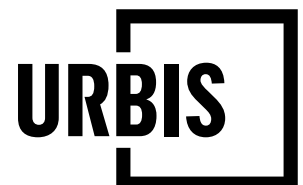


THE STAR – MODIFICATION 14 SOCIAL IMPACT ASSESSMENT



SEPTEMBER 2016
SSP15016
MODIFICATION 14 – FORMAL LODGEMENT
PREPARED FOR THE DEPARTMENT OF PLANNING



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Executive Summary

INTRODUCTION

The Star is embarking on a five year redevelopment process to create a landmark integrated resort within the City of Sydney. The proposed redevelopment will occur through the lodgement of two S75W applications with the Department of Planning and Environment, identified as Modification 13 and Modification 14. All works pertaining to Modification 14 are detailed below. Modification 13 will involve the design of a new RitzCarlton Hotel Tower and associated podium treatment and will be detailed at a future time.

Modification 14 includes the following proposed works:

- Level B4 Infrastructure Upgrades – Upgrades to existing generators, existing harbour heat rejection system, natural gas system, existing domestic cold water system and an additional sewer connection.
- Level 00 – Porte Cochere and Astral Lobby Upgrade – Realignment of Porte Cochere to accommodate expanded and upgraded Astral Lobby, upgraded Astral Lobby Bar and retail expansion and upgrades of the Main Casino Entry, including valet improvements to the Porte Cochere.
- Level 00 – Back of House Upgrades – Internal upgrades and improvements to multiple aspects of the back of house space at Level 00.
- Level 00 – Astral Luxury Retail Zone – New luxury retail zone connecting from Astral Hotel Lobby out to Jones Bay Road. Change of use from office / back of house to retail.
- Level 00 – SELS Fitout – Refurbish existing SELS Level 00 toilets at southern end of building to allow for adjacent lift lobby circulation areas. Upgrades and tenancy improvements to existing retail tenant at northern end of SELS building along Jones Bay Road. No external changes to SELS are proposed, with internal alterations only.
- Level 00 – SELS Lighting – External lighting of the SELS building along Pyrmont Street to celebrate the heritage elements of the building.
- Level 00 – Darling Café – New café within the existing Darling Hotel Lobby at Level 00.
- Level 00 to 01 – G-Star Raw Escalators – Replace existing G-Star Raw retail shop at Level 00 with new escalators providing access from Level 00 to Main Gaming Floor at Level 01. Includes new arrival bar adjacent to escalators at Level 01.
- Level 01 – Main Gaming Floor Slab Infill – Slab expansion off the Main gaming Floor at Level 01 over the existing main entry foyer facing Pirrama Road. No facade works are proposed.
- Level 02 – Oasis Gaming Area – Minor external alterations to the Oasis unenclosed gaming area at Level 02.
- Level 03 – Sovereign Expansion – Expansion to the existing Sovereign Room at Level 03. This includes refurbishment of existing food, beverage and gaming locations, expansion of food and beverage opportunities and VIP gaming and unenclosed gaming areas.
- Level 03 – Event Centre Pre-function Space – New pre-function space adjacent to the MUEF at Level 03, to allow for circulation changes from the level 03 expansion.
- Vertical Transportation Drum – New escalators as part of a vertical transport arrival strategy from Level 00 to Level 03.
- Level 04 – Star Administrative Offices – Fitout of existing administrative offices within Astral Residences tower. Internal improvements only.

- Level 05 – VIP Lobby & Check-In – Conversion of existing pool plant space and enclosed pool deck at Level 05 to a lobby for the VIP hotel guest lounge.
- Level 05 – Astral Residences Reception – Conversion of meeting room to Reception and check-in lobby. Includes minor expansion to existing enclosed space.
- Northern Porte Cochere Canopy – Removal of a section of the current glazing (retaining the canopy structure) of the current porte cochere canopy and include a new ceiling at a lower height over a section of the new slab (NW Gaming slab infill).

CONCLUSIONS

Modification 14 does not add new uses or activities to those already approved and provided on-site. Rather, it involves a series of upgrades, reconfiguration and expansion of existing activities and uses. This assessment finds there are minor impacts associated with the proposed modification.

- **Neighbourhood amenity** – There are amenity improvement opportunities associated with Modification 14.
- **Crime and safety** – Modification 14 works are largely internal and patron behaviours are managed through existing RSA and safety and security measures. Assuming those measures continue to be implemented and monitored closely with police and other relevant authorities, additional negative impacts in relation to crime are not anticipated.
- **Responsible service of alcohol** – Ongoing implementation of existing RSA procedures is considered sufficient to manage a 7.5% increase in patron numbers and an 8.2% increase in GFA associated with Modification 14.
- **Responsible gambling** – Ongoing implementation of existing responsible gaming procedures (Gaming Signage and Brochure Standards) is considered sufficient to manage a 7.5% increase in patron numbers and an 8.2% increase in GFA associated with Modification 14.
- **Community facilities** – It is unlikely that increased visitation will lead to any additional demand for local community services and facilities. It is not possible to assess the impact of additional employee numbers on local services based on available information.
- **Noise** – The Noise Impact Assessment did not identify any noise impacts associated with the Modification 14 scope of works as long as the recommended design features outlined are incorporated.
- **Traffic and parking** – The development proposal has the potential to generate impacts on traffic, parking and taxi infrastructure in the local area. However, the Traffic Impact Statement found that traffic impacts would be negligible and demand for parking accommodated by existing infrastructure.

RECOMMENDATIONS

The following recommendations are proposed:

- **Neighbourhood amenity**
 - Develop a CPTED strategy for all casino interfaces with the street.
 - Consider further improving access by promoting use of the light rail (through signage and lighting improvements) as part of a green travel plan.
- **Crime and safety**
 - Develop a CPTED strategy for all casino interfaces with the street.
 - Ensure design encapsulates CPTED principles.

- Continue implementing existing safety and security measures, including roving security patrols, security camera coverage on all perimeters, and management at taxi ranks.
- Continue close liaison with NSW Police to ensure patrols of publicly accessible internal and external areas continue to address anti-social behaviour.
- **Responsible service of alcohol**
 - 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.
- **Responsible gambling**
 - Continue to abide by ILGA Gaming Signage and Brochure standards (including in languages other than English).
- **Community facilities**
 - Review any potential demand for community facilities and services when employee numbers are available.
- **Noise**
 - Send regular communications to nearby neighbours with construction updates, including a mechanism for providing feedback.
 - Continue to work with the NSW Taxi Council to improve taxi operations in and around The Star.
 - As per the Noise Impact Assessment, consideration must be made for the selection and design of all mechanical equipment that emit noise. If selected equipment is in excess of established criteria, acoustic mitigation measures should be provided, including:
 - Siting and location of plant rooms and equipment.
 - Attenuators.
 - Noise barriers.
 - Acoustic louvres.
 - Acoustic absorption to plant rooms.
 - As per the Noise Impact Assessment, the following mitigations and strategies for the Level 3 unenclosed gaming area should be implemented:
 - Balustrade along the façade of the Level 3 unenclosed gaming area is to be constructed with a solid material to a minimum height of 1.2m above the UGA floor level
 - Limit the noise output of gaming machines to half of normal level during night time period between midnight to 7am
 - No amplified music is to be played within the UGA area with exception of music from gaming machines
 - Patrons’ behaviour within the UGA are to be strictly managed to ensure “rowdy” patrons are restricted from the area and large groups of patrons are prevented from congregating near open sides.

- The Noise Impact Assessment recommends that a Construction Noise and Vibration Management Plan (CNVMP) be undertaken once the main contractor is appointed and construction methods are confirmed.
- The Noise Impact Assessment recommends the following condition regarding internal construction works: *All works internal to the existing building, including building/demolition and excavation work, in connection with the proposed development can be carried out on a 24 hour basis, 7 days per week, with safety inspections being permitted at 7.00am on work days.*

▪ **Traffic and parking**

- Survey new employees to understand how they travel to work as part of a green travel plan.
- Continue to work with the NSW Taxi Council to improve taxi operations in and around The Star.
- The following recommendations were made in the Traffic Impact Assessment:
 - Address the operational problems associated with long-term limousine parking practices in the Port Cochere.
 - Review the resourcing of the valet service to eliminate the need for double parking in the Port Cochere outside the Astral Hotel entry.
 - Replace the existing Pyrmont parking guidance system on the external road network. The Star, as the leading provider of off-street parking in the Pyrmont 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.
 - 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.

1 Introduction

1.1 INTRODUCTION

This Social Impact Assessment (SIA) has been prepared to assess the impact of modifications to The Star at Pyrmont, to inform a Section 75W (Modification 14) application to NSW Department of Planning and Environment.

The SIA has been prepared based on preliminary advice provided by the Department of Planning and Environment regarding requirements for social impact assessment.

An SIA is a specialist study undertaken to identify and analyse key social impacts associated with a particular development proposal. It does not investigate broad perspectives, but is focussed on the particular identification and reporting of impacts associated with a specific proposal.

1.2 METHODOLOGY

The SIA has been undertaken based on the following methodology.

TABLE 1 – METHODOLOGY

STAGE	TASKS
1. Project Inception and Mobilisation	<ul style="list-style-type: none">▪ Site visit.▪ Literature review.▪ Initial review of proposal plans and documentation.
2. Community Profiling and Analysis	<ul style="list-style-type: none">▪ Policy and development assessment review.▪ Audit of surrounding land uses (Pyrmont).▪ Demographic analysis.▪ Review of technical reports and documentation.
3. Social Impact Assessment and Reporting	<ul style="list-style-type: none">▪ Detailed assessment of potential social impacts and benefits.▪ Mitigation and management measures to address impacts and capitalise on benefits.▪ Recommendations to enhance existing operational Plans of Management.▪ Monitoring and evaluation strategies.

2 Development Context

2.1 LOCAL CONTEXT

The Star is located within the City of Sydney LGA, in the suburb of Pyrmont. The site is bounded by Edward Street, Pyrmont Street, Union Street, Pirrama Road and Jones Bay Road. The Star is within a major tourism precinct adjacent to Darling Harbour and the Sydney CBD. The immediate context of the site is highly varied in terms of land use and built form and includes high density residential, refurbished commercial buildings (from former maritime and industrial uses), landscaped foreshore parks, mixed retail and commercial high rise, remnant heritage hotels and heritage listed terrace houses.

The Star (formerly Star City Casino) opened on its current site at Pyrmont in November 1997 after initially operating on a temporary site at Wharves 12/13 on Pyrmont Bay as the Sydney Harbour Casino in September 1995. The Star currently comprises the following:

- A 10,500 sq.m 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).
- Basement parking for approximately 2,700 cars.

The site context is provided at Figure 1 overleaf.

Figure 1 – Site location



Source: Urbis, 2016

The Star and its associated entertainment facilities has undergone significant refurbishment and expansion relating to various internal and external works, internal alterations and additions, change of use and occupation of restaurants, and use of external terrace and gaming areas.

The Star currently operates under 2 key planning approvals:

1. A development consent granted by the Minister for Planning on 2 December 1994 under s 91 of the Environmental Planning and Assessment Act 1979 (EP&A Act) and cl 6 of 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 s75J of the EP&A Act (MP 08_0098).

2.2 THE PROPOSAL

Modification 14 aims to:

- Generally improve the functioning, circulation and amenity of The Star; without introducing any new land uses or activities to the site.
- Contribute to the redevelopment of The Star to satisfy licencing standards to operate the site to an international standard.
- Ensure competitiveness domestically and internationally by enhancing the overall arrival experience and expanding the Sovereign Resort (which includes the VIP gaming component).
- Contribute to the overall functioning on the MUEF at Level 03 by provide new pre-function space, which provides a first class entertainment venue within close proximity to the city centre.

The proposal contains the following components:

Modification 14 includes the following proposed works:

- Level B4 Infrastructure Upgrades – Upgrades to existing generators, existing harbour heat rejection system, natural gas system, existing domestic cold water system and an additional sewer connection.
- Level 00 – Porte Cochere and Astral Lobby Upgrade – Realignment of Porte Cochere to accommodate expanded and upgraded Astral Lobby, upgraded Astral Lobby Bar and retail expansion and upgrades of the Main Casino Entry, including valet improvements to the Porte Cochere.
- Level 00 – Back of House Upgrades – Internal upgrades and improvements to multiple aspects of the back of house space at Level 00.
- Level 00 – Astral Luxury Retail Zone – New luxury retail zone connecting from Astral Hotel Lobby out to Jones Bay Road. Change of use from office / back of house to retail.
- Level 00 – SELS Fitout – Refurbish existing SELS Level 00 toilets at southern end of building to allow for adjacent lift lobby circulation areas. Upgrades and tenancy improvements to existing retail tenant at northern end of SELS building along Jones Bay Road. No external changes to SELS are proposed, with internal alterations only.
- Level 00 – SELS Lighting – External lighting of the SELS building along Pyrmont Street to celebrate the heritage elements of the building.
- Level 00 – Darling Café – New café within the existing Darling Hotel Lobby at Level 00.
- Level 00 to 01 – G-Star Raw Escalators – Replace existing G-Star Raw retail shop at Level 00 with new escalators providing access from Level 00 to Main Gaming Floor at Level 01. Includes new arrival bar adjacent to escalators at Level 01.
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- Level 05 – Astral Residences Reception – Conversion of meeting room to Reception and check-in lobby. Includes minor expansion to existing enclosed space.
- Northern Porte Cochere Canopy – Removal of a section of the current glazing (retaining the canopy structure) of the current porte cochere canopy and include a new ceiling at a lower height over a section of the new slab (NW Gaming slab infill).

These alterations and amendments accord 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 (see Section 2.4 Legislation and Regulations). The proposal related to VIP gaming expansion will not result in an increase in gaming machine use outside that already permitted within the Casino Act 1992.

The proposal will result in the following changes to GFA.

TABLE 2 – PROPOSED CHANGES TO GFA

LEVEL	EXISTING GFA	CHANGE (SQ.M)	CHANGE (%)
Level 00	24,422 sq.m	+534 sq.m (309 hotel & 271 retail)	+2.2%
Level 01	26,827 sq.m	+214 sq.m (gaming)	+0.8%
Level 02	13,046 sq.m	+96 sq.m (circulation)	+0.7%
Level 03	11,687 sq.m	+6,005 sq.m (3,386 indoor gaming, 880 outdoor gaming, 974 food and beverage & 765 pre-event space)	+51.4%
Level 04	3,790 sq.m	-285 sq.m (gaming)	-7.5%
Total	79,772	+6,564 sq.m	+8.2%

Source: Urbis, 2016

For the purposes of this SIA, the key Modification 14 components that require consideration include:

- Level 00 – Porte Cochere and Astral Lobby Upgrade – Realignment of Porte Cochere to accommodate expanded and upgraded Astral Lobby, upgraded Astral Lobby Bar and retail expansion and upgrades of the Main Casino Entry, including valet improvements to the Porte Cochere.
- Level 00 to 01 – G-Star Raw Escalators – Replace existing G-Star Raw retail shop at Level 00 with new escalators providing access from Level 00 to Main Gaming Floor at Level 01. Includes new arrival bar adjacent to escalators at Level 01.
- Level 02 – Oasis Gaming Area – Minor external alterations to the Oasis unenclosed gaming area at Level 02.
- Level 03 – Sovereign Expansion – Expansion to the existing Sovereign Room at Level 03. This includes refurbishment of existing food, beverage and gaming locations, expansion of food and beverage opportunities an VIP gaming and unenclosed gaming areas.
- Level 03 – Event Centre Pre-function Space – New pre-function space adjacent to the MUEF at Level 03, to allow for circulation changes from the level 03 expansion.

2.3 POLICY AND STRATEGIC CONTEXT

The following summarises key policies and planning frameworks relevant to the social impact assessment.

2.4 STATE GOVERNMENT POLICIES

2.4.1 A PLAN FOR GROWING SYDNEY (2014)

The NSW Department of Planning and Environment has recently released a new metropolitan plan for Sydney called A Plan for Growing Sydney (The Plan, 2014). Ultimo-Pyrmont has been identified in The Plan as a strategic centre and is part of the Central Subregion. The stated priority for the Ultimo-Pyrmont region is to work with the City of Sydney to “retain a commercial core in Pyrmont for long-term employment growth; and support the land use requirements of the creative digital technology hub in Ultimo-Pyrmont”.

The general priorities for the Central Subregion are to:

- Develop a competitive economy.
- Accelerate housing supply, choice and affordable and build great places to live, and
- Protect the natural environment and promote its sustainability and resilience.

The development proposal is consistent with certain aspects of *A Plan for Growing Sydney*, particularly in relation to developing “a competitive economy”. The proposal addresses the NSW Government’s vision to be a “premier location for global commerce, business and investment”.

2.4.2 VISITOR ECONOMY INDUSTRY ACTION PLAN (2012)

The NSW Government’s Visitor Economy Industry Action Plan (2012) includes five principles to “improve the performance of the NSW economy”. These principles are:

1. Demonstrate leadership.
2. Make it easier to do business.
3. Collaborate to drive innovation and competitiveness.
4. Invest in critical infrastructure.
5. Raise the global profile of Sydney and NSW.

There is a particular focus on enhancing and promoting existing cultural and entertainment precincts (like the Darling Harbour and Pyrmont precinct) to enhance visitor experiences.

2.4.3 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. The Star and its associated entertainment facilities plays a key role in catering to increasing international tourism needs.

2.5 CITY OF SYDNEY POLICIES

2.5.1 SUSTAINABLE SYDNEY 2030 COMMUNITY STRATEGIC PLAN (2013)

City of Sydney’s Sustainable Sydney Community Strategic Plan 2030 (2013) “builds on current regional and state planning, including the state government’s NSW 2021 and Metropolitan Strategy, while responding to the evidence that more urgent and wide-ranging action is essential for sustainability.”

The Plan outlines a vision for Sydney to be “green, global and connected”. Objectives of the Plan include:

- A globally competitive and innovative city by strengthening globally competitive clusters and networks and develop innovative capacity.
- Strengthen Sydney’s global competitiveness by enhance tourism infrastructure, assets and branding of the City.
- Create a lively, engaging city centre by managing and strengthening the mix of active frontages, engaging built form and precincts Support the development of appropriate small businesses and diverse new bars and restaurants in the City Centre.
- Support the development of small scale spaces for cultural, creative, retail and small business on streets and lanes.

- Create vibrant local communities and economies by maintaining and enhancing the role and character of the Villages and places and create a network of Village Centres as places for meeting, shopping, creating, playing, learning and working for local communities.

2.5.2 CITY OF SYDNEY STRATEGIC PLANNING CONTEXT

The Star is located within the Commercial Core (B3) zoning, which provides for a wide range of retail, business, office, entertainment, community and other suitable land uses that serve the needs of the local and wider community.

The Locality Statement for the area from the City of Sydney's Development Control Plan (2012) is:

"Pyrmont's mixed use character is to be maintained. The area is to function as a combined living and working precinct while protecting historic buildings and topography. The striking cliff faces are important to remain as exposed landmarks visible from within the area and from the Harbour. Views of Central Sydney and surrounding suburbs from the public domain are to be maintained. Active ground floor uses such as shops and cafes and restaurants are encouraged."

Council's DCP also contains provisions for night trading management in the City of Sydney (section 3.15). These controls encourage late night trading premises that will be able to contribute to a vibrant community as appropriate for a global city, whilst ensuring that they do not reduce the diversity of retail services in the area.

2.5.3 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 aim to "support underlying demand for existing and new hotels resulting in higher occupancy levels as well as stimulate visitor and retail economic growth". Other initiatives and actions that are relevant to The Star include.

- Developing city areas: provide an investment and regulatory environment for the City of Sydney that supports and encourages private investment in accommodation facilities.
- Capitalise on the tourism potential of urban renewal sites and key development precincts in the city.
- Further develop the tourism potential of Sydney's tourist precincts and villages.
- Developing communities and business: increase capacity within the City's communities and businesses to better support the tourism sector.
- Sustaining capacity and building economic growth through events management: support underlying demand for existing and new hotels resulting in higher occupancy levels as well as stimulate visitor and retail economic growth.
- Developing reasons to visit: support high-profile events and business conferences which attract visitors to Sydney and raise the City's profile internationally.
- Increase community safety and perception of safety, particularly at night.
- Marketing to visitors in the city: develop, deliver and distribute high-quality tourist information and positioning Sydney as a world-class, unique tourist and retail destination.
- Marketing Sydney globally: raise Sydney's global profile to attract international leisure and business visitors.

2.5.4 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. The five key goals of the Open Sydney Strategy are:

1. A Global Sydney: promotion of Sydney as the Asia-Pacific region's premiere dining and live music and entertainment destination.
2. A Connected Sydney: connecting businesses with events, opportunities and each other to create a more "connected" experience for city workers, residents and visitors.
3. A Diverse Sydney: delivery of landmark new policies including a Retail Action Plan, a Hospitality Action Plan, a Tourism Action Plan and a Cultural Policy, all with night-time elements whilst reviewing existing policies to identify growth opportunities for the NTE in other areas in Sydney.
4. 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.
5. A Responsive Sydney: This includes the introduction of a regularly renewed licensing permit system.

Of relevance to The Star is the Council's aim to "promote Sydney as the Asia-Pacific region's premiere dining and live music and entertainment destination", as well as "connecting businesses with events, opportunities and each other to create a more connected experience for city workers, residents and visitors". The Star and its associated conferencing/hotel facilities currently play a key role in this regard.

The Open Sydney Strategy also highlights the need to ameliorate any negative impacts of the night-time economy such as introducing new lighting strategies, CCTV cameras in problem areas and reviewing the role, function and location of night-time taxi ranks.

2.5.5 CULTURAL POLICY AND ACTION PLAN 2014-2024 (2013)

The City of Sydney's Cultural Policy and Action Plan 2014-2024 (2013) envisions creativity will be evident in the city's street life whilst embracing its Aboriginal history and cultural diversity. Relevant strategies contained in the Action Plan include:

- Develop design principles and guidelines to ensure high-quality event infrastructure for public spaces.
- Engage business and commercial developers to incorporate temporary and long-term creative workspace into new developments, for example through the use of voluntary planning agreements.
- Promote the City's existing creative spaces programs to business leaders and help broker projects that support creative start-ups and help artists access empty space.
- Develop a strategic partnership program that supports international partnerships with locals or leverages branding opportunities.

2.5.6 SAFE CITY STRATEGY 2007-2012

The Safe City Strategy 2007-2012 provides an overarching framework to guide the City of Sydney and its partners in dealing with crime and safety issues affecting the LGA. The City of Sydney has a higher than average incidence of crime due to it being the primary activity centre in the metropolitan area, thereby attracting large numbers of visitors and the transient population (see Section 6.0 Local Crime Statistics).

Key objectives of the Strategy are to:

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

Consideration of Crime Prevention through Environmental Design (CPTED) principles in all development proposals that rely on activity generated by the night time economy are essential for maintaining safety levels. It is understood that the City's approach to urban design is based on the principles of CPTED which provide guidelines for Council both when planning its own developments and when considering private development applications. A key component of the guidelines is the notification of relevant development applications to NSW Police Local Area Commands in the Council area. In this way, Police can provide comment on the development from a crime prevention perspective prior to the application being considered by Council.

2.6 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 (of which The Star has an exclusivity agreement) 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.

2.6.1 PLANS OF MANAGEMENT

The Star 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.
- 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.
- Green Travel Plan: A green travel plan, which includes consideration of patron and employee travel behaviour and strategies to manage private vehicle access to and from the site, as well as encouraging public transport, walking and cycling use to and from the site, will be reviewed and updated as part of the Modification 14 proposal.

3 Literature Review

Modification 14 includes a range of upgrades and expanded offers in VIP gaming, retail, food and dining and administrative offices. A literature review has been undertaken to understand the literature in relation to the role and possible impacts that VIP gaming plays in contemporary casinos, issues relevant to the responsible service of alcohol (RSA), and community safety and security.

Key points relevant to Modification 14 are outlined below.

3.1 THE ECONOMIC BENEFITS OF CASINOS

Recent studies have outlined the role and economic benefits of casinos and their associated entertainment facilities as part of the national economy (e.g. Australian Gaming Council, 2015, and Markham, Doran and Young, 2014). This research suggests that casinos are critical components of the national economy, especially relating to the role they play in attracting local and international tourists. The research cites the Australian Productivity Commission assessment of gambling as having an overall estimated net benefit to the economy of between \$3.7 and \$11.1 billion.

The South Australian Centre for Economic Studies (2015) summarises the economic benefits of casinos as:

- Economic development benefits to the local region (job creation, investment, tourism attraction, urban redevelopment, etc.).
- A source of taxation revenue for governments (estimated \$580 million in 2011/12 in Australia).
- Utility for consumers who derive enjoyment from the consumption of casino gambling.

The South Australian Centre for Economic Studies (2015) states that the economic benefits of casinos can be enhanced if:

- A significant proportion of casino expenditure is derived from tourists (as this brings money from outside the local area).
- The casino employs local people and uses local suppliers.
- The casino is domestically owned (this increases the likelihood of income being distributed locally).

3.2 THE ECONOMIC AND SOCIAL IMPACTS OF CASINOS

Despite their economic benefits, casinos also have the potential to displace other economic activity in a local area, both in terms of gambling activity and any other uses within the casino (e.g. retail, dining, accommodation) (South Australian Centre for Economic Studies, 2015).

The South Australian Centre for Economic Studies (SACES) report (2015) also states that urban casinos have a tendency to attract a larger number of local residents, and so social and health costs increase within the local community. Doucet (2009) suggests that local communities can be affected physically by “global flagship” casinos, with some lower socio economic groups displaced due to the gentrifying effect of casinos.

The SACES report refers to research suggesting casinos may contribute to the following social costs:

- Financial impacts associated with bankruptcy.
- Reductions in productivity and employment, including job search and staff replacement costs.
- Crime and associated legal costs, including costs of police incidents, court cases and jail.

- Personal and family impacts, including emotional distress related to depression, attempted suicide and family breakup, domestic violence and loss of life due to suicide.
- Problem gambling treatment costs such as counselling services.

3.3 VIP GAMING

The SACES report states that while International VIP gamblers represent a relatively small proportion of all casino gamblers in Australia (5%), they spend a disproportionate amount of money (accounting for about one-fifth of casino gaming revenue). It states that VIP gaming areas have the potential to generate negative impacts due to:

- High value note acceptors being permitted on gaming machines in VIP gaming areas.
- Unrestricted play as part of a loyalty program in VIP gaming areas.

Unrestricted machines have the capacity to increase player losses in a given period of time due to their faster spin rates and no bet limits.

However, VIP areas also provide a casino with the ability to develop loyalty programs which enable monitoring of player behaviour and intervention when potential problem gambling behaviours begin to appear.

3.4 COMMUNITY SAFETY AND SECURITY IN PYRMONT SUBURB

Recent research from the Bureau of Crime Statistics and Research (BOCSAR) discusses the potential impact that Sydney's lockout laws may have had in shifting alcohol related crime from Central Sydney to nearby night-time precincts (NSW Bureau of Crime Statistics and Research, 2015 and 2016). In its 2015 review of the impact of the new liquor lockout laws in Central Sydney and Kings Cross, BOCSAR concluded that the reforms were associated with immediate and substantial reductions in assault in Kings Cross and less immediate but substantial reductions in the Sydney CBD.

BOCSAR also concluded there was little evidence of assaults being displaced to other nearby precincts, with the exception of Pyrmont, where the number of assaults increased following the January 2014 reforms. However, BOCSAR stated that, in absolute terms, the average increase in assaults at The Star (2.8 per month) was much smaller than the decreases in the Kings Cross (from 39.6 in 2013 to 24.6 in 2014) and Sydney CBD Entertainment precinct (from 151.8 in 2013 to 125.3 in 2014).

BOCSAR's 2016 research review of types of crimes in the Pyrmont area shows that the majority (66%) of assaults were common assaults, occurred on either Saturday or Sunday (73%), and were assessed by police to be alcohol-related (73%).

BOCSAR stated that approximately one-third of the 154 incidents reported occurred inside The Star, with a further one-in-five directly outside or at the entrance to The Star, particularly at the taxi rank. The majority of incidents that did not occur inside or at the entrance to The Star, occurred either outside on the street or footpath; somewhere else in Pyrmont (26%); at other licensed premises (8%); or at some other business/commercial premises, such as a fast food restaurant or convenience store (8%).

The Star Entertainment Group made a public submission to the Independent Liquor Law Review (also known as the Callinan Review). The Star submission stated:

- Under BOCSAR'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 BOCSAR 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.

- Any BOCSAR 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 BOCSAR's 2015 findings.

3.5 SUMMARY OF THE LITERATURE

The table below summarises the literature reviewed for the Social Impact Assessment. .

TABLE 3 – SUMMARY OF RELEVANT LITERATURE

ARTICLE/AUTHOR	KEY POINTS
<p><i>A guide to Australasia's gambling industries: Chapter Seven - The contribution of Australia's gambling industries 2014/2015</i></p> <p>Australian Gaming Council, 2015</p>	<ul style="list-style-type: none"> Refers to Productivity Commission report of 2010 estimating net benefit of Australian Casinos ranged between \$3.7 and \$11.1 billion. Also refers to a Productivity Commission statement that for the majority of Australians who do not experience gambling problem, the unavailability of gambling would mean a loss of an entertainment worth billions of dollars to them collectively. States that in 2014/15 the Responsible Gambling Fund distributed \$12.5 million to a wide range of organisations to deliver problem gambling counselling and support services in NSW, including face-to-face counselling services; multi-region Gambling Help services; Aboriginal specific Gambling Help services and 24-hour Gambling Helpline service.
<p><i>The Spatial Extents of Casino Catchments in Australia</i></p> <p>Francis Markham, Bruce Doran and Martin Young, 2014</p>	<ul style="list-style-type: none"> The social impact of casinos varies depending on the target market: targeting the tourist market may lead to diminished local harms and increased local benefits in comparison to targeting local communities. Targeting the tourist market may lead to diminished local harms because many of the "negative externalities associated with casino gambling are exported". This has been described as a "spatial disjunction" which occurs between the casino's costs and benefits. The local authority has a shared responsibility to attract an interstate or tourist market as opposed to the local market.
<p><i>Global flagships, local impacts</i></p> <p>Brian Doucet, 2009</p>	<ul style="list-style-type: none"> Global flagships such as casinos are "catalysts for further economic regeneration" but "lead to greater socio-economic division within cities". This is particularly relevant for lower-income residents as the high costs associated with global flagships may encourage gentrification in surrounding areas. For global flagships to be successful, they need to be more inclusive and incorporate the intentions and goals of the wider community.
<p><i>Responsible Gambling and Casinos</i></p> <p>South Australian Centre for Economic Studies, 2015</p>	<ul style="list-style-type: none"> Australian casinos provide access to a range of gambling products, including electronic gaming machines (EGMs), keno and table games. Those who play EGMs in Australia are more likely to be female, young, never married and born in Australia; and have not completed tertiary education. Those who play table games at casinos in Australia are more likely to be male, young, never married and born in Australia; have completed tertiary education;

earn above average incomes; and live in metropolitan areas.

- Regular gamblers are more likely to be problem gamblers and around 10% of casino gamblers are estimated to be problem gamblers.
- While International VIP gamblers represent a relatively small proportion of all casino gamblers in Australia (5%), they spend a disproportionate amount of money (accounting for about one-fifth of casino gaming revenue).
- Casinos have the resources to implement large-scale responsible gambling programmes.
- The most common responsible gambling practices include: venue exclusions, policies for identifying problem gambling, voluntary pre-commitment based on loyalty card systems, and limitations on cash withdrawals and credit facilities.
- The economic benefits of casinos can be summarised as:
 - Economic development benefits to the local region (job creation, investment, tourism attraction, urban redevelopment, etc.).
 - A source of taxation revenue for governments (estimated \$580 million in 2011/12 in Australia).
 - Utility for consumers who derive enjoyment from the consumption of casino gambling.
- The economic benefits of casinos can be enhanced if:
 - A significant proportion of casino expenditure is derived from tourists (as this brings money from outside the local area).
 - The casino employs local people and uses local suppliers.
 - The casino is domestically owned (this increases the likelihood of income being distributed locally).
- However, casinos can also displace other economic activity in a local area, both in terms of gambling activity and any other uses within the casino (e.g. retail, dining, accommodation).
- There is relatively limited evidence on the social costs of casino gambling in an Australian context. Available evidence suggests that casinos may contribute to:
 - Financial impacts associated with bankruptcy.
 - Reductions in productivity and employment, including job search and staff replacement costs.
 - Crime and associated legal costs, including costs of police incidents, court cases and jail.
 - Personal and family impacts, including emotional distress related to depression, attempted suicide and family breakup, domestic violence and loss of life due to suicide.

	<ul style="list-style-type: none"> – Problem gambling treatment costs such as counselling services.
<p><i>Late Night Management Areas Research</i></p> <p>City of Sydney Council, 2015</p>	<ul style="list-style-type: none"> ▪ Pyrmont is usually busiest in the late evening (10.00-11.00pm) with similar peak pedestrian profiles on Friday and Saturday nights. ▪ More police and better lighting are recommended strategies to improve safety in Pyrmont. ▪ Harris and Union Streets are characterised by a mix of residential properties, with large leisure destinations nearby – Darling Harbour and The Star.
<p><i>Casinos and the Australian Economy</i></p> <p>The Allen Consulting Group</p>	<ul style="list-style-type: none"> ▪ Casino revenue in Australia in 2009-2010 are generated from gaming (78%), food & beverage (13%), accommodation (5%), rent, leasing and hiring (1%), entertainment (1%) and other (2%).
<p><i>Lockouts and last drinks: The impact of the January 2014 liquor licence reforms on assaults in NSW, Australia</i></p> <p>NSW Bureau of Crime Statistics and Research (BOCSAR), 2015</p>	<ul style="list-style-type: none"> ▪ Research undertaken to determine the impact of the 2014 liquor reforms on assaults in the Kings Cross and Sydney CBD Entertainment Precincts and any evidence of displacement in other precincts. ▪ Concluded that the incidence of assaults reduced in the Sydney CBD and Kings Cross, but there was no clear evidence of displacement elsewhere. ▪ There was a small increase in incidents of crime in the Pyrmont precinct, but this did not match the rate of decrease in Central Sydney and Kings Cross.
<p><i>Did the 'lockout law' reforms increase assaults at The Star, Pyrmont?</i></p> <p>NSW Bureau of Crime Statistics and Research (BOCSAR), 2016</p>	<ul style="list-style-type: none"> ▪ A recent study was undertaken by BOCSAR to examine trends in and around non-domestic assault in Pyrmont and The Star since the "lockout laws" were implemented in central Sydney in 2014. ▪ The research results showed that the number of assaults in The Star precinct was higher in the post-lockout period, after controlling for seasonal effects and any pre-existing trends.
<p><i>Submission To Independent Liquor Law Review</i></p> <p>Star Entertainment Group, 2016</p>	<ul style="list-style-type: none"> ▪ Commitment to keeping The Star one of the safest licensed venues for local and international guests. ▪ Questions BOCSAR's analysis of statistics attributed to The Star, given some incidents did not involve people who had visited the premises and others did not occur in the vicinity. ▪ The Star cited alternative figures indicating a 19% decrease in the number of assaults from 2014 to 2015.

4 Local Community Profile

The following sections highlight the key local land uses and community facilities surrounding The Star site. It is particularly important to understand this in relation to:

- Any potential impacts on surrounding land uses, residences and businesses.
- How patrons access the site and from where.
- Any potential impacts on local services and facilities as a result of Modification 14.

4.1 LAND USES

The Star is located in the suburb of Pyrmont. It is a neighbourhood in transition from its historic function as a maritime industrial suburb with workers' accommodation to a contemporary mixed commercial and residential precinct. 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.
- **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.
- **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.
- **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.

4.2 PUBLIC TRANSPORT AND ACCESS

The site enjoys a high level of accessibility by public transport, including:

- The Star City Light Rail stop on the Inner West Line, which provides access to and from the CBD and inner western suburbs. Services operate 24 hours per day, every 10 to 15 minutes (every 30 minutes between 11.00pm and 6.00am).
- Pyrmont Bay Ferry Wharf, providing access to and from the CBD, Balmain, the Lower North Shore and Circular Quay, operating every 30 minutes.
- Local bus services, connecting Pyrmont to the CBD, operating between 6.00am and 1.00am, approximately every 10 minutes.
- 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.

4.3 COMMUNITY FACILITIES

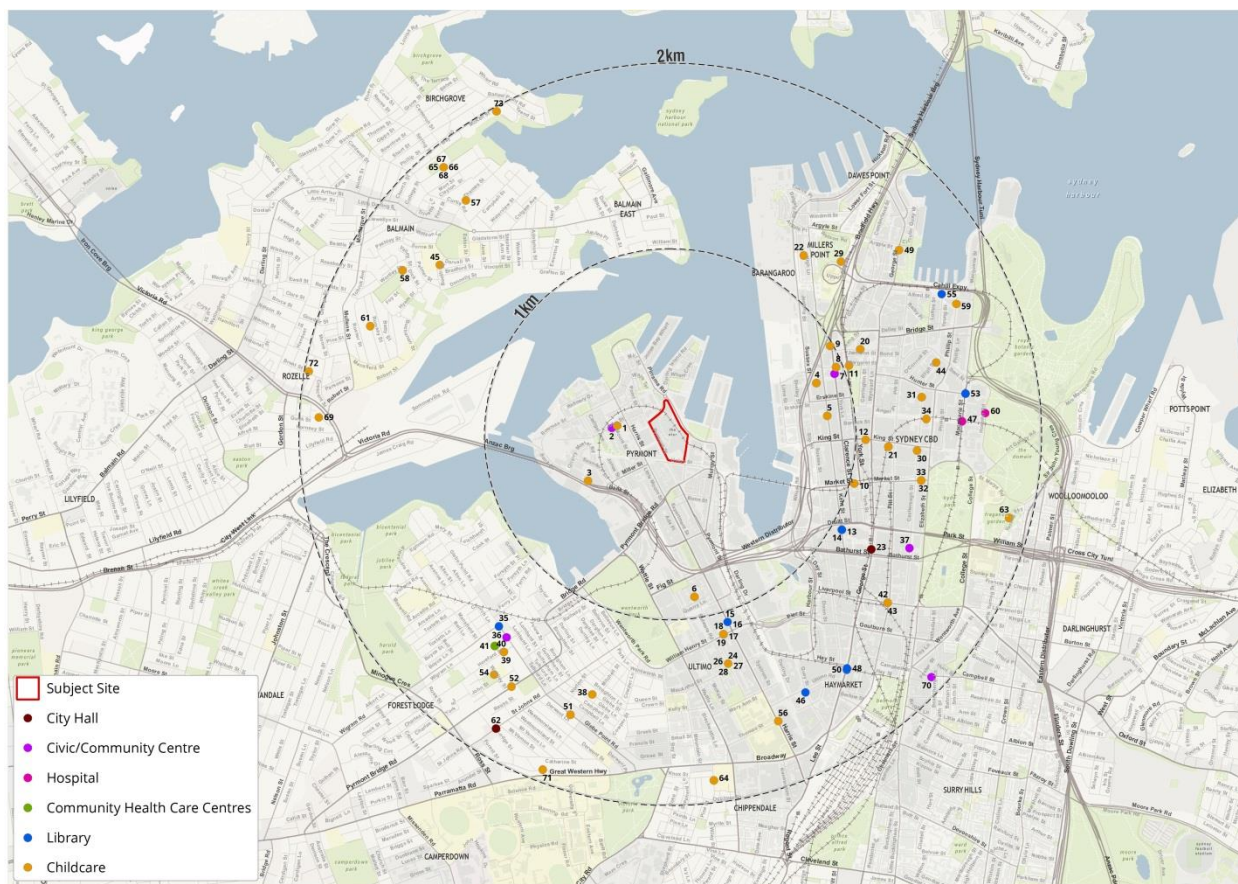
Figure 2 shows a range of community facilities within a 2km radius of The Star. It also shows few services and facilities within the suburb of Pyrmont, limited to:

- Two (2) childcare centres – SDN Kindergarten on John Street and City West Childcare on Bank Street. SDN Kindergarten provides facilities for early childhood education as well as children's

disability services and parenting support. City West Childcare caters to children between 6 months and 6 years and is licenced to a maximum of 42 children.

- The Pyrmont Community Centre, which contains a fully functional gymnasium, provides group fitness and yoga classes, dancing and singing classes, and visual and performing art classes.

FIGURE 2 – COMMUNITY FACILITIES IN THE VICINITY OF THE STAR



Source: Urbis, 2016

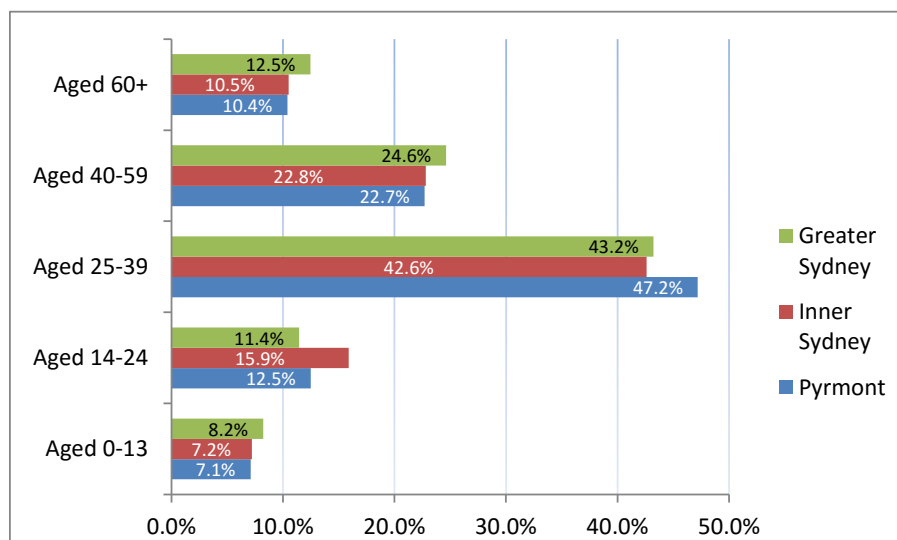
4.4 CURRENT DEMOGRAPHIC PROFILE

This section is an overview of the demographic profile of the community potentially affected by the proposed Modification 14 additions and alterations. ABS Census 2011 data is used to analyse the demographic characteristics of the Pyrmont community surrounding The Star. Data is also compared to the Sydney Inner and South Statistical Local Area (SA3) and the Sydney Greater Capital City Statistical Area (GCCSA).

4.4.1 AGE

In 2011, the total population of Pyrmont was 11,631 people. Figure 3 shows that just under a half of population are aged between 25 and 39 (47%), which is a higher proportion than both Inner Sydney and the Greater Sydney region. Of the total Pyrmont population 0.9% identify as Aboriginal or Torres Strait Islander, which is lower than the proportion for Inner Sydney (1.3%) and Greater Sydney (1.2%).

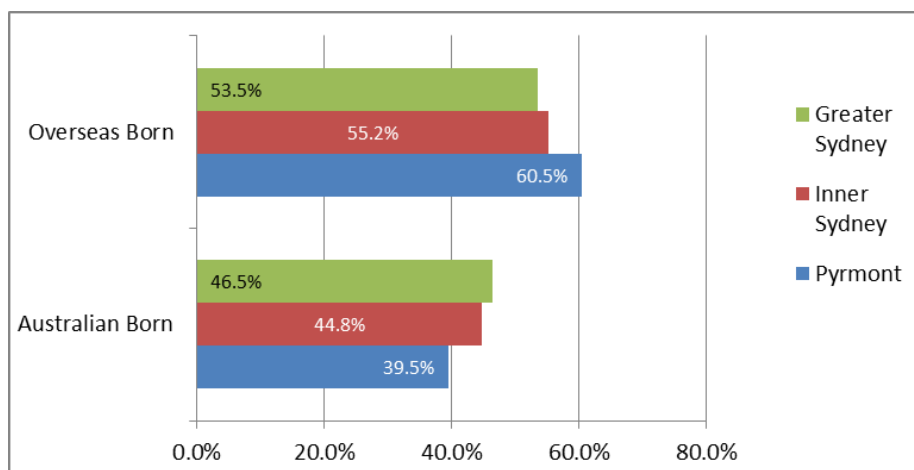
FIGURE 3 – AGE



4.4.2 CULTURAL DIVERSITY

Pyrmont is characterised as having a culturally diverse population, with a relatively high proportion of people being born overseas (just over 60%). The highest proportion of overseas-born residents are from China (6.3% of the total Pyrmont population) and the UK (5.8%).

FIGURE 4 – COUNTRY OF BIRTH

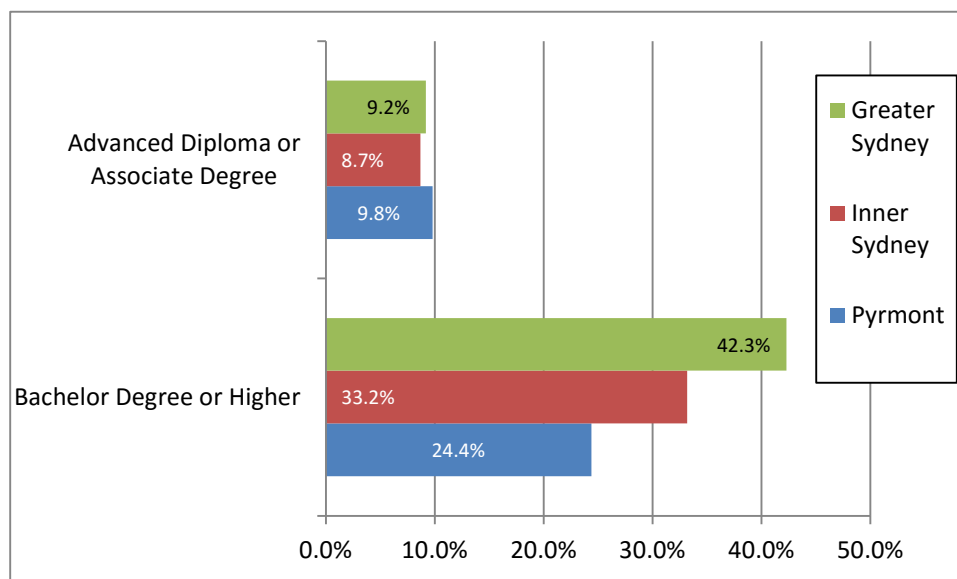


As a result of the relatively high proportion of overseas born people, only 53% of households speak only English at home (close to 60% speak only English at home in Greater Sydney). Interestingly, close to 12% of Pyrmont households speak either Cantonese or Mandarin, which suggests that many second generation Chinese households continue to primarily speak a Chinese language at home.

4.4.3 EDUCATION

A relatively low proportion of Pyrmont people (24%) have attained a bachelor or higher degree from a tertiary institution. For Inner Sydney, a third of people have attained a bachelor degree or higher, which is still lower than the Greater Sydney average (42%).

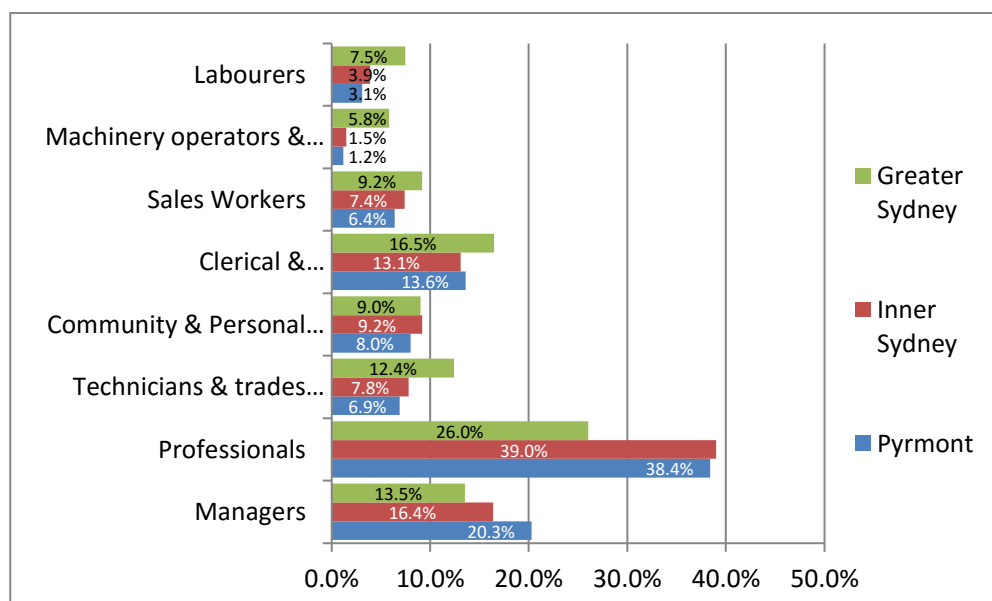
FIGURE 5 – EDUCATION ATTAINMENT



4.4.4 OCCUPATION AND INCOME

Although Pyrmont contains a relatively low proportion of tertiary educated people, it contains a higher proportion of managers and professionals than the Inner Sydney and Greater Sydney averages. In line with this occupation profile, the average per capita income for Pyrmont is \$56,940, which is much higher than the average incomes for Greater Sydney (\$46,176) and (\$36,285).

FIGURE 6 – OCCUPATION TYPE

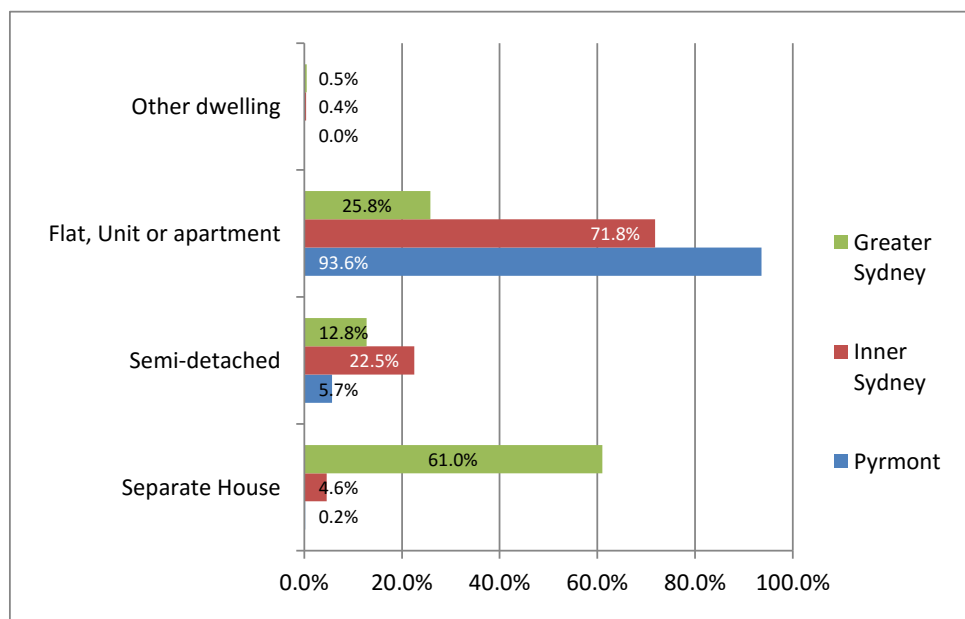


4.4.5 DWELLING TYPE AND TENURE

There are a total of 6,224 dwellings in the suburb of Pyrmont. Of all occupied private dwellings most (94%) were flats, units or apartments, which is significantly higher than the Inner Sydney and Greater Sydney averages.

Just over 60% of dwellings in Pyrmont are rented, which is similar to the Inner Sydney average and much higher than the Greater Sydney average of 32%.

FIGURE 7 – DWELLING TYPE



4.4.6 SUMMARY OF LOCAL DEMOGRAPHIC CHARACTERISTICS

The population of Pyrmont suburb may be characterised as follows:

- Over 93% of Pyrmont residents live in apartments or units.
- The population of Pyrmont is predominantly young adults. Residents in Pyrmont aged between 25-39 make up just over 47% of the population, which is significantly higher than both the Inner Sydney SA3 area and the Greater Sydney proportion for the same age group of 43%.
- The population of Pyrmont is predominantly wealthier than for the Greater Sydney area, and the proportion of tertiary graduates is much lower.
- There is a higher proportion of overseas born people living in Pyrmont than for Inner Sydney and Greater Sydney. The highest proportion of overseas born people is Chinese.

4.5 FUTURE DEMOGRAPHIC PROFILE

Table 4 below presents an age breakdown of the population projections for City of Sydney LGA from 2011 to 2031, obtained from the NSW Department of Planning and Environment.

The City of Sydney is projected to grow at a rate of 2.0% per year until 2031. This growth rate is greater than that of NSW, which is expected to grow at 1.2% per year over the next 20 years. Overall, the City of Sydney is expected to accommodate an additional 90,200 people between 2011 and 2031, which represents an increase of 49.2% since 2011.

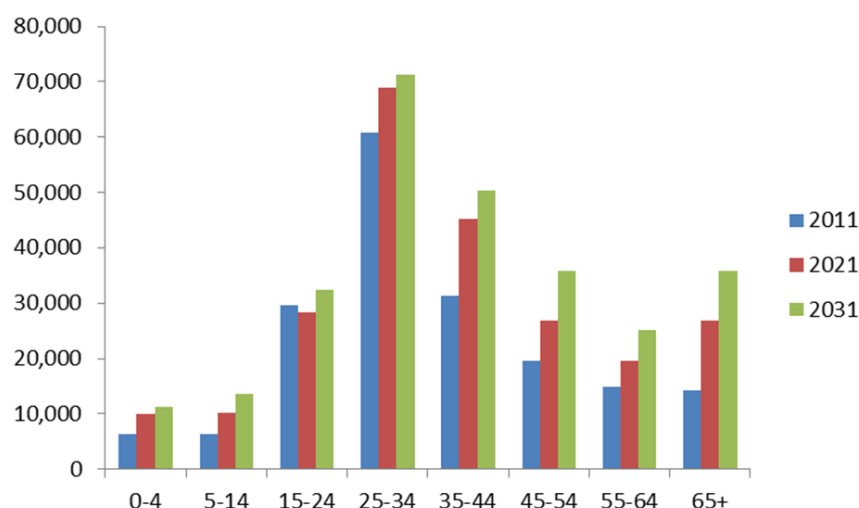
TABLE 4 – POPULATION PROJECTIONS

AGE	YEAR					CHANGE 2011-2031 (%)
	2011	2016	2021	2026	2031	
0-4	6,400	8,350	9,900	10,900	11,300	76.6%
5-9	3,450	4,650	5,950	6,900	7,600	120.3%
10-14	2,850	3,300	4,300	5,350	6,100	114.0%
15-19	6,300	5,950	6,550	7,400	8,400	33.3%
20-24	23,350	21,000	21,750	22,400	24,000	2.8%
25-29	33,800	34,800	34,650	35,150	36,450	7.8%
30-34	26,950	32,600	34,350	34,150	34,900	29.5%
35-39	18,050	22,250	26,350	27,450	27,600	52.9%
40-44	13,200	15,750	18,850	21,850	22,850	73.1%
45-49	10,500	12,450	14,600	17,000	19,550	86.2%
50-54	9,200	10,600	12,350	14,150	16,250	76.6%
55-59	7,950	9,250	10,500	12,050	13,650	71.7%
60-64	7,000	7,750	9,000	10,150	11,550	65.0%
65-69	5,000	6,700	7,450	8,650	9,750	95.0%
70-74	3,550	4,700	6,300	7,050	8,200	131.0%
75-79	2,550	3,200	4,300	5,750	6,500	154.9%
80-84	1,750	2,100	2,700	3,600	4,900	180.0%
85+	1,500	1,900	2,350	3,000	4,050	170.0%
TOTAL	183,350	207,300	232,200	252,950	273,600	49.2%
CHANGE	-	23,950	24,900	20,750	20,650	-
GROWTH RATE	-	13.1%	12.0%	8.9%	8.2%	-

Source: NSW Department of Planning and Environment, 2014

Population growth can be seen across all age groups in the City of Sydney LGA. Growth is projected to be strongest in the 65+ age brackets, which is consistent with an ageing population trend across the LGA.

Figure 8 – Population projections by age



4.6 CRIME PROFILE

Crime data is available from the NSW Bureau of Crime Statistics and Research (BOCSAR), which identifies the number and type of crimes reported to police at a suburb level. While this does not reflect all crime, it does identify key types of crime and crime trends in a catchment area.

The following section provides an overview of crime rates for the suburb of Pyrmont and compares this to the Sydney CBD and City of Sydney LGA.

4.6.1 TYPES OF CRIME

Table 5 outlines crime rates per 100,000 population recorded during the period from March 2015 to March 2016 for the Pyrmont suburb, Sydney CBD and City of Sydney LGA.

Pyrmont has lower crime rates than the Sydney CBD and City of Sydney LGA for all crimes, with the exception of betting and gaming offences.

TABLE 5 – 2016 CRIME RATES PER 100,000 PEOPLE

TYPE OF CRIME	PYRMONT SUBURB	SYDNEY CBD	CITY OF SYDNEY LGA
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

TYPE OF CRIME	PYRMONT SUBURB	SYDNEY CBD	CITY OF SYDNEY LGA
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

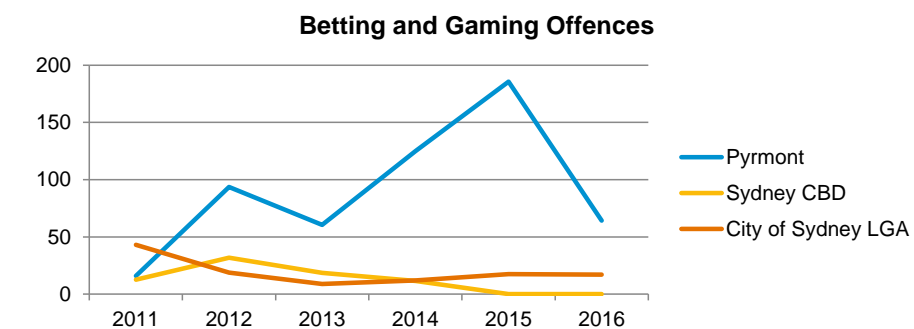
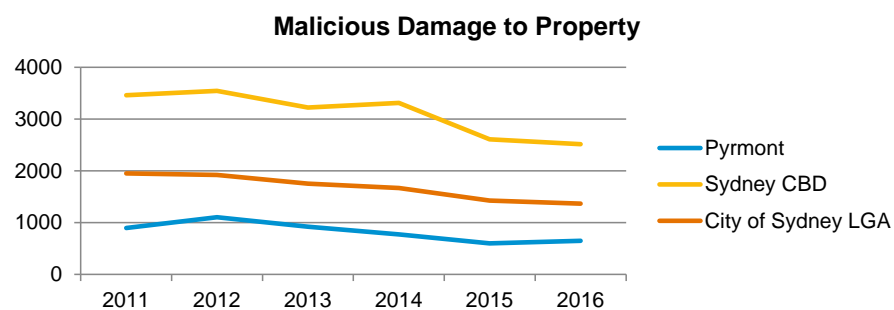
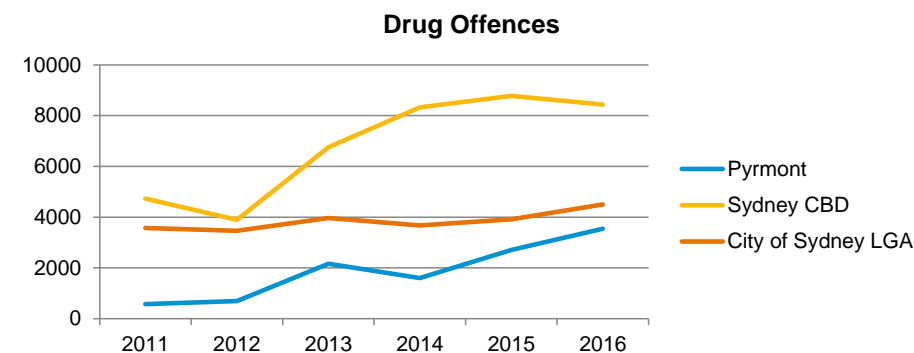
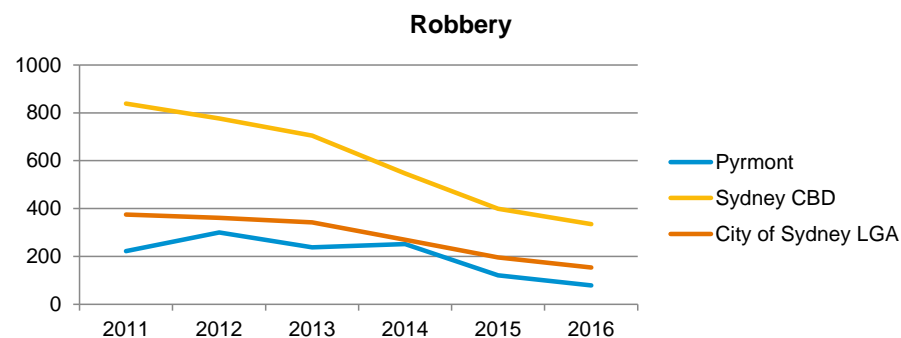
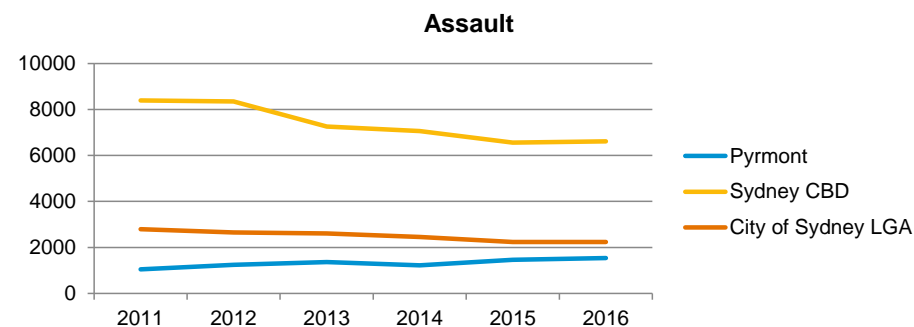
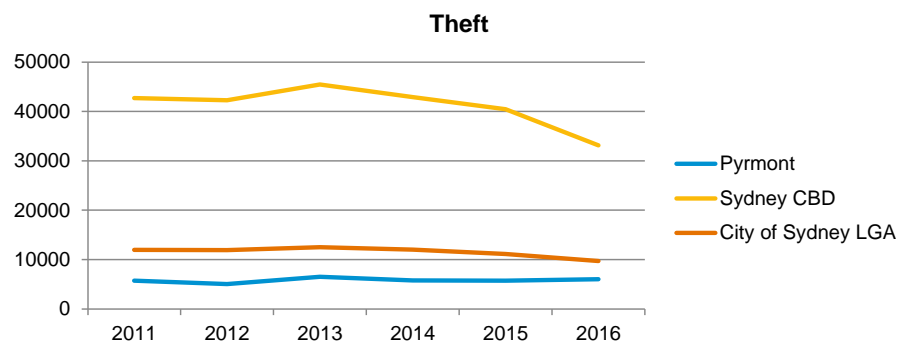
Source: BOCSAR, 2016 (note – n.c. refers to 'not counted' due to low numbers)

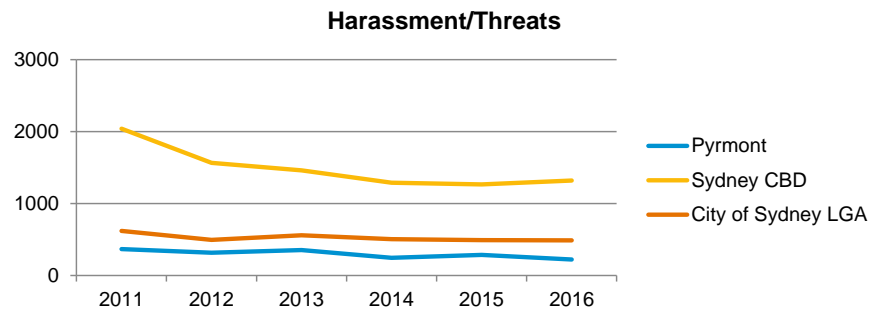
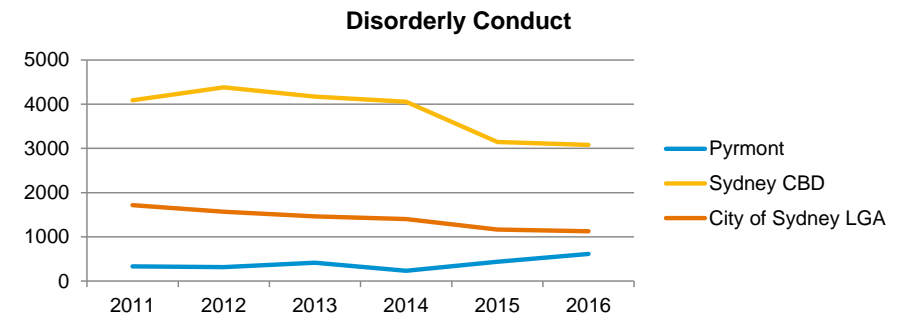
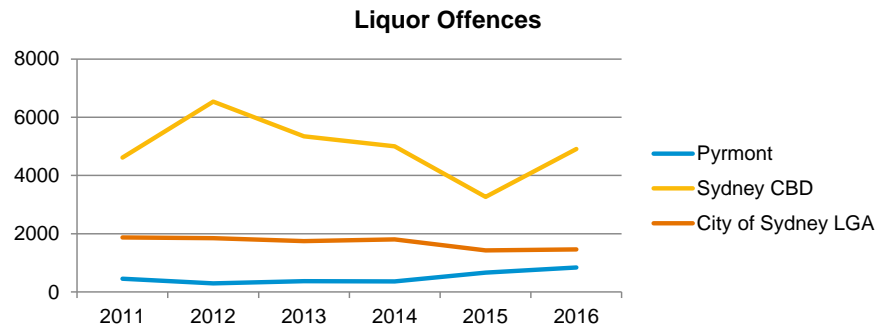
4.6.2 CRIME TRENDS

Figure 9 overleaf shows five year trends in crime rates between 2011 and 2016 across the Pyrmont suburb, Sydney CBD and Sydney LGA. The five year trends are relatively consistent across all three locations, with the Pyrmont suburb experiencing lower rates per 100,000 population than Sydney CBD and Sydney LGA.

The exception is in relation to betting and gaming. This is higher in Pyrmont suburb than in the other two areas. The trend for this crime type appears to have decreased since 2015; however, incident numbers are not large enough to comment more meaningfully.

FIGURE 9 –TRENDS IN CRIME RATES 2011-2016 FOR PYRMONT, SYDNEY AND CITY OF SYDNEY LGA

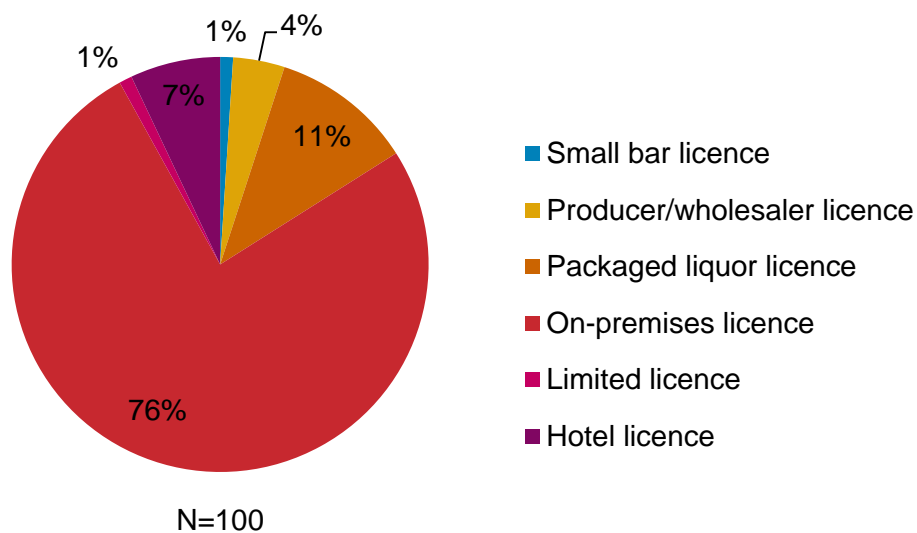




4.7 LICENSED PREMISES

There are currently 100 licensed premises in Pymont. A breakdown of licence types is shown in Figure 10 below.

FIGURE 10 – LICENSED PREMISES IN PYRMONT



5 The Star Profile

The Star (formerly Star City Casino) opened on its current site at Pyrmont in November 1997 after initially operating on a temporary site at Wharves 12/13 on Pyrmont Bay as the Sydney Harbour Casino in September 1995. The Star currently comprises the following:

- A 10,500 sq.m 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).
- Basement parking for approximately 2,700 cars.

5.1 VISITATION

5.1.1 VISITOR PROFILE OF CASINOS IN AUSTRALIA

The Australasian Casino Association *Casino Industry Survey 2009-10* (July 2011) outlines the profile of casino patrons in Australian casinos. The survey states 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.
- 5% of Australian casino visitors are from overseas countries.

Given The Star's location in Sydney, Australia's most visited international tourist city, it is likely that the ratio of interstate and international visitors might be slightly higher. Any future development of The Star facilities is likely to generate a continuing high ratio of local and intrastate visitors.

5.1.2 LOCAL MEMBER PROFILES

The Star operates an Absolute Rewards Program across its three venues including The Star Sydney, Jupiters 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 locations:

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

A postcode analysis shows that 7,990 members 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.

TABLE 5 MEMBERSHIP PROFILE

LOCATIONS	MEMBERS VISITED IN THE LAST 12 MONTHS (%)	ALL MEMBERS (%)
Sydney LGA	10.6%	13.2%
Eastern Sydney suburbs	5.8%	6.5%
Inner West suburbs	17.0%	15.3%
Northern Sydney suburbs	19.5%	19.5%
Southern Sydney suburbs	13.9%	14.3%
Western Sydney suburbs	33.0%	31.2%
TOTAL	100%	100%

Source: The Star, 2016

5.1.3 EXISTING VISITATION AT THE STAR

The Star's recent submission to the Callinan Review states:

- 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.
- 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, 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.

5.1.4 FUTURE VISITATION AT THE STAR

The following table outlines like future visitation numbers as a result of the Modification 14 development proposal. The numbers expressed represent a maximum visitation number at any one time.

TABLE 6 – CHANGES IN PATRON NUMBERS

LEVEL	EXISTING PATRONS	CHANGE (N)	CHANGE (%)
Level 00	16,471	+116	+0.7%
Level 01	15,059	+225	+1.5%
Level 02	8,747	n/a – circulation space	–
Level 03	7,836	+2,463	+44%
Level 04	968	-114	-11.8%
Total	49,081	+3,672	+7.5%

Source: Urbis, 2016

5.2 EMPLOYMENT

5.2.1 EMPLOYMENT PROFILE OF CASINOS IN AUSTRALIA

The Australasian Casino Association *Casino Industry Survey 2009-10* (July 2011) also provides a profile of employees in Australian casinos. Consideration of employee needs is an important SIA consideration in any development application.

Table 7 illustrates the average profile of employee type across all Australian casinos.

TABLE 7 – PERCENTAGE OF TOTAL PEOPLE EMPLOYED IN AUSTRALIAN CASINOS

ROLE	EMPLOYED (%)
Managers and administrators	9.7%
Other clerical and administrative staff	10.7%
Licensed gaming staff	34.8%
Chefs	5.6%
Bar managers and attendants	5.7%
Waiters and waitresses	14.3%
Kitchen hands	3.6%
Security officers and surveillance staff	5.7%
Maintenance staff	2.2%
Cleaning staff	3.9%
Housekeeping staff	3.4%
Other	0.5%

Source: ACA Industry Survey, 2011

5.2.2 CURRENT EMPLOYMENT PROFILE

Current employment numbers are 5,000 staff. On average there are 2,200 staff working per day, divided between 3 shifts.

Table 9 illustrates the profile of employee type at The Star.

TABLE 8 – PERCENTAGE OF TOTAL PEOPLE EMPLOYED AT THE STAR

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, Admin and Marketing)	2%

Source: The Star, 2016

5.3 FUTURE EMPLOYMENT PROFILE

There is a proposed increase of 160 additional staff per day, divided between 3 shifts, associated with Modification 14.

5.4 PLANS OF MANAGEMENT

Activities at The Star are managed through a number of current operational procedures, as outlined in the *Safer Nights Out at The Star* (May 2016) plan of management. These are summarised in the table below.

Table 9 – Current operations

PROCEDURE	DETAILS
Responsible Service of Alcohol (RSA)	<ul style="list-style-type: none"> ▪ 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) ▪ RSA Committee – comprising senior managers and tasked with providing support and direction on a range of objectives relating to RSA ▪ Guidelines – including: <ul style="list-style-type: none"> – Use of tempered glassware in all main gaming floor bars – Serving free water to guests at all times – 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 periods – Staff instructed to wait to guests to re-order rather than topping up drinks – Service is refused if the guest has an alcoholic beverage more than half full.

PROCEDURE	DETAILS
Security	<ul style="list-style-type: none"> ▪ 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 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 ▪ In-house recruitment department to employ high quality security staff ▪ Security staff training: <ul style="list-style-type: none"> – 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 ▪ Regular meetings with LGNSW, NSW Police and Pyrmont community forums to discuss management of community safety issues.

5.5 COMMUNITY CONNECTIONS AND PARTNERSHIPS

The Star 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-Pyrmont, the kitchen at Pyrmont Community Centre, Culture at Work, WILL2LIVE, and the Harris Community Scholarship Fund.
- Community newsletter s circulated to businesses and residents in Pyrmont.

6 Social Impact Assessment

The following section outlines potential social impacts and benefits as a result of the Modification 14 development proposal. It also outlines potential impact mitigation and benefit enhancement measures.

6.1 SUMMARY

Social impacts and benefits have been assessed under the following topics:

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

The following technical reports and contextual information were provided and informed this assessment:

- Noise Impact Statement – WSP Parsons Brinkerhoff – September 2016.
- Traffic Impact Statement – Mott MacDonald – September 2016.
- Economic Impact Assessment – PwC – September 2016.
- Safer Nights Out at The Star – The Star – May 2016.
- Community newsletter – The Star – May 2016.
- Submission to the Independent Liquor Law Review – The Star – 2 June 2016.

6.2 NEIGHBOURHOOD AMENITY

TABLE 10 – NEIGHBOURHOOD AMENITY – IMPACTS, BENEFITS AND RECOMMENDATIONS

BASELINE	
<p>The Star is located in Pyrmont, within a major tourism precinct including Darling Harbour and the Sydney CBD. The immediate context of the site is highly varied in terms of land use and built form and includes a mix of residential properties, refurbished commercial buildings (from former maritime and industrial uses), landscaped foreshore parks, mixed retail and commercial properties, remnant heritage hotels and heritage listed terrace houses. The Star opened on its current site at Pyrmont in 1997.</p> <p>The Star currently comprises a 10,500 sq.m 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.</p> <p>The current site layout includes minimal unenclosed gaming areas. No speakers can be installed and music cannot be played in most outdoor areas.</p> <p>The current entrance off Pyrmont Street is dimly lit and creates potential pedestrian/vehicular conflict issues.</p>	
PROPOSED DEVELOPMENT	
<p>The proposed Level 01 and Level 03 unenclosed gaming areas have the potential to generate noise and visual impacts. The new porte cochere and entry upgrades provide an opportunity to improve pedestrian sight lines and links around the site, which may reduce pedestrian/vehicular conflict.</p>	
POTENTIAL POSITIVE IMPACTS	POTENTIAL NEGATIVE IMPACTS
<ul style="list-style-type: none"> ▪ Improved casino amenity. ▪ Enhancement of pedestrian links. ▪ Improved connectivity with surrounding streets. 	<ul style="list-style-type: none"> ▪ Noise, visual and odour impacts as a result of expanded unenclosed gaming areas on Level 01 and Level 03. <p>(See Section 10.7 below for further assessment of noise impacts. It is not possible to comment on visual and odour impacts at this time, based on available technical assessments.)</p>

BASELINE	
BENEFIT ENHANCEMENT	MITIGATION MEASURE
<ul style="list-style-type: none"> Develop a CPTED strategy for all casino interfaces with the street. Improve access by promoting use of the light rail (through signage and lighting improvements) as part of a green travel plan. 	<ul style="list-style-type: none"> Ensure 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. Potential noise issues will be addressed through the proposed Modification 14 design meeting acoustic design standards for unenclosed areas.
CONCLUSION	
There are amenity improvement opportunities associated with Modification 14.	

6.3 CRIME AND SAFETY

TABLE 11 – CRIME AND SAFETY – IMPACTS, BENEFITS AND RECOMMENDATIONS

BASELINE	
<p>Crime rates are generally lower in the Pyrmont suburb compared to the Sydney CBD and broader City of Sydney LGA. Pyrmont has seen an increase in some crime rates since 2011. There is ongoing discussion regarding the extent to which crime incidents are connected with patrons who have visited The Star.</p> <p>The Star currently has detailed Plans of Management to ensure security and responsible service of alcohol throughout the casino.</p>	
PROPOSED DEVELOPMENT	
<p>The proposal includes an additional 974 sq.m of food & beverage space on Level 03 and a new bar on Level 01.</p> <p>The proposal is also expected to generate around 3,600 additional visitors inside The Star at any time (a +7.5% increase). An increase in visitation at any licensed venue could increase the number of intoxicated people in that venue and the surrounding area. This may result in cumulative impacts around crime and safety.</p> <p>The proposal includes upgrades to the main entry and porte cochere. This provides an opportunity to improve pedestrian sight lines and links around the site, which may reduce pedestrian/vehicular conflict. The new porte cochere and entry upgrades will be designed according to CPTED principles to improve sightlines.</p>	
POTENTIAL POSITIVE IMPACTS	POTENTIAL NEGATIVE IMPACTS
<ul style="list-style-type: none"> Decreased pedestrian/vehicular conflict at the main entry. 	<ul style="list-style-type: none"> Potential impacts associated with increased visitation to the precinct. Modification 14 works are largely internal and patron behaviours are managed through existing RSA and safety and security measures. Assuming those measures continue to be implemented and monitored closely with police and other relevant authorities, additional negative impacts in relation to crime are not anticipated.

BENEFIT ENHANCEMENT	MITIGATION MEASURE
<ul style="list-style-type: none"> Develop a CPTED strategy for all casino interfaces with the street. Continue to implement existing safety and security measures, including roving security patrols, security camera coverage on all perimeters, and management at taxi ranks. Improve access by promoting use of the light rail (through signage and lighting improvements) as part of a green travel plan. 	<ul style="list-style-type: none"> 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.
CONCLUSION	
<p>Modification 14 works are largely internal and patron behaviours are managed through existing RSA and safety and security measures. Assuming those measures continue to be implemented and monitored closely with police and other relevant authorities, additional negative impacts in relation to crime are not anticipated.</p>	

6.4 RESPONSIBLE SERVICE OF ALCOHOL

TABLE 12 – RESPONSIBLE SERVICE OF ALCOHOL – IMPACTS, BENEFITS AND RECOMMENDATIONS

BASELINE	
<p>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 population 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.</p> <p>The Star has detailed Plans of Management to ensure security and responsible service of alcohol throughout the venue.</p>	
PROPOSED DEVELOPMENT	
<p>The proposal includes an additional 974 sq.m of food & beverage space on Level 03 and a new bar on Level 01. The proposal is also expected to generate around 3,600 additional visitors inside The Star at any time (a +7.5% increase in visitation).</p>	
POTENTIAL POSITIVE IMPACTS	POTENTIAL NEGATIVE IMPACTS
<ul style="list-style-type: none"> The expanded facilities include new and upgraded food and beverage options for a mix of dining and entertainment options. 	<ul style="list-style-type: none"> Modification 14 includes new bars which provide additional opportunities for alcohol consumption. There is public concern about alcohol-related harm in society.
BENEFIT ENHANCEMENT	MITIGATION MEASURE
<ul style="list-style-type: none"> Continue to ensure the implementation of RSA procedures. 	<ul style="list-style-type: none"> 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.

BASELINE
CONCLUSION
Ongoing implementation of existing RSA procedures is considered sufficient to manage a 7.5% increase in patron numbers and an 8.2% increase in GFA associated with Modification 14.

6.5 RESPONSIBLE GAMBLING

TABLE 13 – RESPONSIBLE GAMBLING – IMPACTS, BENEFITS AND RECOMMENDATIONS

BASELINE	
<p>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.</p> <p>The Star has detailed Plans of Management to ensure security and responsible service of alcohol throughout the venue.</p>	
PROPOSED DEVELOPMENT	
<p>The development proposal includes an additional 214 sq.m of gaming floor space on Level 01 and an additional 5,369 sq.m of gaming floor space on Level 03. The proposal also includes a reduction of 285 sq.m in gaming floorspace on Level 04.</p>	
POTENTIAL POSITIVE IMPACTS	POTENTIAL NEGATIVE IMPACTS
<ul style="list-style-type: none"> ▪ The expanded gaming area includes new and upgraded food and beverage options. ▪ Increased revenue from Gaming Machine Tax. 	<ul style="list-style-type: none"> ▪ The additional and refurbished VIP gaming areas have the potential to encourage increased spending on gaming.
BENEFIT ENHANCEMENT	MITIGATION MEASURE
<ul style="list-style-type: none"> ▪ Continue to abide by ILGA Gaming Signage and Brochure standards (including in languages other than English). 	<ul style="list-style-type: none"> ▪ Continue to abide by ILGA Gaming Signage and Brochure standards (including in languages other than English).
CONCLUSION	
<p>Ongoing implementation of existing responsible gaming procedures (Gaming Signage and Brochure Standards) is considered sufficient to manage a 7.5% increase in patron numbers and an 8.2% increase in GFA associated with Modification 14.</p>	

6.6 COMMUNITY FACILITIES AND SERVICES

TABLE 14 – COMMUNITY FACILITIES AND SERVICES – IMPACTS, BENEFITS AND RECOMMENDATIONS

BASELINE
<p>There are limited existing community facilities in the Pyrmont suburb. The Star has previously supported staff access to childcare through a local childcare centre, but reported staff did not use the service. Access to retail, food and beverage are all provided at The Star.</p>
PROPOSED DEVELOPMENT
<p>It is estimated that around 3,600 additional patrons could visit The Star at any one time as a result of the Modification 14 development proposal. Given the nature of the facility, it is unlikely visitation will lead to any additional demand for local community services and facilities.</p>

BASELINE	
An analysis of employment is considered in a separate economic impact assessment. It is not possible to comment further based on information available at this time.	
POTENTIAL POSITIVE IMPACTS	POTENTIAL NEGATIVE IMPACTS
<ul style="list-style-type: none"> Economic and social benefits associated with new employment opportunities. 	<ul style="list-style-type: none"> It is unlikely that increased visitation will lead to any additional demand for local community services and facilities. It is not possible to assess the impact of additional employee numbers on local services based on available information.
BENEFIT ENHANCEMENT	MITIGATION MEASURE
<ul style="list-style-type: none"> Ensure employment opportunities are advertised locally. 	<ul style="list-style-type: none"> Review any potential demand for community facilities and services when employee numbers are available.
CONCLUSION	
It is unlikely that increased visitation will lead to any additional demand for local community services and facilities. It is not possible to assess the impact of additional employee numbers on local services based on available information.	

6.7 NOISE

TABLE 15 – NOISE – IMPACTS, BENEFITS AND RECOMMENDATIONS

BASELINE
<p>The current site layout includes minimal unenclosed gaming areas.</p> <p>Construction work can only take place within restricted hours of operation (7am – 5.30pm Mondays to Fridays inclusive, and 8am – 3pm Saturday).</p>
PROPOSED DEVELOPMENT
<p>A Noise Impact Statement has been prepared by WSP Parsons Brinkerhoff to assess any potential noise impacts associated with Modification 14. The report states that:</p> <ul style="list-style-type: none"> The operations of the Level 3 Entertainment Deck currently comply with applicable noise emission criteria and that permanency of Condition F1C should be granted. The operations of the Level 1 unenclosed gaming area currently comply with applicable noise emission criteria and that permanency of Condition F1D should be granted. Patron noise associated with Modification 14 works is compliant with established criteria. Road noise associated with Modification 14 is expected to comply with relevant criteria. Offensive noise associated with Modification 14 is compliant with relevant criteria. The porte cochere alteration is not expected to result in any adverse noise impact. Mechanical and plant noise emission from The Star must be controlled to achieve relevant noise criteria. Construction noise will be assessed via a Construction Noise and Vibration Management Plan (CNVMP), to be undertaken once the main contractor is appointed and additional detailed construction methods are known

BASELINE	
<ul style="list-style-type: none"> Construction noise associated with internal works is expected to have no adverse impact on nearby residents as The Star operates on a 24 hour basis and internal works will be predominantly be low impact and contained within buildings. Ground-borne noise is not considered an issue as vibration limits are only specified for outside of working hours, and the works are on elevated levels of the buildings. 	
POTENTIAL POSITIVE IMPACTS	POTENTIAL NEGATIVE IMPACTS
NA	<ul style="list-style-type: none"> Construction activities have the potential to generate noise impacts on nearby neighbours. Unenclosed gaming areas have the potential to generate noise impacts on nearby neighbours. An increase in visitation and employment has the potential to generate noise impacts on nearby neighbours. Particular consideration should be given to surrounding taxi rank areas, which have been reported by some neighbours as a generator of noise. The Noise Impact Assessment did not identify any noise impacts associated with the Modification 14 scope of works as long as the design features outlined below are incorporated.
BENEFIT ENHANCEMENT	MITIGATION MEASURE
NA	<ul style="list-style-type: none"> Send regular communications to nearby neighbours with construction updates, including a mechanism for providing feedback. Continue to work with the NSW Taxi Council to improve taxi operations in and around The Star. As per the Noise Impact Assessment, consideration must be made for the selection and design of all mechanical equipment that emit noise. If selected equipment is in excess of established criteria, acoustic mitigation measures should be provided, including: <ul style="list-style-type: none"> Siting and location of plant rooms and equipment. Attenuators. Noise barriers. Acoustic louvres. Acoustic absorption to plant rooms. As per the Noise Impact Assessment, the following mitigations and strategies for the Level 3 unenclosed gaming area should be implemented: <ul style="list-style-type: none"> Balustrade along the façade of the Level 3 unenclosed gaming area is to be constructed with a

BASELINE

solid material to a minimum height of 1.2m above the UGA floor level

- Limit the noise output of gaming machines to half of normal level during night time period between midnight to 7am
- No amplified music is to be played within the UGA area with exception of music from gaming machines
- Patrons' behaviour within the UGA are to be strictly managed to ensure "rowdy" patrons are restricted from the area and large groups of patrons are prevented from congregating near open sides.

- The Noise Impact Assessment recommends that a Construction Noise and Vibration Management Plan (CNVMP) be undertaken once the main contractor is appointed and construction methods are confirmed.
- The Noise Impact Assessment recommends the following condition regarding internal construction works: *All works internal to the existing building, including building/demolition and excavation work, in connection with the proposed development can be carried out on a 24 hour basis, 7 days per week, with safety inspections being permitted at 7.00am on work days.*

CONCLUSION

The development proposal has the potential to generate noise impacts associated with construction activities, unenclosed gaming areas and an increase in visitation and employment. The Noise Impact Assessment did not identify any noise impacts associated with the Modification 14 scope of works as long as the recommended design features outlined are incorporated.

6.8 TRAFFIC AND PARKING

TABLE 16 – TRAFFIC AND PARKING – IMPACTS, BENEFITS AND RECOMMENDATIONS

BASELINE

There are currently 2,845 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 public transport infrastructure including light rail, bus and ferry networks. The site is also accessible by taxi, walking and cycling.

BASELINE	
Journey to Work Data indicates that almost 45% of workers travel to Pyrmont by public transport and a further 9% walk to work. Some 42% travel by car, either as a driver (38%) or passenger (4%).	
PROPOSED DEVELOPMENT	
<p>As a result of the Modification 14 development proposal it is estimated that an additional 3,672 patrons could visit The Star at any one time. In addition, the proposal is likely to generate the need for an additional 160 staff per day, not including workers during construction. This increase in visitation and employment may put pressure on existing road, parking and taxi infrastructure.</p> <p>A Traffic Impact Statement has been prepared by Mott MacDonald to assess traffic impacts associated with the Modification 14 development proposal. The report provides the following findings:</p> <ul style="list-style-type: none"> Most of the impacts on adjacent road network will be negligible (less than 2% increase in traffic flows in most cases) and will occur outside times of peak congestion. The analysis suggests that most of the critical intersections around the site are operating at LOS 'C' or better in peak periods and have capacity to accommodate the proposed increases likely to be generated by this proposal. The minor increase in GFA proposed in Modification 14 would require 44 additional parking spaces. A review of Star car-park utilisation for the 9-month period ending September 2015 revealed an average maximum occupancy rate of 92%, on Saturdays, which leaves an average of 230 spare spaces. The additional 44 parking spaces generated by the proposal can therefore be easily accommodated by the existing car park capacity. No increases are therefore proposed to the existing parking provisions on site as part of Modification 14. The majority of construction activities associated with Modification 14 will be internal to the site and therefore are unlikely to impact on the adjacent road network. Most potential for transport related impacts during construction will involve restricted Port Cochrane operations, maintaining pedestrian access throughout the site and traffic and parking impacts associated with the construction workforce traveling to/from the site. 	
POTENTIAL POSITIVE IMPACTS	POTENTIAL NEGATIVE IMPACTS
NA	<ul style="list-style-type: none"> 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 traffic impacts would negligible and demand for parking could be accommodated by existing infrastructure. An increase in visitation and employment has the potential to put pressure on existing taxi infrastructure around The Star. There is potential for parking impacts during construction as a result of the construction workforce traveling to and from the site.
BENEFIT ENHANCEMENT	MITIGATION MEASURE
NA	<ul style="list-style-type: none"> Survey new employees to understand how they travel to work as part of a green travel plan. Continue to work with the NSW Taxi Council to improve taxi operations in and around The Star. The following recommendations were made in

BASELINE

the Traffic Impact Assessment:

- Address the operational problems associated with long-term limousine parking practices in the Port Cochere.
- Review the resourcing of the valet service to eliminate the need for double parking in the Port Cochere outside the Astral Hotel entry.
- 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.
- 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 found that traffic impacts would negligible and demand for parking could be accommodated by existing infrastructure.

7 Conclusions and Recommendations

This Social Impact Assessment has reviewed the Modification 14 proposal, assessed baseline conditions, and profiled potential impacts. The Assessment has also considered available supporting data and documentation including technical reports and assessments.

7.1 CONCLUSIONS

This Assessment finds there are minor impacts associated with the proposed modification. Conclusions include:

- **Neighbourhood amenity** – There are amenity improvement opportunities associated with Modification 14.
- **Crime and safety** – Modification 14 works are largely internal and patron behaviours are managed through existing RSA and safety and security measures. Assuming those measures continue to be implemented and monitored closely with police and other relevant authorities, additional negative impacts in relation to crime are not anticipated.
- **Responsible service of alcohol** – Ongoing implementation of existing RSA procedures is considered sufficient to manage a 7.5% increase in patron numbers and an 8.2% increase in GFA associated with Modification 14.
- **Responsible gambling** – Ongoing implementation of existing responsible gaming procedures (Gaming Signage and Brochure Standards) is considered sufficient to manage a 7.5% increase in patron numbers and an 8.2% increase in GFA associated with Modification 14.
- **Community facilities** – It is unlikely that increased visitation will lead to any additional demand for local community services and facilities. It is not possible to assess the impact of additional employee numbers on local services based on available information.
- **Noise** – The Noise Impact Assessment did not identify any noise impacts associated with the Modification 14 scope of works as long as the recommended design features outlined are incorporated.
- **Traffic and parking** – The development proposal has the potential to generate impacts on traffic, parking and taxi infrastructure in the local area. However, the Traffic Impact Statement found that traffic impacts would be negligible and demand for parking accommodated by existing infrastructure.

7.2 RECOMMENDATIONS

The following recommendations are proposed:

The following recommendations are proposed:

- **Neighbourhood amenity**
 - Develop a CPTED strategy for all casino interfaces with the street.
 - Consider further improving access by promoting use of the light rail (through signage and lighting improvements) as part of a green travel plan.
- **Crime and safety**
 - Develop a CPTED strategy for all casino interfaces with the street.
 - Ensure design encapsulates CPTED principles.

- Continue implementing existing safety and security measures, including roving security patrols, security camera coverage on all perimeters, and management at taxi ranks.
- Continue close liaison with NSW Police to ensure patrols of publicly accessible internal and external areas continue to address anti-social behaviour.
- **Responsible service of alcohol**
 - 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.
- **Responsible gambling**
 - Continue to abide by ILGA Gaming Signage and Brochure standards (including in languages other than English).
- **Community facilities**
 - Review any potential demand for community facilities and services when employee numbers are available.
- **Noise**
 - Send regular communications to nearby neighbours with construction updates, including a mechanism for providing feedback.
 - Continue to work with the NSW Taxi Council to improve taxi operations in and around The Star.
 - As per the Noise Impact Assessment, consideration must be made for the selection and design of all mechanical equipment that emit noise. If selected equipment is in excess of established criteria, acoustic mitigation measures should be provided, including:
 - Siting and location of plant rooms and equipment.
 - Attenuators.
 - Noise barriers.
 - Acoustic louvres.
 - Acoustic absorption to plant rooms.
 - As per the Noise Impact Assessment, the following mitigations and strategies for the Level 3 unenclosed gaming area should be implemented:
 - Balustrade along the façade of the Level 3 unenclosed gaming area is to be constructed with a solid material to a minimum height of 1.2m above the UGA floor level
 - Limit the noise output of gaming machines to half of normal level during night time period between midnight to 7am
 - No amplified music is to be played within the UGA area with exception of music from gaming machines
 - Patrons' behaviour within the UGA are to be strictly managed to ensure "rowdy" patrons are restricted from the area and large groups of patrons are prevented from congregating near open sides.

- The Noise Impact Assessment recommends that a Construction Noise and Vibration Management Plan (CNVMP) be undertaken once the main contractor is appointed and construction methods are confirmed.
- The Noise Impact Assessment recommends the following condition regarding internal construction works: *All works internal to the existing building, including building/demolition and excavation work, in connection with the proposed development can be carried out on a 24 hour basis, 7 days per week, with safety inspections being permitted at 7.00am on work days.*

▪ **Traffic and parking**

- Survey new employees to understand how they travel to work as part of a green travel plan.
- Continue to work with the NSW Taxi Council to improve taxi operations in and around The Star.
- The following recommendations were made in the Traffic Impact Assessment:
 - Address the operational problems associated with long-term limousine parking practices in the Port Cochere.
 - Review the resourcing of the valet service to eliminate the need for double parking in the Port Cochere outside the Astral Hotel entry.
 - Replace the existing Pyrmont parking guidance system on the external road network. The Star, as the leading provider of off-street parking in the Pyrmont 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.
 - 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.

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This report has been prepared with due care and diligence by Urbis and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct and not misleading, subject to the limitations above.



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