



REPORT

Crime Prevention Through Environmental Design

105 Miller St, North Sydney – Commercial/Education
INVESTA

CONFIDENTIAL

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1 EXECUTIVE SUMMARY

1.1 PROJECT BACKGROUND AND SUMMARY

NDY have been engaged by Investa to undertake a Crime Prevention Through Environmental Design (CPTED) assessment for the new proposed 105 Miller Street at North Sydney.

The proposal involves the adaptive reuse, including alterations and additions to the State Heritage listed 'MLC Building' at 105 Miller Street for the purposes of a tertiary institution (university).

Specifically, the proposed works include the following:

- Adaptive reuse and restoration of the Miller Street wing;
- Demolition of the Denison Street wing, central core structure and pavilion on the northwestern corner of Miller Street;
- Construction of a new 22-storey Denison Street wing, comprising ground level retail and educational establishment uses above;
- Construction of a new core structure, comprising the lift core and building services;
- Alterations to the ground level to deliver a significantly enhanced public domain;
- Construction of an almost double height ground floor retail and the delivery of a new public open space along Miller Street; and
- Basement carparking and loading dock accessed from a relocated entry off Denison Street.

Architectural Drawings and an Architectural Design Report prepared by FJC Studio illustrating the proposed development are included with the SSDA.

1.2 CPTED ASSESSMENT SCOPE

This CPTED assessment has been undertaken to assess the elements of crime and the fear of crime that may be associated with the proposed development at 105 Miller Street, North Sydney.

The CPTED assessment consist of the following:

- Considers the types of crime prevalent in the area.
- Reviews and assesses the design of the proposed development, as identified in the Architectural Plans provided by the Architects.
- Makes recommendations relating to crime prevention elements/treatments to be incorporated in the development design to minimise risk or opportunities for crimes to occur.

The following tasks were undertaken in preparation of this assessment:

- Collection and analysis of local and NSW State crime statistics from the Bureau of Crime Statistics and Research (BOCSAR).
- Review of the Safer by Design Manual by the NSW Police Force.
- A crime risk assessment, in accordance with the current NSW policy and practice.

This assessment has been prepared in accordance with the methods and resources of the NSW Police Force Safer by Design Course and formulated and reviewed by experienced CPTED professionals. The assessment uses qualitative and quantitative measures to analyse the physical and social environment for the proposed development location and recommends actions to mitigate crime opportunity in accordance with the Australian and New Zealand Risk Management Standard AS/NZS 31000:2009.

1.3 CPTED PRINCIPLES

CPTED is a crime prevention strategy that focuses on the planning, design, structure of cities, and neighbourhoods. Reducing opportunities for crime by using design and place management principles that reduce the likelihood of essential crime elements (law, offender, victim, target, or opportunity) from intersecting in time and space.

Predatory offenders often make cost-benefit assessment of potential victims and locations before committing crime. CPTED aims to create the reality (or perception) that the costs of committing crime are greater than the benefits. CPTED is achieved by creating environmental and social conditions that:

- Maximise risk to offenders (increasing the likelihood of detection, challenge, and apprehension).
- Maximise the effort required to commit crime (increasing the time, energy, and resources required to commit crime).

- Minimise the actual and perceived benefits of crime (removing, minimising, or concealing crime attractors and rewards); and
- Minimise excuse making opportunities (removing conditions that encourage/facilitate rationalisation of inappropriate behaviour).

CPTED employs four key strategies. These are territorial re-enforcement, surveillance, access control and space/activity management. All CPTED strategies aim to create the perception or reality of capable guardianship:

- Territorial reinforcement (ownership and activity support).
- Natural Surveillance.
- Access control.
- Space / Activity Management.

1.4 REFERENCE MATERIAL

Standards and reference material relevant to this CPTED assessment include:

RISK MANAGEMENT

- AS/NZS ISO 31000:2009 - Risk Management Principles and Guidelines.
- HB167: 2006 – Security risk management.

NSW GOVERNMENT

- NSW BOSCAR Police Crime Statistics
Link: [Crime and policing | BOSCAR](#)
- Crime Prevention Through Environment Design (CPTED)
Link: [Crime Prevention Through Environmental Design \(CPTED\) | NSW Government](#)
- NSW Police Force – Safer by Design
Link: [Safer By Design - NSW Police Public Site](#)

1.5 CPTED DISCLAIMER

CPTED strategies must work in conjunction with other crime prevention and social intervention strategies and police operations.

By using the recommendations contained in this assessment, the organisation/ reviewers must acknowledge that:

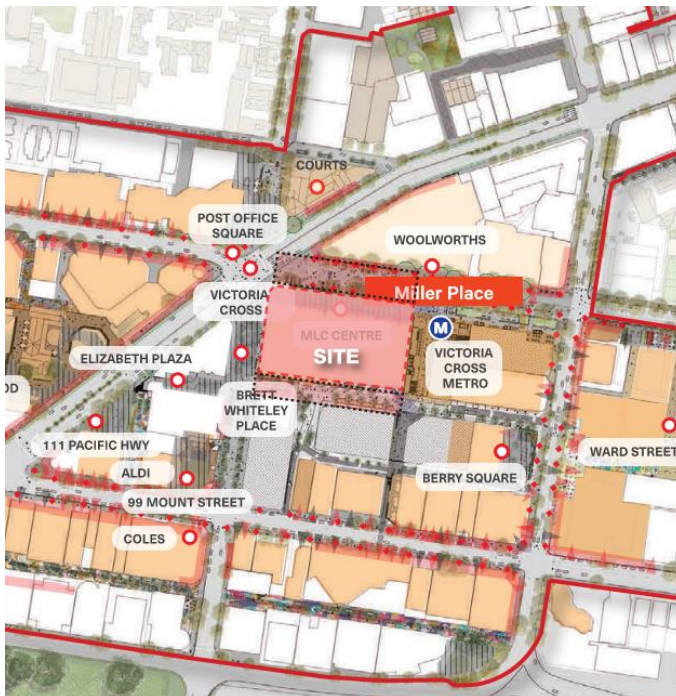
- There is no definitive measure of 'safety.' Consequently, this assessment cannot be considered as definitive proof of safety. This assessment does not ensure complete safety for the community, and public and private property.
- The assessment and its recommendations are based on the information provided, online available sources and the observations made when this document was prepared.
- This document does not guarantee that all security risks (a separate Security Risk Assessment is recommended during design phase) have been identified or that the area assessed will be free from criminal activity if the recommendations are followed.
- This assessment has been undertaken on behalf of the applicant and does not represent the opinions and expertise of the NSW Police Force and other key stakeholders (council members, community, etc).

2 SITE ANALYSIS

The principles of CPTED aim to minimise the opportunity for crime, but it is recognised that environmental design cannot definitively eliminate opportunities for criminality or prevent a determined perpetrator from committing such crimes. Site Analysis

2.1 LOCATION AND CONTEXT

The project site will be located at 105 Miller Street, North Sydney 2060. The building will consist of primary entry points of the building located on Denison St and Miller St leading to the building's common tenancy area. Basement vehicle access is achieved the rough the Denison St side of the building. Once inside, the building will consist of the Denison St Wing and the Miller St Wing.



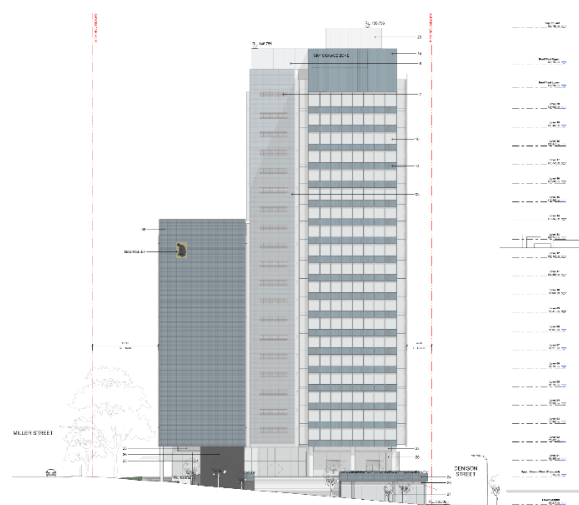
Site location



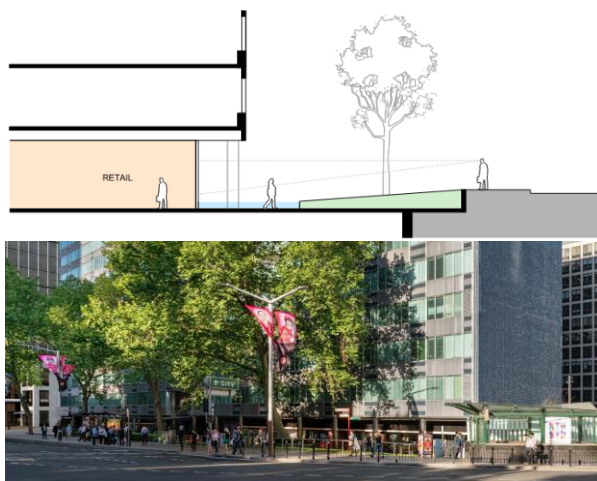
Existing building



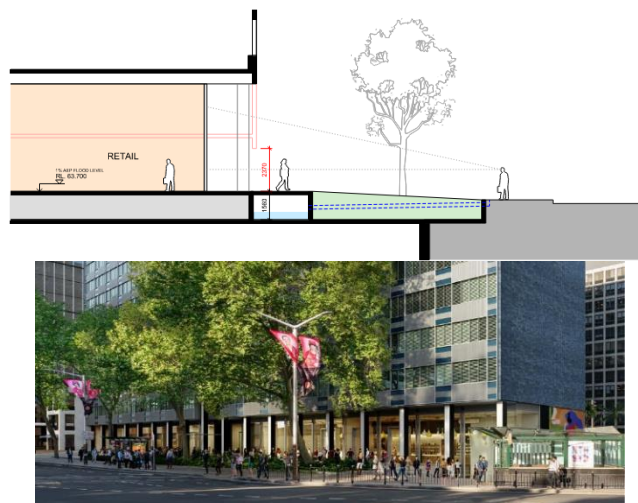
Proposed development - Visualisations



Proposed development - Elevation



Existing - Elevation (view from Miller Street)



Proposed - Elevation (view from Miller Street)

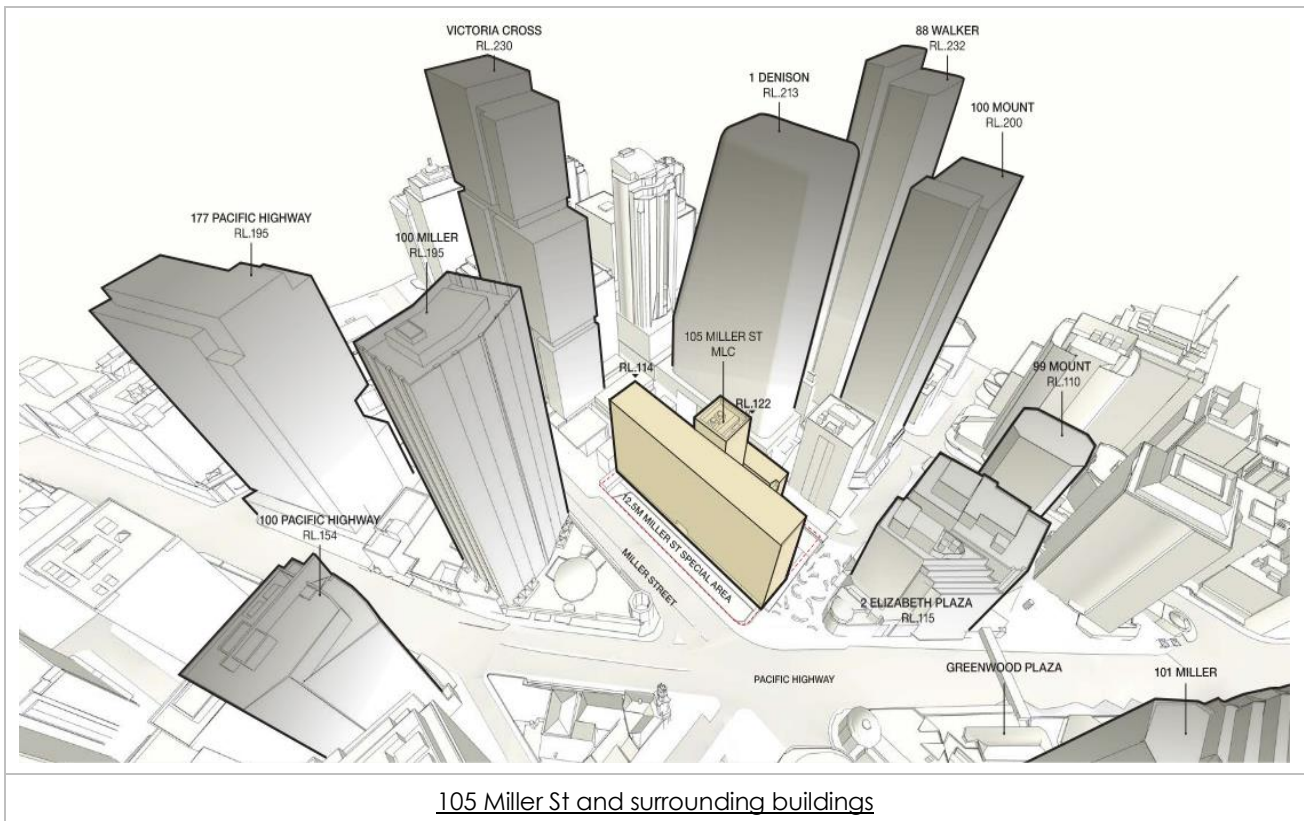
2.2 SITE DETAILS

The key features of the new site will include:

- A 22-level building, comprising:
 - Publicly accessible lower ground floor and ground floor containing retail tenancies, lobby, passive recreation, and dining facilities.
 - Twenty (20) education levels; and
 - Mid and top of building plant levels.
- Embellishment of the ground plane with a significantly enhanced public domain, including:
 - Redesigned public open space fronting Miller Street; and
 - Redesigned interface and increased area to Brett Whiteley Place.
- Construction and use of two basement levels, including:
 - Driveway access from Denison Street.
 - 72 car parking spaces.
 - 7 Small service vehicle parking spaces.
 - 3 MRV parking spaces.
 - 1 HRV parking space; and
 - 282 bicycle parking spaces and associated end of trip facilities.

2.3 SURROUNDING DEVELOPMENT

North Sydney has a context of commercial buildings of varied heights. There are low rise buildings to the north-west. In the Commercial Core there is a predominance of mid-rise buildings up to RL125; with a few high-rise towers up to RL195. A cluster of high-rise towers has emerged around the Victoria Cross Metro Station, including 100 Mount Street, 1 Denison Street, and Victoria Cross Tower over the Metro Station - all of which have heights exceeding RL200.



105 Miller St and surrounding buildings

2.4 POLICE STATION

The nearest 24/7 Police station is North Sydney Police Station. Located at 273 Pacific Highways, Crowsnest NSW 2065. The police station is approximately seven kilometres away from 105 Miller St building, a travelling time of three minutes by vehicle.

2.5 FIRE & RESCUE STATION

The nearest Fire and Rescue Station is Neutral Bay Fire Station located at 8 Yeo Street, Neutral Bay New South Wales 2089. The fire station is approximately 2.5 kilometres away from 105 Miller St building, a travelling time of approximately 9 minutes by vehicle.

2.6 AMBULANCE SERVICE

The closest ambulance service is the NSW Ambulance service located at 99, Reserve Road, Artarmon New South Wales 2064. The ambulance services are approximately 4.3 kilometres away from 105 Miller St building, a travelling time of approximately eleven minutes by vehicle pending traffic.

3 CRIME PROFILE

3.1 OVERVIEW

This section of the report provides an overview of crimes that have been recorded by NSW Police within the city of North Sydney Local Government Area (LGA). It should be noted that the crime figures included in this section of the report were those crimes recorded by NSW Police. These figures do not necessarily represent all crimes committed in the Sydney LGA as not all crimes are reported to law enforcement.

The offences listed below make up the most prevalent crimes that are relevant to the development. Their two-year trend is also included in order to identify if the security risks that they pose is likely to increase or decrease in the future. It is these offences that CPTED and other security measures employed within the development are most likely to have to protect against.

3.2 OFFENCES STATISTICS

The offence statistics provided by the NSW Bureau of Crime Statistics and Research (BOCSAR) for the North Sydney LGA are shown in the table below.

NSW Recorded Crime Statistics January 2023 - December 2024

Number of recorded incidents and rate per 100,000 population, 2-year trend and Local Government Areas rankings. Source: NSW Bureau of Crime Statistics and Research

| Offence group | Offence type | Two year trend (%) ^{AA} | January 2024 - December 2024 LGA Rank [*] | January 2024 - December 2024 LGA Ratio to | January 2023 - December 2023 | January 2024 - December 2024 | January 2023 - December 2023 | January 2024 - December 2024 |
|--------------------------|--|----------------------------------|--|---|------------------------------|------------------------------|------------------------------|------------------------------|
| The major offences | Murder ^A | nc** | | | 0 | 0 | 0.0 | 0.0 |
| | Domestic violence related assault | Stable | 112 | 0.3 | 126 | 112 | 175.0 | 155.5 |
| | Non-domestic violence related assault | Stable | 102 | 0.5 | 158 | 143 | 219.4 | 198.6 |
| | Sexual assault | Stable | 108 | 0.5 | 39 | 46 | 54.2 | 63.9 |
| | Sexual touching, sexual act and other sexual offence | Stable | 109 | 0.5 | 50 | 39 | 69.4 | 54.2 |
| | Robbery | nc** | 70 | 0.5 | 7 | 8 | 9.7 | 11.1 |
| | Break and enter dwelling | -29.8% | 110 | 0.4 | 94 | 66 | 130.5 | 91.6 |
| | Break and enter non-dwelling | Stable | 95 | 0.6 | 29 | 42 | 40.3 | 58.3 |
| | Motor vehicle theft | Stable | 117 | 0.2 | 38 | 32 | 52.8 | 44.4 |
| | Steal from motor vehicle | Stable | 101 | 0.5 | 110 | 104 | 152.7 | 144.4 |
| | Steal from retail store | Stable | 82 | 0.5 | 133 | 111 | 184.7 | 154.1 |
| | Other stealing offences | Stable | 87 | 0.7 | 227 | 244 | 315.2 | 338.8 |
| | Malicious damage to property | Stable | 111 | 0.5 | 228 | 202 | 316.6 | 280.5 |
| Other Homicide | Attempted murder | nc** | | | 0 | 0 | 0.0 | 0.0 |
| | Murder accessory, conspiracy | nc** | | | 0 | 0 | 0.0 | 0.0 |
| | Manslaughter ^A | nc** | | | 0 | 0 | 0.0 | 0.0 |
| Other Assault | Assault Police | nc** | | 0.5 | 8 | 11 | 11.1 | 15.3 |
| Abduction and kidnapping | | nc** | | 0.5 | 0 | 1 | 0.0 | 1.4 |
| Robbery | Robbery without a weapon | nc** | | 0.5 | 4 | 5 | 5.6 | 6.9 |
| | Robbery with a firearm | nc** | | | 0 | 0 | 0.0 | 0.0 |
| | Robbery with a weapon not a firearm | nc** | | 0.4 | 3 | 3 | 4.2 | 4.2 |
| Blackmail and extortion | | nc** | | 0.7 | 18 | 7 | 25.0 | 9.7 |
| Coercive Control | | nc** | | | 0 | 0 | 0.0 | 0.0 |

| Offence group | Offence type | Two year trend (%)^^ | January 2024 - December 2024 LGA Rank* | January 2024 - December 2024 LGA Ratio to | January 2023 - December 2023 | January 2024 - December 2024 | January 2023 - December 2023 | January 2024 - December 2024 |
|---------------------------------------|---------------------------------------|----------------------|--|---|------------------------------|------------------------------|------------------------------|------------------------------|
| Intimidation, stalking and harassment | | Stable | | 0.4 | 178 | 175 | 247.2 | 243.0 |
| Other offences against the person | | nc** | | 0.3 | 2 | 4 | 2.8 | 5.6 |
| Other Theft | Receiving or handling stolen goods | Stable | | 0.5 | 31 | 34 | 43.0 | 47.2 |
| | Steal from dwelling | Stable | | 0.9 | 125 | 125 | 173.6 | 173.6 |
| | Steal from person | nc** | | 0.4 | 10 | 7 | 13.9 | 9.7 |
| | Stock theft | nc** | | | 0 | 0 | 0.0 | 0.0 |
| | Fraud | Stable | | 0.7 | 311 | 269 | 431.9 | 373.5 |
| | Other theft | Stable | | 0.6 | 92 | 112 | 127.8 | 155.5 |
| Arson | | nc** | | 0.1 | 4 | 3 | 5.6 | 4.2 |
| Drug offences | Possession and/or use of cocaine | nc** | | 0.9 | 26 | 16 | 36.1 | 22.2 |
| | Possession and/or use of narcotics | nc** | | 0.3 | 6 | 3 | 8.3 | 4.2 |
| | Possession and/or use of cannabis | -48.3% | | 0.4 | 87 | 45 | 120.8 | 62.5 |
| | Possession and/or use of amphetamines | nc** | | 0.3 | 22 | 17 | 30.5 | 23.6 |
| | Possession and/or use of ecstasy | nc** | | 2.3 | 38 | 17 | 52.8 | 23.6 |
| | Possession and/or use of other drugs | -62.5% | | 0.5 | 56 | 21 | 77.8 | 29.2 |
| | Dealing, trafficking in cocaine | nc** | | 0.3 | 15 | 3 | 20.8 | 4.2 |
| | Dealing, trafficking in narcotics | nc** | | 0.8 | 0 | 2 | 0.0 | 2.8 |
| | Dealing, trafficking in cannabis | nc** | | 0.2 | 2 | 1 | 2.8 | 1.4 |
| | Dealing, trafficking in amphetamines | nc** | | 0.1 | 4 | 2 | 5.6 | 2.8 |
| | Dealing, trafficking in ecstasy | nc** | | | 3 | 0 | 4.2 | 0.0 |
| | Dealing, trafficking in other drugs | nc** | | 0.8 | 2 | 3 | 2.8 | 4.2 |
| | Cultivating cannabis | nc** | | 0.2 | 0 | 1 | 0.0 | 1.4 |
| | Importing drugs | nc** | | | 1 | 0 | 1.4 | 0.0 |
| | Other drug offences | nc** | | 0.4 | 20 | 18 | 27.8 | 25.0 |

| Offence group | Offence type | Two year trend (%) ^{^^} | January 2024 - December 2024 LGA Rank* | January 2024 - December 2024 LGA Ratio to | January 2023 - December 2023 | January 2024 - December 2024 | January 2023 - December 2023 | January 2024 - December 2024 |
|---|---|----------------------------------|--|---|------------------------------|------------------------------|------------------------------|------------------------------|
| Prohibited and regulated weapons offences | | Stable | | 0.2 | 33 | 26 | 45.8 | 36.1 |
| Disorderly conduct | Trespass | Stable | | 0.6 | 61 | 66 | 84.7 | 91.6 |
| | Offensive conduct | nc** | | 0.5 | 20 | 13 | 27.8 | 18.1 |
| | Offensive language | nc** | | 0.5 | 1 | 4 | 1.4 | 5.6 |
| | Criminal intent | nc** | | 0.3 | 9 | 9 | 12.5 | 12.5 |
| Betting and gaming offences | | nc** | | | 0 | 0 | 0.0 | 0.0 |
| Liquor offences | | -68.0% | | 0.7 | 103 | 33 | 143.0 | 45.8 |
| Pornography offences | | nc** | | 0.3 | 3 | 3 | 4.2 | 4.2 |
| Against justice procedures | Escape custody | nc** | | | 0 | 0 | 0.0 | 0.0 |
| | Breach Apprehended Violence Order | Stable | | 0.2 | 57 | 53 | 79.2 | 73.6 |
| | Breach bail conditions | Stable | | 0.3 | 161 | 169 | 223.6 | 234.7 |
| | Fail to appear | nc** | | 1.5 | 3 | 5 | 4.2 | 6.9 |
| | Resist or hinder officer | nc** | | 0.4 | 11 | 17 | 15.3 | 23.6 |
| | Other offences against justice procedures | nc** | | 0.1 | 2 | 1 | 2.8 | 1.4 |
| Transport regulatory offences | | Stable | | 0.3 | 127 | 156 | 176.4 | 216.6 |
| Other offences | | Stable | | 0.7 | 85 | 68 | 118.0 | 94.4 |

^ For murder and manslaughter, the data are counts of recorded victims, not criminal incidents.

^^ The trend test used was a two-tailed Kendall's rank-order correlation test with a 0.05 level of significance.

For the two-year trend, the annual percentage change is provided if the trend was significant.

For the ten-year trend, the average annual percentage change is provided if the trend was significant.

* Ranks and rates are only calculated for Local Government Areas (LGAs) with populations of 3000 people or more (n = 120).

Sydney LGA is excluded from the rankings because the resident population does not reflect the number of people present each day.

Ranks and rates are not calculated for the 'In Custody' category

Rates are only calculated for the major offences. Ranks are not calculated for murder due to the low number of recorded victims per LGA.

The three types of Robbery offences are presented individually in this table but also as a combined Robbery Group in this table and in the other tables in this file because the numbers are too small within the individual categories to calculate reliable rate estimates.

** Trend information is not calculated (nc) if at least one 12-month period in the selected timeframe had less than 20 incidents.

~The ratio to NSW rate statistics is a comparison of an NSW regional rate per 100,000 population to the NSW rate per 100,000 population.

A ratio of one indicates parity with the NSW rate. Ratios indicating double the NSW rate (or more) before rounding are highlighted in red, whilst ratios indicating half the NSW rate (or less) before rounding are highlighted in green. Ratios are not calculated for regions with a population of less than 3,000.

NSW Recorded Crime Statistics January 2024 - December 2024

Number of incidents of selected offences recorded by NSW Police by premises type North Sydney Local Government Area. Source: NSW Bureau of Crime Statistics and Research.

| Premises type | Domestic violence related assault | Non-domestic violence related assault | Sexual offences | Robbery | Break and enter non-dwelling | Motor vehicle theft | Steal from motor vehicle | Steal from person | Malicious damage to property |
|-----------------------|-----------------------------------|---------------------------------------|-----------------|----------|------------------------------|---------------------|--------------------------|-------------------|------------------------------|
| Adult entertainment | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financial institution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Office | 0 | 2 | 1 | 0 | 12 | 0 | 2 | 0 | 7 |
| Personal services | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Retail/wholesale | 0 | 12 | 1 | 2 | 18 | 0 | 1 | 0 | 8 |
| Carpark | 1 | 0 | 1 | 0 | 4 | 3 | 15 | 0 | 13 |
| Education | 0 | 2 | 9 | 0 | 1 | 0 | 0 | 0 | 1 |
| Health | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Industrial | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Law enforcement | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Licensed premises | 4 | 26 | 0 | 1 | 5 | 0 | 0 | 2 | 5 |
| Marine transport | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Outdoor/public place | 9 | 46 | 11 | 4 | 0 | 14 | 45 | 4 | 59 |
| Recreation | 1 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Religious | 1 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Residential | 94 | 36 | 51 | 1 | 0 | 15 | 40 | 0 | 76 |
| Rural industry | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Public transport | 0 | 7 | 3 | 0 | 0 | 0 | 0 | 1 | 24 |
| Utilities | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Vehicle | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 5 |
| Firearm premises | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unknown | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total | 112 | 143 | 85 | 8 | 42 | 32 | 104 | 7 | 202 |

Definitions are available in the link: [Definitions and explanations | BOCSAR](#)

4 KEY CPTED PRINCIPLES

4.1 OVERVIEW

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. An analysis of some of the key factors that can impact on the CPTED characteristics of the project are detailed below.

4.2 LIGHTING IMPACTS

Improved lighting may reduce crime. It leads to increased surveillance of potential offenders (both by improving visibility and by increasing the number of people on the street) and, hence, to increased deterrence of potential offenders. Improved lighting also signals community investment in the area and that the area is improving, leading to increased community pride, community cohesiveness, and informal social control.

It is important to ensure adequate lighting is provided throughout the site, particularly around the interfaces between the station and the public domain to reduce crime opportunity at night.

A meta-analysis on the lighting-crime link has shown that improved lighting led to an approximate (21%) decrease in crime in experimental areas compared with comparable control areas. Furthermore, other studies have found that the financial savings from reduced crimes greatly exceeded the financial costs of the improved street lighting.

4.3 MIXED USE ACTIVATION

Mixed use activation of a site is an effective CPTED strategy that enhances the opportunity for natural surveillance and encourages territorial reinforcement.

A mixed-use area increases the diversity of individuals using the space, encouraging a safer and more welcoming environment. Conversely, a single use area, such as a business park, tends to have high use during business hours on weekdays, but remains vacant on the weekends and outside of business hours. These low use times increase security risk, as criminals are less likely to be seen committing offences. By encouraging mix use, opportunity for crime can be reduced due to the natural increase in surveillance by every-day users.

4.4 TERRITORIALITY

Territoriality should be encouraged in users of the space and reinforced by the owner/operator as much as possible. By maintaining the project area throughout its life, providing a clean and accessible space, and encouraging mixed-use, the opportunity for a crime can be reduced. Crimes against property, such as graffiti, scratching, or etching, should be cleaned, or removed as quickly as possible to encourage legitimate users to continue to care for the space.

4.5 NATURAL SURVEILLANCE

Opportunities for crime can be reduced by providing opportunities for effective natural surveillance. The surveillance principle indicates that offenders are often deterred from committing a crime in areas with high levels of natural surveillance that foster communal activity. The following design features can improve natural surveillance:

- Clear, direct paths that encourage pedestrian activity and allow for clear lines of sight.
- Establishing buildings close to the street frontage to allow passing traffic to observe the development.
- clear building entry points, highly visible from the street and pedestrianised areas.
- Orientation of building entrances and windows towards the street, public domain, open space, and parking areas.

5 DESIGN ASSESSMENT AND RECOMMENDATION

This section will discuss observations about the indicative scheme for the SSDA application from a natural surveillance, territoriality, and natural access control perspective.

The concept behind CPTED is to allow for the direct presence of people to provide opportunities to:

- Deter or prevent a crime.
- Intervene in a crime that is occurring and limit its extent.
- Summon help.
- Assist police in the apprehension of the offender.
- Report the crime and function as a witness.

Spaces and places that were not designed with CPTED principles in mind can contribute to a perception of vulnerability or the fear of crime. Spaces that are isolated, devoid of people, not maintained and containing areas of concealment or entrapment are less likely to be used. Hidden places provide opportunities for unforeseen crime. These areas may be hard to avoid and may make it difficult for others to provide help.

Implementing these recommendations will increase the perceived risk to criminals. These measures will also increase the effort required to commit crimes by raising the time, energy, or resources needed while reducing potential rewards by minimising and removing them. Potential areas of concealment are to be avoided in the design. For the new proposed 105 Miller St project, the following CPTED principles are to be considered:

5.1 TERRITORIAL REINFORCEMENT

Community ownership of public space sends positive signals to the community. Places that feel owned and cared for are likely to be used, enjoyed and revisited. People who have guardianship or ownership of areas are more likely to provide effective supervision and to intervene in crime than passing strangers and criminals rarely commit crime in areas where the risk of detection and challenge are high. Effective guardians are often ordinary people who are spatially 'connected' to a place and feel an association with, or responsibility for it.

5.1.1 RECOMMENDATION

A feeling of individual and community ownership of the public space and the associated built environment should be promoted to encourage a level of shared responsibility for its security. Onsite personnel are to promote the use of public space.

TERRITORIAL REINFORCEMENT RECOMMENDATION

Ensure any public furniture to the open space areas or surrounding pedestrian circulation spaces and pathways is durable and of high-quality design.

Maintain building entrances free of clutter to ensure entry points are highly visible from the street frontages.

Provide wayfinding signage and building / business identification signage where appropriate to reinforce perceptions of safety and legibility.

5.2 NATURAL SURVEILLANCE

Surveillance is about creating opportunities for people in public spaces and adjoining buildings to see into the space and casually or actively observe activities. Observers are then able to respond to any unwanted or anti-social activities occurring and should consider the following:

- People feel safe in public areas when they can see and interact with others, particularly people connected with that space, such as shopkeepers or adjoining residents. Criminals are often deterred from committing crime in places that are well supervised.
- Natural surveillance is achieved when normal space users can see and be seen by others. This highlights the importance of building layout, orientation, and location; the strategic use of design; landscaping and lighting – it is a by-product of well-planned, well-designed, and well-used space.
- Technical/mechanical surveillance is achieved through mechanical/electronic measures such as CCTV, help points and mirrored building panels. It is commonly used as a 'patch' to supervise isolated, high-risk locations.
- Formal (or Organised) surveillance is achieved through the tactical positioning of guardians. An example would be the use of on-site supervisors, e.g. security guards at higher risk locations.

5.2.1 RECOMMENDATION

Public space is to be made attractive so that people can interact with feelings of comfort and safety. This will increase the natural/passive surveillance opportunity.

NATURAL SURVEILLANCE RECOMMENDATION

The environment in and around the building is to be designed and constructed effectively to aid effective natural surveillance by onsite personnel, visitors, and members of the public.

Ensure that areas around the building, especially entry points, are visible to people inside and outside the building. This visibility acts as a deterrent to potential offenders who fear being seen and identified.

- **Site lines:** Maintain sightlines to and from the proposed development and the surrounds by ensuring signage and equipment do not create a significant visual obstruction.
- **Strategic Placement of Windows:** Position windows to overlook entry points and pathways, allowing occupants to observe these areas easily. Ensure glazed elements to the commercial lobby and lift core are clearly visible from the external environment to assisting in maximising surveillance.
- **Landscaping:** Maintain low and well-trimmed vegetation around entry points to avoid creating hiding spots. Use thorny or dense plants as natural barriers without obstructing views.
- **Lighting:** Ensure entry points are well-lit during nighttime to enhance visibility. Use lighting that avoids creating deep shadows or glare. Consider the installation of wall mounted planter box lighting removing dark obscure areas, promoting a welcoming building entry.
- **Pathways and Driveways:** Design pathways and driveways to lead directly to entry points, minimising blind spots and ensuring clear sightlines. Consider round planter box edging, assisting pedestrian line of site and avoiding cornering where possible,

Example of dark and obscure areas:

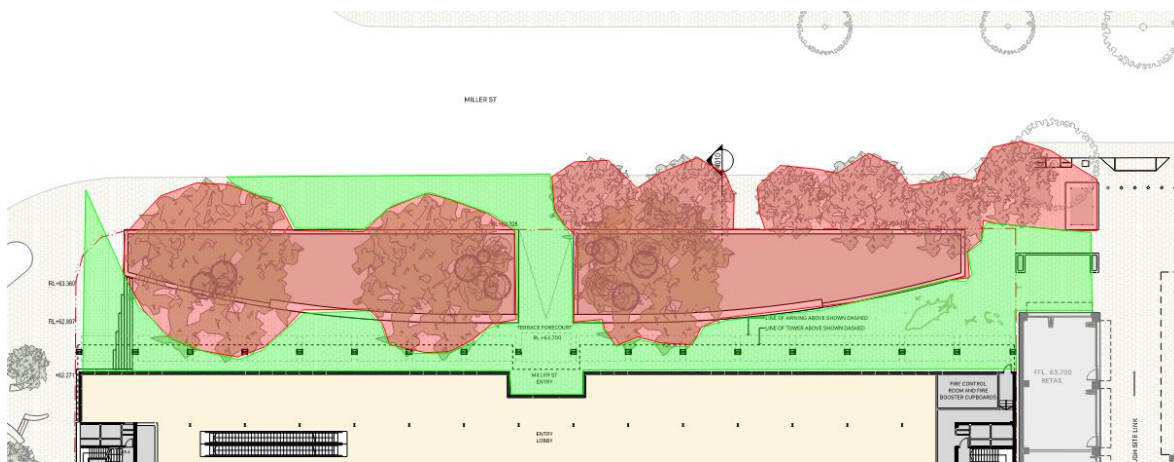


Example of well placed street and planter bed lighting:

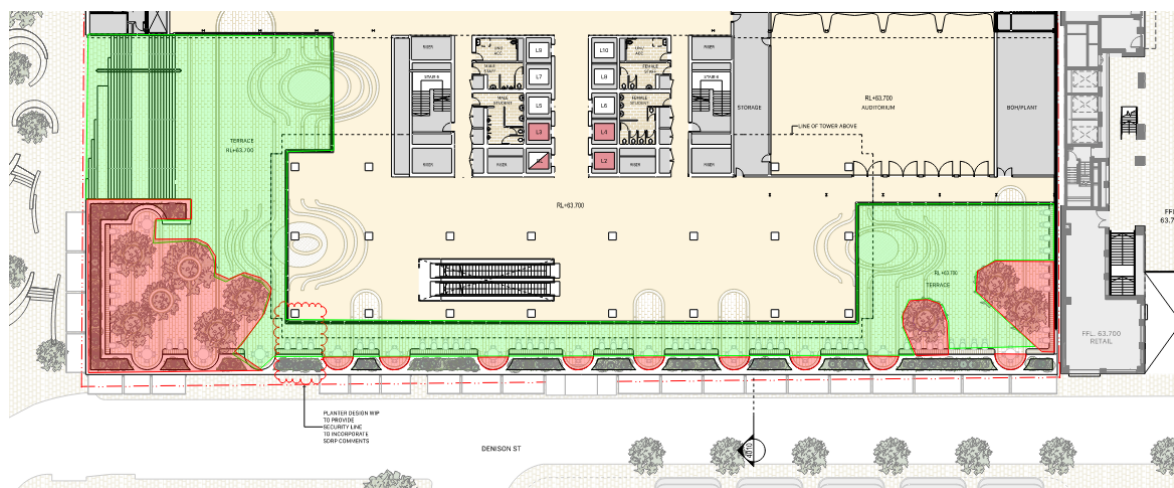


NATURAL SURVEILLANCE RECOMMENDATION

Miller St building entry: Potential state heritage listed tree and planter box creating obscure areas. Green demonstrates line of vision from the building, red indicates potential natural surveillance obstruction.



Building terrace: Potential tree, planter box, and alcoves creating obscure areas.



5.2.2 TECHNICAL SURVEILLANCE AND LIGHTING

The site is to have appropriate area lighting in place for all common or high use areas. This includes public space and building terrace areas. Lighting is to be designed to promote comfort when in public space.

Lighting is to be designed to be able to assist people with maintaining adequate levels of surveillance of their immediate environment in low-light conditions.

TECHNICAL SURVEILLANCE AND LIGHTING RECOMMENDATION

External lighting is to be strategically placed and directed to assist with deterring or detecting criminal activity in low-light conditions.

The CCTV network strategy should be partnered with the internal and external lighting strategy to ensure facial recognition is achieved.

CCTV cameras to be installed in areas that are obscure or provide minimal lighting which cannot be treated appropriately through other means. CCTV cameras should endeavour to ensure blackspots of coverage are not created. Discrete CCTV systems such as small dome cameras are recommended. Low height small trees are recommended on Building terrace to ensure they do not obscure CCTV camera view.

TECHNICAL SURVEILLANCE AND LIGHTING RECOMMENDATION

Security, management personnel and employees of the building are advised to patrol / occupy the publicly accessible areas visibly and regularly to minimise opportunities for anti-social behaviour.

5.3 BUILDING DESIGN

The existing colonnade created a visual obstruction. The proposed design with the elevated ground plane will improve the line of sight.

5.3.1 RECOMMENDATION

The architectural proposal to raise ground level up is in line with our recommendations for improving natural surveillance as per our recommendations in Section 5.2.1- RECOMMENDATION which maintains a clear line of sight without obstruction from the street level.

5.4 ACCESS CONTROL

Access control treatments restrict, channel, and encourage people and vehicles into, out of and around the development. Wayfinding, desired-lines, and formal/informal routes are important crime prevention considerations. Effective access control can be achieved by using physical and symbolic barriers that channel and group pedestrians into areas, therefore increasing the time and effort required for criminals to commit crime.

Natural access control includes the tactical use of landforms and waterways features, design measures including building configuration; formal and informal pathways, landscaping, fencing and gardens. Technical/Mechanical access control includes the employment of security hardware. Crime, Design and Urban Planning: From theory to Practice Formal (or Organised) access control includes on-site guardians such as employed security officers.

5.4.1 RECOMMENDATION

Access control treatments restrict, channel, and encourage people and vehicles into, out of and around the development.

ACCESS CONTROL RECOMMENDATION

Install electronic access security doors (card / key controlled entries / lifts etc.) to building entry points to manage building access during business to prevent unauthorised individuals from entering areas not intended for public use out of hours.

5.5 SPACE/ACTIVITY MANAGEMENT

Space/Activity Management strategies are an important way to develop and maintain natural community control. Space management involves the formal supervision, control, and care of the development.

It is significant for people's sense of control that others do not transgress or trespass on their territory without invitation. Equally, most people would prefer to avoid trespassing on other people's property by accident.

5.5.1 RECOMMENDATION

There needs to be a clear delineation between public space and non-public space so that people do not inadvertently transgress. Appropriate directional signage is to be provided so that people are clear on where to go.

SPACE/ ACTIVITY MANAGEMENT RECOMMENDATION

Ensure business, building and wayfinding signage is appropriate to deter access to private spaces and direct pedestrian movements to desired locations allowing people in public spaces to know where they are and how to get to where they are going. In other words, it is not confusing and does not cause people to get lost or confused.

SPACE/ ACTIVITY MANAGEMENT RECOMMENDATION

Maximise the inclusion of glazed facades with anti-graffiti coatings wherever possible to maximise lines of sight and mitigate the risk of damage. For building wall locations on ground floor, anti-graffiti paint should be used to easily remove graffiti in the likely event that external building defacement occurs.

Prepare a Site Operating Procedure (SOP) specifically to ensure that there are standard procedures and policies in place to manage and govern the space and people in the event of any emergency.

5.6 ENVIRONMENTAL MAINTENANCE

Place management of the built environment is important for ownership, pride, and safety. Management includes basic maintenance and management of the physical assets.

All space, even well planned and well-designed areas need to be effectively used and maintained to maximise community safety. Places that are infrequently used are commonly abused. There is a high correlation between urban decay, fear of crime and avoidance behaviour.

5.6.1 RECOMMENDATION

Onsite personnel are to promote the use of public space and ensure that it is appropriately maintained. Landscaping and structures are to be welcoming in design.

ENVIRONMENTAL MAINTENANCE RECOMMENDATION

Ensure mechanisms are in place to facilitate the ongoing maintenance of the building, basement, commercial lobby, external boundary including landscaping management, and the implementation of a rapid removal policy for vandalism repair and graffiti removal.

Initiate a Landscape Management Plan (LMP) to ensure standard policies and procedures are in place for the building's ongoing maintenance. Additionally, relevant staff members and management personnel responsible for maintenance activities are aware of the LMP protocols.

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