services and facilities. However, noting that the majority of community facilities are not immediately local to the site there is not expected to be an overwhelming impact on demand, and demand may be distributed across a range of areas.

The proposal includes a Neighbourhood Centre. This will be located at the northern end of the site. The proposed Neighbourhood Centre will have learning centre resources, a lounge space, and spaces for community hire. The centre will offer a total of 1,691sqm of community space over five levels and is proposed to include::

- ◆ Level 00 Ground Level – community lounge and terrace, outdoor terrace, Enterprise Café, Technology Bar, makers space;
- ◆ Level 1 – Reading room and library space, elevated lounge, children and family space, space for study and group setting;
- ◆ Level 2 – Open plan training and class settings, casual group lounge settings, consultation and tutoring settings, meeting rooms and conference spaces, community and digital literacy classes;
- ◆ Level 3 – Civic function space with harbour views, dual purpose catering and neighbourhood kitchen, access to Harbour Roof Terrace, private and community functions; and
- ◆ Level 4 – Community terrace with harbour views, green space and seated settings, private and community functions.

The Neighbourhood Centre uses have been selected following extensive community consultation undertaken by KJA and FJMT during the design excellence and design development phases.

It is intended that the Centre will be operated by SEGL in consultation with a six-member community advisory board. A preliminary plan of management has been prepared with information on the Site Description and Building Details; Management Objectives and Strategies and Plan Monitoring. The Plan addresses a range of management issues and provides requirements, guidelines and strategies for each of the key issues, with the intent that the Neighbourhood Centre retains its importance as an active space for the whole community. The Plan of Management will not be a static document and will be updated to respond to changing community needs.

The design and access to the neighbourhood centre is independent of the hotel.

The proposal is also required to provide contributions for the purposes of affordable housing and Section 94 contributions.

Potential Positive Impacts

- ◆ Provision of neighbourhood centre with a diversity of uses, and able to appeal to a variety of users;
- ◆ Activation of the north-eastern corner of the site with the outdoor terrace, which also provides greater

Potential Negative Impacts

- ◆ Potential conflict associated with offering a wide range of uses in the Neighbourhood Centre to meet community needs. For example, quiet spaces adjacent to family

- | | |
|---|--|
| <ul style="list-style-type: none"> ◆ natural and casual surveillance; ◆ Greater site lines along Pirrama and Jones Bay Roads; and ◆ Contributions for affordable housing and Section 94 contributions resulting in an increase in social infrastructure. | <ul style="list-style-type: none"> ◆ spaces. ◆ There may be some increased demand for community services and facilities locally. |
|---|--|

Benefit Enhancement

Mitigation Measure

- | | |
|---|--|
| <ul style="list-style-type: none"> ◆ Development of a clear model around governance, and facilities management, including strategies for booking procedures, hire processes, fees, access, and maintenance. This could include a local advisory group with representation from the local council; and ◆ Continue to engage with the community to keep them informed on decisions to reduce risk and anxiety about the delivery of the facility. | <ul style="list-style-type: none"> ◆ A preliminary plan of management has been prepared with information on the site description and building details; management objectives/strategies and plan monitoring. Further details on the Plan of Management will be useful in communicating with the local community and future users of the centre. This could include making publicly available information regarding governance and facilities management, including strategies for booking procedures, hire processes, fees, access, and maintenance to reduce conflict between users of the neighbourhood centre. |
|---|--|

Conclusion

This Neighbourhood Centre will contribute significantly to the infrastructure available to the community. SEGL has a stated intention to include a community advisory board in the governance structure.

Additionally, the requirement to provide funding towards affordable housing within the region will be an important contribution to social infrastructure and potentially provide options for affordable key worker accommodation.

The modifications do not include additional gaming facilities and are therefore unlikely to result in a rise in problem gaming or associated pressure on community services.

The increase of residential population is limited and unlikely to cause overwhelming demand on local community facilities and services.

7.1.4 Noise

Table 14: Noise - Impacts, benefits and recommendations

Baseline

The hours of construction, including the delivery of materials to and from the site, shall be restricted as follows:

- ◆ Between 7:00 am and 5.30 pm, Mondays to Fridays inclusive;
- ◆ Between 8:00 am and 3.00 pm, Saturdays;
- ◆ Between 9:00 am and 3.30 pm, Mondays to Fridays for mechanical rock blasting; and
- ◆ No work on Sundays and public holidays.

Work can be undertaken outside of these hours under certain conditions.

It is noted that Condition D11 contains a provision to allow minor internal works to the existing building, including but not limited to demolition of light weight partitions, construction of new partitions, installation of ceilings, finishing of floors, engineering services installations, carpet installation, lighting programming, painting, to be undertaken outside the nominated hours of construction in accordance with the Construction Noise and Vibration Management Plan required by condition B 21.

Should noise complaints be received by Council or other State government agencies from a place of different occupancy (including commercial premises) and the complaint being substantiated by a Council Officer or representative of the relevant State agency, the construction works occurring during the approved extended construction hours must cease operation until 'attenuation works' are carried out. In accordance with Condition D11, extended construction hours must not commence until compliance with the relevant noise conditions can be achieved.

All heavy demolition and construction works shall be restricted to between the hours of 9:00am – 4:00pm Mondays to Saturdays.

Currently noise sources from The Star are not a significant influence on the background noise environment in the area for the majority of locations surveyed.

Proposed Development

A Noise Impact Statement has been prepared by WSP Parsons Brinkerhoff to assess any potential noise impacts associated with Modification 13.

The Noise Impact Assessment for Modification 13 assessed noise and vibration, including road noise, construction noise, and development near rail corridors and busy roads. It found that mechanical noise emissions can meet the requirements of the Secretary's Environmental Assessment Requirements (SEARS), as does the patron and entertainment noise. It is anticipated that the traffic noise impacts may be above the Road Noise Policy (RNP) but these are to be confirmed. Mitigation and management have been described, and an operational noise plan will be required.

For entertainment noise, the assessment determined the development can meet the SEARs with the requirements detailed in Section 10.2 of the WSP Parsons Brinkerhoff Report, implemented. As a result, the development is also not expected to emit offensive noise.

The assessment has also presented proposed noise criteria for a limited number of special events to be held on either the Level 05 Sky Terrace or Level 07 Ribbon Pool Decks. The criteria have been developed based on similar licence currently in practice and in consultation with the Department of Planning and Environment. Assessment to the proposed criteria for events at either of the nominated venues showed that with the controls recommended in this report, compliance with the special event conditions can be met.

The acoustic report also considered the potential for external ambient noise to impact noise sensitive uses of the proposed development including hotel bedrooms and residential properties. The assessment determined specifications for double glazing units with a closed façade that will be required for residential bedrooms directly on the façade. The bedrooms directly on the facade below Level 27 of the tower will be required to have a sealed façade. For bedrooms above Level 27, a façade opening of 1% can be incorporated. The building is required to meet the requirements of the Building Code of Australia (BCA) Classes 2 and 3, in addition to the requirements of the City of Sydney Development Control Plan and the Australian Standard AS 2107.

Potential Positive Impacts**Potential Negative Impacts**

NA

- ◆ Demolition and construction activities have the potential to generate noise impacts on nearby neighbours; and
- ◆ An increase in visitation and employment has the potential to generate noise impacts on nearby neighbours.
- ◆ Internal noise may transfer from entertainment venues to new hotel and residential tenancies
- ◆ Potential for noise given outdoor nature of food and beverage offerings and inclusion of pool decks

Benefit Enhancement**Mitigation Measure**

- ◆ Continue to engage with the community to keep them informed on decisions to reduce risk and anxiety about the associated noise impacts, and what mitigation measures may be available to them.

Compliance with recommendations of Noise Impact Assessment including:

- ◆ Noise controls for mechanical plant including plant rooms and exhausts;
- ◆ A combination of design features and operational management procedures to manage patron and music noise during operation
- ◆ Orientation of and limitations to sound levels produced by speakers at open bars;
- ◆ Control operating hours for outdoor areas including bars and outdoor eating areas (noting that areas such as external smoking areas will remain operational 24/7);
- ◆ Glazing and acoustic seals on doors and windows of the hotel and residential tower and compliance with relevant building codes; and
- ◆ Updating the Noise Management Plan.

Conclusion

The development proposal has the potential to generate noise impacts associated with demolition and construction activities, and an increase in visitation and employment. The Noise Impact Assessment has made clear recommendations for mitigation and management of these impacts. These are in accordance with good practice of venues, and relevant building code and planning legislation and Australian standards for noise control and management.

The proposal has included design solutions to manage potential transfer of noise from entertainment to and within the new hotel and residential tower.

7.1.5 Traffic and Parking

Table 15: Traffic and parking - Impacts, benefits and recommendations

Baseline

There are currently 2,795 car parking spaces at The Star. There is currently an average occupancy rate of 74% across a 7-day week. The heaviest demand for space occurs between Thursday and Sunday, peaking on Saturday evening. There are an additional 2,892 off-street parking spaces and an additional 1,200 on-street parking spaces within walking distance of The Star. The Star is currently serviced by a large basement car park and is highly accessible by public transport infrastructure including light rail, bus and ferry networks. It is also highly accessible by taxis, and active transport networks. There has been a modal shift in the past ten years from private vehicles to public and active transport.

Proposed Development

This proposal will result in an estimated 922,000 additional patrons visiting The Star in the first year. This is then anticipated to be 96,000 for the following years. In addition, the proposal is likely to generate the need for an additional 110 staff per day, not including workers during construction. This increase in visitation and employment may put pressure on existing road, parking and taxi infrastructure. A 221-space car stacker is proposed below the new residential and hotel tower to service the users of the tower. There is no other proposed increase in car parking capacity with this modification because of the excellent public and active transport accessibility of the venue, and the current car park utilisation does not warrant an increase.

The traffic impact statement concluded that the proposal will not have significant impacts or will operate at existing or acceptable levels on:

- ◆ Daily and peak hour vehicle, public transport and pedestrian movements during construction and operation;
- ◆ Current and future performance of key intersections;
- ◆ Existing and future public transport networks to accommodate the forecast number of trips;
- ◆ Pedestrian and cycle access strategy external to the site;
- ◆ Cycle parking provision for both employees (35) and visitors (62) onsite, with rental bikes in the Pirrama Road forecourt, bike lockers adjacent to the light rail platform, and bike racks at major entry points to the site.

The proposal will not change public transport access arrangements.

Up to 200 on-site spaces will be made available at The Stars on-site car park for construction staff.

The redevelopment includes a range of works to improve access and more clearly delineate pedestrian and vehicle routes and reduce contested paths. This includes the entrance to the light rail station, integration of new relocated taxi rank drop-off and pick up locations, visitor bike parking, and upgrades to the loading dock on Jones Bay Road. Further information is provided in the Traffic Impact Assessment from Mott MacDonald (June 2017). In particular, refer to section 4.5, 4.9 & 4.10.

Potential Positive Impacts

- ◆ The proposed increase in visitors and workers means that the development is actively considering the better promotion of public transport and improving profile of and access to local public transport links.
- ◆ Decreased pedestrian/vehicular conflict with access upgrades.

Potential Negative Impacts

- ◆ An increase in visitation and employment has the potential to put pressure on existing road and parking infrastructure. However, the traffic impact statement found that demand for parking can be accommodated by existing infrastructure;
- ◆ An increase in visitation and employment has the potential to put pressure on existing taxi

- ◆ The proposal upgrades cycle parking and end of trip facilities.
- ◆ Parking will be made available on-site for construction workers.

- ◆ infrastructure around The Star; and
- ◆ There is potential for parking impacts during construction because of the construction workforce traveling to and from the site. However, onsite parking is being made available for construction workers.

Benefit Enhancement

Mitigation Measure

- ◆ Continue to engage with the community to keep them informed on decisions to reduce risk and anxiety about the associated traffic, and what mitigation measures may be available to them.

- ◆ The following recommendations were made in the Traffic Impact Assessment (Mott Macdonald June 2017):
 - Address the operational problems associated with long-term limousine parking practices in the Porte-cochère.
 - Review the resourcing of the valet service to eliminate the need for double parking in the Porte-cochère outside the Astral Hotel entry.
- ◆ Deliver proposal elements including:
 - Provide a 221-space car stacker to service the users of the hotel and residential tower
 - Expand staff and visitor cycle parking and trip end facilities to encourage more travel to the site by active transport modes.
 - Allocate space in the on-site car park, during business hours, for worker/tradesman parking and deliveries, to eliminate parking pressures on the surrounding street system.

Conclusion

The development proposal has the potential to generate impacts on traffic, parking and taxi infrastructure in the local area. However, the Traffic Impact Statement by Mott Macdonald (**Appendix J**) found that with the mitigation strategies in place, the development proposed in Modification 13 is not expected to have a significant adverse traffic impact on the Pyrmont precinct during construction or operation. This included assessment of new residential accommodation on site

In particular Mott Macdonald found that *“Most of the community concerns regarding traffic in the area relate to special events and/or taxi operational issues. Modification 13 does not increase the frequency or impacts of special events generated by the Star Entertainment precinct. Taxi queues are causing significant disruption to Pirrama Road. This issue is being addressed by relocating taxis into the service road under the site.”*

7.1.5 Responsible Service of Alcohol and Gaming

Table 16: Responsible service of alcohol and gaming - Impacts, benefits and recommendations

Baseline

There are currently 100 licensed premises in the Pyrmont suburb. Since 2011, there has been an increase in liquor offences, assault and disorderly conduct in Pyrmont. At the same time, crime rates per 100,000 residents are

generally lower in Pyrmont compared to the Sydney CBD and City of Sydney LGA. There is ongoing discussion regarding the extent to which crime incidents are connected with patrons who have visited The Star.

The Star has detailed Plans of Management to ensure security and responsible service of alcohol throughout the venue.

The current licence allows up to 1,500 gaming machines, not including machines that replicate casino table games. There are no restrictions on VIP gaming machine value limits. The Star also has detailed Plans of Management to ensure security and responsible service of alcohol throughout the venue.

The proposal reduces the GFA for gaming by 137sqm due to the demolition of a portion of the concrete slab that is currently occupied by outdoor gaming space at the Pirrama Road frontage on Level 01.

Proposed Development

The proposal includes an additional 3,607sqm of food and beverage space, including new bar areas (food and beverage). The proposal is also expected to generate approximately 922,000 additional visitors in the first year, and 96,000 additional visitors in subsequent years. There is no increase in gaming.

Potential Positive Impacts

- ◆ The expanded facilities increase local amenity and include new and upgraded food and beverage options for a mix of dining and entertainment options.

Potential Negative Impacts

- ◆ Modification 13 includes new bars which provide additional opportunities for alcohol consumption which has potential to increase alcohol-related harm in the community.
- ◆ Potential for noise given outdoor nature of food and beverage offerings.

Benefit Enhancement

- ◆ Continue to ensure the implementation of RSA and RSG procedures including those that are but also voluntary initiatives that are above legislative requirements;
- ◆ Promote and demonstrate The Star's commitment to RSA procedures in public forums to inform public perceptions but also voluntary initiatives that are above legislative requirements; and
- ◆ Continue to abide by ILGA Gaming and Signage and Brochure standards (including in languages other than English).

Mitigation Measure

- ◆ Continue to ensure the implementation of RSA procedures;
- ◆ Promote and demonstrate The Star's commitment to RSA procedures in public forums to inform public perceptions;
- ◆ Continue to ensure the implementation of RSA procedures; and
- ◆ Continue to abide by ILGA Gaming and Signage and Brochure standards (including in languages other than English).

Conclusion

Ongoing implementation of existing RSA procedures is considered sufficient to manage potential for increased alcohol related harm from an increase in patron numbers and increase in GFA associated with Modification 13.

8. CONCLUSION

This Social Impact Assessment has reviewed the Modification 13 proposal, assessed baseline conditions, and profiled potential impacts. The Assessment has also considered available supporting data and documentation including technical reports and assessments.

8.1 DIRECT IMPACTS

This Assessment finds there is potential for minor impacts directly associated with the proposed modification. Conclusions include:

Table 17: Modification 13 Impacts

Neighbourhood Amenity	There are amenity improvement opportunities associated with Modification 13 including better activation of spaces, greater natural and casual surveillance, and a better public domain. The proposed architectural design will minimise concerns about shadowing. The VIA also demonstrates that, while there will be some impacts to views in some adjacent residential buildings, the proposal provides an appropriate response to its visual and physical context. Inclusion of residential apartments in the development are consistent with entertainment precinct development and any cross-over impacts can be managed through strong operational plans and clear communication with prospective residents regarding the scale and diversity of operations across the site.
Crime and Safety	Continuation of the existing RSA, and safety and security measures, implementation of the requirements of the lighting technical report on security and safety, and development of a CPTED strategy are considered suitable measures to address any safety concerns arising as a result of increased patron numbers visiting the site.
Community Facilities	The provision of a dedicated neighbourhood centre is a positive for the community, particularly as the local area has very limited community infrastructure and the area is densely populated. It will also activate the north-eastern corner of the site. Additionally, the requirements to provide funding towards affordable housing within the region will be an important contribution to social infrastructure and potentially provide options for affordable key worker accommodation. The modifications do not include additional gaming facilities and are therefore unlikely to result in a rise in problem gaming or associated pressure on community services. The increase of the residential population is limited and unlikely to cause overwhelming demand on local community facilities and services.
Noise	Noise sources from The Star are not a significant source of noise in the area. The supporting Noise Impact

	Assessment demonstrates that noise sources will be below the assessment requirements with implemented mitigation measures in place. A Noise Management Plan has been prepared any will be adhered to during the ongoing operation of the site. The proposal includes design solutions to manage potential transfer of noise from entertainment to and within the new hotel and residential tower.
Traffic and Parking	Traffic impacts are considered to be at existing or acceptable levels, including assessment of new residential accommodation on site. Onsite car parking will be made available for construction workers. Compliance with the recommendations and statement of commitments in the traffic impact assessment will be required. The redevelopment includes a range of works to improve access and more clearly delineate pedestrian and vehicle routes and reduce contested paths. This includes the entrance to the light rail station, integration of new relocated taxi rank drop-off and pick up locations, visitor bike parking, and upgrades to the loading dock on Jones Bay Road.
Responsible Service of Alcohol and Gaming	The ongoing implementation of existing RSA and RSG procedures is sufficient to manage the increase in patron numbers associated with Modification 13. The modifications do not include additional gaming facilities and are therefore unlikely to result in a rise in problem gaming or associated pressure on community services.

8.3 RECOMMENDATIONS

The following recommendations are proposed:

Impact	Recommendations
Neighbourhood Amenity	- Implement recommendations from the Modification 13 CPTED Strategy for all casino interfaces with the street and public domain areas; - Redevelop the public entrance of the light rail to improve way-finding and surveillance by passers-by through more open and direct routes; - Continue to engage with the community to keep them informed to reduce risk and anxiety about perceptions of impacts on neighbourhood amenity, and to inform them of progress on the neighbourhood centre and public domain upgrades; - Implement a construction management plan for the extended period of works - Continued implementation of existing safety and security measures, including roving security patrols, security camera coverage on all perimeters, and management at taxi ranks; - Review security resourcing to ensure adequate provision to cater for an increase in visitation; and - Make sure potential new residents are aware of the scale of operations of the site and the consideration that they will effectively be living immediately adjacent to an existing 24/7 entertainment precinct.

Crime and Safety	- Implement recommendations from the Modification 13 CPTED Strategy for all casino interfaces with the street and public domain works; - Continued implementation of existing safety and security measures, including roving security patrols, security camera coverage on all perimeters, and management at taxi ranks; - Provide security resourcing that adequately caters for an increase in visitation; - Continue close liaison with NSW Police to ensure patrols of publicly accessible internal and external areas to address anti-social behaviour; and - Implement the requirements of the Lighting Technical Report on security and safety (section 5.4).
Noise	- Compliance with recommendations of Acoustic Technical Report including: - Noise controls for mechanical plant including plant rooms and exhausts; - Limitations to sound levels produced by speakers at open bars; - Control operating hours for outdoor areas including bars and outdoor eating areas; and - Implementation of the Noise Management Plan.
Traffic and Parking	- Implement the recommendations of the Traffic Impact Assessment including; - o Address the operational problems associated with long-term limousine parking practices in the Porte-cochère. - o Review the resourcing of the valet service to eliminate the need for double parking in the Porte-cochère outside the Astral Hotel entry. - Deliver the following proposal elements: - o Replace the existing Pymont parking guidance system on the external road network. The Star, as the leading provider of off-street parking in the Pymont area and potential beneficiary of the success of such a system, is best placed to act as potential owner and guarantor of its ongoing operation. - o Expand staff and visitor cycle parking and trip end facilities to encourage more travel to the site by active transport modes. - Allocate space in the on-site car park, during business hours, for worker/tradesman parking and deliveries, to eliminate parking pressures on the surrounding street system. - Continue to engage with the community to keep them informed on decisions to reduce risk and anxiety about the associated traffic, and what mitigation measures may be available to them.
Community Facilities	- Update the Plan of Management for the neighbourhood centre prior to the issue of an Occupation Certificate for the centre - Provide details on the management plan which are publicly available regarding governance and facilities management, including strategies for book procedures, hire processes, fees, access, and maintenance to reduce conflict between users of the neighbourhood centre, will be useful in communicating with the local community and future users of the centre; and - Continue to engage with the community to keep them informed on decisions in order to reduce risk and anxiety about the delivery of the facility.
Responsible Service of Alcohol and Gaming	- Continue to ensure the implementation of RSA and RSG procedures; - Promote and demonstrate The Star's commitment to RSA procedures in public forums to inform public perceptions; - Continue to abide by ILGA Gaming and Signage and Brochure standards (including

in languages other than English);

- Continue to implement existing safety and security measure, including security patrols and CCTV coverage, and adherence to Plans of Management; and
 - Continue to engage with the community to keep them informed on decisions to reduce risk and anxiety about the redevelopment process.
-

8.2 CUMULATIVE IMPACTS

The Star is a significant city entertainment precinct. It is an existing large venue that has been operating for 24 hours at its current premises for twenty years. It is a venue situated in a broader environment that is undergoing significant redevelopment.

Modification 13 refreshes and enhances the existing venue to deliver a range of new services and experiences for the wide range of users of The Star. The proposed amendments address current issues relating to the pedestrian environment, lighting and wayfinding, activation of frontages, and access to the venue. These changes benefit not only the patrons of The Star, but the broader users of the precinct drawn from the local community and businesses.

Any cumulative impacts from Modification 13 which have not previously been assessed as a part of previous approvals are expected to be limited. This Social Impact Assessment has demonstrated that the impacts can be managed through the current practices of The Star, or through the introduction of new management plans. There will be a cumulative impact of ongoing construction works over an extended period of time. It is projected that the construction period for Modification 13 will be at least 4.5 years. However, given the development context of the region and the City and State's commitment to maintaining the region as a visitor destination, construction works in the local area are unavoidable. A Construction Management Plan will be put in place to reduce these impacts.

ATTACHMENTS

ATTACHMENT 1: ENVIRONMENTAL PLANNING AND ASSESSMENT ACT 1979 NO 203 – SECTION 79C

79C Evaluation

(1) Matters for consideration—general

In determining a development application, a consent authority is to take into consideration such of the following matters as are of relevance to the development the subject of the development application:

- (a) the provisions of:
 - (i) any environmental planning instrument, and
 - (ii) any proposed instrument that is or has been the subject of public consultation under this Act and that has been notified to the consent authority (unless the Director-General has notified the consent authority that the making of the proposed instrument has been deferred indefinitely or has not been approved), and
 - (iii) any development control plan, and
 - (iiia) any planning agreement that has been entered into under section 93F, or any draft planning agreement that a developer has offered to enter into under section 93F, and
 - (iv) the regulations (to the extent that they prescribe matters for the purposes of this paragraph), and
 - (v) any coastal zone management plan (within the meaning of the *Coastal Protection Act 1979*),that apply to the land to which the development application relates,
- (b) the likely impacts of that development, including environmental impacts on both the natural and built environments, and social and economic impacts in the locality,
- (c) the suitability of the site for the development,
- (d) any submissions made in accordance with this Act or the regulations,
- (e) the public interest.

Note. See section 75P (2) (a) for circumstances in which determination of development application to be generally consistent with approved concept plan for a project under Part 3A.

Note. The consent authority is not required to take into consideration the likely impact of the development on biodiversity values if:

- (a) the development is to be carried out on biodiversity certified land (within the meaning of Part 7AA of the *Threatened Species Conservation Act 1995*), or
- (b) a biobanking statement has been issued in respect of the development under Part 7A of the *Threatened Species Conservation Act 1995*.

(2) Compliance with non-discretionary development standards—development other than complying development

If an environmental planning instrument or a regulation contains non-discretionary development standards and development, not being complying development, the subject of a development application complies with those standards, the consent authority:

- (a) is not entitled to take those standards into further consideration in determining the development application, and
- (b) must not refuse the application on the ground that the development does not comply with those standards, and
- (c) must not impose a condition of consent that has the same, or substantially the same, effect as those standards but is more onerous than those standards,

and the discretion of the consent authority under this section and section 80 is limited accordingly.

- (3) If an environmental planning instrument or a regulation contains non-discretionary development standards and development the subject of a development application does not comply with those standards:

- (a) subsection (2) does not apply and the discretion of the consent authority under this section and section 80 is not limited as referred to in that subsection, and
- (b) a provision of an environmental planning instrument that allows flexibility in the application of a development standard may be applied to the non-discretionary development standard.

Note. The application of non-discretionary development standards to complying development is dealt with in section 85A (3) and (4).

- (4) **Consent where an accreditation is in force**

A consent authority must not refuse to grant consent to development on the ground that any building product or system relating to the development does not comply with a requirement of the *Building Code of Australia* if the building product or system is accredited in respect of that requirement in accordance with the regulations.

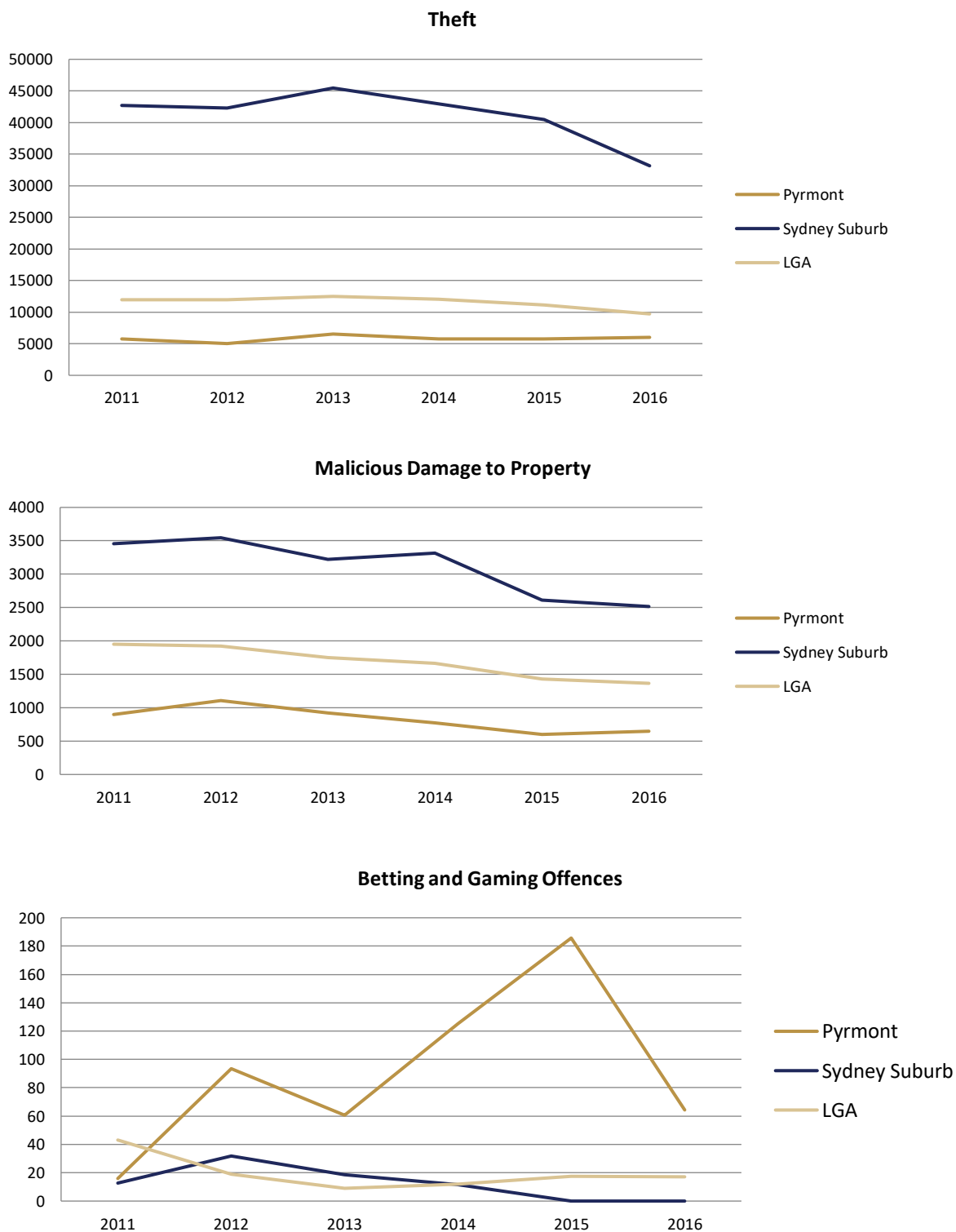
- (5) A consent authority and an employee of a consent authority do not incur any liability as a consequence of acting in accordance with subsection (4).

- (6) **Definitions**

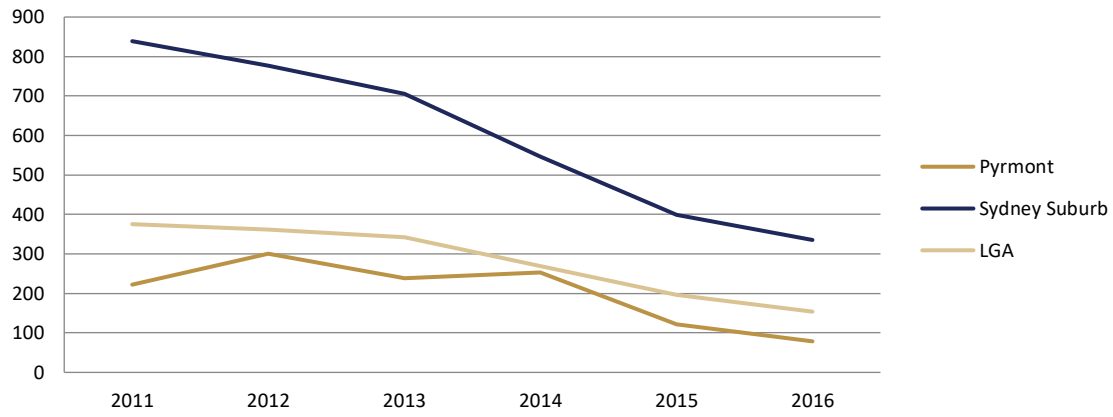
In this section:

- (a) reference to development extends to include a reference to the building, work, use or land proposed to be erected, carried out, undertaken or subdivided, respectively, pursuant to the grant of consent to a development application, and
- (b) *non-discretionary development standards* means development standards that are identified in an environmental planning instrument or a regulation as non-discretionary development standards.

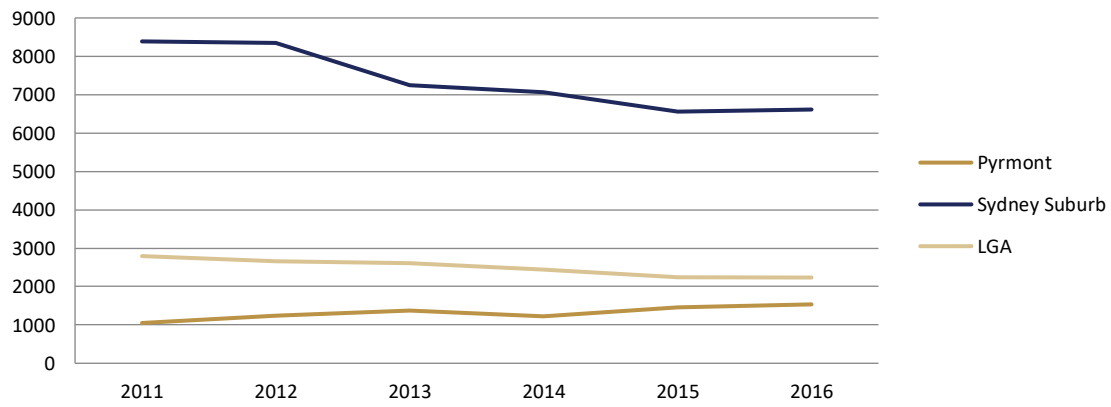
ATTACHMENT 2: TRENDS IN CRIME RATES 2011 TO 2016, PYRMONT, SYDNEY, AND CITY OF SYDNEY LGA



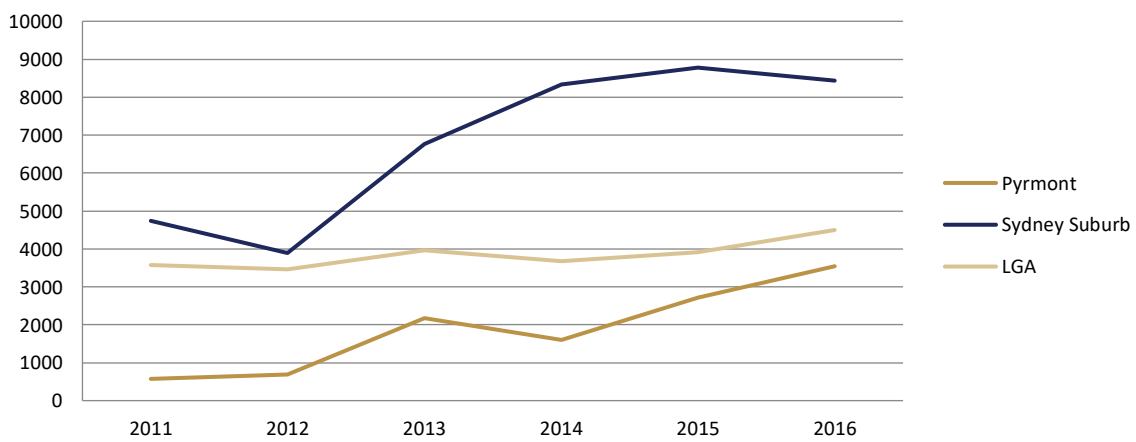
Robbery



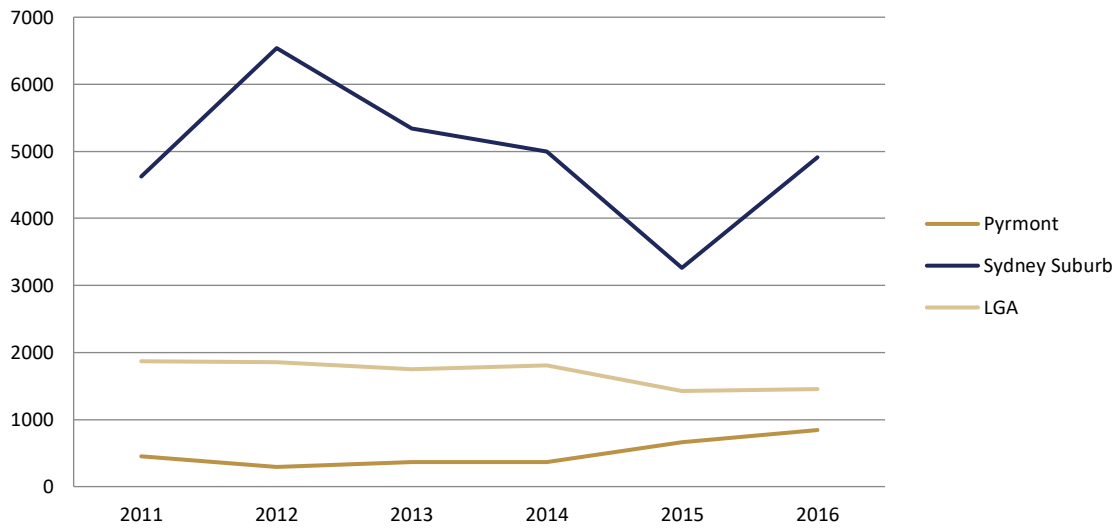
Assault



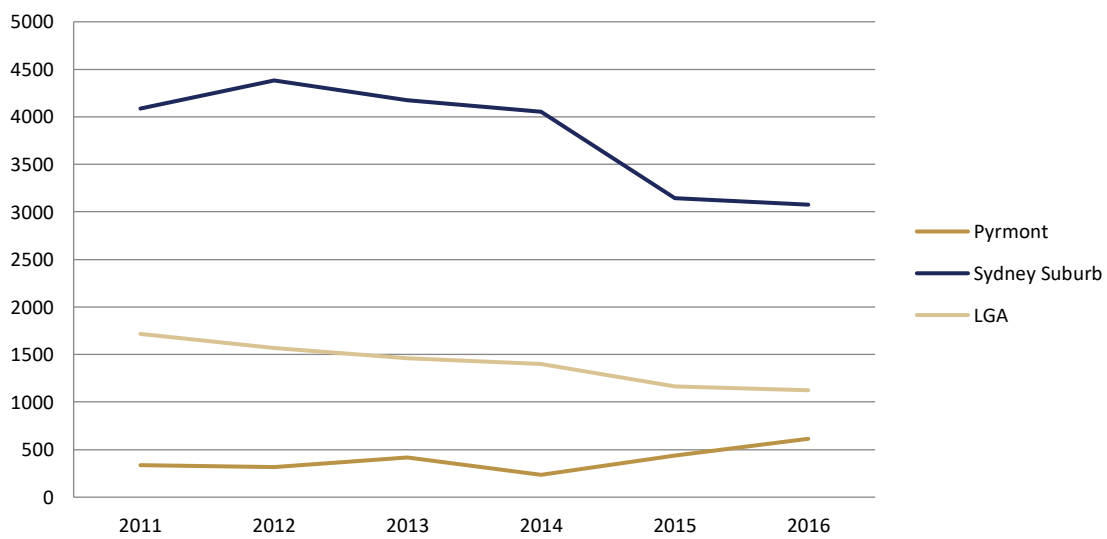
Drug Offences



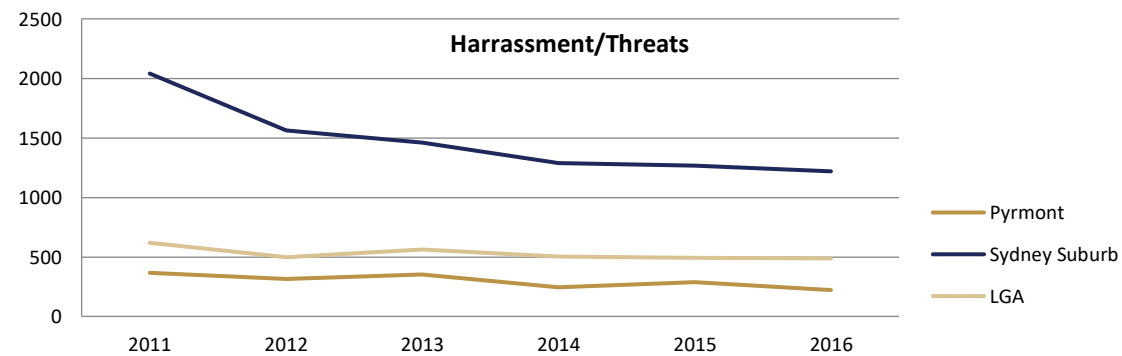
Liquor Offences



Disorderly Conduct



Harrassment/Threats



ATTACHMENT 3: STAKEHOLDERS INVITED TO THE DESIGN EXCELLENCE PRESENTATION

PEAK GROUPS – BREAKFAST BRIEFING SESSION

- ◆ Property Council (NSW);
- ◆ Urban Taskforce;
- ◆ Committee for Sydney;
- ◆ Sydney Business Chamber;
- ◆ Tourism and Transport Forum;
- ◆ Urban Development Institute of Australia (NSW);
- ◆ Australian Institute of Architects;
- ◆ Infrastructure Partnerships Australia;
- ◆ City of Sydney;
- ◆ UrbanGrowth;
- ◆ Infrastructure NSW;
- ◆ SHFA;
- ◆ Greater Sydney Commission;
- ◆ Barangaroo Delivery Authority;
- ◆ Australian National Maritime Museum;
- ◆ Doltone House;
- ◆ ICC Sydney;
- ◆ Harbourside;
- ◆ Google;
- ◆ Fairfax Media; and
- ◆ Seven Group.
- ◆ Advisor from:
 - Premier's office;
 - Deputy Premier's office;
 - Treasurer's office;
 - Minister for Transport & Infrastructure;
 - Minister for Planning;
 - Minister for Finance, Services and Property; and
 - Minister for Trade, Tourism and Major Events.

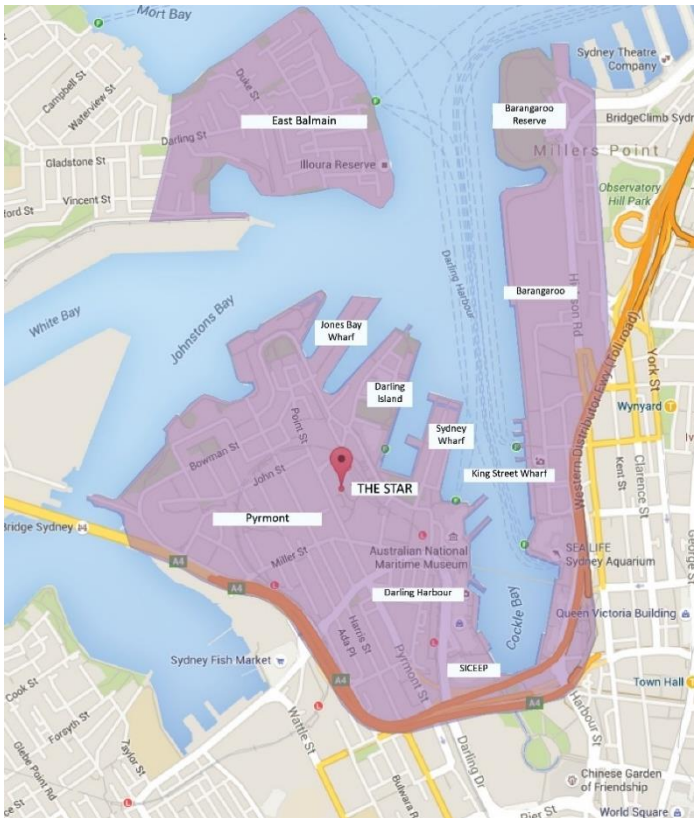
NEIGHBOURS – DAY SESSION

Local community groups/neighbouring apartment owners corporation representatives including:

- ◆ Pyrmont Action;
- ◆ Council of Ultimo/Pyrmont Associations;
- ◆ City West Housing;
- ◆ Pyrmont Ultimo Chamber of Commerce;
- ◆ Pyrmont Community Group;
- ◆ Darling Harbour Alliance;
- ◆ Jacksons Landing Community Association;
- ◆ Pyrmont Cares;
- ◆ Friends of Pyrmont Community;
- ◆ Darling Island Apartments;
- ◆ Saunders Wharf Apartments;
- ◆ Sydney Wharf Apartments;
- ◆ Watermark Towers;

- ◆ Watermark Pavilion;
- ◆ Watermark Terrace;
- ◆ Watermark Plaza;
- ◆ M North Pyrmont;
- ◆ Sydney Wharf Apartments;
- ◆ 14 Pyrmont Street;
- ◆ 16 Pyrmont Street; and
- ◆ 18 Pyrmont Street.

BROADER COMMUNITY – EVENING OPENING HOUSE SESSION



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