

THE  STAR

MODIFICATION 13  
TO  
MP08\_0098

CRIME PREVENTION  
THROUGH ENVIRONMENTAL  
DESIGN

28 MARCH 2018  
PREPARED BY



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## ACRONYMS

<b>BOCSAR</b>	BUREAU OF CRIME STATISTICS AND RESEARCH
<b>CBD</b>	CENTRAL BUSINESS DISTRICT
<b>DPE</b>	DEPARTMENT OF PLANNING AND ENVIRONMENT
<b>EP&amp;A ACT</b>	ENVIRONMENTAL PLANNING AND ASSESSMENT ACT
<b>GCSSA</b>	SYDNEY GREATER CAPITAL CITY STATISTICAL AREA
<b>LGA</b>	LOCAL GOVERNMENT AREA
<b>MUEF</b>	MULTI-USE ENTERTAINMENT FACILITY
<b>PIA</b>	PLANNING INSTITUTE OF AUSTRALIA
<b>RSA</b>	RESPONSIBLE SERVICE OF ALCOHOL
<b>RSG</b>	RESPONSIBLE SERVICE OF GAMING
<b>SA2</b>	STATISTICAL AREA LEVEL 2
<b>SEGL</b>	STAR ENTERTAINMENT GROUP LIMITED
<b>SIA</b>	SOCIAL IMPACT ASSESSMENT
<b>SLEP</b>	SYDNEY LOCAL ENVIRONMENTAL PLAN
<b>SSC</b>	STATE SUBURBS

## EXECUTIVE SUMMARY

### THE PURPOSE OF THIS REPORT

This Crime Prevention Through Environmental Design (CPTED) Report has been prepared by Urbis on behalf of the Star Entertainment Group Ltd (SEGL). SEGL have engaged Urbis to conduct a Crime Prevention through Environmental Design (CPTED) assessment of the modification to The Star at Pyrmont, to inform a Section 75W (Modification 13) application to NSW Department of Planning and Environment (DPE).

A CPTED assessment is an independent specialist study undertaken to analyse a design in relation to CPTED principles and to identify potential improvements which may help to reduce crime and anti-social behaviour. The four CPTED principles are:

- ◆ Surveillance;
- ◆ Access control;
- ◆ Territorial reinforcement; and
- ◆ Space management.

### THE PROPOSAL

Modification 14 was lodged with the Department in October 2016 and has been approved as a stand-alone modification application. Modification 14 contains works and improvements across the site including improvements to access and circulation to and within the site and to generally improve the functioning, circulation and amenity of The Star. The proposed works will deliver an expansion of the Sovereign Resort and ancillary works, provide additional pre-function space to the Multi Use Events Facility, improve the arrival experience on Pirrama Road and a number of associated internal upgrade works. These works seek to enhance the attractiveness and functioning of The Star complex.

Modification 13, proposes the development of a new Ritz-Carlton Hotel and Residential Tower in the northern portion of the site with associated podium treatment, as well as other transport, retail, food and beverage improvements across the site. It is Modification 13 that is the subject of this report.

### CPTED ASSESSMENT AND RECOMMENDATIONS

This CPTED assessment has identified the following conclusions and recommendations.

- ◆ Increase the natural and casual surveillance opportunities over the public domain areas particularly along Pirrama Road, Pyrmont Bay Park, and the corners of Jones Bay and Pirrama Roads;
- ◆ Enhance line of sight along Pirrama and Jones Bay Roads;
- ◆ Provide an opportunity to ensure that suitable lighting, technical supervision and access control mechanisms can be integrated into the new development and redeveloped areas;
- ◆ Provide strong ownership cues, particularly for the local community, and provide an increase in vibrancy and territorial reinforcement;
- ◆ Increase the perception of the area as a high quality safe environment; and
- ◆ Enable future access control provisions to be effectively implemented to ensure the security of future visitors, residents, and employees to the site.

Expansion of the strict security and surveillance plan which The Star currently operates and continuation of existing security practices will significantly reduce opportunities for crime at the site.

# 1 INTRODUCTION

The Star Entertainment Group Ltd (SEGL) has engaged Urbis to conduct a Crime Prevention through Environmental Design (CPTED) assessment of the modification to The Star at Pyrmont, to inform a Section 75W (Modification 13) application to NSW Department of Planning and Environment (DPE).

A CPTED Report is an independent specialist study undertaken to identify and analyse potential improvement to the design, planning and structure of the environment. It assesses the elements of crime, and the fear of crime, that may be associated with the proposed modification. CPTED aims to reduce opportunities for crime by employing design and place management principles that minimise the likelihood of essential crime ingredients.

This CPTED Report aims 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 (NSW Department of Urban Affairs and Planning, 2001).

## 1.1 STRUCTURE OF REPORT AND ITS SCOPE

This report is a detailed review of the development design plans for Modification 13, identification of current crime levels, trends and an assessment of the performance of the proposed project design against CPTED principles. It is not an assessment of crime risk and safety regarding the operation of the casino, nor is it a comment regarding late night management or risk assessment in the Pyrmont area.

The CPTED assessment is a technical assessment considering the nature, design and operation of Modification 13 which is an extension to an existing use.

For the purposes of this report, the local community is defined as Pyrmont (State Suburb – SSC). It should be noted that other technical reports will have varying catchment and study areas depending on the issue.

This report relies on information from other technical assessments. The process has relied on consultation being undertaken by The Star, through KJA (community engagement consultants). This consultation process was with the key stakeholders as part of the design excellence process.

The Star's management practices to reduce anti-social behaviour and alcohol fueled violence have also been considered in the formulation of this report.

## 1.2 METHODOLOGY

The following key stages and tasks have been undertaken to inform this CPTED report:

Description	
<b>Policy and concept plan review</b>	<ul style="list-style-type: none"><li>- Review of NSW Police CPTED Guidelines.</li><li>- Review of concept plans and technical studies.</li></ul>
<b>Baseline analysis</b>	<ul style="list-style-type: none"><li>- Site visit, definition of Study Area and audit of surrounding context.</li><li>- Consultation with City of Sydney Council, Independent Liquor and Gaming Authority (LGA) and NSW Police</li></ul>

- Review of demographic profile and crime statistics to identify potential local crime issues.

**CPTED assessment and recommendations**

- Application of CPTED principles to the design plans.
- Identification of potential crime risks associated with the proposed development.
- Identification of potential mitigation measures.
- Reporting.

A CPTED Report was previously prepared for Sydney Harbour Casino Properties in 2008 for a proposed redevelopment to the (then named) Star City Casino. Another was prepared in 2010 for Tabcorp for a proposed Multi-Use Entertainment Facility (MUEF) at the (then named) Star City Casino.

### 1.3 SECRETARY'S CONSULTATION REQUIREMENTS

The Secretary's Environmental Assessment Requirements (SEARs) issued 9 May 2016 requires the following:

*During the preparation of the modification application, you must consult with the relevant local, State or Commonwealth Government authorities, service providers, community groups and affected landowners.*

For this CPTED assessment the most relevant stakeholder parties include the City of Sydney Council, Independent Liquor and Gaming Authority (ILGA) and the NSW Police.

SEGL undertook initial consultation with the City of Sydney on the 16 June 2017, and there were subsequent discussions in respect to social planning matters as well as public domain and design issues.

A project overview was presented to ILGA and the L&G representatives held on 30 May. ILGA is processing the request for Star for Owners Consent for the purpose of Formal Lodgement of the S75W Application.

A meeting was held with local Police Crime Prevention Officer on 17 October 2017 to discuss the proposal and review plans. No significant concerns were raised at this meeting although further detail was requested on management and security of the car stacker and of the potential for traffic management in relation to Pyrmont Street car park entry.

The draft CPTED, Car Stacker Management Plan and Traffic Report was sent to Local Area Command on 28 November 2017 for their review and consideration. Urbis have yet to receive comments on the documents.

SEGL engaged KJA (community engagement consultants) to assist with community engagement. This community engagement process has included the local community and key stakeholders. Further details of the consultation with community groups and stakeholders is provided in KJA's Community Consultation Report.

## 2 THE PROPOSAL

### **New Ritz-Carlton Hotel and Residential Tower**

- ◆ Demolition of part of the existing building in the northern portion of the site, including part of the Pirrama Road façade and part of the Jones Bay Road façade.
- ◆ Construction of a new Tower, 237.0 metres AHD (approximately 232.9 metres from Pirrama Road);
- ◆ Residential uses across 35 levels, comprising:
  - A residential vehicular drop off lobby on Level B2
  - A residential lobby on Level 00 to be accessed from Jones Bay Road;
  - Residential communal space on Level 07 to be accessed via Level 08; and
  - 204 residential apartments located on Levels 05 and 06 and from Levels 08, 12, 14 to 38, featuring one-bedroom, two-bedroom and three-bedroom unit types (Note – no Level 13).
- ◆ Hotel uses across 31 levels, comprising:
  - A hotel arrival lobby on Level B2 to be accessed from the new Ritz-Carlton porte-cochere along Pirrama Road;
  - A hotel Sky Lobby for guest check-in on Level 39 and 40, featuring a restaurant, bar and lounge;
  - 220 hotel rooms located from Level 42 to 58 and from Level 60 to 61;
  - A hotel spa and gym on Level 07;
  - A VIP link to the Sovereign Room on Level 04 and 04 Mezzanine;
  - A Ritz-Carlton Club lounge and terrace on Level 59;
  - Hotel staff end-of-trip facilities on Level B3;
  - Hotel staff arrival point on Level 00; and
  - Hotel back-of-house and plant on Level 03, 05 and 41.
- ◆ A Neighbourhood Centre consisting of a cafe, library, learning / innovation hub and function centre within the podium of the tower;
- ◆ A new car-parking stacker system below the new porte-cochere of the Ritz-Carlton Hotel, with a total capacity of 220 spaces, to serve the new hotel and apartments;
- ◆ Vertical transport associated with the tower and podium; and
- ◆ A new drop-off / pick up area (short-term parking) on Jones Bay Road for the proposed apartments adjacent to the residential lobby.

### **Level 07**

- ◆ A 'Ribbon' element at Level 07 connecting the new Hotel and Residential Tower to the existing building along Pirrama Road, frontage comprising:
  - Two pools and associated pool decks (one for the new Hotel, one for The Star); and
  - Two F&B premises with associated store rooms and facilities;
- ◆ Lift access from Level 07 to the Level 05 Sky Terrace below;
- ◆ Residential communal open space associated with the new residential apartments, comprising pool and landscaped terrace at the base of the Tower adjacent to Jones Bay Road;
- ◆ Gym and associated change rooms and facilities for the residents;



- ◆ Gym and associated change rooms and facilities for hotel guests; and
- ◆ Landscaping elements.

## **Level 05 Terrace**

- ◆ Three F&B outlets with external areas;
- ◆ Completion of the Vertical Transportation drum to connect with Level 05 Terrace;
- ◆ Designated event spaces on the Terrace; and
- ◆ Landscaping treatment.

## **Level 05 Astral Hotel and Residences Recreational Facility Upgrade**

- ◆ New pool deck, pool, spa, gym and amenities upgrade for Astral Hotel and Residences.

## **Tower to Sovereign Link by Escalator and Lift**

- ◆ Link from the Tower (across Level 04 and Level 04 Mezzanine) to the Sovereign Resort and MUEF at Level 03, connected via Lift G4, Lift VIP 1 and escalators; and
- ◆ Extension of the lift service to stop at Level 00, 01 and 05 in addition to Level 3, 4 and 4M.

## **Level 03 Sovereign Column Façade Treatment along Pirrama Road**

- ◆ New glazed detail to enclose exposed Level 03 Sovereign columns along the Pirrama Road façade.

## **Façade Integration Works**

- ◆ Upgrades to the Pirrama Road and Jones Bay Road façades to integrate the new Ritz Carlton Hotel and Residential Tower with the existing building.

## **Infrastructure Upgrades**

- ◆ A new plant room located within the podium over Levels 03, 04, 05 and 06 of the proposed Hotel and Residential Tower;
- ◆ Relocation of the current Level 03 cooling towers (adjacent to the MUEF) to the Level 09 plant room above the Level 06 plantroom adjacent to the Astral Hotel;
- ◆ New capstone microturbine units and associated flues in the proposed plant room at Level 03 between the Darling Hotel and the Astral Residence Tower;
- ◆ New capstone microturbine units and associated flues in the new Level 03 plant room at the base of the Tower;
- ◆ Relocation of the existing main switch-room to a new plant room on Level 02, south of the demolition area;
- ◆ Relocation of the existing data recovery centre to a new plant room on Level B1 of the Darling Hotel; and
- ◆ Relocation of diesel generator flues to the side of the new Level 09 plantroom, adjacent to Astral Hotel.

## **Level B2 Transport Interchange**

- ◆ Upgrades to the Event Centre Loading Dock;
- ◆ Entry into Basement car stacker for the Tower apartments and Ritz-Carlton Hotel;
- ◆ New commuter bike parking and hire bike system;
- ◆ Upgrade of finishes to light rail station surrounds and removal of existing wall barrier to the Pirrama Road frontage;
- ◆ Upgraded taxi-rank arrangements;

- ◆ Realignment of kerbs and line-marking; and
- ◆ Removal of stairs from Level B2 to level above (that people use to access light rail).

*Note – no works to the Light Rail corridor*

## **Transport Improvements – Local Road Works**

- ◆ Reconfiguration of existing median strips on Jones Bay Road and addition of new median strip on Pymont Street, with associated line-marking to enable a new right-hand turning lane into the Astral Hotel Porte-Cochere;
- ◆ New Pymont Street carpark entry and exit, associated line marking, changes to internal circulation, and reconstruction of the pedestrian footpath along Pymont Street; and
- ◆ Relocation of existing feeder taxi-rank from Jones Bay Road to the Level B2 transport interchange.

## **Site Wide Landscape and Public Domain Upgrades**

- ◆ Upgrades to street frontages along Pirrama Road (for the Hotel Porte Cochere) and Jones Bay Road (for the residential entry);
- ◆ Upgrades to street frontage to Pymont Street, due to new car parking entry; and
- ◆ Upgrade to the entry forecourt of SELS building at the corner of Jones Bay Road and Pymont Street. (Note: no works within SELS building is proposed).

## **Level 00 - Restaurant Street**

- ◆ Creation of a new destination Restaurant Street by:
  - Incorporating existing F&B premises on Level 00; and
  - Converting existing retail shops into new F&B tenancies, including the new Century tenancy at the Jones Bay Road end.

## **Pirrama Road and Jones Bay Road F&B**

- ◆ A revised F&B tenancy at the existing Pizzaperta outlet along Pirrama Road;
- ◆ A new F&B tenancy at the Marquee street entry;
- ◆ A small café outlet adjacent to the residential lift lobby at Jones Bay Road; and
- ◆ A new F&B tenancy accessed off the existing walkway from Jones Bay Road.

## **F&B – Other Locations**

- ◆ Reconfiguration of Harvest Buffet, including new escalators from Level 00 Food Court to Level 01; and
- ◆ Refurbishment of Bistro 80 into the interim Century tenancy.

*Note: The Century tenancy post construction is proposed to be at the Jones Bay end of L00 – Restaurant Street*

## **Darling Hotel Corners**

- ◆ Upgrade of the corner plaza at the Union/Edward Street property entry:
  - A new F&B premises on Level 01 and 02;
  - A new entry foyer leading to the Food Court; and
  - A relocated awning enclosure at street level.

- ◆ Upgrade of the corner plaza at the Union/Pymont Street property entry:
  - A new awning enclosure at for the existing café;
  - New revolving door at entry to Darling Hotel;
  - Eight (8) luxury display cases at Darling Hotel car park entry; and
  - Two car display areas at Darling Hotel car park entry.

## **Special Events Lighting**

- ◆ Approval for fifty-three (53) Special Event nights per year for the use of the permanent Vivid installation of moving projector lights on the rooftop of the Astral Hotel.

## **Site-Wide Lighting Strategy**

- ◆ A site-wide lighting strategy integrating and improving the existing lighting across the precinct, with new lighting the proposed Tower, Podium and Ribbon, including:
  - Internal lighting of Hotel and Residential spaces;
  - Illuminated highlights at the Sky Lobby and Club Lounge levels;
  - Integrated lighting on the eastern and western vertical façade slots and angled roof profile;
  - Podium external illumination from awnings, and under retail and lobby colonnades;
  - Landscape lighting on Level 07 open terraces and pool decks;
  - Feature lighting accentuating the wing-like profile of the Ribbon and vertical element;
  - Internal and external lighting to F&B outlet at Union/Edward Street corner;

## **Signage Upgrades**

- ◆ Consolidation of existing signage approvals and new signage within a consolidated signage strategy, including:
  - Approved signs;
  - Wayfinding signs;
  - Business identification (including F&B premises); and
  - Signage on the Tower and Podium.

## **Stormwater upgrades**

- ◆ Stormwater upgrade works, including increased pit inlets and pipe capacities at the low points along Pymont Street and Edward Street

### 3 BACKGROUND

#### 3.1 THE SITE

The site is known as 20-80 Pyrmont Street, Pyrmont, which is legally described as Lot 500 in DP1161507, Lot 301 in DP 873212 (SP56913), and Lot 302 in DP873212. The site also accommodates a light rail line (including 'The Star' light rail station) legally described as Lot 211 in DP 870336. The service road to the north of the site, comprising Lot 1 in DP 867854 and Lot 201 in DP 867855, is also part of the proposal under Modification 13.

The site is bounded by Pirrama Road to the north-east, Jones Bay Road to the north-west, Pyrmont Street to the south-west, Union Street to the south and Edward Street to the east. The location and configuration of the site is shown in Figure 1 below.

The site is leased by SEGL from the Independent Liquor and Gaming Authority (ILGA). SEGL is the operator of The Star Sydney (The Star), with a casino licence to operate a casino through to the year 2093. The Star is a major venue which is subject to extended operating and liquor-licensing restrictions. The site is active 24 hours a day.

The site has a total area of 39,206 m<sup>2</sup> (excluding Lot 1 in DP 867854 and Lot 201 in DP 867855 to the north), and is occupied by the existing integrated resort which includes a multi-storey entertainment facility, gaming areas, retail spaces, multiple restaurants and bars, the Sydney Lyric Theatre, 480 hotel rooms/serviced apartments across three towers, and basement parking.



Figure 1 – Aerial Image of the Subject Site (Source: Sixmaps)



The Star is located Key Elements of the existing development The Star include the following:

- ◆ Several gaming spaces including the main gaming floor, private gaming spaces, international gaming spaces and outdoor gaming spaces;
- ◆ A range of retail spaces;
- ◆ A mix of restaurants and bars;
- ◆ Two theatres including the Sydney Lyric Theatre and The Star Event Centre;
- ◆ Hotel rooms / serviced apartments;
- ◆ The Star light rail station; and
- ◆ Basement car parking.

## 3.2 PYRMONT AND SURROUNDS

The Star is located Pyrmont in the Sydney Local Government Area (LGA) located 1km southwest from the Sydney Central Business District (CBD) and 2km northeast from Rozelle. Pyrmont is a special and integral part for the City of Sydney, rich in history, character and identity. Pyrmont has a mixed-use character; the area functions as a combined living and working precinct. Pyrmont has a strong connection to historic buildings with view of central Sydney and surrounding suburbs from the public domain; which a high quality of life of residents.

Pyrmont historically transitioned from a heavy industry suburb, to post war decay. In the late 1980's Pyrmont began to regenerate into a diverse entertainment and residential neighbourhood. Pyrmont is currently transitioning into a high-tech suburb; which attracts start-up and innovation businesses. The Draft Central District Plan encourages the growth of knowledge and enterprises in Pyrmont. The redevelopment of The Bays Precinct will also aid the growth of Pyrmont and strengthens its place within Sydney. Pyrmont is an area of diverse land use and activities, and is used by both residents, residents of Sydney, as well as national and international visitors.

## 3.3 SURROUNDING LAND USES AND ZONING

The Star is located on Pyrmont Peninsula, which forms the context of the site. Pyrmont is a neighbourhood in transition from its historic function as a maritime industrial suburb with workers' accommodation to a contemporary mixed commercial and residential precinct.

Current land uses in the immediate vicinity of the site are diverse, including large commercial premises, restaurants, cafes, contemporary residential apartments, public parks, and pockets of remnant terrace housing.

- ◆ **North:** to the north of the site is a mixed-use area including a small row of terraced houses and residential apartments in buildings up to eight storeys in height.
- ◆ **East:** North-east of the site is the commercial / retail and parkland precinct of Jones Bay Wharf, Darling Island and Darling Harbour Wharf 10. To the south-east is a street block of six to seven storey mixed use residential / commercial units (fronting Pirrama Road, Edward Street and Union Street) and a mix of lower scale development including commercial, retail and residential terraces along Union Street.
- ◆ **South:** Union Street forms the southern boundary of the site. It supports largely medium density residential development, restaurants, pubs and cafes in remnant terrace buildings. Union Square, at the western end of the street at its intersection with Harris Street, is an important local community meeting place and restaurant / café hub.
- ◆ **West:** Pyrmont Street, on the western boundary of the site, supports a diverse range of building styles, heights and land uses ranging from six to eight storey commercial buildings to smaller scale heritage listed terrace houses.



Figure 2 – Site Surrounds and Context

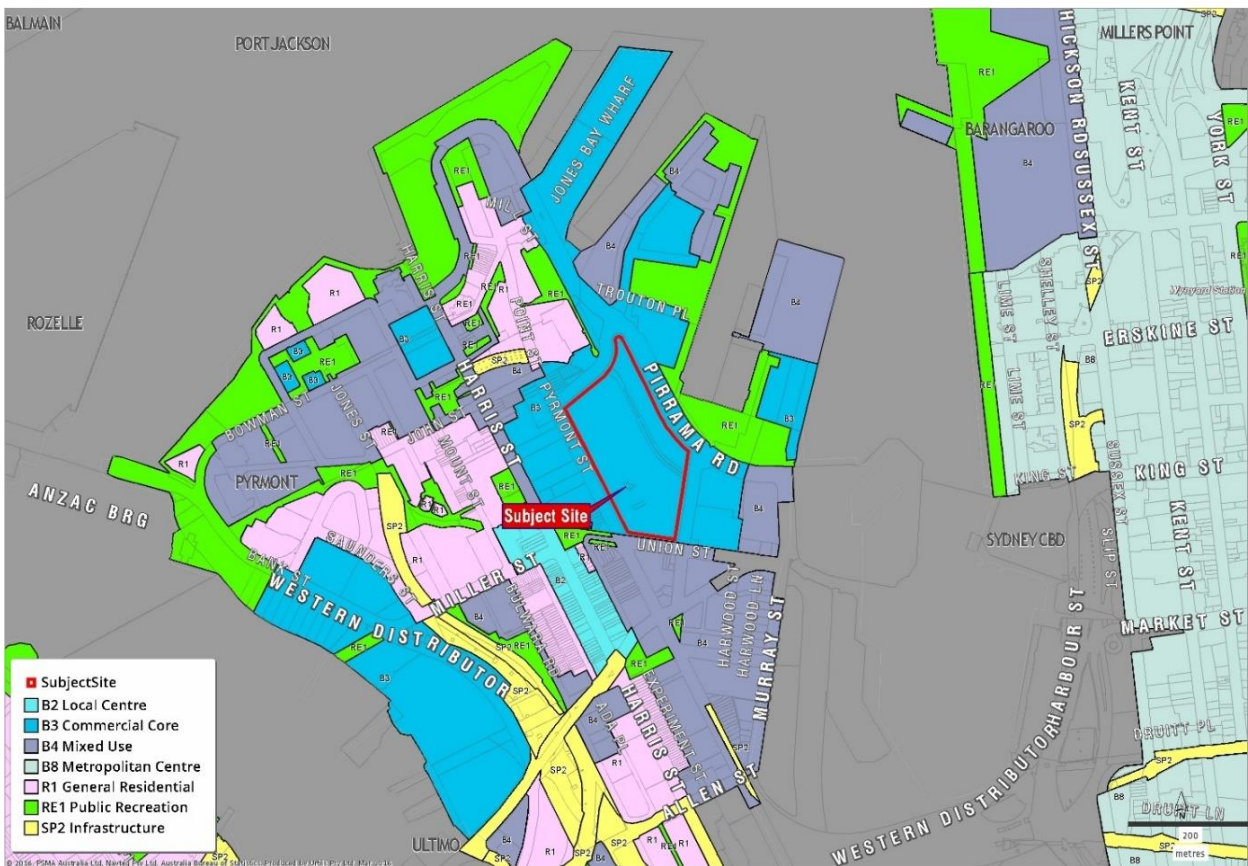
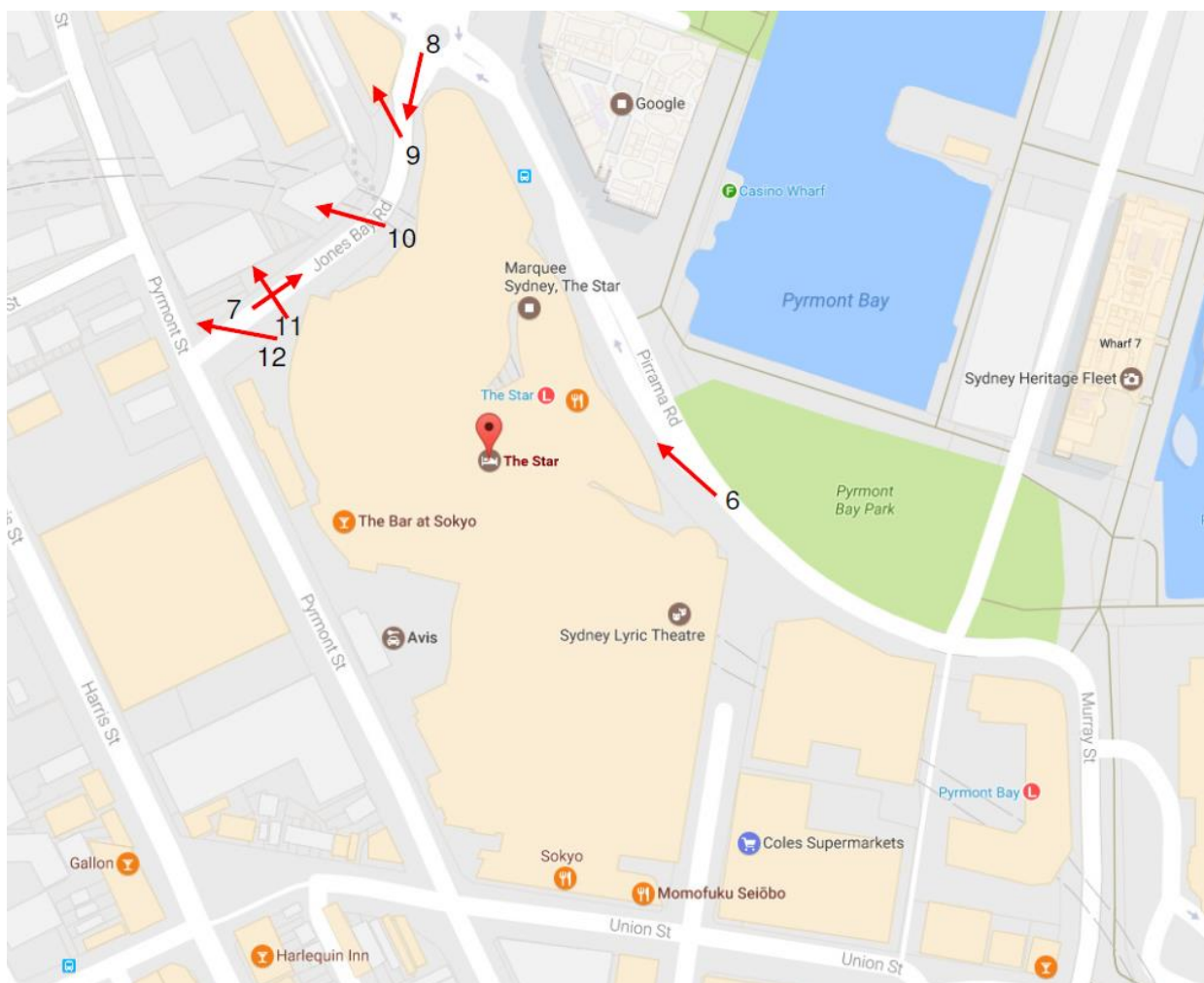


Figure 3 – Land Uses/Zoning Surrounding The Star

The following provides imagery of the site and surrounding. **Figure 4** details the site lines for each of the photographs. **Figures 5 – 11** are of the existing development.



**Figure 4 – Land Uses/Zoning Surrounding The Star**



**Figure 5:** Eastern façade of The Star – The Ribbon facing Pyrmont Bay, facing west, Pirrama Road (February 2017)



Source: Urbis, 2017

**Figure 6:** North western face, Jones Bay Road, looking north (February 2017)



Source: Urbis, 2017

**Figure 7:** North western face, Jones Bay Road, looking south (February 2017)



Source: Urbis, 2017

**Figure 8:** Commercial development northern western side, Pirrama and Jones Bay Road (February 2017)



Source: Urbis, 2017



**Figure 9:** Residential development north western side, Jones Bay Road (February 2017)



Source: Urbis, 2017

**Figure 10:** North west of the site, Jones Bay Road (February 2017)



Source: Urbis, 2017

**Figure 11:** Terrace houses, Jones Bay Road, looking south (February 2017)



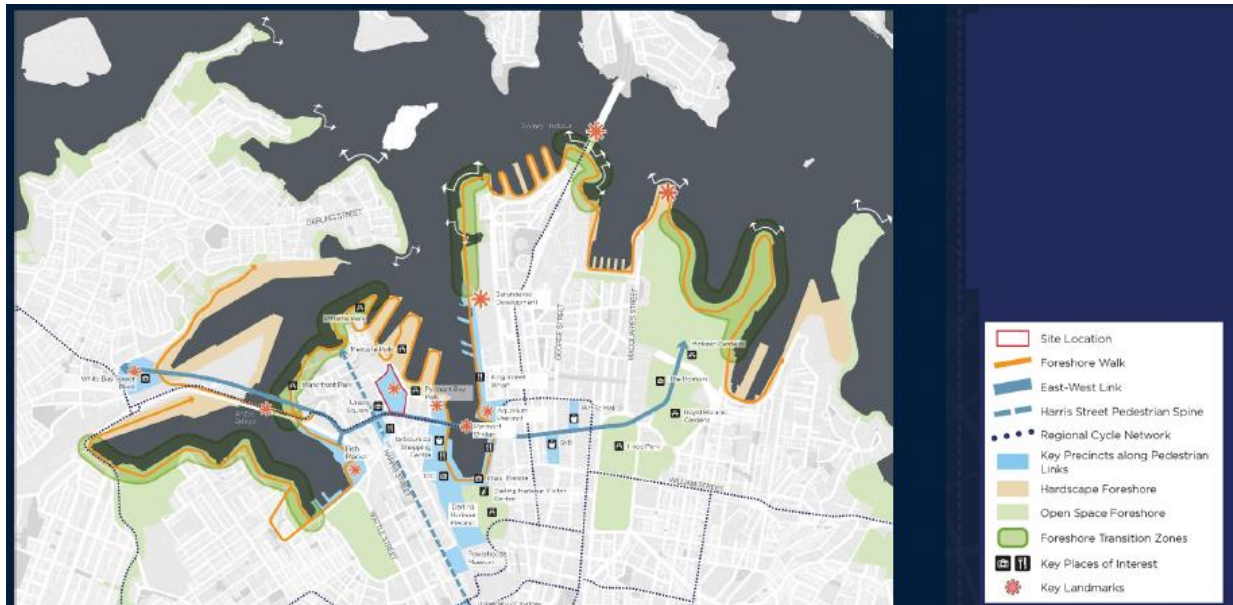
Source: Urbis, 2017

## 3.4 ACCESS

### 3.4.1 Pedestrian Access

The area surrounding the site, particularly north and east, has a well-established pedestrian network and is characterised with high levels of pedestrian activity because of mixed land uses. The pedestrian access points to the site include Pirrama Road, Pyrmont Street, and Jones Bay Road. Pedestrian access to the site from the CBD is from Pyrmont Bridge. While the north and east of the site forms part of a specific separate pedestrian network, pedestrian access to the west and south of the site is by general dedicated footpath.

**Figure 12** illustrates the wayfinding and connectivity in the area, including the Harbour Foreshore Walk and the more direct pedestrian spines. **Figure 13** illustrates the key pedestrian and cycle links in the area.

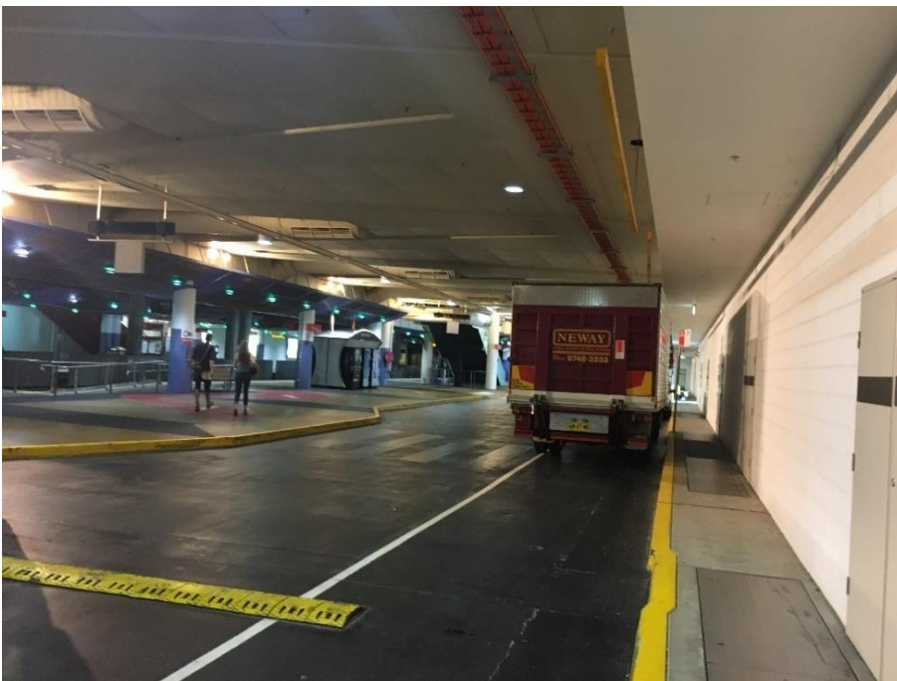


**Figure 12 – Wayfinding and Connectivity**



**Figure 13 – Wayfinding and Connectivity Markers and decision making and key pedestrian links**

At some points pedestrian access is shared with vehicles (**Figure 14**). This is particularly the case for accessing the light rail station (See also Urban Context report). Pedestrian access is not available from Edward Street to Pirrama Road because of the light rail (**Figure 15**).



**Figure 14 – Shared Pedestrian and Vehicle Zones, including Light Rail Station**





**Figure 15 – Light Rail Edward Street and Pirrama Road**

### 3.4.2 Vehicular Access

There are three major vehicular access points to the

1. Edward Street North/Pirrama Road intersection;
2. Edward Street South from Pyrmont Bridge Road; and
3. Jones Bay Road left in only access to the Porte-cochère.

Taxi's, limousines, valet services and hire cars operate out of the Porte-cochère. Loading dock facilities are located within the service/bus corridor access by Pirrama Road, and in Edward Street, as well as service corridor. The interfaces between the entry to the loading dock facilities and pedestrian access have the potential to create unsafe points for pedestrians.

### 3.4.3 Public Transport

The site is well serviced by public transport (Figure 17). The light rail and bus service operate frequent day services (between 10 minutes and 25 minutes) depending whether it is a weekend or weekday. There is a night service for both the light rail and bus service. The light rail night service runs every 30 minutes until 6am. The bus night service operates until approximately 1am. The ferry runs every 30 minutes and operates until midnight every night.

The draft Green Travel Plan and Traffic Impact Statement prepared by Mott MacDonald provide further detail on the public transport available in the precinct.

**Figure 16** illustrates the accessibility of The Star to public transport, parking facilities, and its walking catchment. A future metro rail station is planned in the vicinity of Union Square, as part of the Sydney Metro West.

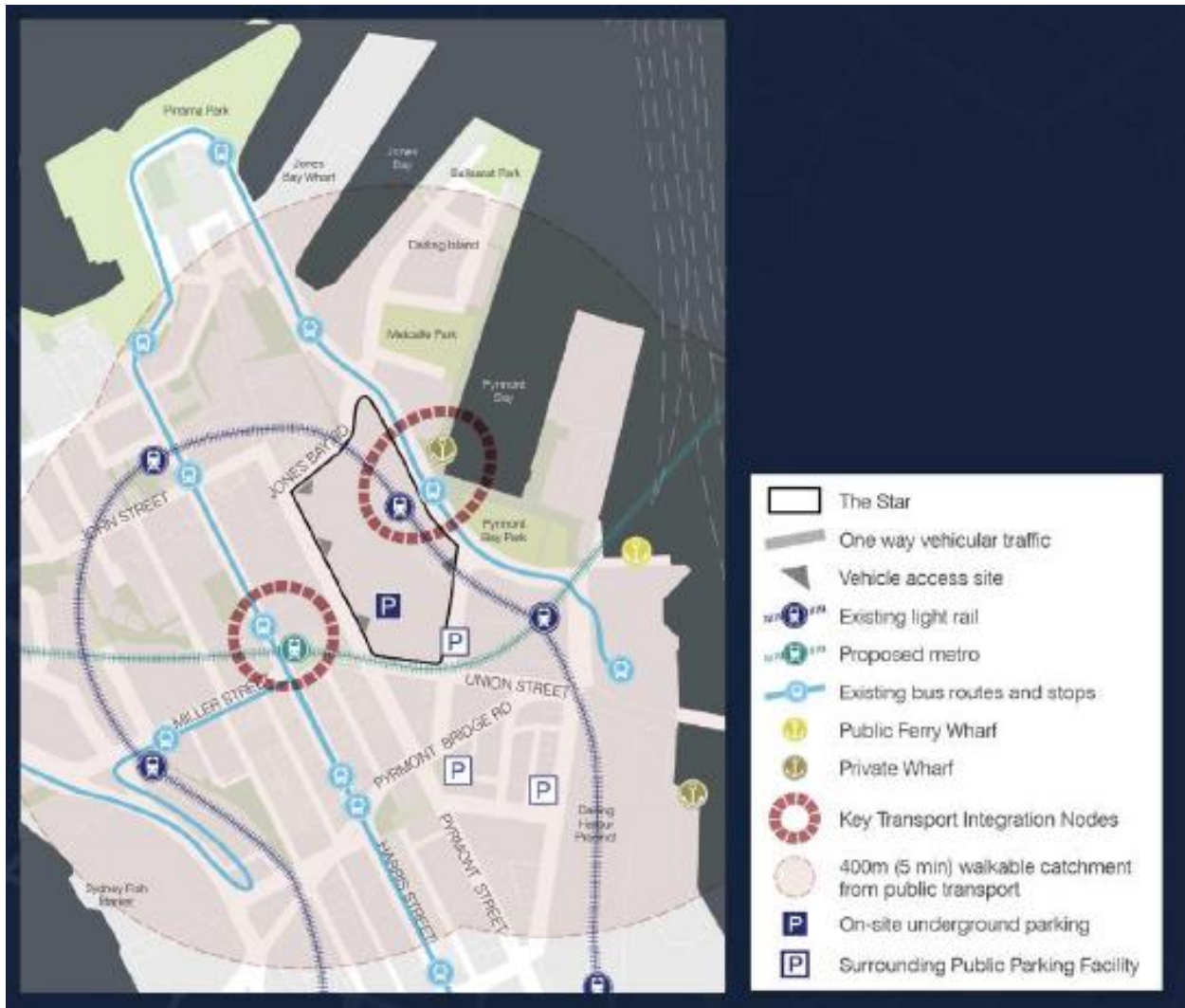


Figure 16 – Precinct Accessibility

### 3.5 SECURITY AND SURVEILLANCE

Security is provided onsite 24 hours a day, 7 days a week. This includes internal, external, and perimeter patrols. The Operational Plans of Management for The Star outline the procedures for contacting security, patron behaviour management, and complaints management. CCTV is also installed and operated internally and externally at The Star. It is monitored by The Star's security base 24 hours a day, 7 days a week.

## 4 POLICY REVIEW

The following documents were reviewed to inform this assessment:

- ◆ Environmental Planning and Assessment Act 1979
- ◆ NSW State Priorities;
- ◆ Crime prevention and assessment of development applications (NSW Department of Planning); and
- ◆ NSW Police Safer by Design Guidelines.

### 4.1 ENVIRONMENTAL PLANNING AND ASSESSMENT ACT 1979

The Crime Prevention and Assessment of Development Applications guidelines seeks to influence building design assessed under the NSW Environmental Planning and Assessment Act (EP&A Act) 1979.

The EP&A Act requires consent authorities to ensure that developments provide safety and security to users and the community 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”
- ◆ Removing conditions that create confusion about required norms of behaviour.

### 4.2 NSW STATE PRIORITIES

The NSW Government in its ‘State Priorities NSW’ identifies the priority to create safer communities in NSW. Goals include:

- ◆ Reducing violent crime – LGAs to have stable or falling violent crime rates by 2019;
- ◆ Reduce adult re-offending by 5% by 2019; and
- ◆ Reduce road fatalities by at least 30%.

### 4.3 NSW POLICE SAFER BY DESIGN

The Safer by Design evaluation process is used by NSW Police to identify and quantify crime risks. The evaluation measures statistical probability of crime, consequence and situational opportunity. The four key principles to minimise the opportunity for crime are outlined in [Table 1](#) below.

Table 1 – Principles to Minimise Crime Opportunity

Principle	Description
<b>Surveillance</b>	Maximising opportunities for passers-by or residents to observe what happens in an area (the ‘safety in numbers’ concept).
<b>Access control</b>	Control of who enters an area so that unauthorised people are excluded, for instance, via physical barriers such as fences, grills etc.

## **Territorial reinforcement / ownership**

People are more likely to protect territory they feel they own and have a certain respect for the territory of others. This can be expressed through installation of fences, paving, signs, good maintenance and landscaping. Territoriality relates to the way in which a community has ownership over a space.

## **Space management**

Ensures that space is appropriately utilised and cared for. Space management strategies include: activity coordination (i.e. having a specific plan for the way different types of activities are carried out in space), site cleanliness, rapid repair of vandalism and graffiti, the replacement of burned out lighting and the removal or refurbishment of decayed physical elements.

Source: *Crime prevention and the assessment of development applications*, NSW Government Department of Planning, 2000

## 4.4 CITY OF SYDNEY – KEY POLICIES AND PLANS

### 4.5 SYDNEY DEVELOPMENT CONTROL PLAN 2012

Section 3.13.1 states an objective to provide a safe environment and minimise opportunities for criminal and anti-social behaviour. Relevant provisions include:

- ◆ *In commercial, retail or public buildings, facilities such as toilets and parent's rooms are to be conveniently located and designed to maximise casual surveillance to facility entries.*
- ◆ *Minimise blind-corners, recesses and other external areas that have the potential for concealment or entrapment.*
- ◆ *Building entries are to be clearly visible, unobstructed and easily identifiable from the street, other public areas and other development. Where practicable lift lobbies, stairwells, hallways and corridors should be visible from the public domain.*
- ◆ *Ground floors of non-residential buildings, the non-residential component of mixed use developments, and the foyers of residential buildings are to be designed to enable surveillance from the public domain to the inside of the building at night.*
- ◆ *Building details such as fencing, drainpipes and landscaping are to be designed so that illegitimate access is not facilitated by the opportunity for foot or hand-holds, concealment and the like.*

## 5 CRIME PROFILE

The following section provides an overview of the crime rates for the suburb of Pyrmont. Crime data from the NSW Bureau of Crime Statistics and Research (BOCSAR) was analysed to identify the crime profile at a local level (Pyrmont), a larger suburban level (Sydney) and compared to the LGA level (City of Sydney) to help assess risk.

The data in this section are those crimes that have been recorded by NSW Police. Levels of crime are sensitive to the willingness or ability of people to report crime, levels and nature of police activity, and actual levels of criminal activity. While it does not reflect all crime, it does identify key types of crime and crime trends in a catchment area.

For the purposes of this report, the local community is defined as Pyrmont (State Suburb – SSC).

### 5.1 TYPES OF CRIME

The following table (Table 2) outlines crime rates per 100,000 population recorded during for period of October 2016 to September 2017 for the suburbs of Pyrmont, the suburb of Sydney, and the City of Sydney LGA. Pyrmont has lower crime rates than the suburb of Sydney and City of Sydney LGA for all crimes, except betting and gaming offences. Non-domestic (Alcohol Related) assaults are on par with the Local Government Area.

Stealing related crimes are generally crimes that that can be managed and minimised through the adoption of appropriate CPTED principles.

**Table 2 – Crime Rates per 100,000 People, October 2016-September 2017** (*published 2018*)

Type of Crime	Pyrmont Suburb	Sydney Suburb	City of Sydney LGA
	Rate	Rate	Rate
<b>Theft</b>	5980.3	26692.5	7590.6
<b>Non-domestic Assault (Alcohol Related)</b>	673.3	2645.4	673.5
<b>Assault (general)</b>	1353.9	6154.9	1978.9
<b>Non-domestic Assault (general)</b>	991.9	5078.7	1413.8
<b>Break/Enter non-dwelling</b>	115.8	683.9	234.6
<b>Steal from retail store</b>	325.8	8614.7	1394.7
<b>Steal from person</b>	521.3	2571.2	539.7
<b>Fraud</b>	2432.7	7236.4	1956.2
<b>Police</b>	29.0	270.4	120.0



<b>Robbery</b>	50.7	212.1	117.7
<b>Malicious damage to property</b>	818.1	2078.1	1119.9
<b>Drug offences</b>	3576.6	8360.3	4075.6
<b>Betting and gaming offences</b>	65.2	0.0	4.5
<b>Liquor offences</b>	629.9	4188.1	1169.0
<b>Disorderly conduct</b>	456.1	2539.4	942.4
<b>Offensive conduct (other offences against the person)</b>	29.0	153.7	40.6
<b>Harassment/Threats</b>	246.2	1304.1	507.6

Source: BOCSAR (2018)

## 5.2 CRIME TRENDS

Table 3 below presents the 5-year crime trends (July 2015 to June 2017) for key crime types in Pyrmont. Overall this area has seen a stabilisation of general crime rates, however there has been an increase in Drug and Fraud offences.

Table 3 – Crime Trends, October 2012-September 2017 (published 2018)

<b>Crime</b>	<b>5 Year Trend (Oct. 2012 – September 2017)</b>
<b>Drug offences</b>	Up 20% per year.
<b>Fraud</b>	Up 11.2% per year.
<b>Betting and Gaming Offences</b>	N.A.
<b>Malicious damage to property</b>	Stable.
<b>Steal from motor vehicle</b>	Down 14.2% per year.
<b>Harassment, threatening behaviour and private nuisance</b>	Down 2.8% per year.

<b>Domestic assault</b>	Stable.
<b>Non-domestic Assault (Alcohol Related)</b>	Down 9.8% per year.
<b>Assault (general)</b>	Down 8.7% per year.
<b>Non-domestic assault (general)</b>	Stable.
<b>Break and enter – dwelling</b>	Down 11% per year.
<b>Steal from retail store</b>	Stable.
<b>Motor vehicle theft</b>	N.A.
<b>Steal from dwelling</b>	Stable.
<b>Receiving/handling stolen goods</b>	N.A.
<b>Break and enter – non-dwelling</b>	N.A.

Source: BOCSAR (2018)

As noted above, The Star is a major venue which is subject to extended operating hours. The site is active 24 hours a day. As a result of this unique situation, higher rates of some entertainment-related crimes may be reflected in the data above. A discussion of these types of crime has been undertaken below, with reference to relevant literature.

Research undertaken by BOCSAR in 2015 and 2016 on the impact of the 2015 liquor licensing reforms (lockout laws) examined whether the lockout laws have reduced the incidence of assaults in Kings Cross and the Sydney CBD entertainment precincts, and whether it has resulted in geographical displacement of incidences (See Menendez et al, 2015 and Leung et al, 2015<sup>1</sup>). That is an increase of assaults in other precincts and nightspots, both nearby or further away. While The Star is not subject to these reforms as it has a 24-hour liquor license, it is still considered to be a displacement area.

The research found no evidence that the ‘reforms were associated with immediate and substantial reductions and assault in Kings Cross and less immediate but substantial and perhaps ongoing reductions in the Sydney CBD...[t]here

<sup>1</sup> Menéndez, P., Weatherburn, D., Kypri, K., & Fitzgerald, J. (2015). Lockouts and last drinks. Sydney: Bureau of Crime Statistics and Research, <http://www.bocsar.nsw.gov.au/Documents/CJB/CJB183.pdf>

Leung, K., Ringland, C., Salmon, A., Chessman, J., & Muscatello, D. (2015). That's entertainment: Trends in late-night assaults and acute alcohol illness in Sydney's Entertainment Precinct. BOCSAR NSW Crime and Justice Bulletins, [http://www.bocsar.nsw.gov.au/Documents/CJB/CJB185\\_late\\_night\\_assaults.pdf](http://www.bocsar.nsw.gov.au/Documents/CJB/CJB185_late_night_assaults.pdf)

*was little evidence that assaults were displaced to areas adjacent to these Precincts or to entertainment areas within easy reach of these Precincts' (Menendez et al., 2015: 8). It was found that assaults had increased at The Star following the introduction of the reforms, but 'the increase in assaults around the casino was much smaller in absolute terms than the fall in assaults in the...Precincts' (ibid) and it was not considered to be statistically significant at that time (ibid: 11).*

Additional research by BOCSAR on the trends of non-domestic assaults in Pymont and The Star found that in 2015 of the 154 non-domestic assaults 49% (76) occurred at The Star. Of these, 48 occurred inside the casino, and a further 14 at the casino taxi rank (Donnelly et al., 2016: 4<sup>2</sup>). A further 9 occurred at the entrance, and 5 at a street outside the casino. Only 5 incidents occurred at a party boat on the harbour.

The research concluded that there is a 'statistically significant increase in the number of non-domestic assaults recorded at The Star casino following the commencement of the 2014 reforms' (ibid: 5). However, the increase in assaults is not very substantial (ibid: 5) and is much less than the reduction in assaults in the areas of Sydney affected by the reforms.

Further research by BOCSAR on the reporting rates of assaults at The Star between January 2012 to June 2016 (278 incidences) found that the victims of assaults were Likely to be patrons of The Star (62.2%), followed by a security guards (21.9%), taxi drivers (7.2%) and casino staff (2.5%). Only 1.8% of victims were people walking past or unconnected to the premises.

The overwhelming majority of incidents involved a single victim (89.2%). The average victim was male aged 29 years; and approximately 39.9% of the victims were injured and required ambulance assistance.

The offenders were found to be patrons of the casino (75.2%), followed by unknown offenders (6.5%), persons trying to enter the premises (5.4%), then security guards (4.7%) and taxi drivers (2.9). Only 1.8% of offenders were persons unconnected to the premises and where offender details were recorded, the majority of incidents involved a single offender (89%). The average offender was male aged 25 years.

Just over 70% of assaults occurred within the casino premises such as licensed premises, the Marquee nightclub, gaming area or within the casino generally. A further 11.9% occurred at a casino taxi rank. A further 9.4% of assaults occurred at an entrance to the casino, and 8.6% on a street outside of the casino.

The research found no evidence to the suggestion that staff at The Star have been under-reporting the rates of assault to police (Ramsey, 2016<sup>3</sup>). It found an increase in reporting of assaults by security following the lock out period in February 2014. The most common reporters of assaults at The Star to police are staff and security.

The Star's submission to the independent liquor law review (the Callinan Review<sup>4</sup>) stated that:

*Under BOCSAR's current statistical recording methodology, individuals involved in an incident in the surrounding streets have been incorrectly recorded against The Star;*

*The Star believes that BOCSAR statistics are not an accurate reflection of incidents at The Star, as a number of assaults attributed to The Star occurred away from the property or in some cases involved individuals or groups who had not attended the property;*

*There has been a downward trend and decrease in the number of assaults from 2014 to 2015. There were 64 incidents in 2014 and 52 in 2015. This 19% decrease has been agreed with ILGA; and*

<sup>2</sup> Donnelly, N., Weatherburn, D., Routledge, K., Ramsey, S., & Mahoney, N. (2016). Did the 'lockout law reforms increase assaults at The Star casino, Pymont?. Bureau of Crime Statistics and Research, <http://www.bocsar.nsw.gov.au/Documents/BB/Report-Did-the-lockout-law-reforms-increase-assaults-at-The-Star-casino-Pymont-bb114.pdf>

<sup>3</sup> Ramsey, S. (2016). Reporting rates of assaults at The Star casino by licensed premises staff. Bureau of Crime Statistics and Research, <http://www.bocsar.nsw.gov.au/Documents/BB/Report-2016-Reporting-rates-of-assaults-at-The-Star-casino-BB121.pdf>

<sup>4</sup> This was an independent review by Hon Ian Callinan AC QC of the amendments to the NSW liquor laws, including a Statutory Review of the lock out laws.

*Any BOCSAR data showing an increase in alleged assaults is statistically insignificant and much smaller in absolute terms than the fall in assaults in the Kings Cross and Sydney CBD Entertainment, as per BOCSAR's 2015 findings.*

*(The Star, 2016: 6-7)*<sup>5</sup>

The numbers of non-domestic assaults that occur at The Star is minor (approximately 150 per year) when compared with the number of visitors to the venue each year (11million to the casino and 22million visits in total).

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<sup>5</sup> <http://www.liquorlawreview.justice.nsw.gov.au/Documents/submissions/The%20Star.pdf>

## 6 CURRENT MANAGEMENT PRACTICES

The following section outlines the management, mitigation, and harm minimisation practices and activities currently implemented by The Star for the responsible service of alcohol and security. These are outlined in the *Safer Nights Out at The Star* (May 2016) plan of management but summarised in Table 4. These are protective factors that contribute to reducing anti-social behaviour, and alcohol fueled violence. They also demonstrate how The Star is responding to CPTED principles, specifically surveillance, access control, and space management.

Table 4 – Management Practices

PROCEDURE	DETAILS
<b>Responsible service of Alcohol (RSA)</b>	<ul style="list-style-type: none"> <li>◆ Staff licensing – all staff involved in service of alcohol and/or security are required to hold a RSA competency card;</li> <li>◆ Staff training – upon employment and every two years thereafter, all staff are obliged to undertake training on The Star's RSA policies, procedures and applicable legislative requirements (incl. practical applications); and</li> <li>◆ RSA Committee – comprising senior managers and tasked with providing support and direction on a range of objectives relating to RSA.</li> <li>◆ Guidelines – including:               <ul style="list-style-type: none"> <li>- Use of tempered glassware in all main gaming floor bars;</li> <li>- Serving free water to guests at all times;</li> <li>- Shots are not generally available;</li> <li>- Double spirits mixers are not served between 2.00am and 10.00am;</li> <li>- Promotion of low, mid-strength to non-alcoholic beverages at a lower than market price point to encourage responsible consumption;</li> <li>- Low cost food and snacks offered in main gaming floor at all bars;</li> <li>- Limit on number of drinks able to be bought during high risk periods;</li> <li>- Staff instructed to wait to guests to re-order rather than topping up drinks; and</li> <li>- Service is refused if the guest has an alcoholic beverage more than half full.</li> </ul> </li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>◆ Security approach is described as 'preventative and proactive' – 30,000 guests refused each year, 10,000 guests asked to leave each year;</li> <li>◆ Specialised roving Safety Team with a focus on RSA and antisocial behaviour;</li> <li>◆ Security staff at Pirrama Road taxi rank;</li> <li>◆ Metal detector scans on weekend nights;</li> <li>◆ ID scanners used at Marquee and Rock Lily;</li> <li>◆ Two-way radio network connected to CCTV control room;</li> <li>◆ 2,800 CCTV cameras;</li> <li>◆ 258 security staff;</li> <li>◆ Electronic incident register and weekly incident reviews conducted by Executive Management; and</li> <li>◆ In-house recruitment department to employ high quality security staff.</li> </ul> <p>Security staff training:</p> <ul style="list-style-type: none"> <li>- <del>Significant</del> investment in staff training (internal and external training);</li> </ul>

PROCEDURE	DETAILS
	<ul style="list-style-type: none"> <li>- Training techniques reviewed and updated in consultation with LGNSW and NSW Police;</li> <li>- Safety Team trained in conflict resolution (external training);</li> <li>- Need for retraining identified through CCTV and incident reporting by the Security Incident Review Panel;</li> <li>- Diverse staff in terms of gender, ethnicity and language-proficiency;</li> <li>- Licence renewals reviewed quarterly;</li> <li>- Security staff numbers exceed requirements for large events; and</li> <li>- Regular meetings with LGNSW, NSW Police and Pyrmont community forums to discuss.</li> </ul>

## 7 CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN – CRITERIA AND ASSESSMENT

### 7.1 ASSESSMENT CRITERIA

Guidelines under section 4.15 of the *Environmental Planning and Assessment Act 1979* provide assessment criteria to be considered when assessing CPTED principles as part of an application. This assessment relates to the modification of an existing integrated resort facility, within a diverse community, in an existing entertainment precinct.

CPTED aims 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.

(NSW Department of Urban Affairs and Planning, 2001)

CPTED applies knowledge about situational crime prevention to the planning and design stages of buildings, public spaces and so on. Four key principles are considered in the assessment of applications to minimise the opportunity for crime. They include:

- ◆ Surveillance;
- ◆ Access control;
- ◆ Territorial reinforcement/ownership; and
- ◆ Space management.

#### 7.1.1 Surveillance

There are three main types of surveillance:

1. 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. Natural surveillance is a by-product of well-planned, well-designed and well-used space.
2. Technical/mechanical surveillance is commonly used as a ‘patch’ to supervise isolated, higher risk locations. There is a proven correlation between poor lighting, fear of crime, the avoidance of public places and crime opportunity. Australian and New Zealand Pedestrian Lighting Standard 1158.1 requires lighting engineers and designers to consider crime risk and fear when selecting lamps and lighting levels. Good lighting can assist in increasing the usage of the area.
3. Formal (or Organised) surveillance is achieved through the tactical positioning of guardians. An example would be the use of on-site supervisors at higher risk locations (these are areas where natural surveillance cannot sufficiently protect an area because they are concealed from view or experience regular period of isolation/inactivity) locations such as car park attendants particularly in the evening or patrolling security staff.

## 7.1.2 Access Control

Access control refers to the management of who enters an area so that unauthorised people are excluded, for instance, via physical barriers such as fences and grilles.

## 7.1.3 Territorial Reinforcement / Ownership

Community ownership of public spaces tends to provide positive signals. People will feel comfortable in, and are more likely to visit, places which feel owned and cared for. Well used places also reduce opportunities for crime and increase risk to criminals.

## 7.1.4 Space Management

Ensures that space is appropriately utilised and cared for. Space management strategies include; activity coordination, site cleanliness, rapid repair of vandalism and graffiti, the replacement of burned out lighting and the removal or refurbishment of decayed physical elements.

It is also important to distinguish between 'passive' security measures (better lighting, enhancing natural surveillance) and 'active' security (security guards, closed circuit television or CCTV). Effective use of the former can reduce the need and associated cost of the latter.

## 7.2 ARCHITECTURAL CONSIDERATION OF CPTED PRINCIPLES

The architects (FJMT & DWP) for the proposal have considered CPTED principles with the following design features:

- ◆ Promotion of natural surveillance with the inclusion of the neighbourhood centre to the north, split lobbies, use of floor to ceiling glass;
- ◆ Well-lit and activated entry and exit points for the hotel, neighbourhood centre and residential units;
- ◆ Inhabited and well-lit internal spaces activated for most of the day and night;
- ◆ Inclusion of a neighbourhood centre and north facing square to encourage ownership by the community and assist with space management and site cleanliness;
- ◆ CCTV and security controlled corridor to the car parking with limited access to hotel staff and residential tenants;
- ◆ Creation of restricted and controlled areas including separation of front and back of house functions; and separation between hotel guests, residents, and visitors to the neighbourhood centre through separate entrances and lift access); and
- ◆ Additionally, the nature of the new tower with no balconies assists with external controls and limits potential criminal access.

The following images provide renders of the proposed detail of street frontages, the hotel tower without balconies.



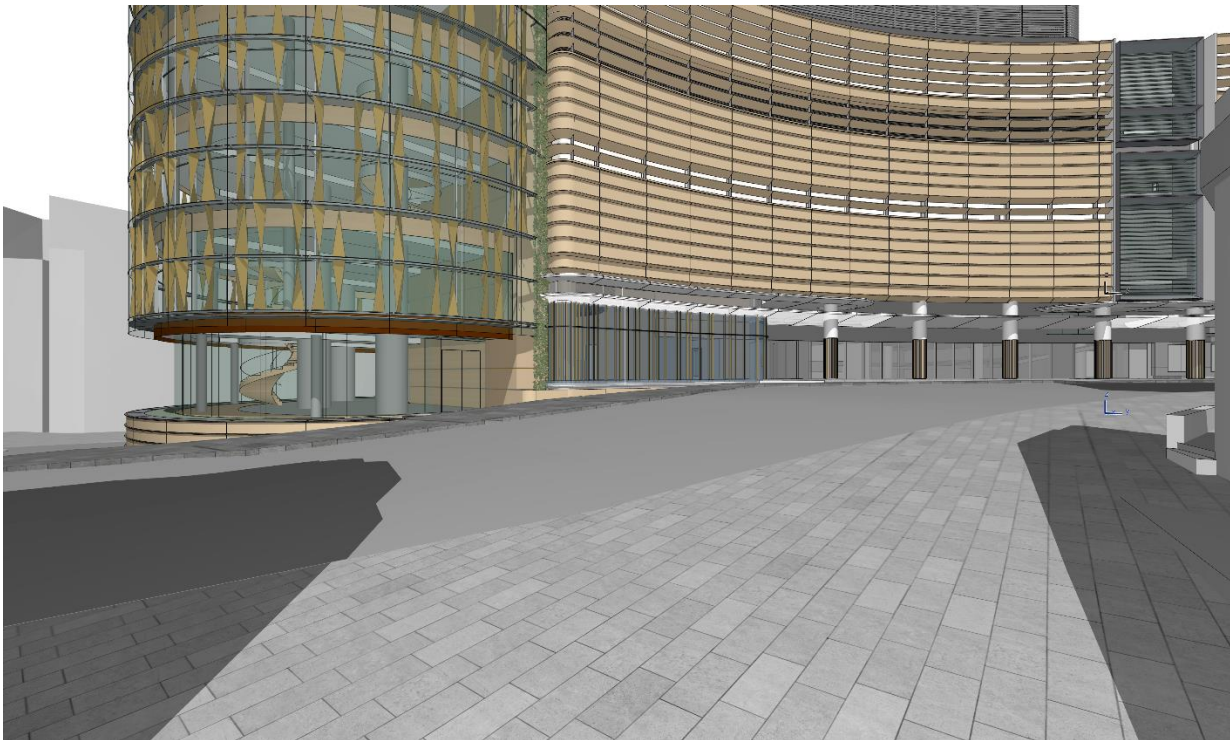


**Figure 17 – Artist's Impression Ritz Carlton Tower, The Star, Pyrmont**



**Figure 18 – Artist's Impression – Ritz Carlton Hotel Entrance, The Star, Pyrmont (View from Pirrama Road)**





**Figure 19** – Artist's Impression – Neighbourhood Centre and Residential Entrance, The Star, Pyrmont (view from Jones Bay Road)

### 7.3 CPTED ASSESSMENT

Table 5 outlines the CPTED assessment that has been undertaken for Modification 13. It is based on the principles outlined above.

This assessment has been undertaken within the following context:

- ◆ The Star is a pre-existing operational use and has been operating on its current site for 20 years;
- ◆ There are already a range of practices in place at The Star to mitigate and manage anti-social behaviour, including the Responsible Service of Alcohol, security personnel, roving security patrols, reporting of non-domestic assaults, and the use of CCTV; and
- ◆ The Star is in a high growth and highly active area which is also an identified inner-city entertainment precinct.

The following elements have been considered for this CPTED assessment:

- ◆ Visual permeability;
- ◆ Pedestrian flows around the site, including access improvements to light rail, and shared pedestrian-vehicle spaces;
- ◆ Relocated taxi rank drop-off and pick up and Porte-cochère;
- ◆ Active and passive surveillance;
- ◆ Lighting and surveillance of adjacent public open spaces;

- ◆ Natural access control strategies around the proposed development; and
- ◆ Inclusion of community space.

These elements improve natural surveillance and activation and are considered in more detail in the following sections.

Table 5 – CPTED assessment Modification 13

CPTED Principle	Natural Surveillance
	<ul style="list-style-type: none"> <li>- Normal space users can see and be seen by others; and</li> <li>- Well planned, well designed and well used space.</li> </ul>
Assessment	Recommendations
<ul style="list-style-type: none"> <li>◆ Greater activation of Pirrama Road and Jones Bay Road intersection due to the inclusion of the neighbourhood centre, and public terrace with landscaped public spaces;</li> <li>◆ The neighbourhood centre terrace overlooks adjacent public parks, and street realignment (Pirrama Road) enhances surveillance;</li> <li>◆ The neighbourhood centre will generate additional sense of community ownership of the site. The use of glass windows along the perimeter of the site creates greater passive surveillance;</li> <li>◆ The use of glass at ground level is considered adequate to increase passive surveillance;</li> <li>◆ The Sky Terrace has been proposed to be publicly accessible, which generates additional natural casual surveillance particularly over the public domain of Pyrmont Bay Park. This can enhance perceptions and feelings of safety within the project;</li> <li>◆ Natural surveillance opportunities also come from increased users of the development and pedestrians.</li> <li>◆ Redevelopment of the public entrance of the light rail will improve way-finding and surveillance by passers-by through more open and direct routes.</li> </ul>	<ul style="list-style-type: none"> <li>◆ The Car Stacker is an important sustainability initiative to limit the space taken for car parking. Design surveillance measures at the access areas to the car stacker and inside the car stacker are required to ensure the safety of this area; and</li> <li>◆ While there is greater activation on the corner of Jones Bay Road and Pirrama Road from the neighbourhood centre, there is still relatively little natural surveillance of Jones Bay Road from The Star. Any street surveillance is from the residential dwellings. Good lighting and landscaping are required to enhance line of sight and perceptions of safety.</li> <li>◆ Installation of way finding signage to improve way finding to public transport links and public/private areas, prior to issue of relevant Occupation Certificates.</li> <li>◆ Avoid creating blind corners in stairwells and hallways and providing open or transparent materials on doors and stairwells to maximise the visibility of high risk areas.</li> <li>◆ Toilets/amenity blocks should be located in areas with high passive surveillance.</li> </ul>
CPTED Principle	Technical/Mechanical Surveillance

- Good lighting can assist in increasing the usage of the area.

- ◆ The proposed development includes a lighting plan which considers improvement and coordination of night-time illumination across the whole property to ensure pedestrian safety, architectural appreciation and night-time entertainment. provides the opportunity for all lighting within the vicinity of the site including the publicly accessible areas to be upgraded to meet the minimum Australia and New Zealand Standards and the objectives for crime and fear reduction as outlined in Australian Lighting Standard AS/NZ 1158 for public streets, car parks, and pedestrian areas;
- ◆ Lighting should be adequate to permit face recognition. This assists with the use of CCTV. Information has not been provided on specific CCTV locations in the new areas of development (hotel tower) or system upgrades at this time. However, SEGL utilise CCTV as a core element of the security and surveillance system with 2800 CCTV cameras, along with two-way radio network connected to CCTV control room; and 258 security staff on site already; and
- ◆ The lighting plan has specific considerations and objectives for Safety and Security.
- ◆ A lighting and CCTV plan would be useful prior to issue of relevant Occupation Certificates to help the organisation assessment potential gaps and identify key locations for targeting. These are important for vulnerable areas such as:
  - The Car Stackers;
  - Lifts;
  - Fire Egress;
  - Lobbies;
  - Service Areas; and
  - Internal Public Areas and Gardens.
- ◆ The redevelopment provides the opportunity for a CCTV system to be expanded within all internal and external publicly accessible areas to increase the technical supervision of the site. There should also be effective and well distributed lighting;
- ◆ Continued consultation with NSW Police Local Area Command on linkages of CCTV and reporting of incidents; and
- ◆ Implementation of requirements of lighting technical report on security and safety prior to issue of relevant Occupation Certificates.

**CPTED Principle**

**Formal/Organised Surveillance**

- Tactical position of guardians at higher risk locations.

- ◆ The Star currently has security patrols 24hours a day, 7 days a week for internal, external and perimeter areas; and
- ◆ The foyers of the hotel and the neighbourhood centre is also able to be supervised naturally through 'capable guardians' (staff, occupants, the general public).
- ◆ SEGL has developed a preliminary
- ◆ Update Operational Plans of Management to include the redeveloped Ribbon, hotel and Sky Bar.

Plan of Management for the Neighbourhood Centre which allocates responsibility for surveillance.

**CPTED Principle**

**Access Control**

- Management of an area so that unauthorised people are excluded, for instance, via physical barriers such as fences and grilles.

- ◆ The proposal includes several public domain areas, such as the neighbourhood centre, the Ribbon, and Sky Terrace. These will require access measures at the interface between them and areas with restricted access;
- ◆ The mix of publicly accessible areas and entertainment or event areas may see some confusion between visitors and patrons around the use of space if it not well signed or designed;
- ◆ The Star is a 24-hour venue with different areas active at different times. Consideration is required of the proposed mechanisms in the redevelopment to control unauthorised access into the different parts of the development.
- ◆ The Plan of Management for the neighbourhood centre outlines a separation of function by floor level to enhance security and manage interaction.

- ◆ Mechanisms to control access and reduce confusion include:
  - Clear signage and way finding to publicly accessible areas and entertainment areas;
  - Avoid areas of entrapment and concealment, especially between Edward Street to Pirrama Road.
  - Use of security passes, fences, boom gates and registration procedures (including separation of front and back of house functions; and separation between hotel guests, residents and visitors to the neighbourhood centre through separate entrances and lift access);
  - Fencing is a requirement to prevent pedestrian conflict with the light rail existing tunnel areas.
  - Update the Operational Plans of Management to include guidelines about management of shared spaces, including site management of large events; and
  - Ensure the closure of inactive spaces.
  - Entry/exit points should be secured outside of operating hours to prevent unauthorised access.
  - Specify entry/exit points are built from resistant materials to prevent break and enters crime and vandalism.
  - Install traffic control signage (e.g. give way and stop signs) at all entry and exit points, to avoid conflicts between vehicles, cyclists and pedestrians both on the street and within the car park.

**CPTED Principle**

**Territorial Reinforcement/Ownership**

- Community ownership of public spaces tends to provide positive signals. People will feel comfortable in, and are more likely to visit, places which feel owned and cared for. Well used places also reduce opportunities for crime and increase risk to criminals.

- ◆ The proposed neighbourhood centre and associated facilities can generate additional community ownership to the site. A Plan of Management for the neighbourhood centre has been prepared to outline principles of operation and interaction with surrounding uses;
- ◆ The activation of the north-east corner with the terrace has the opportunity to create a vibrant and well used public area and reduce improper use of space;
- ◆ The design outlines a number of embellishment elements, including landscaping, choice of materials and proposed furniture, which create a sense of ownership and a sense of respect for the area; and
- ◆ Staff and security guards of The Star actively report non-domestic assaults to the police, and any increase in the rates of assault are not substantial.
- ◆ Continue to monitor and update the Plan of Management for the Neighbourhood Centre to ensure relevance and confirm detail as to how community spaces are managed to reduce conflict between users of the space; and
- ◆ Staff and security to continue to report non-domestic assaults to police to continue to enhance the reputation of The Star to reduce fear and perceptions of crime.
- ◆ Applying low maintenance and graffiti resistant materials on surfaces susceptible to graffiti.

**CPTED Principle**

**Activity and Space Management**

- Ensures that space is appropriately utilised and cared for. Space management strategies include; activity coordination, site cleanliness, rapid repair of vandalism and graffiti, the replacement of burned out lighting and the removal or refurbishment of decayed physical elements.

- ◆ The realignment of kerbs creates a more pedestrian-friendly environment in the northern part of the site. It also enhances line of sight along Pirrama and Jones Bay Roads;
- ◆ The design considers the location of transport infrastructure to activate and create connectivity to the public space; and
- ◆ The introduction of new and enhanced forms of activity such as the neighbourhood centre, hotel and residential accommodation, and
- ◆ Updated Operational Plans of Management to include the hotel, Ribbon, Sky Bar and the new F&B tenancies;
- ◆ Information is required on the management of the neighbourhood centre to ensure that the needs of one user group do not conflict with or override the needs of others;
- ◆ Greater information to be provided prior to issue of relevant Occupation Certificates including the use and location of CCTV, lighting, security personnel, a plan of management for the different uses, maintenance, the choice of landscaping (height and volume of vegetation),

additional retail space will result in a greater number of people on the site. It will also revitalise the site and is likely to increase the levels of activity during both the day and night.

- ◆ The introduction of the gastro-pub activates an existing void space.
- ◆ A Plan of Management for the neighbourhood centre has been prepared to outline principles of operation and interaction with surrounding uses as well as regular maintenance of internal features and external landscaping.

considerations around use of security passes, fences, boom gates and registration procedures, and materials that prevent window smashing and graffiti-proof surfaces and paint;

- ◆ Continue to monitor and update the Operational Plans of Management during the operational phase of the development to include guidelines about management of shared spaces, including site management of large events; and
- ◆ Ensure the closure of inactive 'dead' spaces.

#### CPTED Principle

##### Construction

Construction activities and staging present a range of potential crime and safety issues, including malicious damage to property and safety risks to site users.

Continue to implement the management and mitigation procedures outlined in the current Construction Management Plan (CMP).

- Staff and Management should be briefed on construction activities that may present a safety or health risk.
- Install appropriate lighting of construction areas and consider active security measures (e.g. security staff monitoring) during high risk times, such as outside of permitted construction hours.
- All tools and building materials must be stored securely with tamper proof security systems.
- Install appropriate security fencing of construction areas to present unauthorised access.
- Establish and enforce appropriate on-site vehicle speed limits and traffic control measures to manage interactions between construction vehicles, pedestrians and other vehicles.

## 8 CONCLUSION AND RECOMMENDATIONS

This CPTED assessment has been undertaken to identify and analyse the design elements, planning and structure of the proposed modification to The Star. It has assessed the elements of crime that may be associated with the proposed modification.

Overall it is considered that the proposed redevelopment of The Star will enhance the provision of a safe and secure environment. It is considered that it will:

- ◆ Increase the natural and casual surveillance opportunities over the public domain areas particularly along Pirrama Road, Pyrmont Bay Park, and the corners of Jones Bay and Pirrama Roads;
- ◆ Enhance line of sight along Pirrama and Jones Bay Roads;
- ◆ Provide an opportunity to ensure that suitable lighting, technical supervision and access control mechanisms can be integrated into the new development and redeveloped areas;
- ◆ Provide strong ownership cues, particularly for the local community, and provide an increase in vibrancy and territorial reinforcement;
- ◆ Increase the perception of the area as a high quality safe environment; and
- ◆ Enable future access control provisions to be effectively implemented to ensure the security of future visitors, residents, and employees to the site.

The Star currently operates with a strict security and surveillance plan in place. Expansion of this plan and existing good practices will significantly reduce opportunities for crime at the site. The following measures are in place at the Star and should be continued and expanded to cater for the proposed redevelopment:

- ◆ Installation of CCTV throughout all new external and internal publicly accessible areas;
- ◆ All lighting to be implemented as per the requirements of the Lighting Technical Report (Section 5.4) to comply with requirements for security and safety;
- ◆ Design surveillance measures at the access points to the car stacker and inside the car stacker to allow for surveillance of this area;
- ◆ Regular maintenance of plantings and landscaping is to be carried out to avoid loss of sight lines and perceptions of safety, particularly in areas where there is less natural surveillance (such as Jones Bay Road) – for example low overhanging trees which limit light or hedge barriers which potentially create hiding places;
- ◆ Undertake further consultation with NSW Police Local Area Command on linkages of CCTV and reporting of incidents;
- ◆ Provide controlled access measures to facilitate the different users of The Star;
- ◆ Provide clear signage and way finding to publicly accessible areas;
- ◆ Staff and security to continue to report non-domestic assaults to police to continue to enhance the reputation of The Star to reduce fear and perceptions of crime.

The CPTED assessment has found that the design of the modification incorporates CPTED principles, including surveillance, control and space management measures. These measures combined with the recommendations included in this report, are considered adequate to minimise any crime risks related to the operation of the site under Modification 13.



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THE  STAR