



Engagement Report

270 Pacific Highway Crows Nest Mixed-use Development

For Silvernight (Crows Nest) Landowner Pty Ltd

About Astrolabe Group

Astrolabe Group are the recognised experts in urban growth and change management with a uniquely empathetic approach to client and community.

This report was prepared for Silvernight (Crows Nest) Landowner Pty Ltd. In preparing the report, Astrolabe has made every effort to ensure the information included is reliable and accurate. Astrolabe is unable to accept responsibility or liability for the use of this report by third parties.

Acknowledgement of Country

In the spirit of reconciliation, Astrolabe Group Acknowledges the Traditional Owners of Country throughout Australia and their continuing connections to land waters and community.

We show our respect to elders past and present. We acknowledge that we stand on Country which was and always will be Aboriginal Land.



Contents

1. Introduction	3
1.1 Report purpose.....	3
1.2 Secretary’s Environmental Assessment Requirements	3
2. About the proposal	4
2.1 The proposed development	4
2.2 Site details and location	4
3. Consultation process.....	6
3.1 Objectives.....	6
3.2 Organisations and stakeholders consulted	6
3.2.1 Community.....	6
3.2.2 Government and industry stakeholders	6
3.3 Engagement approach.....	7
3.3.1 Early engagement.....	7
3.3.2 Engagement activities.....	7
4. Engagement outcomes.....	10
4.1 Local context	10
4.2 Previous engagement sentiment.....	10
4.3 Community feedback	11
5. Future community and stakeholder engagement.....	16
5.1 Future community engagement	16
5.2 Future government engagement.....	16
Appendices	17



1. Introduction

1.1 Report purpose

Silvernigh (Crows Nest) Landowner Pty Ltd have engaged Astrolabe Group to conduct community engagement activities for a new 16-storey mixed-use development at 270 Pacific Highway, Crows Nest comprising 168 build to rent units and non-residential uses in the podium.

This report presents the outcomes and findings of these engagement activities.

This engagement supports the response to the Planning Secretary's Environmental Assessment Requirements (SEARs) issued for the proposed development's State Significant Development Application (SSD-79658964).

1.2 Secretary's Environmental Assessment Requirements

Astrolabe Group have prepared this report in accordance with the SEARs and the DPHI's *Undertaking Engagement Guidelines for State Significant Projects*.

The SEARs outline the consultation required to be undertaken as part of this project's Environmental Impact Statement (EIS).

Table 1 below outlines how this report responds to SEARs requirements.

Table 1 Secretary's Environmental Assessment Requirements response

SEARs	Astrolabe Response
Issues and Assessment Requirements	
<p>4. Engagement</p> <ul style="list-style-type: none">• Demonstrate that engagement and consultation activities have been undertaken in accordance with the <i>Undertaking Engagement Guidelines for State Significant Projects</i> and identify how issues raised, and feedback received have been considered in the design of the project- If the development would have required an approval or authorisation under another Act but for the application of s 4.41 of the EP&A Act or requires an approval or authorisation under another Act to be applied consistently by s 4.42 of the EP&A Act, the agency relevant to that approval or authorisation must be consulted	<p>Section 3 outlines the engagement and consultation activities and process.</p> <p>Section 4 presents the outcomes of engagement and how issues and feedback raised have been considered in the project design.</p>



2. About the proposal

2.1 The proposed development

The proposal seeks approval for development of a 16-storey mixed-use building in Crows Nest. The development will provide a mix of Build-to-Rent residential and commercial floor space and an active street frontage along the Pacific Highway.

In summary, approval for the following is sought:

- demolition of two existing 5 storey commercial buildings
- construction of a maximum 16 storey building, including:
- 2 basement parking levels (with 81 carparks, 8 motorbike spaces and 230 bicycle spaces)
- 3 podium levels comprising non-residential uses such as medical centre, retail, and residential uses (build to rent units and residential amenity facilities such as a gym and sauna, steam room, outdoor pool, class space, cinema room, co-working space)
- 13 storeys of residential uses in the tower, comprising build-to-rent units
- communal open space
- landscaping on ground, level 2 – level 15
- rooftop solar panels
- internal and external residential amenities space on roof top
- streetscape upgrades
- office and substation along the northwestern boundary.

2.2 Site details and location

The site is located within the North Sydney Local Government Area (LGA) at 270 Pacific Highway, Crows Nest.

It is legally described as SP 49574 and is 3,796m². and currently contains a 5-storey commercial building.

The *North Sydney Local Environmental Plan 2013* (NSLEP) applies MU1 Mixed Use zoning to the entire site. The adjacent sites to the south west along Sinclair Street are zoned R4 High Density Residential. The site is located approximately 250 metres from the Crows Nest Metro Station and is highly accessible by bus and metro services.

As shown in Figure 1 below, the site is fronted by the Pacific Highway, receiving vehicle access from Bruce Street in the south. Key points of interest around the site include the Mater Hospital 200m south, Cammeraygal High School, 315m south and North Sydney Girls High School 190m south east.



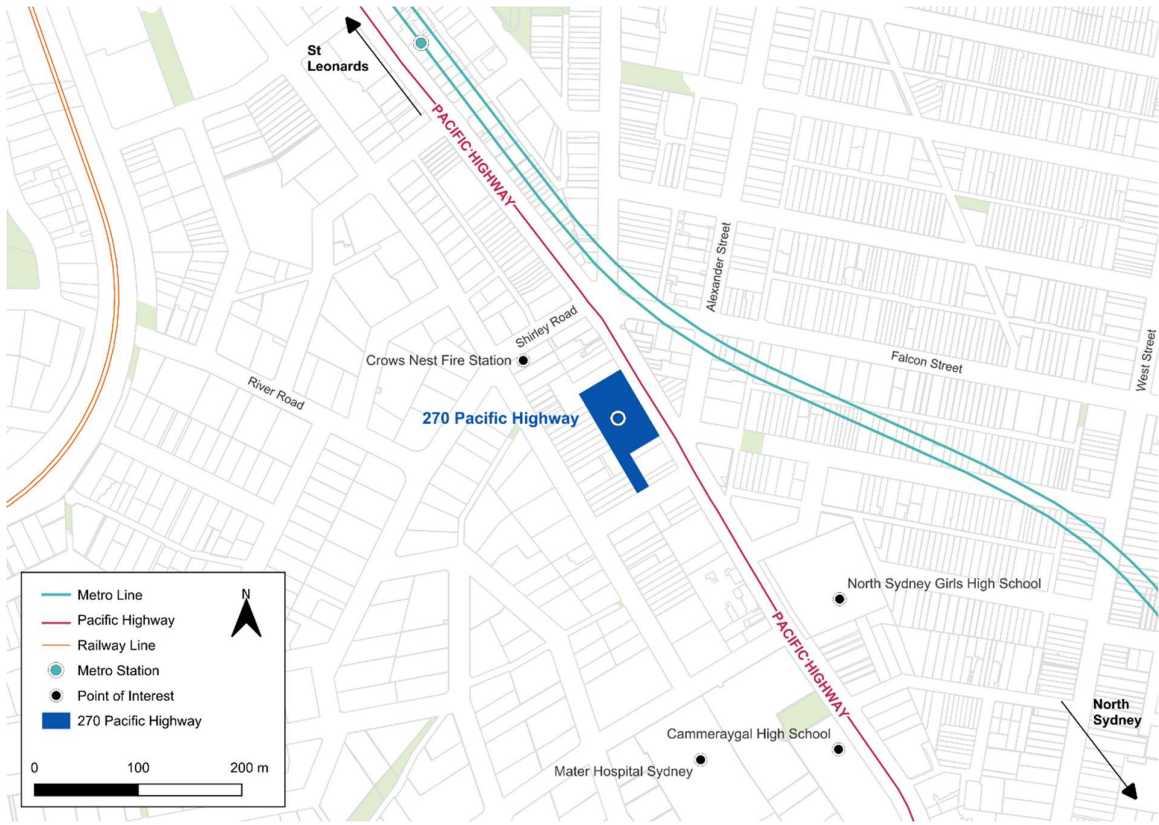


Figure 1 Site context map



3. Consultation process

3.1 Objectives

Using the International Association of Public Participation (IAP2) spectrum for participation, as outlined in *Undertaking Engagement Guidelines for State Significant Projects 2024*, community engagement is designed to inform and consult the community and key stakeholders. The purpose of engagement was to:

- Inform and consult local residents, businesses and community groups to create awareness of the proposed development
- Understand stakeholder views on the proposal and respond to stakeholder feedback
- Satisfy requirements set out in the SEARs.

3.2 Organisations and stakeholders consulted

3.2.1 Community

Astrolabe Group led engagement with community stakeholders - comprising of local residents, landowners and businesses.

Astrolabe identified relevant community stakeholders in an engagement subject area, as shown in Appendix D. Astrolabe determined the appropriate engagement catchment through assessment of man-made and natural barriers in tandem with the scale and potential impacts of development.

The catchment area is an approximate 350m radius from the site.

3.2.2 Government and industry stakeholders

The relevant agency was invited for consultation by the proponent. Table 2 below outlines agencies included in engagement and justifies agencies which were not engaged.

Any agencies not consulted will be able to provide comments as part of the SSSA exhibition and referral process.

Table 2 Engaged agencies

Category	Agency
Engaged agencies	<ul style="list-style-type: none">• Department of Planning, Housing and Industry (DPHI)
Agencies that were not engaged (and why)	<ul style="list-style-type: none">• North Sydney Council as extensive consultation was undertaken during the assessment of DA193/23. DA193/23 is a commercial development approved by the Land and Environment Court on 22 October 2024 on the site. The proposal is largely consistent with the approved building envelopes and therefore there are no bulk and scale issues.• Heritage NSW as no state heritage items are identified on the site or surrounds



Category	Agency
	<ul style="list-style-type: none"> TfNSW as this agency was consulted during the assessment of DA193/23
	<ul style="list-style-type: none"> The NSW Department of Climate Change, Energy, the Environment and Water as the is within an existing urban environment and no biodiversity values on located on the site
	<ul style="list-style-type: none"> Endeavor Energy as there is a recent DA approval on the site (DA193/23) which demonstrates the site is capable of being services and accommodating increased density
	<ul style="list-style-type: none"> Sydney Water as there is a recent DA approval on the site (DA193/23) which demonstrates the site is capable of being services and accommodating increased density

3.3 Engagement approach

The DPPI guidelines direct proponents to ensure that engagement is proportionate to the scale and impact of the project, and the likely interest the community may have in the project.¹

Proportionate engagement relates to the:

- Scale and likely impacts of the project
- Geographic reach of engagement
- Number of activities (including the number of tailored activities for specific groups)
- Stage of engagement.

3.3.1 Early engagement

As noted in section 3.2.2, DPPI was engaged prior to lodgement of the SSDA.

3.3.2 Engagement activities

Based on information acquired during a desktop scan and in line with DPPI Guidelines, reasonable proportionate engagement for this proposal has constituted:

- A community website landing page where stakeholders can access additional information about the proposed development
- An online community survey where stakeholders can provide feedback on the proposed development from the 10th of March to 14th of April
- A 1800 phone line where stakeholders can provide feedback on the proposed development
- Posters on site advising stakeholders how to provide feedback on the proposed development

¹ Undertaking Engagement Guidelines for State Significant Projects, www.planning.nsw.gov.au/sites/default/files/2023-03/undertaking-engagement-guidelines-for-ssp.pdf, p. 9.



- A flyer letterbox drop to surrounding properties informing them of the development and inviting them to participate in the survey and providing directions to access the website and phone line
- An email to the North Sydney Business Chamber informing them of the development and inviting them to participate in the survey and providing directions to access the website.

Table 3 below outlines each engagement tool and approach in more detail, including outcomes of how many stakeholders were reached through each tool.

Table 3 Community stakeholder engagement tools

Engagement tool	Description and purpose	Stakeholders reached
Community stakeholders		
Community website landing page	An online survey to collect stakeholder feedback on the proposed development and allow stakeholders to ask questions about the proposal. The project website is found at: www.270pacific.com.au .	Site went live on 10 March 2025. 60 visits to the webpage
Online community feedback survey	An information source and central point for stakeholders to find project information. The survey link and phone number were embedded on the website, inviting stakeholders to participate.	5 survey responses received by the 14 of April 2025.
1800 phone line	1800 phone number to provide stakeholders with the opportunity to give feedback on the proposal.	1 call received by the 14 of April 2025.
Posters on site	A poster outlining the proposed development, providing the website link, phone number and how to access the online survey	3 posters set up on site; 2 on the street and 1 in the existing building foyer.
Flyer distribution	Flyer distribution to every letterbox within the catchment in Appendix D outlining the proposed development, providing the website link, phone number and how to access the online survey.	Approximately 2,000 flyers delivered on the 11 th of March 2025.
Email to North Sydney Business Chamber	An email informing the North Sydney Business Chamber of the proposed development, providing the website link and inviting them to participate in the online survey.	1 email sent on the 14 th of March 2025.

Government was engaged in accordance with SEARs requirements and client needs. Table 4 below summarises engagement activities undertaken.



Table 4 Government stakeholder engagement activities

Stakeholder	Format	Attendees
Government stakeholders		
DPHI	An online scoping meeting was held with DPHI to discuss the proposal and seek SEARs	Keylan Consulting, DPHI, Fitzpatrick Partners and the Applicant



4. Engagement outcomes

4.1 Local context

Crows Nest is located in the North Sydney LGA. The North Sydney Community Strategic Plan (CSP) envisions North Sydney as a “welcoming, connected and resourceful community which acknowledges its past, enjoys the present and plans for the future.”²

The North Sydney Local Strategic Planning Statement (LSPS) envisions “targeted and concentrated” housing development in the St Leonards/Crows Nest Planned Precinct.³ It calls for retaining the ‘village feel’ of Crows Nest while capitalising on the opportunities afforded by the Metro through well-managed growth.

In addition to more housing, the LSPS calls out opportunities for new open space, recreation and business innovation in Crows Nest to promote regional jobs and growth.

Crows Nest was identified in the recent NSW Government Transit Oriented Development (TOD) Accelerated Precincts program for upzoning. The rezoning has created capacity for 5,900 new homes and provisions for 3-18% affordable housing in new residential developments.

4.2 Previous engagement sentiment

DPHI conducted engagement in 2024 for the TOD rezoning proposal. Key concerns and sentiments raised during engagement included:⁴

- Concern about potential traffic increases and intersection performance
- General support for parking reductions across all land uses, but some concern about the potential impact of reduced parking in new residential developments
- Concerns about insufficient school infrastructure to cater for population growth
- Desire from landowners to increase development potential of sites to build more housing
- Concern about overshadowing nearby properties and open space from an increase in building scale
- Concern that there is a need for consultation with First Nations people
- Concern that densification will impact character areas such as Willoughby Road and heritage conservation areas including the Crows Nest Town Centre
- Concerns that Build-to-Rent development will decrease the amount of non-residential floorspace, undermining the economic function of the precinct
- Concern from North Sydney Council that rapid rezoning for predominantly residential development will reduce job capacity
- Concern about traffic and congestion impacts during construction.

² Community Strategic Plan, <https://www.northsydney.nsw.gov.au/homepage/54/community-strategic-plan>, p. 6.

³ North Sydney Local Strategic Planning Statement, <https://www.northsydney.nsw.gov.au/development-regulatory-documents-policies-plans/local-strategic-planning-statement>, p. 25.

⁴ Finalisation Report, <https://pp.planningportal.nsw.gov.au/draftplans/made-and-finalised/crows-nest-state-led-rezoning>.



North Sydney Council conducted community engagement for its CSP in 2020 and 2021 to determine what the local community valued. Key insights included:⁵

- Priorities for the LGA were protection of the natural environment, quality of public space and access and safety of walking, cycling and public transport
- Key weaknesses included ease of driving and parking, range of house prices and tenure, childcare services, suitable play spaces and physical comfort
- Key strengths included evening activities, community activity, local history and features, sense of personal safety and access to neighbourhood amenities.

4.3 Community feedback

Community feedback was sourced from the online community survey and 1800 phone number. This feedback was shared with the client and technical teams for their consideration for potential updates to the project design.

Table 5 below summarises the key themes of feedback from the community, as well as the client's response and project updates based on the feedback.

Table 5 Community feedback

Theme	Key issues and response to feedback	Updates to design based on feedback
Traffic and car parking	<p>Issues</p> <p>Respondents noted concern about potential traffic and parking impacts. One respondent questioned how the developer will be able to accommodate the required parking spaces.</p> <p>Another respondent stated that there is already insufficient on-street parking for Mater Hospital workers and visitors, noting the development needs to have enough parking for both residents and workers.</p> <p>Response</p> <p>The proposed carparking will be contained entirely within the basement levels and provides a surplus of car parking.</p>	No updates required

⁵ Community Strategic Plan, <https://www.northsydney.nsw.gov.au/homepage/54/community-strategic-plan>.



Theme	Key issues and response to feedback	Updates to design based on feedback
More efficient use of land	<p><u>Issues</u></p> <p>One respondent noted that the site is currently a commercial 'dead plot' and supported higher density housing along the Pacific Highway.</p> <p><u>Response</u></p> <p>The site has a Floor Space Ratio (FSR) control of 5.6:1 for FSR located above ground. Pursuant to clause 4.4A, 100% of this FSR is to be use for non-residential purposes.</p> <p>A Market and Economic Assessment has been prepared to support the SSDA. The Assessment aligns with the issue raised above, that it is irrational to restrict the use of the development to employment uses given the declining demand for commercial.</p> <p>On this basis, the development proposes a total FSR of 5.6:1 comprising 4.6:1 residential FSR (82%) and 1:1 non-residential FSR (18%). This composition will deliver significant residential supply in Crows Nest whilst also delivering non residential uses in line with the sites mixed use zoning.</p> <p>The amendment to clause 4.4A to enable a reduction of non-residential floor space will be facilitated by DPHI as part of a self-repealing <i>State Environmental Planning Policy</i> and is discussed further within the Environmental Impact Assessment for the SSDA.</p>	No updates required
Pedestrian infrastructure	<p><u>Issues</u></p> <p>One respondent suggested that pedestrian access to the site would be improved a pedestrian tunnel across the Pacific Highway. They also suggested that closing off Willoughby Road to cars would improve pedestrian access.</p> <p><u>Response</u></p> <p>Noted. A Transport Impact Assessment has also been prepared by Transport Planning Partnership to support the SSDA which considered pedestrian accessibility.</p>	No updates required



Theme	Key issues and response to feedback	Updates to design based on feedback
Overcrowding	<p><u>Issues</u> One respondent raised that the surrounding area cannot accommodate additional population. They also stated that healthcare and other services in the area are already saturated.</p> <p><u>Response</u> The site is strategically located within a Transport Orientated Development precinct which is an area designated for high density and priority growth.</p> <p>The site is also suitably located for healthcare within St Leonards Health and Education Precinct.</p>	No updates required
Green space	<p><u>Issues</u> One respondent noted that the existing building has a courtyard in the centre, and asked if it is possible to retain a green space or garden in that space instead of building footprint.</p> <p><u>Response</u> Detailed Landscape Plans have been prepared by Turf to support the SSDA.</p> <p>The most appropriate landscape outcome for the site has been proposed.</p>	No updates required



Importance of housing delivery and affordable housing

Survey respondents were asked to rate how important the delivery of more housing options in their local area was to them, as well as the importance of the delivery of more affordable housing options. With scales of 1-5 (1 being not important at all and 5 being extremely important), most respondents believed that housing delivery and affordable housing provision are important. The phone line respondent viewed the development of affordable housing and a medical centre positively.

Figure 2 and Figure 3 below provide a visual representation of survey responses.

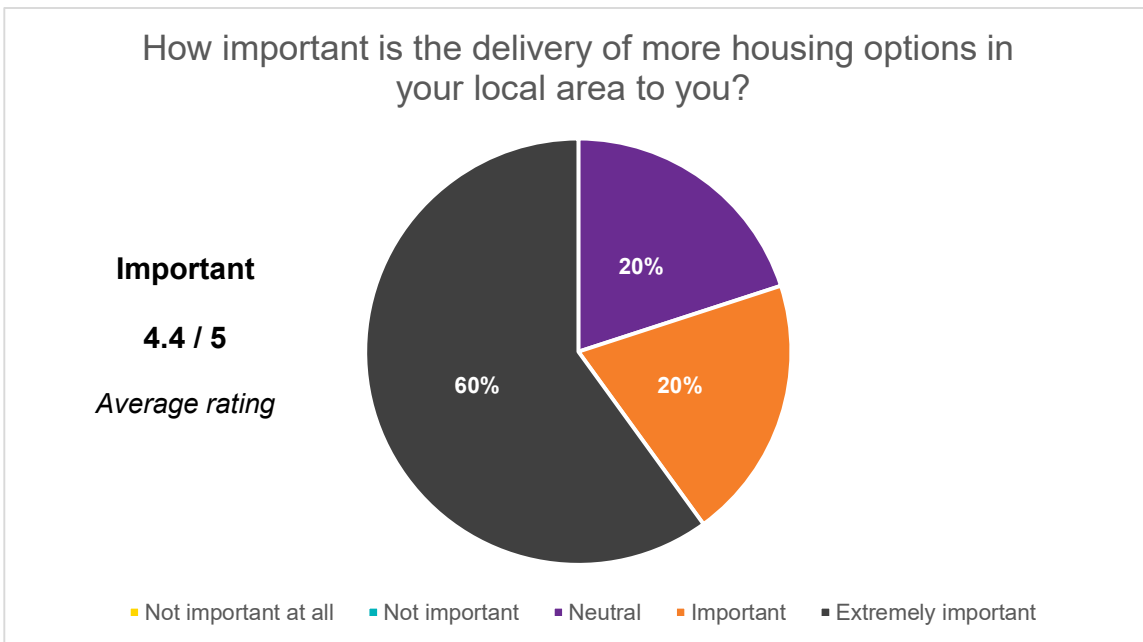


Figure 2 Community survey housing delivery responses

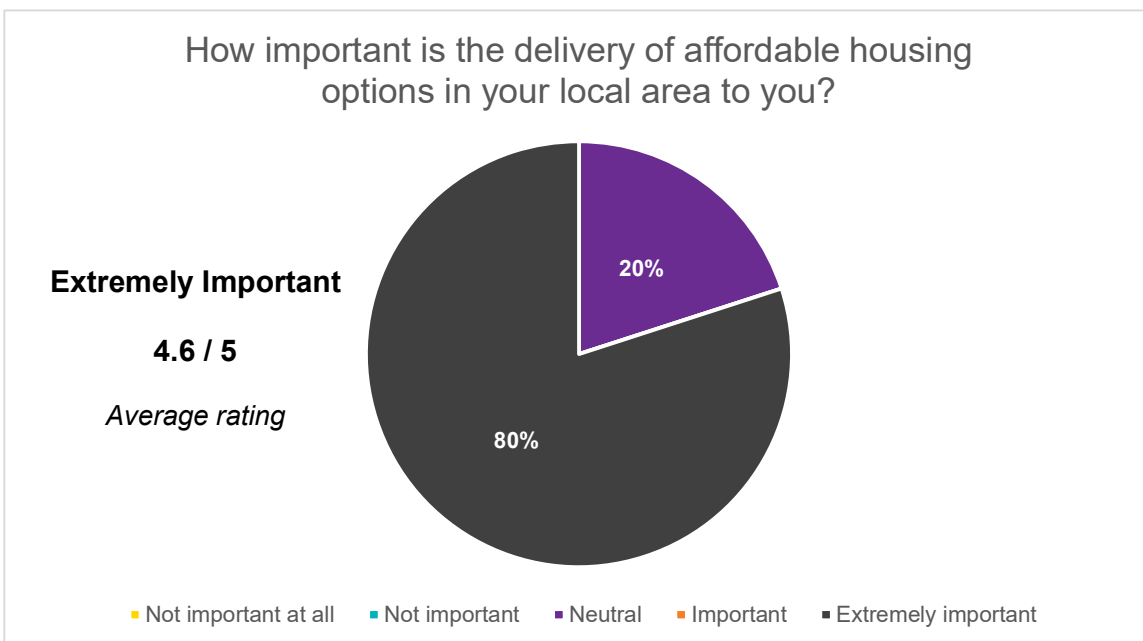


Figure 3 Community survey affordable housing options responses



Perceived benefits and impacts from development

Survey respondents were asked to identify potential benefits from the proposed mixed-use development from a pre-determined list. All respondents believed that the development would provide more housing and jobs close to public transport, while two believed it would bring increased activity and vibrancy and increased street activity on Pacific Highway.

Figure 4 below presents an overview of all responses to this question.

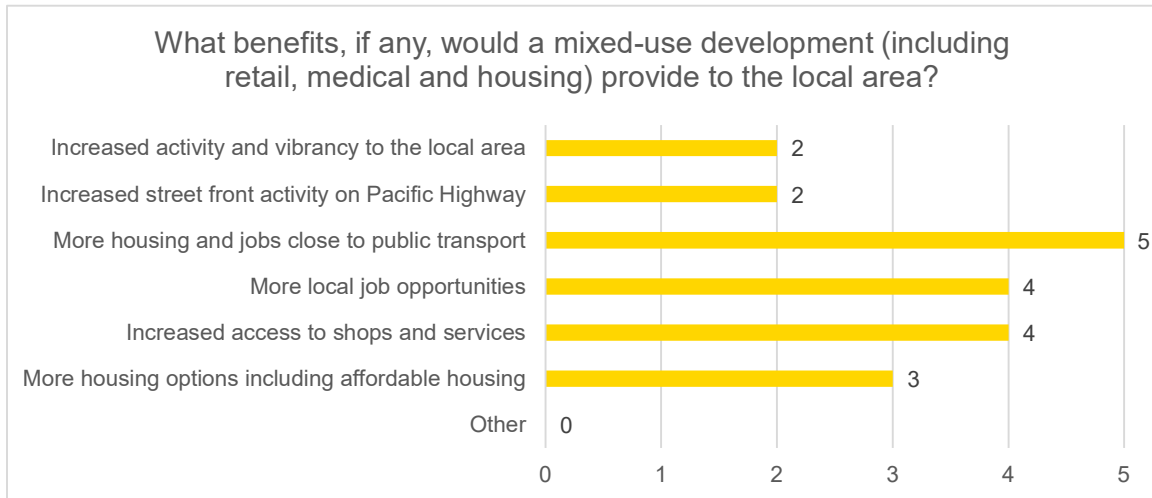


Figure 4 Community survey benefits responses

Survey respondents were asked to identify potential impacts from the development they are concerned about, from a pre-determined list. All respondents noted that they are concerned about increased traffic and parking, while none were concerned about noise during construction.

One respondent provided custom 'Other' responses, which referred to concerns about reduced natural light and overshadowing, as well as overcrowding and the belief that the area cannot accommodate additional population. Figure 5 below presents an overview of the responses.

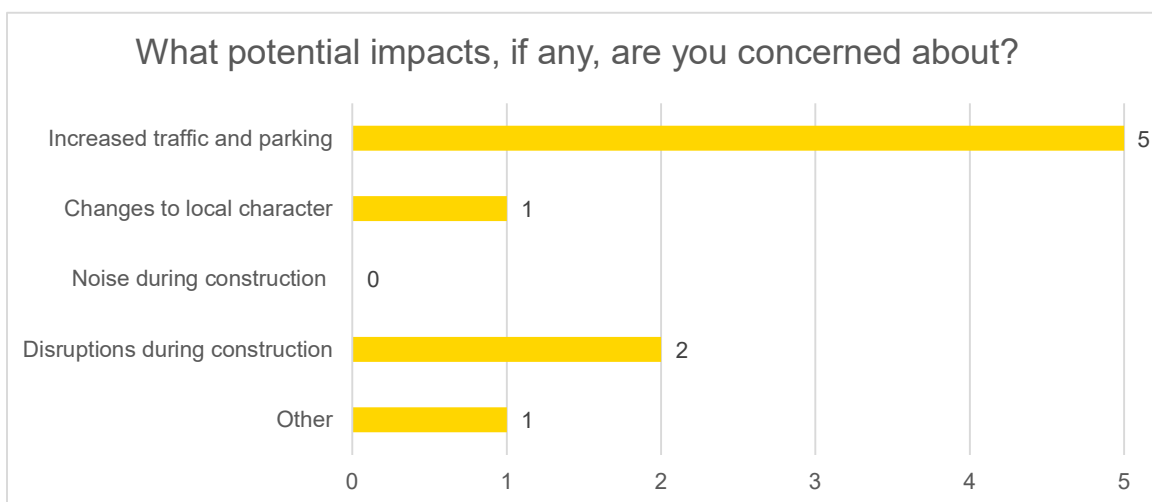


Figure 5 Community survey potential impact responses



5. Future community and stakeholder engagement

5.1 Future community engagement

The community website will remain accessible to the community and stakeholders as project moves through approval process. The website includes a link to the Major Projects website for status updates and more information.

A flyer letterbox distribution updating surrounding properties about the project prior to construction commencement will occur. This will be the responsibility of the proponent.

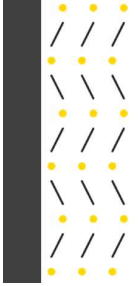
5.2 Future government engagement

The proponent will continue to engage with relevant government agencies on an ongoing basis where relevant to ensure the proposal is progressed.

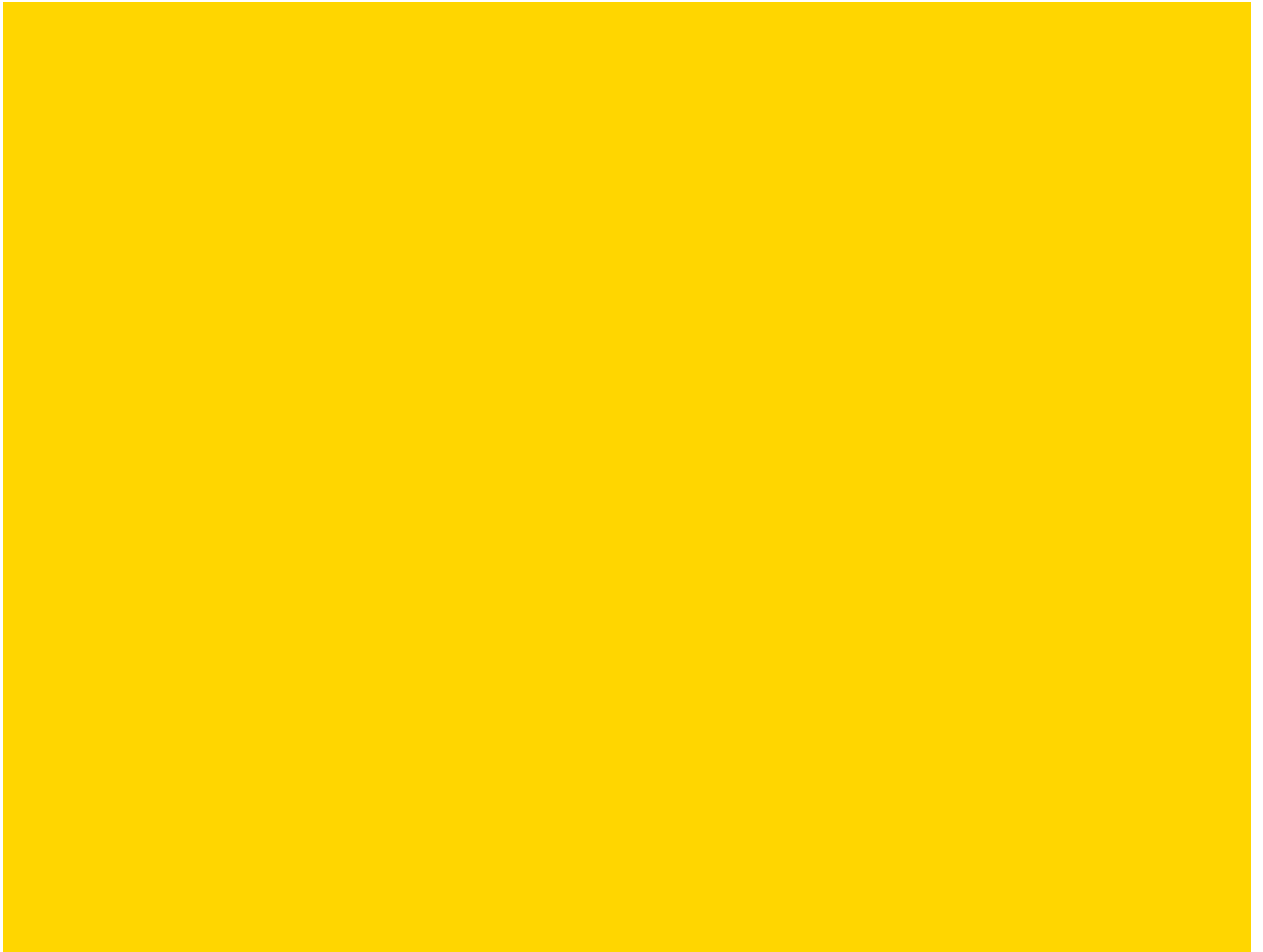
The SSDA will be subject to a formal community and stakeholder engagement process during which there will be the opportunity for additional feedback and concerns to be provided. This will include public notification for at least 28 days.

Following the exhibition of the application, the proponent will consider any submissions made through a Response to Submissions process, at which time any changes or additional mitigations will be considered.





Appendices



Appendix A. Website content

270 PACIFIC HIGHWAY CROWS NEST



PROPOSED MIXED-USE BUILDING IN CROWS NEST

We're seeking your feedback on a State Significant Development Application for a 16-storey mixed-use building at 270 Pacific Highway, Crows Nest featuring retail, medical centre and residential accommodation including a mix of build-to-rent apartments and affordable housing.

ABOUT THE PROPOSAL

The proposed development is for a 16-storey building that largely maintains the same height and density previously approved for the site. The mixed-use building will feature 3 floors of non-residential uses (comprising retail and a medical centre) along with 13 floors of residential accommodation including a mix of build-to-rent apartments and affordable housing.

The mixed-use building at 270 Pacific Highway, Crows Nest features:

- Demolition of existing 6-storey commercial buildings
- 3 floors of retail/medical uses and 13 floors providing housing
- Approximately 168 build to rent apartments providing long term rental options
- Affordable housing options
- Basement parking
- Located 400m from Crows Nest Metro Station and the Mater hospital

The proposal maintains the same height and density as previously approved for the site in October 2024 but changes the previously approved commercial-only development to mixed-use, allowing for both commercial and housing to be delivered.



SITE LOCATION

The site will provide access to more well-located housing close to public transport, services and amenity – located 400m from both the Crows Nest Metro station and the Mater hospital.

The proposal will activate street frontage along the Pacific Highway with increased vibrancy and amenity.

HOW TO GIVE FEEDBACK



We want to hear from you

We're seeking your feedback for the State Significant Development Application for a 16-storey mixed-use building at 270 Pacific Highway, Crows Nest. Your views will help us understand what's important to you and any potential impacts to consider as the proposal is finalised.

There are 7 ways to provide feedback - online or over the phone.

Online

[Fill out our short survey](#)

Phone

Call 1800 930 322 to provide feedback or if you would like to speak to someone about the proposal.

FREQUENTLY ASKED QUESTIONS

What is 'Build-to-Rent' housing?

Build-to-Rent is purpose-built rental housing that is held in single ownership and professionally managed. Instead of selling units, the building owner retains them and rents them out to tenants.

What is 'affordable housing'?

The NSW Department of Communities and Justice defines 'affordable housing' as the cost of housing being less than 30% of gross household income. In NSW, affordable housing is typically developed with assistance from governments through planning incentives or other mechanisms.

Why are we engaging with the local community?

Astrolabe Group has been commissioned by Silvernight (Crows Nest) Landowner Pty Ltd to deliver community engagement as part of the State Significant Development Application (SSDA).

Your responses will be considered in the preparation of the Environmental Impact Statement for the NSW Department of Planning, Housing and Infrastructure as part of the application process.

Where can I find more details about the proposal?

Details of the proposal are available on the [Major Projects website](#) for NSW Department of Planning, Housing and Infrastructure.

NEXT STEPS

An Environmental Impact Statement is currently being prepared that will respond to the requirements of the Secretary's Environmental Assessment Requirements (SEARs) issued by Department of Planning, Housing and Infrastructure as part of this State Significant Development Application (SSDA).

The SEARs specifies the issues that are required to be addressed in the EIS, including engaging with the community.

[You can track the accreditation and its progress on the NSW Major Projects website.](#)

WE ACKNOWLEDGE THE TRADITIONAL CUSTODIANS OF COUNTRY AND THEIR CONNECTIONS TO LAND, SEA AND COMMUNITY. WE ACKNOWLEDGE THE TRADITIONAL CUSTODIANS OF THIS LAND AS THE CAMMERAYGAL PEOPLE AND PAY OUR RESPECT TO ELDERS PAST, PRESENT AND EMERGING.

POWERED BY [ASTROLABE GROUP](#)

POWERED BY




Appendix B. Flyer content

270 PACIFIC HIGHWAY CROWS NEST

Hello neighbours

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The site will provide access to more well-located housing close to public transport, services and amenity and will activate street frontage along the Pacific Highway with increased vibrancy and amenity.

Give your feedback

Online

Scan the QR code for more information and to fill out our short survey.

Phone

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About the proposed development

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Online

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Phone

Call 1800 930 322 to provide feedback or if you would like to speak to someone about the proposal.



270 PACIFIC HIGHWAY, CROWS NEST



Appendix C. Poster content

270 PACIFIC HIGHWAY CROWS NEST

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Appendix D. Letterbox distribution catchment

