

CBD and South East Light Rail (SSI 6042)

**Monday 16 December 2013**

To whom it may concern,

The Australian Retailers Association NSW (ARA) wholly supports the development of the light rail projects and can see the long-term benefits for our members along the corridor.

The ARA is a federated national body and has had extensive experience in dealing with the impacts of these projects in other states, specifically lessons learnt on the Gold Coast in Queensland and Swanston Street in Melbourne where traffic was removed and construction interrupted retail businesses. We will highlight the areas which have created issues in the past and ways we believe both Transport NSW and the City of Sydney can mitigate against those issues.

The proposed route of the light rail project from Circular Quay to Central, Kingsford and Randwick via Surry Hills and Moore Park will see retail and residential hubs develop over time, much like the area around Green Square. Sufficient linkages to these hubs will need to be facilitated and where major developments occur such as Barangaroo, NSW Transport will need to consider extension of connections to the light rail project over time.

The ARA has identified major areas of concern for retailers along the route;

- Ability to mitigate against major disruption through construction via transport working with retailers on 24 hour construction to minimise impacts outside premises;
- Minimise disruption of construction to low trade days and periods for individual retailers;
- Where disruption is significant or exceeds what has been negotiated with a retailer, compensation to be paid for loss of trade as would occur in many commercial developments for a retailer;
- To negotiate and maintain delivery of goods and services through the construction phase on an individual basis for retailers;
- Post construction to guarantee that the Cities of Sydney, Randwick and Leichhardt work with retailers to maintain delivery of goods and services despite new clearways and traffic access restrictions.

As an example of some of the issues for retailers raised the below have been identified as practical needs by the Myer Sydney City store;

- What will be the provision for dust and noise control, ground floor cosmetic hall likely to be impacted due to large doors;
- Safety access for the Myer 700 team members using staff entrance on the George Street, including early starts and late finishes;
- NSW Transport needs to consider picking up the onus of regular electronic updating to delivery and service providers. Myer could provide the exhaustive list of email contacts;
- There is long term homeless resident, at the Myer doors (Cnr George and Market Streets),

who takes half of the footpath with his belongings. During construction, the constrained space will pose a serious risk to his safety, pedestrians, Myer customers and staff.

Westfield and Myer have taken this up a number of times with Sydney City Council but with no success.

- Communication boards for shoppers to be able to refer to, including regular updates on progress
- Multiple access points for shoppers to cross construction zones
- Clear signage directing shoppers to crossing points
- Clear signage directing shoppers to key stores and shopping malls "this way to ... .."
- Engagement piece with Australia Post / logistic firms and major courier companies explaining access points and route changes and updates for deliveries

All of the above recommendations are made on the basis of experiences from other light rail development projects and from consultation with national retailers. Many of these retailers are ARA members and have significant presence along the proposed route; with at least one site having a \$300 million per annum turnover to single store sites it is understandable why many retailers are concerned about the construction impacts to Sydney's retail sector.

ARA members have also indicated their willingness to work with NSW Transport and the City of Sydney with the other cities along the route to reduce impacts while seeing the long-term benefits of the project.

Kind regards,



Heath Michael  
Director of Policy, Government & Corporate Relations  
Australian Retailers Association