

6 October, 2021

Ms Amy Watson
Team Leader, Key Sites Assessments,
Department of Planning, Industry & Environment,
12 Darcy Street,
PARRAMATTA. NSW 2150

Dear Ms Watson,

Section 4.55(1A) Modification Application 16 – The Star Casino – Former Part 3A Approval
MP08_0098

We wish to oppose the extension of the trial period for the outdoor gaming (currently allowed 24/7) on the grounds that the current operations, temporarily approved) have a significant and detrimental impact on the amenity of residents who live close to the premises associated with this MOD.

We note the advice contained in Ethos Urban's letter to DPIE dated 18 August, that the extension can be approved if it is of "minimal environmental impact". Impacts include "noise" and "social impacts". Conditions of F5 Noise include "transmission of offensive noise as defined in the Protection of the Environment Operations Act 1997 to any place of different occupancy outside the boundary". It also states "noise from the use must not be audible within any habitable room in any residential property between the hours of 12 midnight and 7.00 am".

It is clear from reports we have received from residents, not just relating to this latest extension of The Star's gaming operations to outdoor locations, but its operations over many years, indicates that approval of this MOD would be in direct contradictions to these conditions. In summary, impacts include:

- Loud PA announcements from an open smoking balcony, Jones Bay Road
- Banging of doors to the outside areas every time they open and close, Jones Bay Road
- Unacceptably loud sounds generated by outdoor gaming machines (heard by residents even when their windows and doors are closed)
- Unacceptable noises heard at any time within a 24/7 period

The Star appears unable or unwilling to mitigate the unacceptable noise associated with its existing operations despite complaints being lodged over many years. These include:

- Use of a motorized leaf blower within the Porte Cochere and along Jones Bay Road footpath before 5am
- Queuing taxis tooting their horns at all times of the day and night
- Uncontrolled noise from patrons as they enter and exit The Star's premises



Complaints to the City of Sydney and the Local Area Command are not of high priority and if they attend the site, it is often many hours after the event and thus ineffective. In recent months, we have been in discussion with the Local Area Command and City of Sydney representatives to seek solutions to the current noise and anti-social impacts of The Star's operations on the amenity of local residents. We have sought the installation of additional exterior CCTV cameras to enable real time monitoring of the operations, so far without success. It is also proposed that DPIE require The Star to install live-feed noise recording technology outside areas of high impact such as entrances and exits which can be monitored by appropriate authorities including the City of Sydney and Liquor Gaming & Racing NSW.

We also wish to draw DPIE's attention to the adverse social impact of any extension of gambling facilities at The Star, in particular poker machines. We claim that there is no such thing as "responsible" gambling and there is much evidence which confirms that gambling addiction is a serious social problem across NSW. We have read reports of casinos offering incentives to patrons to continue gambling and are not convinced that there are sufficiently strong measures taken by gambling institutions to actually deter addicts from appeasing their craving.

We urge DPIE to reject this MOD on the grounds that it adds to an already intolerable noise impact on local residents, and extends opportunities to appease the cravings of those affected by gambling addictions, taking note of the long history of a decline in the amenity of those who live close by The Star, and the lack of any effective action taken by The Star to address existing problems which have been drawn to their attention.

Yours sincerely,

Elizabeth Elenius, Convenor

