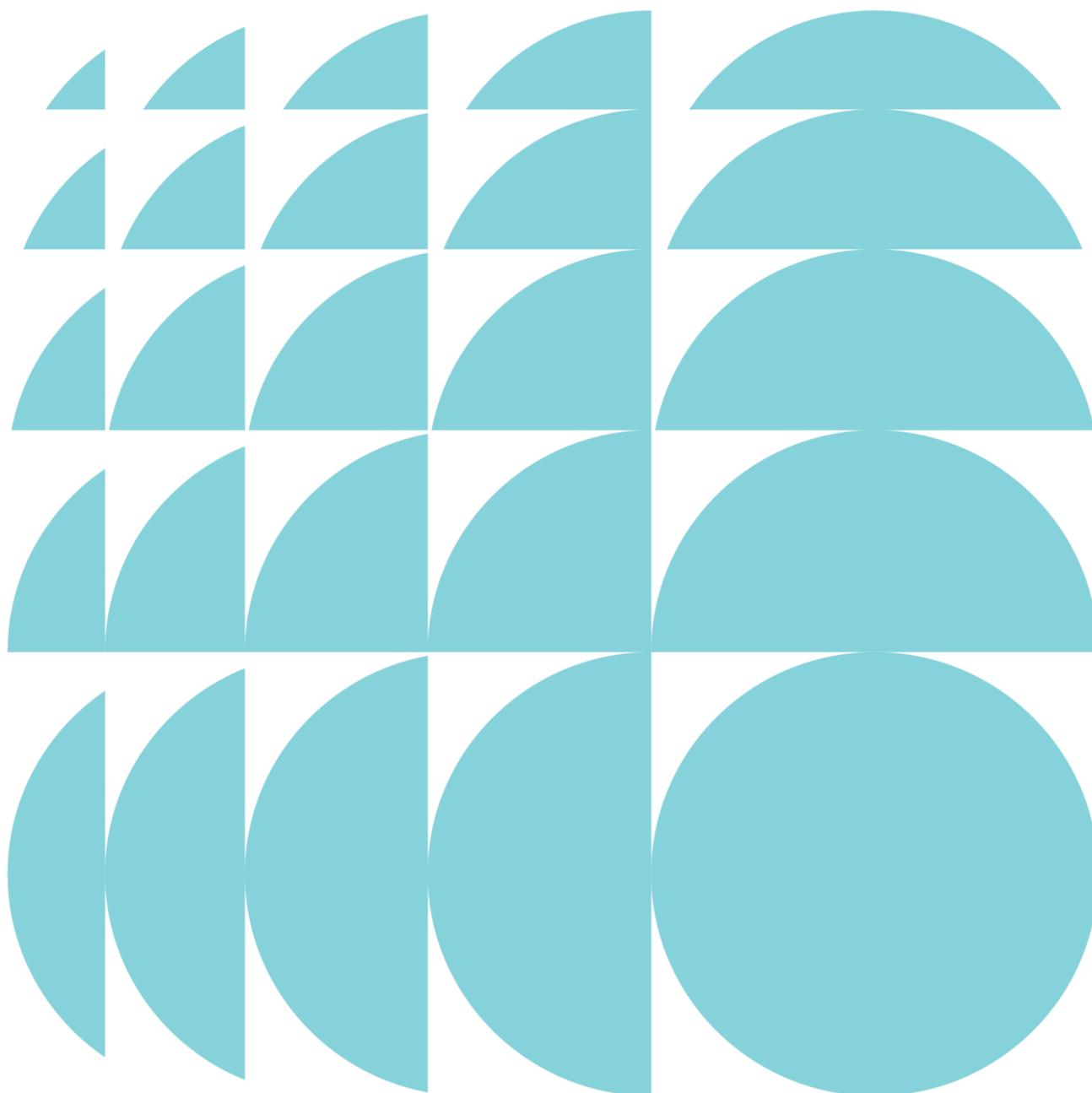


ETHOS URBAN

Lot 3 Rooty Hill Road South, Eastern Creek
Eastern Creek Quarter (ECQ) – Stage 3

Submitted to the Department of Planning, Industry
and Environment
On behalf of Frasers Property Australia

10 December 2020 | 2191002



CONTACT

Daniel West Associate Director dwest@ethosurban.com 0411 570 394

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This document has been prepared by:



Jim Murray

10 December 2020



Daniel West

10 December 2020

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Ethos Urban Pty Ltd
ABN 13 615 087 931.
www.ethosurban.com
173 Sussex Street, Sydney
NSW 2000 t 61 2 9956 6952

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1.0 Introduction

This Crime Prevention Through Environmental Design (CPTED) Assessment has been prepared for Frasers Property Australia to support a State Significant Development Application (SSDA) submitted to the Department of Planning, Industry and Environment (DPIE) relating to Lot 3 of the Eastern Creek Quarter Site at Rooty Hill Road South, Eastern Creek. The application seeks Concept Plan approval for the staged construction of a new retail outlet centre at Lot 3 with supporting food and beverage tenancies, and ancillary entertainment and recreation usages.

This report addresses the following items of the Secretary's Environmental Assessment Requirements (SEARs):

*Plans and Documents - the EIS must include the following:
Crime Prevention through Environmental Design (CPTED) report*

CPTED is a situational crime prevention strategy that focuses on the design, planning and structure of the environment. This assessment aims to identify the potential opportunities of crime created by the proposed development by assessing the development in accordance with design and place management principles of CPTED.

Ethos Urban has prepared this assessment in accordance with the methods and resources of the NSW Police Force *Safer by Design Course*. This assessment has been prepared and reviewed by experienced CPTED professionals, following their completion of the NSW Police Force *Safer by Design Course*. The assessment uses qualitative and quantitative measures to analyse the physical and social environment in which the proposed development is located and recommends actions to mitigate crime opportunity in accordance with the Australian and New Zealand Risk Management Standard AS/NZS 31000:2009.

In accordance with the NSW Department of Planning and Environment's Guidelines (2001) the aim of the CPTED strategy is to influence the design of buildings and places by:

- increasing the perception of risk to criminals by increasing the possibility of detection, challenge and capture;
- increasing the effort required to commit crime by increasing the time, energy or resources which need to be expended;
- reducing the potential rewards of crime by minimising, removing or concealing 'crime benefits'; and
- removing conditions that create confusion about required norms of behaviour.

The Crime Risk Rating considers the development as proposed in the architectural drawings prepared by Buchan Group, within the site's environment. The following tasks were undertaken in the preparation of this assessment:

- review of the *Safer By Design Manual* by the NSW Police Force;
- collection and analysis of local and NSW State crime statistics from the Bureau of Crime Statistics and Research (BOCSAR); and
- a crime risk assessment, in accordance with the current NSW policy and practice, of the following regulation and assessment principles:
 1. Surveillance
 2. Territorial reinforcement
 3. Activity and Space Management
 4. Access control

A site inspection was undertaken on 8 December 2020 between the hours of 2.00pm and 3.00pm to assess the current site conditions, situational crime prevention measures and perceived safety of the existing environment.

Disclaimer

CPTED strategies must work in conjunction with other crime prevention strategies and police operations. By using the recommendations contained in this assessment, a person must acknowledge that:

- there is no definitive measure of 'safety'. Therefore, this assessment cannot be used as proof of a definitive measure of safety;
- this assessment does not ensure complete safety for the community, and public and private property;
- assessment and recommendations are informed by information provided, with observations made at the time the document was prepared;
- this document does not guarantee that all risks have been identified, or that the area assessed will be free from criminal activity if recommendations are followed; and
- this assessment has been undertaken on behalf of the applicant, and does not represent the opinions and expertise of the NSW Police Force.

The principles of CPTED aim to minimise the opportunity for crime, but it is recognised that environmental design cannot definitively eliminate opportunities for crime, or prevent a determined perpetrator from committing such crimes. We note that Ethos Urban are not specialist security consultants and therefore cannot comment on specific security measures or system requirements. Therefore, it is recommended that a security consultant with a Class 2A licence under the Security Industry Act 1997 is engaged to provide specific advice on the placement, installation, monitoring and maintenance of a CCTV network and other security measures such as bollard/barriers.

2.0 The Site

The 34 hectare Eastern Creek Quarter site is situated to the north of the Great Western Highway between Rooty Hill Road South and the M7 Motorway. Church Street marks the site's northern boundary. The site forms part of the Western Sydney Parklands and is located within the Blacktown Local Government Area. It is located approximately 1.5km south east of Rooty Hill Station.

Open space comprising part of the broader Western Sydney Parklands is located to the north, east and south of the site. To the west of the site, on the opposite side of Rooty Hill Road South, is the Eastern Creek Public School, Rural Fire Services site, and low-density residential development.

The site includes three development lots, comprising; Lot 1 to the south which will soon be developed for a specialised retail centre, a new specialty retail centre at Lot 2, and the subject site at Lot 3 which is currently undeveloped. The eastern portion of the site contains stormwater infrastructure associated with the ECQ development and protected vegetation. A single dual occupancy lot (Lot 2 of DP31130) is located at the Beggs Road and Rooty Hill Road South intersection which does not form part of the development site.

The site is owned by the Western Sydney Parkland Trust (the Trust) and Frasers has entered a development management agreement and long-term ground lease with the Trust to develop the land.

This CPTED report relates to Lot 3 of the ECQ site, which is the final lot proposed to be developed. It is in the northern part of the site and has an area of approximately 7.29ha (refer to **Figure 1** below). The lot is proposed to be developed for a retail factory outlet centre with supporting food and beverage tenancies, and ancillary entertainment and recreation usages.



Figure 1 Site location and context

Source: Nearmap, Ethos Urban

2.1 Surrounding Development

The locality surrounding the site comprises a mixture of land configurations and uses as described below.

North

North of the site predominantly consists of undeveloped grassland, in the form of the Rooty Hill Historical Site which is identified as a local heritage item. This area also contains the Pioneer Memorial Church which is a State heritage item and the ‘Belvedere House’, a local heritage item, is located to the north west on the opposite side of Rooty Hill Road South. Photographs of these sites are provided at Figure 2 and Figure 3.



Figure 2 Pioneer Memorial Church



Figure 3 The Rooty Hill Historic Site

South

The south of the site comprises Stage 1 and Stage 2 of the Eastern Creek Quarter. The retail centre at Stage 1 of the Eastern Creek Quarter has been constructed and is now operational. Stage 2 has approval for the construction of a specialty retail premises development and is currently undergoing construction. Photographs of these stages of the development are provided in **Figures 7 to 10**.



Figure 4 Stage 1 of the Eastern Creek Quarter facing north east from Rooty Hill Road South



Figure 5 Photograph capturing the access road to Stages 1 and 2 of the Eastern Creek Quarter

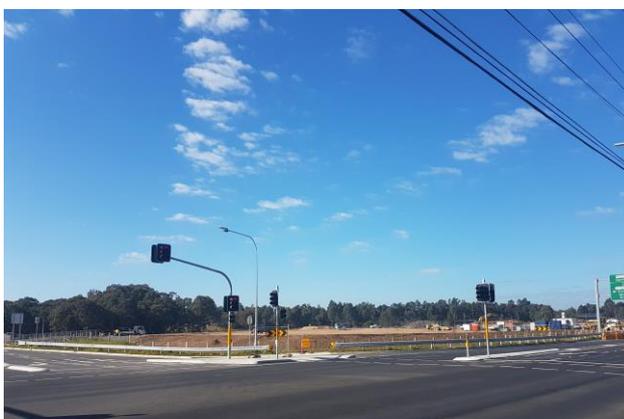


Figure 6 Stage 2 of the Eastern Creek Quarter Site, facing south east from Rooty Hill Rd South



Figure 7 Residential dwelling to the south of the site

West

To the west of the site, on the opposite side of Rooty Hill Road South, development generally comprises low density residential buildings. To the south west of the Stage 3 site is the Eastern Creek Public School and Rural Fire Services site. The type of development situated to the west of the development is depicted at **Figures 11 to 14**.



Figure 8 Photograph facing north west up Rooty Hill Road South from the corner of Beggs Road



Figure 9 Photograph facing west from the corner of Beggs Road and Rooty Hill Road South



Figure 10 Photograph facing south west down Rooty Hill Rd South from the corner of Church Street



Figure 11 Photograph facing north west up Rooty Hill Road South from the corner of Church Street

East

The land to the east of the site is environmental conservation land which is subject to a Vegetation Management Plan and which is being rejuvenated and protected as part of the broader ECQ development. This environmental land is bounded to the east by the M7 Motorway and further east is Bungarribee Park. A photograph from Bungarribee Park facing west towards the site is provided at Figure 12.



Figure 12 A photograph of Bungaribee Park facing west towards the site

2.2 Risk Assessment of Existing Site

A risk assessment of the site in its existing context and form has been undertaken. Overall, the Crime Risk Rating is considered 'low' as the site is adjacent to Rooty Hill Road South, secured with high fencing and has reasonable natural surveillance from the surrounding roads, the houses along Rooty Hill Road South, and Stage 1 of the ECQ, and there is no evidence of dumping or general misuse.

3.0 Description of Proposed Development

The proposed State Significant Development Application (SSDA) seeks Concept Plan approval for a new retail outlet centre at Lot 3 of the Eastern Creek Quarter site. The Concept Plan will establish the following framework to guide the future detailed design of the Lot 3 development:

- Land uses, including retail (factory outlet), food and drink premises, amusement centre and indoor recreation facility;
- Building footprints, including basement, with a maximum height of 12m;
A maximum GFA of 39,500m² at Lot 3 which will be staged as follows:
 - Phase A: 29,500m²
 - Phase B: 10,000m²
- Upgrade of Church Street for vehicular access, including traffic signals at the Church Street/Rooty Hill Road South intersection;
- Modifications to the Cable Place/Rooty Hill Road South/Site Access intersection; and
- Modifications to the Francis Street/Eastern Road/Rooty Hill Road South intersection.

It is also proposed to seek consent for a series of early works including:

- Removal of up to 0.73 ha of Cumberland Plains Woodlands in the south west corner of the site;
- Bulk earthworks within Lot 3; and
- Extension of the internal access road to connect to the basement car park.

The proposed outlet centre at Lot 3 will necessitate the inclusion of conditions of consent which requires the modification of SSD 5175 (the existing Concept Plan for the broader ECQ site) to amend the overall allocation of GFA and associated uses, relevant Concept Plans and the existing Design Guidelines.

This report is based on the Concept Plan prepared by i2C, shown at **Figure 13** below.

4.0 Nature of Recorded Crime

Crime statistics obtained from the NSW Bureau of Crime Statistics and Research (BOCSAR) represents criminal incidents recorded by NSW Police. A review of the local statistics from October 2016 to September 2020 found that the most commonly occurring crimes relevant to CPTED and the proposed development within the suburb of Eastern Creek are:

- Non-domestic assault
- Breaking and entering of non-dwelling
- Steal from motor vehicle
- Steal from person
- Malicious damage to property
- Motor vehicle theft
- Robbery

Frequency of the above crimes in the suburb of Eastern Creek, between October 2016 to September 2020 detailed in **Table 1** below.

Table 1 Statistics of recorded crime in Eastern Creek (suburb) between 2016 and 2020

Crime	Oct 2016- Sept 2017	Oct 2017- Sept 2018	Oct 2018- Sept 2019	Oct 2019- Sept 2020	2016-2020 Trend	Rate per 100,00 Population	Rating Category
Non-domestic assault	35	28	32	21	Stable	N/A (0-1836.3)	Very Low
Breaking and entering of non-dwelling	9	11	23	4	Stable	N/A (400.9 – 663.1)	Low
Steal from retail store	8	10	10	11	Stable	N/A (0-2,121.1)	Very Low
Steal from motor vehicle	34	35	47	18	Stable	N/A (>2095.1)	Very High
Steal from person	1	0	1	2	Stable	N/A (154.2-305.1)	Medium
Malicious damage to property	32	37	31	24	Stable	N/A (2,601.2-5,156.9)	Medium
Motor vehicle theft	27	27	17	7	Stable	N/A (530.1 – 929.1)	High
Robbery	1	6	4	2	Stable	N/A (133.9 – 233.5)	High

Source: *Bureau of Crime Statistics and Research NSW, 2020*

The 2016 Census indicates that Eastern Creek has a very low population of just 827 people. Therefore, using the standard crime rating statistical tool of incident rate per 100,000 population is not considered an accurate or appropriate tool to use when attempting to understand victimisation or offending rates in Eastern Creek. The BOCSAR website states that crime rates for suburbs with populations less than 2,000 can be unreliable and “in areas with small populations, a modest number of incidents/victims/offenders can have a large effect on the calculated crime rate thus giving a misleading representation of crime in that location.”

However, breaking and entering non-dwelling, malicious damage to property, motor vehicle theft, robbery, steal from motor vehicle, non-domestic assault, steal from motor vehicle, steal from retail store and malicious damage to property are crimes relevant to the proposed development and occur in the suburb. Given this, the design, layout and access points of the proposed development have been carefully reviewed in line with CPTED principles, and recommendations are provided below to help mitigate the opportunity for perpetrators to commit such crimes.

As illustrated in **Figure 14 - Figure 17**, the BOCSAR database indicates that the site is within or within proximity of medium and high-density crime ‘hotspots’ for four categories of crime.

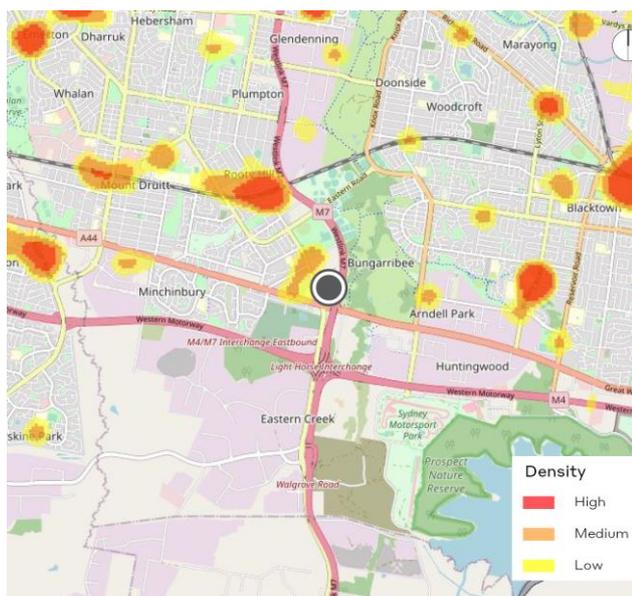


Figure 14 Break and enter non-dwelling
Source: BOCSAR, Ethos Urban

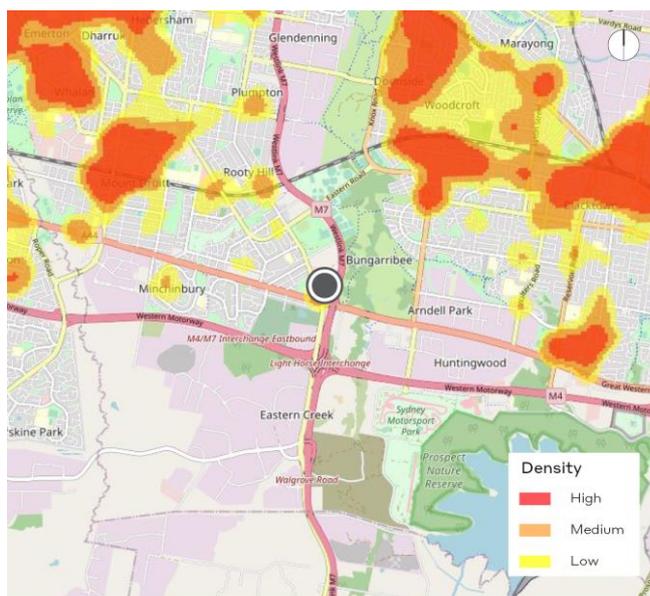


Figure 15 Malicious damage property
Source: BOCSAR, Ethos Urban

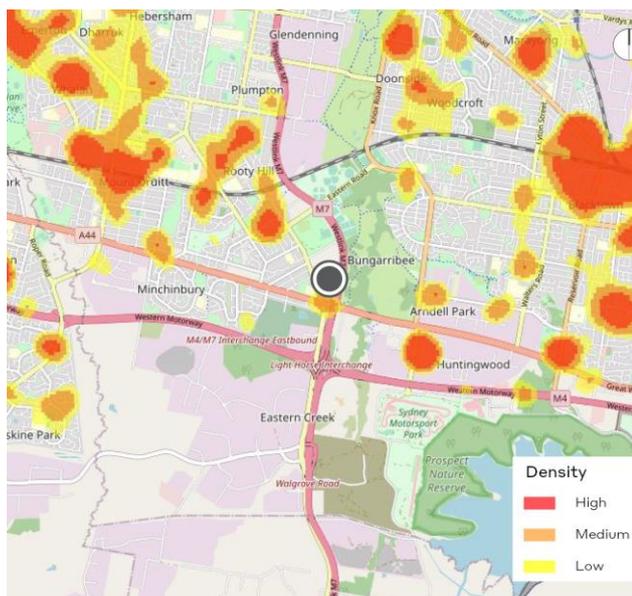


Figure 16 Motor vehicle theft
Source: BOCSAR, Ethos Urban

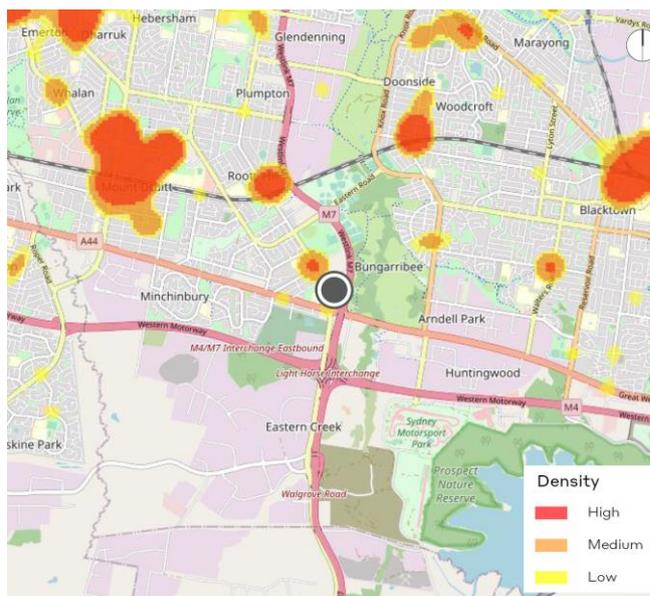


Figure 17 Robbery
Source: BOCSAR, Ethos Urban

Hotspots indicate areas of high crime density (number of incidents per 50m by 50m) relative to crime concentrations across NSW. They are not adjusted for the number of residents and visitors in the area and thus may not reflect the risk of victimisation. The BOCSAR mapping indicates that the site is in or immediately adjacent to the following hotspots for the following crimes:

- Break and enter non-dwelling
- Malicious Damage to Property
- Motor Vehicle theft
- Robbery

Based on these hotspot maps, particular analysis will be given to the prevention of crimes relating to the above.

5.0 Matters for Consideration

A potential perpetrator can take advantage of the environment, with access and the opportunity for concealment significantly affecting the safety and perceived safety of an environment. Given break and enter non-dwelling, malicious damage to property, motor vehicle theft and robbery are likely to be the main criminal offences, the following is an assessment of the proposed development's potential to create opportunities for such crimes.

It is important to note that the proposed development is for a concept plan and detailed design and architecture will be subject to a subsequent application. In accordance with the Eastern Creek Business Hub Design Guidelines the detailed development application will include a CPTED assessment. Notwithstanding this, the following discussion considers the proposal at a concept level and provides recommendations that will be used as a guide for future detailed DAs.

5.1 Surveillance

Opportunities for crime can be reduced by providing opportunities for effective surveillance. The surveillance principle indicates that offenders are often deterred from committing a crime in areas with high levels of surveillance. From a design perspective, deterrence of crime can be achieved by providing:

- Clear sight lines between public and private places and maximising natural surveillance
- Appropriate lighting and effective guardianship of communal and/or public areas
- Minimise opportunity for offenders to hide or entrap victims

The site currently has opportunities for natural surveillance given its orientation to Rooty Hill Road South, Church Street, and its connection to ECQ Stage 1.

Typically, buildings that face the street help to facilitate connections between occupants and visitors, and windows, doors and balconies facing semi-public and public areas maximise 'natural' surveillance and in doing so increase the risk to potential offenders. The building envelopes are orientated towards Church Street and its intersection with Rooty Hill Road South. Good surveillance opportunities are also available from surrounding buildings, particularly the houses along Rooty Hill Road South. The adjacent shopping centre will also benefit from an increase in the number of people to the area.

The strategic location of employees and building supervisors increases risk to offender and crime effort. It is commonly thought that supervision provided by employees is more effective as a crime deterrent than surveillance provided by passers-by as they naturally provide a guardianship function. The proposed development will increase the number of employees on site therefore, this will naturally increase risk to potential offenders.

The dedicated off-street parking at grade and within the basement will help reduce the opportunity for vehicle theft, however. CCTV is recommended to be provided in the basement car park and the ceiling is to be painted white as part of the future detailed design.

Landscaping can also provide shade, shelter and add to the attraction of environments, however, if not designed or maintained appropriately can offer concealment opportunities. The concept plan includes landscaped setbacks to Church Street and Rooty Hill Road South. The plant and tree species proposed within the landscaping concept for the setback area should be determined to ensure that they do not impact upon sightlines and surveillance opportunities in key pedestrian areas. In order to maintain sight lines and reduce concealment opportunities, all existing and proposed vegetation where appropriate should either be less than 0.5m in height or for trees have a canopy that achieves a minimum underside height of 2m.

Recommendations relating to surveillance are provided in **Section 6.1**

Lighting and Technical Supervision

Effective lighting and discrete technical supervision can reduce fear, increase community activity, improve visibility and increase the likelihood of offenders being detected. Lighting and technical supervision are integral in increasing the safety and perceived safety. All lighting provided, as part of the future detailed design, within and around the

development, should meet or ideally exceed the minimum Australian Lighting Standard AS/NZ 1158 for public streets, pedestrian thoroughfares and active open space areas specifically addressing the objectives for crime and fear reduction.

High quality lighting throughout all publicly accessible areas should be adequate to permit facial recognition, long sight lines and reduce dark shadowing which in turn will help reduce opportunity for predatory crime. External areas that are publicly accessible at retail centre developments can attract loitering and anti-social behaviour after hours. As such, an external lighting strategy is recommended as part of the future detailed design. Minimum lighting lux levels and lighting uniformity levels for different parts of the proposed development are recommended in **Section 6.1**.

Outdoor lighting is recommended to have a minimum Colour Rendering Index (CRI) of 60. A condition of development consent is recommended that the outdoor lighting proposed as part of any future detailed design for complies with AS4282-1997. Any emergency lighting shall also be installed in accordance with the relevant Australian Standards.

It is recommended that CCTV is installed as part of any future detailed development in all public spaces and in the back of house areas that includes the loading docks etc to provide surveillance of these areas that have inherently low natural surveillance and activity. It is recommended that live footage from the CCTV cameras is fed to a central location that is monitored by security guards.

Recommendations relating to lighting and technical supervision are provided in **Section 6.1**.

5.2 Territorial Reinforcement

Territorial reinforcement involves the perceived ownership of public spaces. Users will be more inclined to visit areas that are maintained and to which they feel they have a vested interest in. Well-used and dynamic public space is made safer by natural surveillance. Designing with clear transition between public and private spaces, and clear design cues indicating the intended use of space is critical. Well maintained public space is critical in encouraging occupancy of space, both in the interior and exterior of the development.

The clear definition of public and private territory, and the introduction of a greater number of people into the area will increase the risk to an offender and promote territorial reinforcement, as criminals do not want to be detected, challenged, or apprehended. Clear delineation between publicly accessible land and back of house areas is considered of high importance in this type of development.

Suitable way finding signage through the development is also recommended and will help reduce the opportunities for people to find excuses to gain unauthorised access and/or to loiter in areas of the development.

Furthermore, people generally recognise areas that are well cared for and areas that display strong ownership cues are less likely to be improperly used. Maintenance of the development and the surrounding area is a key crime prevention mechanism, and which is in the financial interests of the shopping centre owners and operators to maintain at a high level.

Recommendations relating to territorial reinforcement are provided in **Section 6.1**.

Design, Definition and Designation

The concept design of the development reflects its purpose, however, given it is a public environment, potential offenders would be able to make excuses for their presence and potential actions. Opportunistic criminals will often exploit areas with unclear spatial definition, borders, and boundaries, therefore such areas should incorporate other crime prevention principles, such as increased surveillance and wayfinding mechanisms to act as crime deterrents.

Provided the recommendations in **Section 6.1** are undertaken and implemented it is considered that the opportunities for offenders to commit crime are diminished to an acceptable level for a proposed development of this kind.

5.3 Activity and Space Management

Like environmental maintenance, there is a strong association between activity and space management, and the fear or perceived fear of crime. Unlike environmental maintenance, this principle endeavours to manage the more dynamic activity and use of space. Knowing where and how to enter, exit and find assistance within parking facilities and retail centres can impact on perceptions of safety.

The introduction of the proposed retail factory outlet and ancillary uses will increase the amount of activity within the area predominately during the day and evening.

Image can impact upon feelings of safety and danger, influence local confidence and individual decisions to either withdraw or engage in community life. The proposed development will further enhance the image of the site and in doing so increase the size of the area that is regularly used and contribute to the vibrancy of the location.

It is in the financial interest of the operator of the outlet centre to ensure that it is well managed, and any damage or vandalism is repaired quickly and efficiently. A Plan of Management is therefore recommended to be prepared and implemented, as part of any future detailed development, that will detail of the ongoing maintenance and repair procedures for the outlet centre.

Recommendations relating to activity and space management are provided in **Section 6.1**.

Environmental Maintenance

There is a strong association between environmental maintenance and the fear or perceived fear of crime. General image can greatly affect an individual's desire to enter and engage with a space. Environmental maintenance and territorial reinforcement are co-dependent in achieving a safer space and are integral in achieving optimal natural surveillance. The maintenance of the built form, landscaping and lighting will assist in communicating care and the presence of effective guardianship. Routine maintenance is a strong indicator of area management and safety.

The concept proposes landscaped setbacks along the street frontages and tree planting within the at grade car park. The future ongoing maintenance of the proposed buildings, facilities and landscaping is important to balance the safety and aesthetics of the development. Also key to this principle is the rapid removal of graffiti and repair of any damage. Well maintained spaces encourage regular use, which in turn creates natural supervision of publicly accessible areas. High quality materials should be used for construction to lessen the likelihood of damage and help to reduce maintenance costs.

It is in the financial interest of the operator of the centre to ensure that landscaping and vegetation is maintained. A Plan of Management is therefore recommended to be prepared and implemented, as part of any future detailed development, that will include details of the ongoing maintenance of the landscaping of the outlet centre.

Recommendations relating to surveillance are provided in **Section 6.1**.

5.4 Access Control

Access control strategies restrict, channel, and encourage the movement of people and vehicles into and through designated areas. Unauthorised entry is reduced by physical and technical barriers, as they increase the effort required to commit crime. Access control strategies are well considered and clear in the concept proposal. The vehicular and pedestrian site entry is clear.

The outlet centre management will be responsible for access control and as such the following is recommended to be considered as part of any future detailed design:

- The basement carpark and the loading dock driveway should be lockable and be secured after hours.
- Building entries will be alarmed and security will be notified of any breaches.
- There is sliding gates/roller shutters to all centre entrances (including pedestrian entrances)

Recommendations relating to access control are provided in **Section 6.1**.

6.0 Crime Risk Rating and Recommendation

The Crime Risk Rating considers the concept development as proposed, in the architectural drawings prepared by i2C, within the site's environment. Acknowledging the site context and the issues discussed in Sections 3, 5 and 6, the Crime Risk Rating of the proposed development is rated within the 'low' category. An assessment of the proposal using the CPTED principles has found that should the actions recommended below be implemented, as part of any future detailed design, the rating would remain within the 'low' category, but nonetheless improvement could occur within this category.

Overall, it is considered that the proposed development will increase activity and management of the site which will in turn improve the safety and security of the local area and generally increase the image of the area.

It is recommended that any future detailed development application/s includes a CPTED assessment and includes specific recommendations for the ongoing use of the outlet centre. The following recommendations are provided to guide the preparation and design of any future detailed development application to further improve safety and security. The recommendations are not intended to be imposed as conditions of consent on any concept plan approval.

6.1 Recommendations

Surveillance

- Ensure opportunities for natural and incidental surveillance are maintained through effective lighting, access control and environmental maintenance.
- Ensure opportunities for concealment are minimised by reducing alcoves and recesses throughout building exteriors. Ensure driveways and pedestrian pathways do not lead to concealed spaces.
- Any pedestrian walkway/path providing connections from Rooty Hill Road South and Church Street be obvious, open and provide clear site lines.
- Landscaping should either be less than approximately 0.5m in height and/or for trees have a minimum canopy height (underside) of approximately 2m. This will maintain sightlines and minimise concealment opportunities throughout the site. Regular maintenance should occur to ensure vegetation does not encroach upon sightlines.

Lighting and Technical Supervision

- All lighting provided within and around the development, should meet or ideally exceed the minimum Australian Lighting Standard AS/NZ 1158 for outdoor and undercover/basement car parks, pedestrian areas, and publicly accessible space, specifically addressing crime and fear reduction.
- Consistent and uniform lighting is recommended throughout all outdoor publicly accessible areas (where appropriate). This lighting should also aim to minimise light pollution and light spill on to adjacent land.
- An external lighting strategy is recommended to all external publicly accessible areas (i.e., external walkways, car parks and public outdoor areas). Lighting is recommended to achieve a minimum of 30 lux and a minimum lighting uniformity of 0.3 Uo. Lighting for the external back of house areas, such as the loading dock, should achieve a minimum of 50 lux and a minimum lighting uniformity of 0.4 Uo.
- Outdoor lighting is recommended to have a minimum Colour Rendering Index (CRI) of 60. A condition of development consent is recommended for this lighting to comply with AS4282-1997. Any emergency lighting shall also be installed in accordance with the relevant Australian Standards.
- The basement/undercover car park lighting should maintain an average between 40 and 50 Lux and should have a uniformity level of between 0.3 and 0.4 Uo. It is noted that a standby lower lux level is acceptable after hours for power saving reasons. A standby average of 10 Lux brightening to between 40 and 50 Lux in sections where motion is detected is recommended. The ceiling of the basement is also recommended to be white or similar.
- A lighting design should be prepared by a suitably qualified and experienced lighting expert.

- A CCTV network which adequately covers the entire site is recommended. At minimum, the network should cover all entrances, car parks, back of house areas that includes the loading docks, waste areas, and any recessed areas.
- It is recommended that a security consultant with a Class 2A licence under the Security Industry Act 1997 is engaged to provide specific advice on placement, installation, monitoring and maintenance of the CCTV network.

Territorial Reinforcement

- Ensure outdoor furniture is durable and of high-quality design.
- Maintain that building entrances remain free of clutter to ensure entry points are highly visible from the street.
- Display CCTV security notice signs to convey that the site is under constant surveillance.
- Clearly delineate public/private land along the street perimeter of the site with dense landscaping and/or low fencing.
- Provide signage within the pedestrian pathways and underground car park to direct pedestrian movements.
- Ensure that pathways are always unobstructed to avoid blind spots.

Design, Definition and Designation

- Clear wayfinding signage should be provided throughout the proposed development. Way finding signage should be provided in all publicly accessible areas.
- “Park Smarter” signage is recommended to be displayed in the car parks to remind people to secure their vehicles. Emergency vehicle parking is also recommended.

Environmental Maintenance

- Ensure mechanisms are in place to facilitate the ongoing maintenance of the shopping centre, including the implementation of a rapid removal policy for vandalism repair and removal of graffiti.
- Consistently manage vegetation so that sight lines are maintained and opportunities for concealment are minimised.
- Consideration should be given to graffiti resistant materials/surfaces in high graffiti risk areas.

Activity and Space Management

- A Centre Management Plan should be prepared which outlines the operation of the centre including: a security management plan; measures to minimum vehicle theft and damage, incident procedures (including assaults, shoplifting, lost children etc); fire evacuations, after hours security and access control both during operating hours and after hours, on-going building and landscaping maintenance, vandalism repair/graffiti removal etc

Access Control

- All non-public areas of the centre (including external back of house areas such as the loading dock) be appropriately secured to stop access by the general public.
- All windows and skylights should be lockable to prevent after hours break and enter.
- Ensure that landscaping does not give rise to concealment opportunities and does not restrict sightlines from the development overlooking public open spaces.
- The basement carpark and the loading dock driveway to be lockable and secured to both vehicles and people after hours.
- Sliding gates/roller shutters to all carpark entrances (including pedestrian entrances) are provided and used after hours.
- Garbage bay areas must be secured to restrict unauthorised access.