



WILLOWTREE COMMUNICATIONS

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN

HomeCo Roselands Shopping Centre- Expansion
Property at 24 Roselands Avenue, Roselands, NSW

Prepared by Willowtree Communications Pty Ltd

(Ref. WTCJ26-007 Variation #1)

29 May 2026

Willowtree Communications acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing and ongoing connections to land, waters, and community.

We acknowledge the Cammeraygal people, the Traditional Custodians of the land where this document was prepared, as well as the Traditional Owners of the Land where the proposed development will be located, the Darug and Eora people. We pay our respects to Elders past, present and emerging.

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Disclaimer

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1. INTRODUCTION

This Crime Prevention Through Environmental Design (CPTED) Assessment has been prepared by Willowtree Communications on behalf of HMC Capital (the Proponent) as part of the Development Application (DA 52/2026) for the proposed alterations and additions to the existing Roselands Shopping Centre at 24 Roselands Avenue, Roselands (the Site) within the City of Canterbury-Bankstown Local Government Area (LGA).

The development seeks to enhance and expand the existing regional centre by constructing a new large-format specialised retail building, providing additional at-grade car parking, and delivering substantial landscaping works, including a linear park.

1.1 Purpose of the Report

CPTED is a situational crime prevention strategy that focuses on the design, planning, and structure of the built environment to reduce opportunities for crime and enhance community safety. It aims to influence the design of buildings and spaces by:

- Increasing the perception of risk for criminals by enhancing the likelihood of detection, challenge, and capture.
- Increasing the effort required to commit a crime by demanding more time, energy, or resources.
- Reducing the potential rewards of crime by minimising, removing, or concealing the benefits of criminal activities.
- Eliminating conditions that create confusion about expected norms of behaviour.

The assessment has been prepared in accordance with relevant principles, plans and guidelines, including the NSW Police Safer by Design principles, and the Council's Community Safety and Crime Prevention Plan (2023) and is also guided by the Department of Urban Affairs and Planning's (now DPHI) Crime Prevention and the Assessment of Development Applications Guideline (2001). In this context, the assessment applies four key CPTED principles:

- Surveillance: Maximising visibility of people, parking areas, and building entrances to deter offenders.
- Access Control: Employing physical and symbolic barriers to manage pedestrian and vehicle movement.
- Territorial Reinforcement: Using design elements to clearly delineate public, semi-public, and private spaces to foster a sense of ownership and responsibility.
- Space Management: Ensuring spaces are effectively utilised, maintained, and activated to discourage crime.

This assessment evaluates the proposed development against established CPTED principles to identify potential crime risks and inform design responses.

1.2 Assessment Requirements and Methodology

The Council's response on 10 April 2026 to the DA application requires that a Crime Prevention Through Environmental Design (CPTED) report be submitted along with the revised Statement of Environmental Effects (SEE), amended plans and other supporting documents to address the concerns highlighted.

9. Crime Prevention Through Environmental Design (CPTED)

Our Community Safety and Crime Prevention Officer have reviewed the proposal with a representative from Campsie Police Area Command and requires the following information be submitted:

- a) A full CPTED report be submitted as part of a revised Statement of Environmental Effects to include a range of important site management recommendations that assist in the operational response to crime risk within your development. CPTED assessment of the proposed development be in accordance with the NSW Safer by Design evaluation process. To ensure the review process does not impact approval timelines, it is recommended that CPTED consultants are engaged early in the design process to work collaboratively with the project team to achieve the right outcome.
- b) That the entire site of the development has CCTV coverage including street access and lighting that meets Australian Standards AS/NZS 1158 3.1 2020, this will ensure Crime Prevention Through Environmental Design, the significance of good lighting cannot be overstated. It serves as a key element that aligns with CPTED principles, enhancing natural surveillance, reducing opportunities for criminal activity, fostering community engagement, and addressing fear of crime. Documentation demonstrating compliance with these requirements must be provided.

As such, the following requirements have been addressed in this report:

Table 1 CPTED Assessment Requirements

Requirement	Response
Address how Crime Prevention through Environmental Design (CPTED) principles are to be integrated into the development	Sections 4.1 – 4.5
Consider Crime Prevention and the Assessment of Development Applications Guidelines	Throughout document
Apply CPTED principles from the Crime Prevention and Assessment of Development Applications Guideline (2001)	Section 3.5 and Section 4.1 – 4.5

Methodology

This CPTED assessment was informed by a multi-stage methodology that combined desktop analysis, field investigation, statistical review, and risk evaluation to comprehensively assess crime prevention considerations for the proposed development. The assessment applies four key CPTED principles of surveillance, access control, territorial reinforcement, and space management to reduce opportunities for criminals to commit crimes or to support situational crime prevention.

This assessment has been prepared and peer-reviewed by experienced CPTED professionals with relevant certifications and qualifications in crime prevention through environmental design and urban planning. The assessment uses both qualitative and quantitative measures to analyse the physical and social environment of the proposed development site and recommends actions to mitigate opportunities for crime.

The desktop analysis phase involved a detailed review of all technical project documentation, including civil drawings, architectural drawings, landscape plans, access reports, traffic assessment and findings from other technical reports. This technical review was complemented by an analysis of relevant policy frameworks, including the Crime Prevention Through Environmental Design Guidelines 2001, NSW Police Safer by Design Manual and the Council's documents. Contemporary best-practice guidelines from interstate and international sources were also consulted to ensure that the assessment incorporated current approaches to crime prevention through environmental design.

The field investigation comprised site visits on 14 May (11 am to 1:30 pm), and 16 May 2026 (5:00 pm to 7 pm), which used a structured observation checklist to document current site conditions, natural



surveillance opportunities, lighting levels, pedestrian movement patterns, maintenance standards, and interface conditions with adjacent properties. All observations were supported by photographic documentation. This fieldwork was supplemented by analysis of BOCSAR crime statistics, including crime trends, spatial hotspot mapping within 500m/800m of the site, temporal patterns, and comparisons with local government averages. Input was also sought from the Council's Crime Prevention Officer, the local police area command, as well as security at Roselands HomeCo Centre.

The risk assessment phase was used to identify potential crime risks through the systematic analysis of similar developments, consideration of user group vulnerabilities, and mapping of valuable asset locations. Each risk was evaluated using a likelihood/consequence matrix with ratings from Low to Extreme, enabling prioritisation of design responses. Proposed control measures were assessed for effectiveness, integration and operational requirements.

The assessment process involved collaboration with the design team to integrate CPTED principles into the architectural response, ensuring that recommendations were practical and implementable. Quality assurance involved independent peer review, statistical verification and cross-checking against recent similar assessments to validate findings and recommendations.

Disclaimer

This Crime Prevention Through Environmental Design (CPTED) has been prepared based on site observations, a review of available plans/technical reports (as of May 2026), contextual information, and the application of established CPTED principles.

By using or relying on the findings, analysis, or recommendations in this report, any person or entity acknowledges that:

- CPTED strategies must complement other crime prevention measures, social interventions, and police operations; no environmental design can guarantee absolute safety or eliminate all crime opportunities.
- Assessments are informed by information available at the time of preparation, including limited-duration observations, and do not identify every potential risk or ensure the site will remain crime-free.
- There is no definitive measure of safety; this report does not represent the views of NSW Police Force or any regulatory authority and has been undertaken on behalf of the proponent.

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1.3 Report Structure

This CPTED Assessment includes an analysis of the policy and regulatory context, relevant planning controls, an assessment of the local context, demographic profile, and current crime statistics for the area based on the methodology set out previously. It also evaluates current site conditions regarding access, security, and crime risk; assesses each CPTED principle in detail; and provides recommendations to enhance safety outcomes through design and management measures. The report is structured as follows:

Section 1 introduces the purpose of the report, outlines the assessment requirements, and explains the CPTED methodology adopted for the analysis.

Section 2 provides an overview of the proposal, including a description of the site, its immediate context and constraints, and the key elements of the proposed retail development.

Section 3 sets out the broader contextual analysis. It summarises the relevant policy and regulatory framework, outlines the broader locational context, presents the demographic profile of the surrounding catchment, and describes current crime and safety conditions using



available BOCSAR and related data. This section also includes an assessment of existing site conditions regarding access, security, and overall crime risk.

Section 4 contains the detailed CPTED assessment. It evaluates the proposal against each of the core CPTED principles: Surveillance, Territorial Reinforcement, Access Control, and Activity and Space Management, identifying how the current design responds to these principles and where refinements are warranted.

Section 5 consolidates the key CPTED recommendations and provides a summary of the expected crime risk outcome for the completed development, including guidance on how these measures should be carried through into future design refinement and operational management.

This CPTED Report is to be read in conjunction with the Statement of Environmental Effects prepared by Willowtree Planning as well as the Architectural Plans and other supporting technical documentation.



2. PROPOSAL OVERVIEW

2.1 The Site

The Site is located at 24 Roselands Avenue, Roselands, within the City of Canterbury-Bankstown Local Government Area (LGA) and Roselands Suburb and Locality (SAL), approximately 17 km south-west of the Sydney Central Business District (CBD).

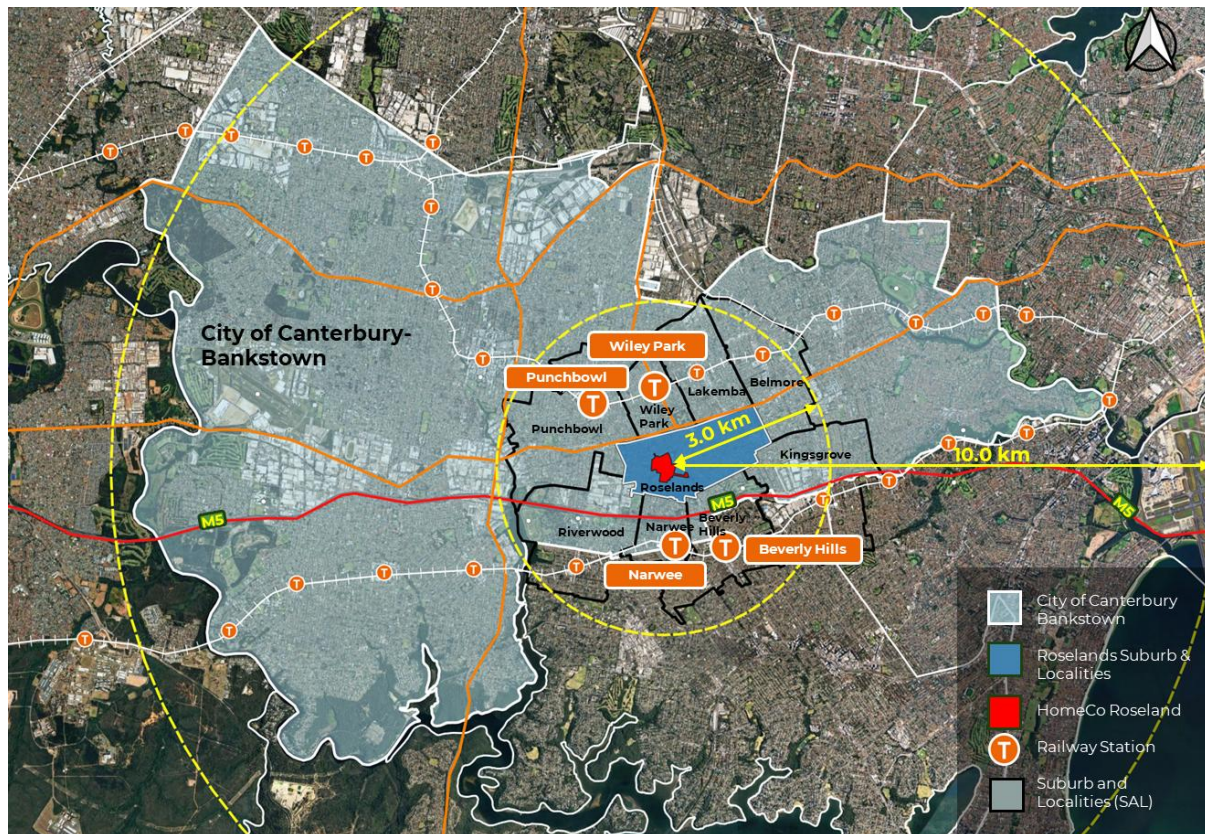


Figure 1: Regional Context

Source: Google Map / Willowtree Communications, 2026

Site comprises the following land parcels:

- | | | |
|-------------------|---------------------|------------------------|
| • Lot D DP383413, | • Lot 441 DP752056, | • Lot D DP414375 |
| • Lot 1 DP227383, | • Lot B DP400333, | • Lot 101 DP547125, |
| • Lot 3 DP519464, | • Lot 1 DP383899, | • Lot 442 DP752056 and |
| • Lot B DP383413, | • Lot C DP383413, | • Lot E DP414375 |
| • Lot 4 DP519464, | • Lot X DP389607, , | |

Currently, the site accommodates the existing HomeCo. Roselands Shopping Centre, associated parking facilities- at-grade and multi-level, and landscaped areas. The site is bisected by Roselands Avenue and Roselands Drive and is bounded by King Georges Road to the east, Diana Avenue to the north, Payten Avenue to the west and Violet Street to the south, with Roselands Avenue and Roselands Drive providing direct vehicular connectivity to King Georges Road (A3) which provides good access to the South Western Motorway (M5) to the southeast. The site includes part of the Roselands Drive between Martin Street and King Georges Road.

According to the official website, the Roselands Shopping Centre site currently features over 211 shops and anchor tenants- including Myer, Aldi, Woolworths, Coles, Kmart, fashion and footwear stores, electronic stores, cafes, restaurants, and other services. The Centre also provides approximately 2,337

car parking spaces across various locations within the site, with overflow car park areas to the south of Roselands Drive. The centre is generally open seven days a week:

- Monday, Tuesday, Wednesday & Friday: 9am to 5.30pm
- Thursday: 9am to 9pm
- Saturday: 9am to 5pm
- Sunday: 10am to 4pm

Note: Larger anchor stores have extended trading hours throughout the week, including Aldi (open till 8 pm), Woolworths (open till 10 pm), Kmart (open till 10 pm), and Coles (open till 11 pm).



Figure 2: HomeCo. Roselands and Surrounding

Source: Nearmap / Willowtree Communications 2026

A number of bus stops are located within and immediately surrounding the site along Roselands Avenue and Roselands Drive, providing public transport access to the broader metropolitan area. The broader locality is well-served by community infrastructure and open space, with the Roselands Aquatic Centre and Lantern Club located to the north-east, adjoining the eastern site boundary. The Riverwood industrial area is located approximately 700 m to the south-west of the site.

Development History

Construction of the Roselands Shopping Centre began in June 1964 on the site of the former Roselands Golf Course. With a construction cost of A\$15 million, it became the largest shopping centre in the Southern Hemisphere, developed by Grace Brothers. The evolution of the centre is covered in the graphic representation below.





Roselands Shopping Centre 1965

Source: *The Directory of Sydney, State Library, NSW*



Roselands Shopping Centre 1990s

Source: *Centro Properties*



Roselands Shopping Centre

Source: *Willowtree Communications*

1965: The Rise of Roselands Shopping Centre

When Roselands opened on the site of Roselands Golf Club, it was the largest shopping centre in the southern hemisphere. The centre had:

- Air-conditioned comfort with 87 specialty stores and the 'Roselands Theatre Beautiful' cinema
- Australia's first food court called "4 Corners", where you could eat from the 4 corners of the world
- Feature landscaping including the Waterwheel outside, and 'Raindrop Fountain' in the centre
- Child-Minding Centre with the latest 'closed-circuit television'



1980s - 2010s: Centre Expansion

- 1981: The centre had expanded to have 122 stores, and 2 levels of car parking.
- 1999: The centre's Level 3 food facility was refurbished to become the 'Raindrop Foodcourt', and had expanded to 156 stores
- 2004: The "Centro Roselands" era with 171 stores
- 2019: The most recent expansion, at \$90m, added the fresh food precinct known as "The Markets", new stores and supermarkets



2025: HomeCo. acquires centre

- Roselands Shopping Centre celebrates its 60th year in 2025.
- Now known as HomeCo. Roselands, the centre's emphasis is on being a "daily needs plus destination"
- The centre partners with the local community to host events, fundraising and volunteer activities
- Plans for enhancing the centre are being progressed with the January 2026 Development Application

The upgrades to the shopping centre between 2015 and the present day include:

- DA-425/2015: Redevelopment of Roselands Shopping Centre, including the King Georges Road intersection upgrade works.
- DA-444/2017: Plans for the installation of a controlled (paid) parking system for the existing shopping centre complex, new car parking spaces to be provided in the southern carpark, and associated intersection reconfiguration works.
- DA-446/2017: Amendments to existing shopping centre, including alterations to internal areas and upgrade of centre entries.
- DA-14/2019: Updated signage throughout the site to reflect current upgrades to Roselands Shopping Centre and new tenants. Includes business identification, wayfinding and carpark identification.
- DA-34/2019: Outdoor dining at existing café.

Since its opening in 1965, the shopping centre has expanded from 60,000 m² to 70,000 m² of commercial space, and from 87 stores and services to 211.

2.2 The Proposal

The proposed Development Application (DA52/2026) seeks development consent for alterations and additions to the existing Roselands Shopping Centre at 24 Roselands Avenue, with the proposal driven, in part, by Myer's recent announcement of its exit from the centre, which presents a significant opportunity to revitalise and reposition the shopping centre.

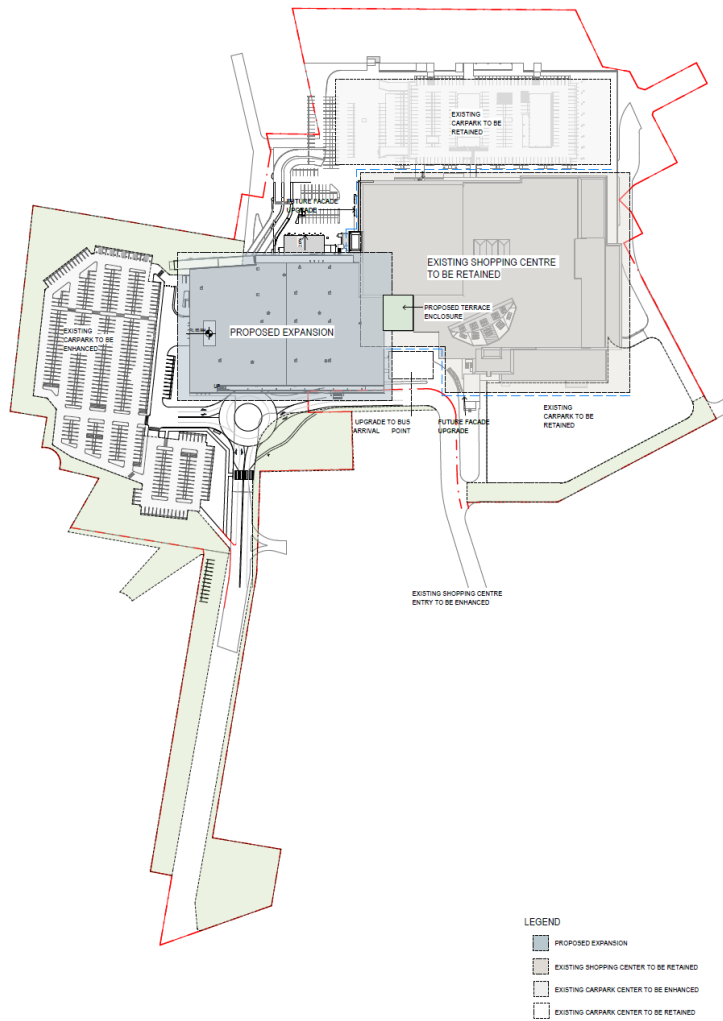
The proposal includes the extension of the upper level of the Shopping Centre across Roselands Drive to facilitate the introduction of a global wholesale supermarket operator and to connect to the newly refurbished overflow car park. The alterations focus on internal connections to the expanded retail offer, as well as public domain enhancements, including extensive landscaped open spaces, an upgrade of the bus and transport interchange to create a vibrant piazza, and associated traffic management improvements.

The particulars of the project include:

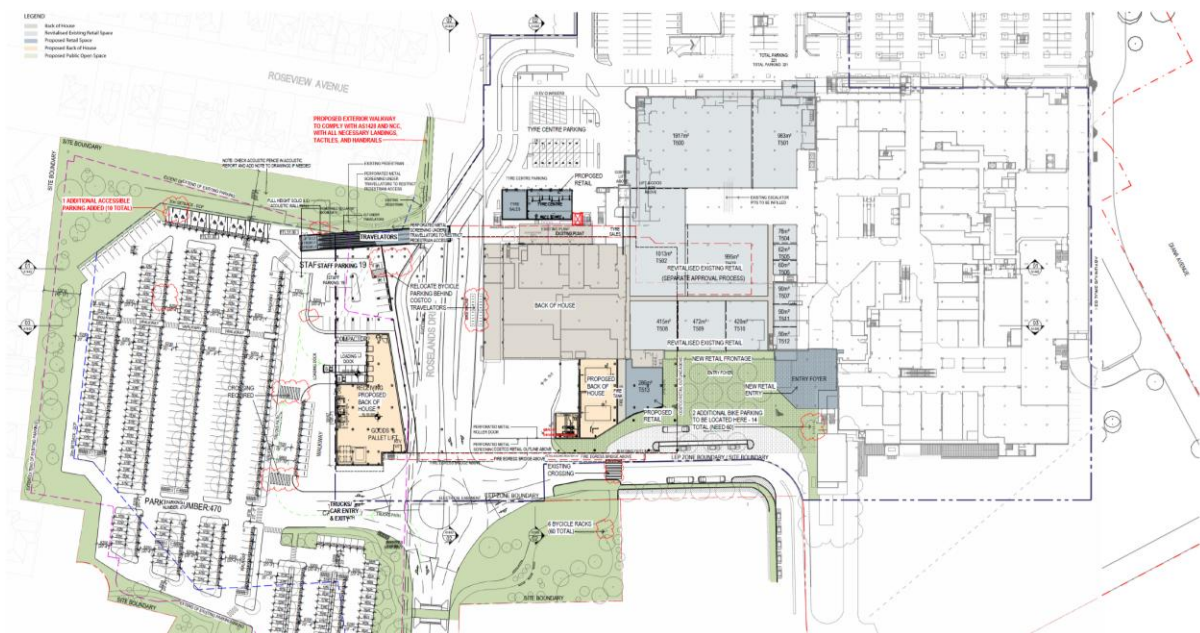
- Removal of three trees along the northwest boundary and southwest corner of the site.
- Demolition of existing fencing, bulk earthworks and decommissioning of the existing dam.
- Road upgrades at Manlius Avenue, including construction of a roundabout at the corner of Manlius Avenue and Florist Road and construction of a new local road through the centre of the site, ancillary service driveways and loading zones.
- Construction of a single-level car park, commencing at grade, inclusive of lifts and elevators providing access to the commercial floor above.
- Construction of commercial premises on the ground floor.
- Construction of commercial premises above the upper car park, including a supermarket, large discount department store, and a mix of speciality retail premises, connected by an enclosed skybridge over the new road.
- 14 retail tenancies with a total area of 1,167 m² on the first floor and 1,914 m² on the ground level.
- The proposed operational hours are generally from 7 am – 10 pm. (which remains the same for the existing retail at Leppington Village)
 - Supermarket, ancillary customer pick-up facility, staff offices and amenities: 7am-12 midnight Monday to Sunday.
 - Retail premises (including the BSW liquor store) and kiosks: 8am-12 midnight Monday to Sunday.
 - Food and drink premises (internal areas): 7am-12 midnight Monday to Saturday and 8am-10pm Sunday.
 - Food and drink premises (alfresco dining areas): 7am-10pm Monday to Saturday and 8am-10pm Sunday.
 - Business premises and office premises: 8am-10pm Monday to Sunday.
 - Loading dock: 6am-11pm Monday to Sunday.

The site plans are provided following and in **Appendix A**.





Site Plan Overview



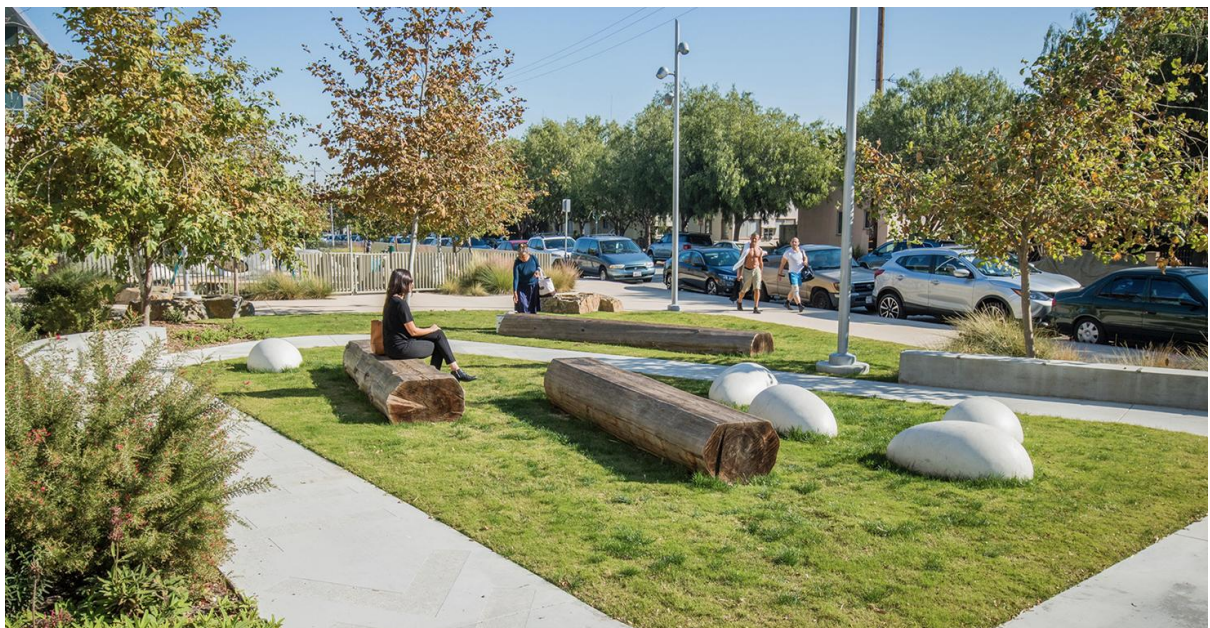
Ground Floor Plan



Upgraded entry and transit shop



Additions to the south of the site- new vehicle entry



Roselands Drive Linear Park





King Georges Road Park

Figure 3: Architectural Plans and Renderings

Source: Group GSA

The development is proposed to be delivered in the following stages (see **Figure 4**):

- **Ongoing Operations:** Following Myer's recent announcement of exit from the centre, HomeCo. Roselands will refurbish the centre to introduce new retailers that match the changing needs and demands of its customers and the community. This will see a greater variety of specialised retail formats take up the Myer floor space in late 2027.
- **Stage 1:** The Development Application (DA52/2026) proposes to extend the centre to provide for a global wholesale supermarket operator, additional car parking, public domain improvements, and traffic management. Further development and enhancements to the centre will be considered in the future following the completion of Stage 1.



Figure 4: Development Application Proposal Lodged with City of Canterbury-Bankstown

Source: Group GSA / Willowtree Communications, 2026



It is to be noted that the scope of this CPTED assessment includes the following eight key elements:



1. Southern frontage
2. Southern car park and residential interface
3. Eastern frontage (the enhanced entry plaza)
4. Transport Interchange
5. Roselands Drive Linear Park and King Georges Road Park
6. The Roundabout
7. Roselands Drive - Martin Street interface
8. Internal reconfiguration

Figure 5: Scope of CPTED and Focus area

Source: Group GSA / Willowtree Communications, 2026

3. CONTEXT

3.1 Relevant Policy Context

The proposed development is subject to a comprehensive policy framework that mandates crime-prevention considerations, ensuring that CPTED principles are embedded throughout the design and assessment process.

The Environmental Planning and Assessment Act 1979 provides the overarching legislative framework requiring consideration of crime prevention in development assessment. Section 4.15 specifically requires consent authorities to consider social impacts, including crime risks, when evaluating development applications. This requirement is supported by the Crime Prevention Legislative Guidelines (2001), which mandate formal crime risk assessments for developments that present potential crime risks. The legislative framework establishes four core principles for crime prevention: maximising the risk of detection to offenders, increasing the effort required to commit crime(s), reducing potential rewards from criminal activity, and removing conditions that encourage crime rationalisation. CPTED is recognised as the key strategy for implementing these principles through environmental design, focusing on surveillance, access control, territorial reinforcement and space management.

The Crime Prevention and Assessment of Development Applications Guidelines, published by the NSW Department of Planning in 2001, remain the foundational document guiding consent authorities in integrating CPTED principles into development assessment. These guidelines instruct councils to consider crime risk early in the planning stages and to provide clear justification for any modifications or refusals on crime-prevention grounds. The guidelines outline flexible application of the four core CPTED principles within good urban design contexts, recognising that crime prevention must be balanced with other planning objectives, including accessibility, amenity and economic viability.

The NSW Police Safer by Design Guidelines provide contemporary, detailed CPTED strategies aligned with the legislative framework. These guidelines emphasise a structured approach to crime risk assessment, requiring collaboration between development proponents, planners and police throughout the design process. The guidelines promote practical design implementation, including enhanced natural surveillance through building orientation and the use of transparent materials; territorial reinforcement through landscape design and architectural features; controlled access routes that utilise both physical and psychological barriers; and ongoing space management to maintain safety standards after occupation. Importantly, the guidelines advocate professional training to ensure CPTED principles are embedded in development processes rather than applied as an afterthought.

The Canterbury-Bankstown Local Strategic Planning Statement (LSPS)- Connective City 2036 (published in 2020) is the 20-year plan that guides the LGA's *"renewal and growth to accommodate a population of 500,000 residents and 165,000 workers and visitors by 2036"* (p.8). Within this strategy, the Roselands Shopping Centre is categorised as a Village Centre (see **Figure 6**) among the 34 centres and their surrounding suburbs.

Roselands Centre is described as *"will be home to a range of local urban services, and will provide opportunities for daily and weekly shopping needs"* (p.27) and *"Village centres are hubs of community life, with high quality public, civic and community spaces and places. They are places designed for pedestrians"* (p.27).

The strategy also notes that *"Canterbury Bankstown has two standalone shopping centres at Chullora and Roselands. These centres will be maintained as primarily retail complexes with the opportunity for mixed use development that is appropriate for the location and context"* (p.52).



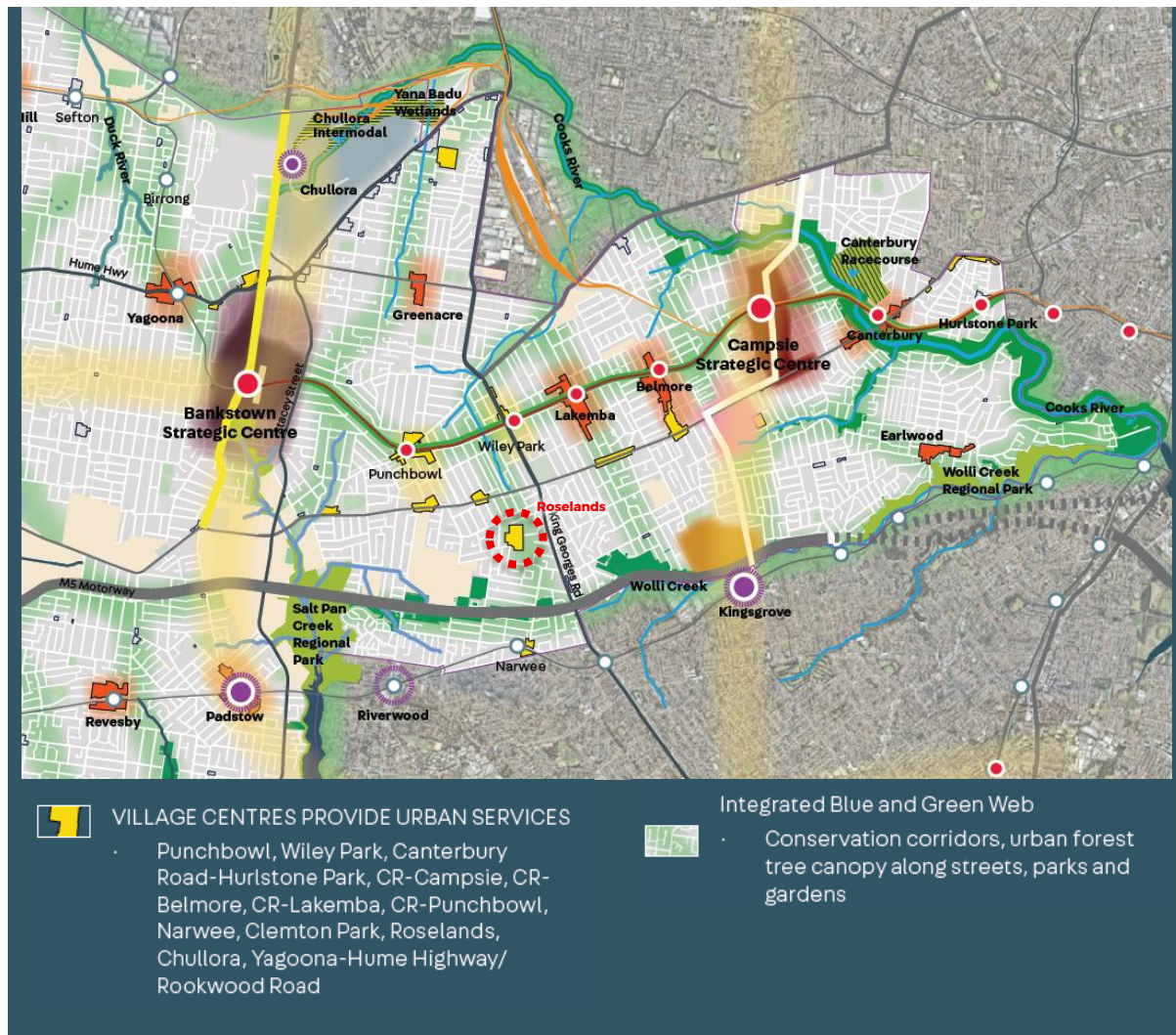


Figure 6: Plan for Connective City 2036

Source: Canterbury-Bankstown LSPS, 2020

The LSPS introduces 10 priorities (10 evolution) that “stimulates cultural, civic and economic activity, and a design quality that responds to, and celebrates, valued open spaces and natural area” (p.30). Among the 10 priorities are the following that support the development of safe and accessible spaces:

- Evolution 2: Movement for Commerce and Place- that focuses on creating and retaining a vibrant and safe street character that will, in turn, support local businesses and community activities.
- Evolution 8: Design Quality- focuses on creating places that feel safe and secure during the day and at night. The strategy mentions that Crime Prevention through Environmental Design principles and accessible and universal design principles are to be incorporated into the planning, design and maintenance of places.

One of the key priorities within the The Community Strategic Plan (CSP) for the Canterbury-Bankstown (published 2025) is “Safe & Strong” with the Council’s direction to providing “services that support and empower children and families in the local community and respond to their needs”, “Promote access, equity, social justice and community wellbeing for residents, workers and visitors of the City including those with specific needs” and “Provide safe, inclusive, resilient community infrastructure” (p. 29

The CSP included the findings from the Council's engagement between 2018 and 2025, which identified the following community priorities:

- More green spaces and tree cover;
- Cleaner waterways;
- Focus on littering and recycling;
- Engaging more with the community to understand needs and wants; and
- Moving around the City by car, bike and foot.



Figure 7: Community priorities- 2036 Canterbury-Bankstown

Source: Canterbury-Bankstown CSP, 2025

The CBCity's Community Safety and Crime Prevention Plan (published in 2023) was developed in consultation with key stakeholders, including residents, business owners, community organisations, and the local police command. The Plan includes objectives that help create a safer environment by identifying priority areas related to both safety and crime, increasing neighbourhood cohesion, and promoting a positive community perception of safety.

"Crime Prevention focuses on deterring criminal activity and reducing crime in Canterbury-Bankstown. It aims to eliminate factors that lead to crime occurring. Measures include changing the physical environment, encouraging behaviour change and improving neighbourhood cohesion. Crime prevention can be achieved through a combined approach from Council, the local Police Area Commands, government agencies, community groups/organisations, businesses and individuals." (p.11)

The Community Safety and Crime Prevention Plan documents the LGA's crime profile and notes that Roselands is policed by the Campsie Police Area Commands (PACs). The document notes that the LGA is below the NSW average in nearly all major crime categories.

The Plan also documents the survey, taken during the exhibition of the draft Community Safety and Crime Prevention Plan, with the following feedback recorded in relation to crime, safety, priorities and perceptions within the LGA:

- 80% agree or strongly agree that they feel safe and comfortable in their community during the day;
- 45% disagree or strongly disagree that they felt safe and comfortable in their community at night;
- 74% agree or strongly agree that they know their neighbours and community well;
- 54% were somewhat concerned about the level of crime in CBCity;
- The general feel for crime in CBCity is that it is high and not really changing ;

- 60% feel the perception of safety in Canterbury-Bankstown is negative and 34% feel this is not accurately reflected;
- 67% feel comfortable reporting crime in Canterbury-Bankstown; and
- 88% have not been a victim of crime in the past 12 months (p.26)

The plan includes the identification of key priorities to improve the public domain and other publicly accessible spaces and community safety through the incorporation of CPTED principles, such as *social cohesion, community perceptions, break and enter non-dwelling, motor vehicle theft, and steal from motor vehicles*, which are relevant when considering measures for the proposal.

3.2 Location Context

Transport and Accessibility

The site adjoins King George's Road (a major Suburban Arterial) and has several other street frontages. The M5 Motorway and Canterbury Road can also be accessed within 5 minutes from the site, ensuring east-west access to the centre. These road networks facilitate strong regional connectivity but also create a vehicle-oriented environment that can constrain pedestrian permeability, particularly across major intersections. Local streets such as Violet Street and Roselands Avenue provide secondary connections into surrounding residential neighbourhoods and distribute traffic to the centre.

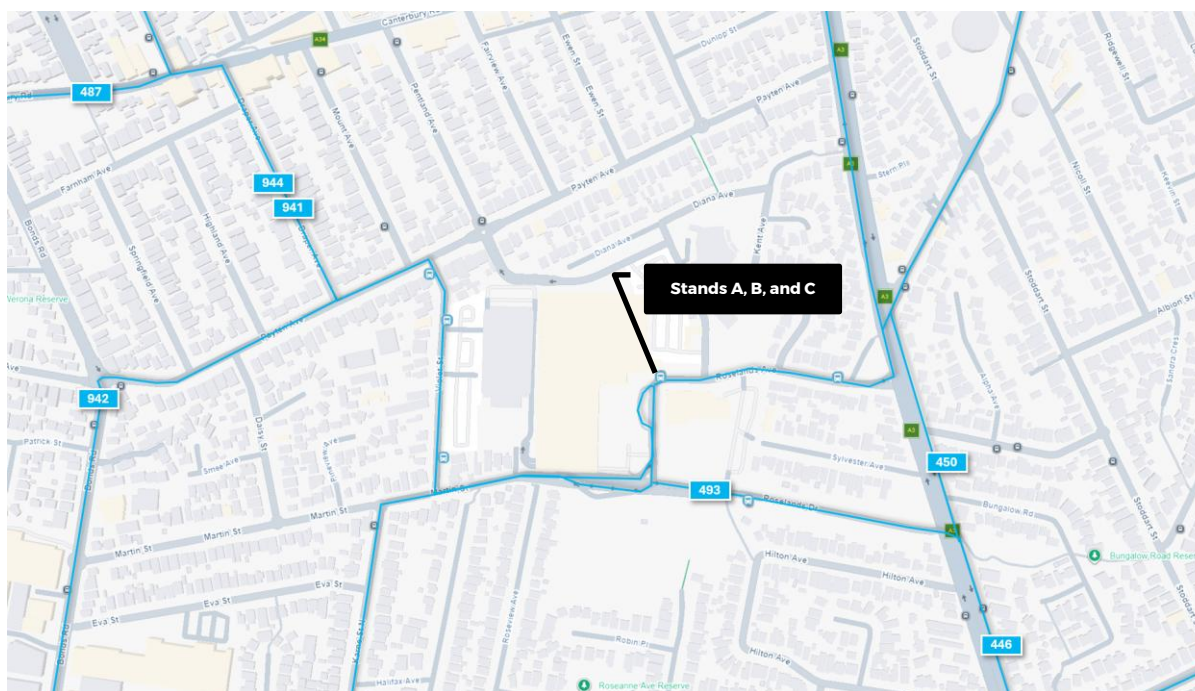


Figure 8: Bus routes that service the site

Source: Willottree Communications/TfNSW, 2026

The Roselands Shopping Centre contains a bus interchange and is accessible via several public bus services. The nearest train station, Narwee Station on the T8 Airport & South Line, is about a 15-minute walk from the centre, or 10-12 minutes by bus on the 941 and 944 routes. The other bus routes that service the centre are listed below, with most having a half-hour frequency (see **Figure 8**):

- 446 St George Hospital to Roselands (terminus): every 30 minutes frequency
- 450 Strathfield to Hurstville: every 25 minutes frequency
- 487 Bankstown Central to Canterbury: every 30 minutes frequency
- 493 Roselands (terminus) to Rockdale: every hour frequency (between 10 am and 2 pm from Roselands Centre)
- 941 Bankstown to Hurstville via Greenacre: every 30 minutes frequency

- 942 Lugarno to Campsie: every 30 minutes frequency
- 944 Bankstown to Mortdale via Peakhurst Heights: every 30 minutes frequency

The main bus stop within the site (Roselands Shopping Centre - Stands A, B, and C) generates consistent passenger waiting times during operating hours and enhances natural surveillance along the main site frontage. The other bus stops around the site also generate activity and provide opportunities for passive surveillance across parts of the site, as shown in the figure above.

Pedestrian footpaths are currently provided along surrounding streets- at least to one side, including Roselands Avenue, Violet Street and both sides on Roselands Drive leading to the centre from King Georges Road, where the crossing is signalised. Pedestrian crossing footpaths are also provided near the shopping centre, with a zebra crossing located at Roselands Avenue and Roselands Drive.

Continuous vehicle movement along these frontages contributes to passing surveillance, with signalised intersections and pedestrian crossings facilitating safe connectivity between the site, bus stops, and the surrounding area.

Land Use Features, Surrounding Built-form and Activity Generators

The Roselands Shopping Centre, as outlined in the policy context, is identified as a Village Centre and is well connected to the surrounding road network, which facilitates both north-south and east-west movement. The centre serves as a key activity anchor within the locality, supported by multiple supermarkets, department stores, retail outlets, and services. These uses contribute to local employment opportunities and generate consistent daily and weekend visitation, with extended trading hours supporting evening activity. The transport interchange supports the role of the centre as a local destination as well as a transport hub providing access to adjoining destinations such as the aquatic centre and Lantern Club, as well as cross-regional links to surrounding centres.



Figure 9: Land use zones

Source: NSW Spatial Viewer/Willowtree Communications, 2026



The operating hours of major tenants, including Aldi, Coles, Woolworths, and Kmart, extend the overall activation of the centre beyond standard retail hours. While the broader centre typically operates between 9 am and 5:30 pm, these anchor tenants support earlier opening and later closing times (up to 11 pm), reinforcing activity throughout the day and into the evening.

The shopping centre represents the dominant land use within the immediate low density residential area, with the adjoining recreation and community facilities at the aquatic centre and Lantern Club. There is a corridor of medium density residential flat buildings and cluster of commercial activities along King Georges Road between medium density which include bulky goods retail, automotive services, and smaller retail strips, which collectively contribute to a diverse and active commercial environment however the high traffic volume of King Georges Road at around 60,000 vehicles per day, means the arterial road is a defining element in the local area.

The surrounding low- -density residential development immediately surrounding the site includes detached dwellings, dual occupancies, and there are pockets of medium-density housing, such as townhouses and senior housing. This reflects a stable residential catchment with gradual infill and urban consolidation and is some distance from the more intense urban renewal areas along the rial corridors to the north and south.

In addition to the recreation and community activity generators in proximity to the centre are education facilities:

- Roselands Leisure and Aquatic Centre, located adjacent to the site, is a major recreational attractor. It operates from 5 am to 8 pm on weekdays and 6 am to 2 pm on weekends. The facility includes 50 m and 25 m heated pools, a toddler pool, outdoor seating areas, an undercover grandstand, and aquatic programs such as Learn to Swim and Aqua Aerobics. These features support consistent visitation across weekdays and weekends, including early morning and evening periods.
- Lantern Club, also located adjacent to the site, is a significant entertainment and social venue operating from 10 am to 4 am daily. Available usage data indicates peak activity on Thursdays, with moderate visitation throughout the remainder of the week. The venue regularly hosts member events and contributes to evening and late-night activity within the precinct.
- Ponyara Preschool, located approximately 50 metres west of the site, is a community-based not-for-profit centre operating from 8 am to 3:30 pm during NSW school terms. The facility accommodates up to 35 children aged 3 to 6 years and hosts regular weekday drop-off and pick-up.

Other activity generators are further from the site, including McCallums Hill Public School, which is east of King Georges Road (within 2.4 km of the site). Two service stations are located on King Georges Road, between 150 and 250 metres north of the intersection with Roseland Drive, and operate 24 hours, 7 days a week.

The broader precinct is further supported by open space and recreational assets, including Bennett Park and other local reserves, which provide opportunities for passive and active recreation. Additional community infrastructure, including places of worship, medical centres, and local services, schools (Beverly Hills High School) and targeted housing, including seniors and aged care, is distributed throughout the area, contributing to a well-established and active urban environment.

The photographs of the site and surroundings are provided below, along with observation notes. *Note- All photographs have been taken by the authors unless credited otherwise.*



Main Entrance into Roselands Shopping Centre via Roselands Avenue



Bus stop, taxi rank and pedestrian crossing fronting the main entrance of Roselands Shopping Centre



Secondary entrance through the surface parking via Centre Avenue, with clear indication of pedestrian pathways



Roselands Drive and Part of Roselands Shopping Centre Overflow Car-parking



Open space associated with the site- along the corner of Roselands Drive and King Georges Road

Figure 10: Site Photos

Source: Willowtree Communications, 2026 (images taken as part of site visit)



Entrance to Lantern Club via Roselands Avenue





Roselands Leisure and Aquatic Centre



Residential land use along Roselands Avenue



King Georges Drive (north of the site)





Beverly Hills North Public School- view from King Georges Road

Figure 11: Photos of the context surrounding the Site

Source: Willowtree Communications, 2026 (images taken as part of site visit)

3.3 Demographics Insights

Understanding the local area's demographic profile is crucial to effectively integrating Crime Prevention principles into the retail centre's design strategy. Local demographic trends, including age distribution, cultural diversity, employment rates, housing characteristics, and socioeconomic indicators, highlight not only service requirements but also patterns of movement and space use unique to that community. This can help inform design in relation to environmental management and creating an inclusive built environment to foster a sense of space that is perceived as safe, legible, and welcoming for all intended users.

For the purpose of this report, data from the Australian Bureau of Statistics (ABS) on the geography of the suburb and locality (SAL) of Roselands was used to derive relevant demographic insights. Comparison has been made with the broader LGA and Greater Sydney Region to provide further context.

If specific data is not available for the designated geographic area, information is sourced from the next most appropriate geographic boundary to ensure consistency and relevance. All data have been derived from the ABS Census 2021, REMPLAN, the NSW Bureau of Crime Statistics and Research (BOSCAR), and the ABS Socio-Economic Indexes for Areas (SEIFA).

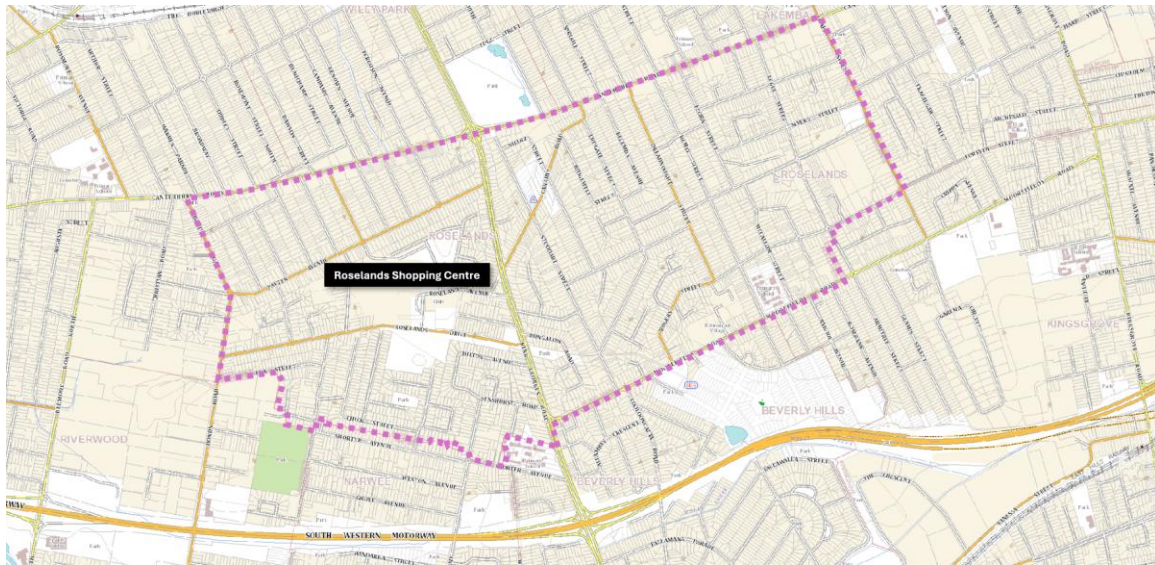


Figure 12: Roselands SAL

Source: NSW Spatial Viewer/Willowtree Communications, 2026

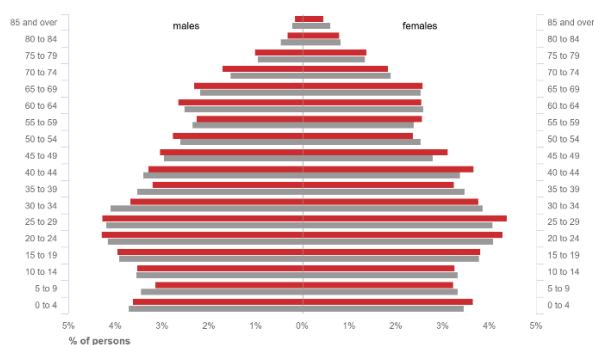
Population Profile

As of the 2021 Census, the Roselands SAL recorded a population of approximately 12,356, which is 3.3% of the broader Canterbury-Bankstown LGA's population (371,006). The suburb has experienced steady population growth, with the total population rising by 2,438 between 2001 and 2021. At the LGA level the population is projected to grow to 444,006 by 2041 as per the 2024 population projections, driven primarily by residential development within south-western and southern suburbs.

The median age within Canterbury-Bankstown LGA is 36, which is younger than the suburbs of Roselands (38 years) and Greater Sydney (37 years). The largest age cohorts within the suburb are 35-49 years (19.9%), 25-34 years (13%) and 50-59 years (13%), together accounting for nearly half of the local population. In the broader LGA, the pattern is largely similar, suggesting a community characterised by a mix of young workers, parents and home builders, and pre-retirees. The age-sex pyramid of the years 1991 and 2021 shows established family structures, with the population ageing and able to age in place.

Age-sex pyramid, 1991

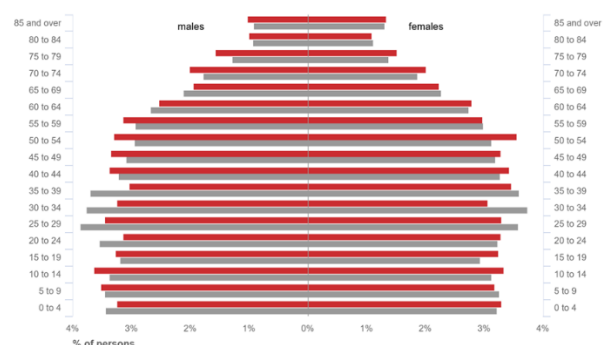
■ Roselands ■ City of Canterbury Bankstown



Source: Australian Bureau of Statistics, Census of Population and Housing, selected years between 1991-2021 (Enumerated data). Compiled and presented in profile.id by .id (informed decisions).

Age-sex pyramid, 2021

■ Roselands ■ City of Canterbury Bankstown



Source: Australian Bureau of Statistics, Census of Population and Housing, selected years between 1991-2021 (Enumerated data). Compiled and presented in profile.id by .id (informed decisions).

Figure 13: Age-sex pyramid- spread of the population between 1991 to 2021

Source: Profile.id, 2026

The average household size in Roselands is 3 persons, consistent with the broader LGA trend toward a family-oriented structure. Detached housing is the predominant form, accounting for over 60% of homes in the suburb, similar to the LGA (55%).



Canterbury-Bankstown LGA demonstrates significant cultural diversity, with approximately 50.8% of residents born overseas, higher than Roselands SAL (43.5%) and the Greater Sydney average (42%). Within the suburb, the largest overseas-born groups are from Lebanon, China and Greece.

Among the total population within the LGA, 67.8% speak a language other than English, similar to the suburb (67.7%) but higher than the 37.4% in Greater Sydney. The languages most spoken within the Roselands SAL include Arabic, Greek and Mandarin. The prevailing English proficiency levels are high (over 91%), suggesting a well-integrated community with increasing cultural diversity supportive of inclusive design approaches.

The median weekly household income within the LGA is \$1,556, which is lower than that of the suburb (\$1,685) and the Greater Sydney median (\$2,077). Major local employment sectors include Health Care and Social Assistance, Manufacturing, Construction, and Retail, with professional services at 23.2% lower than the Greater Sydney average (29.3%).

According to the Australian Bureau of Statistics, Canterbury-Bankstown LGA rates lower in socioeconomic profile, with the following Socio-Economic Indexes for Areas (SEIFA) noting:

- Index of Relative Socio-Economic Advantage and Disadvantage (IRSAD): 61st percentile – which means the area is more socio-economically advantaged than about 61% of all areas across Australia. It indicates a moderate-to-high level of overall advantage compared to some of the surrounding LGA's: Fairfield (12th percentile), Cumberland (20th percentile) and Campbelltown (50th percentile).
- Index of Education and Occupation (IEO): 79th percentile – showing a population and workforce with above-average qualification levels.
- Index of Economic Resources (IER): 23rd percentile – suggesting lower capacity for economic participation, access to economic resources and investment.

Note- The Socio-Economic Indexes for Areas (SEIFA) use census data to rank areas based on socioeconomic advantage and disadvantage and include four indicators. SEIFA scores provide relative measures designed for comparison between areas rather than reflecting individual outcomes.

Key implications

- Stable but modest population growth: Roselands has experienced steady population growth over the past two decades, but at a slower rate compared to the broader Canterbury-Bankstown LGA, which is expected to accommodate significant future growth.
- Established, family-oriented community: The population is dominated by working-age adults (25–59 years), with a strong presence of family households that may reflect a stable, family-based community structure.
- Ageing in place: The age profile indicates that many residents are long-term and ageing within the area, suggesting community stability and established social networks.
- Predominantly low-density character: Detached housing remains the dominant built form, reinforcing the suburban character in the surrounding area, with gradual and limited densification.
- High cultural and linguistic diversity: Roselands is culturally diverse, with a high proportion of overseas-born residents and a significant number of households speaking languages other than English, particularly Arabic, Greek, and Mandarin. English proficiency remains high, indicating good integration.
- Moderate income with some economic constraints: Household incomes are lower than the Greater Sydney average. SEIFA indicators show relatively strong education and occupation



levels, but lower access to economic resources, suggesting potential financial pressures within the community.

- Employment concentrated in service and trade sectors: Key industries include health care, manufacturing, construction, and retail, reflecting a workforce that is a mix of skilled and semi-skilled workers, with a reliance on local and accessible employment opportunities.

3.4 Crime and Safety

Crime data from the NSW Bureau of Crime Statistics and Research (BOCSAR) indicate that the Canterbury-Bankstown LGA, encompassing Roselands, generally has crime rates below or similar to NSW averages across major offence categories, supporting a relatively safe suburban profile suitable for retail development.

Crime Patterns- Analysis of the Incidence of Offences and Crime Trends

At the Canterbury-Bankstown LGA, long-term BOCSAR trends over the decade to December 2025 indicate that overall crime rates in the wider area have steadily decreased- noting,

- Assault and related offences are assessed as experiencing a slight increase (0.9% average annual increase), however, it is lower than NSW average
- Robbery has declined significantly in Canterbury-Bankstown (down 6.9% per year), outperforming the NSW average (down 3.9%), reflecting a notable improvement in this category across the LGA.
- Offences against justice procedures have increased at 2.1% per year, marginally below the NSW average of 2.8%, indicating a relatively contained growth in these offences.
- Theft-related offences overall have decreased in Canterbury-Bankstown (down 3.6% per year), consistent with the NSW trend (down 3.8%), noting:
 - Break and enter – non-dwelling is down 5.1% per year in Canterbury-Bankstown, comparable to the NSW decline of 5.6%.
 - Steal from motor vehicle is down 5.3% per year, in line with the NSW decline of 6.1%.
 - Steal from retail store is stable in Canterbury-Bankstown LGA, while NSW shows a 2.0% annual increase, suggesting that local retail theft has not escalated in the same way as the state overall.
- Malicious damage to property has declined by 4.7% per year, slightly outperforming the NSW reduction of 4.2%, indicating improving conditions for property-related vandalism.
- Disorderly conduct is stable in Canterbury-Bankstown (compared with a 2.0% annual decline at the state level), reflecting broadly maintained but not worsening conditions in public nuisance behaviours.
- Intimidation, stalking and harassment has increased at 2.1% per year across the LGA, though this remains well below the NSW rate of 4.5% per year, indicating a slower rate of growth locally.

These trends indicate that, notwithstanding some categories in which the LGA's rates exceed state averages, the broader context is one of gradual improvement across most crime types, particularly for property crime and theft. This trajectory supports the view that, with appropriate CPTED-led design and strong management, the proposed expanded shopping centre can operate within a relatively stable and improving crime environment.

Crime hotspot mapping, sourced from BOSCAR (see **Appendix B**), shows the spatial distribution of different crimes within a locality, specifically where offences regularly occur. Typically, certain offences are clustered in particular areas, particularly in high activity areas associated with transport and centres.

A review of the Crime Hotspot Maps for the site and surrounds provided by the BOCSAR shows localised hotspots for incidents of theft and malicious damage to property, which are generally observed in high-volume locations, including large-format retail, transit stations, and high-traffic public spaces. However, it is to be noted that these occur within a context of relatively low incident numbers and do

not suggest elevated or unusual risk but rather identify locations where targeted management and design measures can further support the already low-moderate crime profile of the area

BOCSAR hotspot mapping shows clear concentrations along major transport corridors, , and near Railway Stations (Narwee, Punchbowl, etc.), as well as shopping precincts, driven by commuter parking and retail activity. The suburb of Roselands benefits from:

- Active surveillance from residential land uses.
- Proximity to industrial/employment lands without disproportionate hotspots.
- A degree of separation from high-risk rail corridors, with the shopping centre offering natural pedestrian flows and a community gathering space.

Crime Profile in Roselands

Key findings from recent BOCSAR data (covering the period January 2025 to December 2025) highlight a crime profile broadly consistent with an established inner-metropolitan commercial centre characterised by high pedestrian activity, major retail attractors, and well-serviced public transport connections.

- Theft is the most prevalent offence type. Roselands SAL recorded 245 incidents (a recorded rate of 1,911.7 per 100,000), higher than the Canterbury-Bankstown LGA rate (1,683.6) but below the NSW rate (2,135.9). Within this:
 - Break and enter – non-dwelling: 6 incidents recorded in Roselands SAL (46.8 per 100,000), above the Canterbury-Bankstown LGA rate (41.0) but below the NSW rate (90.0), indicating a localised but not elevated risk.
 - Steal from motor vehicle: 43 incidents (335.5 per 100,000), above both the LGA rate (289.2) and the NSW rate (297.1), suggesting that vehicle security in and around the shopping centre precinct warrants targeted attention through design and surveillance measures.
 - Steal from retail store: 47 incidents (366.7 per 100,000), above the LGA rate (162.0) but broadly consistent with the NSW rate (364.4). This is the category most directly relevant to the proposed retail expansion and confirms an existing risk of shoplifting and related offences at levels commensurate with the state-wide retail context.
- Assault and related offences were recorded at 66 incidents in Roselands SAL (515.0 per 100,000), below both the Canterbury-Bankstown LGA rate (733.6) and the NSW rate (879.1). This indicates that, despite the commercial intensity of the precinct, the local context does not exhibit the higher-intensity violence seen across the broader LGA or state.
- Robbery was recorded at just 1 incident (7.8 per 100,000), substantially below the LGA rate (18.9) and the NSW rate (21.2), reflecting a very low risk of this offence type within the locality.
- Offences against justice procedures were recorded at 33 incidents (257.5 per 100,000), well below both the LGA rate (1,097.0) and the NSW rate (1,096.3), indicating a markedly lower prevalence of this category locally.
- Malicious damage to property was recorded at 37 incidents (288.7 per 100,000), below both the Canterbury-Bankstown LGA rate (368.1) and the NSW rate (552.1), suggesting a relatively contained level of property damage within the locality.
- Disorderly conduct was recorded at 12 incidents (93.6 per 100,000), below both the LGA rate (122.3) and the NSW rate (234.5), indicating that public nuisance and street-level disorder are present but not prevalent in the Roselands locality.
- Intimidation, stalking and harassment was recorded at 58 incidents (452.6 per 100,000), below the LGA rate (494.0) and the NSW rate (588.8), reflecting a broadly typical profile for this category.

Overall, Roselands' rates in most categories sit below the Canterbury-Bankstown LGA average and substantially below the NSW average, with theft from motor vehicle and theft from retail store being the principal areas of relative elevation. This points to a local environment where crime risks are present and consistent with established retail precincts, but are not acute, and where targeted CPTED-



informed design and active management measures can reasonably be expected to address those risks effectively.

Community Safety Perceptions

As introduced in the Canterbury-Bankstown Community Safety and Crime Prevention Plan, the report emphasises that "community safety and crime prevention is everyone's responsibility" and focuses on creating a "strong, active and well-connected community" to improve the quality of life for all. It identifies core objectives such as creating a "safer environment for all," increasing neighbourhood cohesion, and promoting a "positive community perception of safety".

Specific survey data on safety perceptions provides a nuanced view of the LGA. While 80% of community members agree or strongly agree that they feel safe and comfortable in their community during the day, this perception drops significantly at night, with 45% disagreeing or strongly disagreeing that they feel safe after dark. Furthermore, 60% of respondents believe the broader perception of safety in Canterbury-Bankstown is negative, often attributed to misleading media reports and the portrayal of the LGA.

Data trends in the report reveal that, while LGA is below the NSW average in nearly all major crime categories, specific indicators continue to present ongoing challenges. For instance, domestic violence-related assaults saw a 4.4% increase between 2018 and 2022. Conversely, other categories, such as robbery, saw a significant 33.6% decrease during the same period.

The City of Canterbury Bankstown demonstrates a strong commitment to these safety and crime prevention priorities through targeted initiatives. Council ensures that Crime Prevention through Environmental Design (CPTED) is "implemented in the planning of all Council projects" and is a requirement for assessing relevant Development Applications. This LGA-wide approach is further supported by programs like "Her Way" and "Complete Streets" which focus on spatial safety, while the "Racism Not Welcome" campaign and multifaith networks prioritise social cohesion to ensure the city remains "welcoming, safe and inclusive" for its diverse population.

Implications for Design

Medium to Low baseline risks support targeted CPTED for the retail centre:

- Controlled access to carparks and pedestrian entries.
- CCTV and AS/NZS 1158-compliant lighting, especially retail frontages.
- Clear sightlines minimise concealment in landscaping.
- Integration with station surveillance and community patrols.

3.5 Site Analysis- Existing Access, Security and Crime Risk Rating

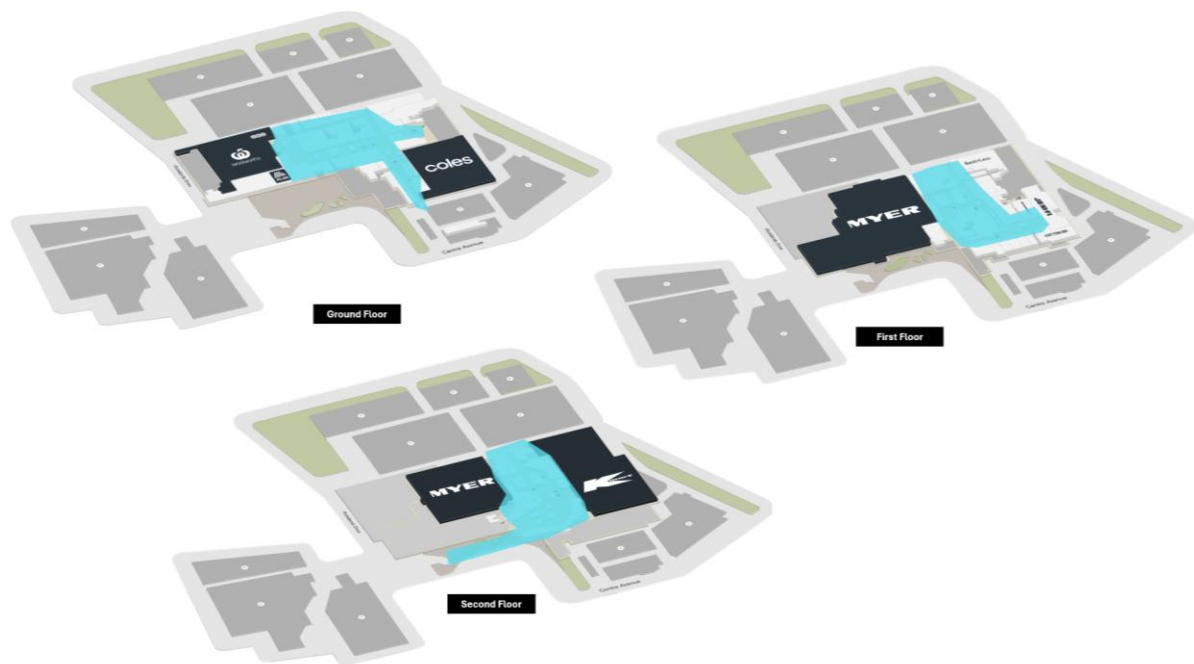
As previously established, the Shopping Centre is located in a predominantly residential setting and aligns with its categorisation as a Village Centre. The site is characterised by vehicle-dominant access patterns (both public and private), and, as one of the standalone destination-style centres in the region, it has a wide catchment.

A detailed site assessment, incorporating field observations and recorded notes, reveals that the existing Roselands Shopping Centre configuration presents limited security vulnerabilities. The proposed redevelopment offers opportunities to address residual gaps and enhance CPTED outcomes, offering a better experience for the community. The site analysis covers activity patterns, current access arrangements, security infrastructure, and crime risk rating.

Note: All photos provided in this section are taken by Willowtree Communications, unless cited otherwise.

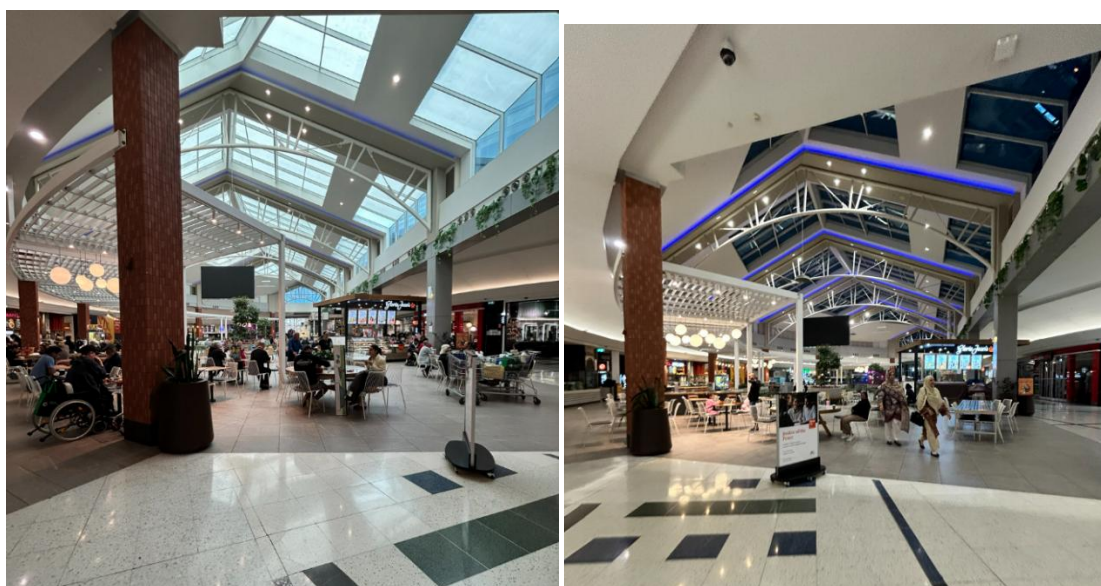
Activity Patterns

Roselands Shopping Centre operates as an established major retail centre serving a broad catchment, with a diverse mix of approximately 211 tenancies- including five major anchors of Myer, Woolworths, Coles, ALDI, and Kmart, generating consistent activity.



Blue indicates areas of high shopping/visitor traffic (Source: HomeCo/Willowtree Communications, 2026)

While the centre serves as a primary commercial anchor, its activity levels fluctuate according to standard retail hours, with the overall centre generally operating from 9:00 AM to 5:30 PM on weekdays, with extended trading until 9:00 PM on Thursdays. Weekend activity is also significant, with the centre open until 5:00 PM on Saturdays and 4:00 PM on Sundays. However, as previously covered, anchor tenancies such as Kmart, Coles, Aldi and Woolworths stay open till much later, with Coles remaining open till 11 pm every day of the week.



Food Court on the second floor - day and night



The legitimate activity envelope is further extended across the broader precinct by the adjacent Lantern Club (10 am–4 am) to the east and the Roselands Aquatic Centre (5 am–8 pm weekdays; 6 am–2 pm weekends) to the north-east, both of which contribute to pedestrian presence during evening hours when several of the stores within the Centre may be closed. Additionally, the site's operational cycle begins as early as 4:00 AM, when deliveries commence across five separate loading docks, providing a form of formal surveillance by staff and contractors before standard business hours.

Access to the site is supported by a public transport network, with nine bus routes servicing multiple stops within a 400-metre walking catchment. These services contribute to a steady flow of arrivals throughout the day, particularly during peak periods of 7:30 AM–8:30 AM and 4:45 PM–5:45 PM on weekdays, as well as having a Saturday midday peak (12:30 PM–1:30 PM).



The carparking area offers good vantage points- particularly due to the permeability of the fencing

The high volume of activity at the centre is reflected in its parking demand. While a site-wide maximum occupancy of 69% was recorded during a Thursday afternoon peak in 2025, activity is highly concentrated in specific zones according to the Traffic Impact Assessment prepared by Taylor Thomson Whitting: the North on-grade car park (near Coles) reached 95% occupancy, and the multi-storey car park reached 80%. This high concentration of staff and customers in core areas provides effective natural surveillance, which serves as a significant deterrent to opportunistic crime. Conversely, underutilised areas like the overflow car park to the south, which recorded only 4% occupancy, represent "dead zones" that require additional management as covered earlier- which is expected to be addressed with the redevelopment.

Current Access Arrangements

The site has multiple entrances, with the main access being via Roselands Avenue and Roselands Drive, both of which connect to King Georges Road to the east. Secondary access is provided from the west via local access street. Vehicle access is distributed across multiple entry and exit points serving the centre's multi-level and at-grade car parking facilities. The majority of patrons arrive by car, consistent with the established suburban retail character of the centre and its catchment.

A number of bus stops are located within the surrounding street network, creating moderate levels of pedestrian volumes in surrounding streets; however, the transport interchange at the eastern frontage of the centre is the main public transport connection. (Field notes: relatively low pedestrian traffic; car-dominant access)



Current Access (Vehicle), observed pedestrian movements and observed entrances to the centre



Other entrances to the site: to the left is the secondary entrance via Roselands Avenue (next to the main entry), and to the right is the western entrance from the carparking



Eastern frontage: Main pedestrian, vehicle and public transport access (bus and taxi) into the centre- via Roselands Avenue

The pedestrian interfaces follow the established residential pattern, with most surrounding streets having pedestrian footpaths providing access on at least one side of the street to the centre. Pedestrian access to the main centre entrance via Roselands Avenue includes traffic management devices with pedestrian crossings, bollards and wide footpaths.

The site can also be accessed by pedestrians via Roselands Drive (into Roselands Avenue), Centre Avenue (from Diana Avenue), Violet Street and Payton Avenue. The pedestrian pathway/access via Payten Avenue leads to Diana Avenue and is limited in both accessibility and perceived safety due to the topography (steep gradient), narrow pathway, and lack of signage.



Pedestrian access via Roselands Avenue with pedestrian crossings, bollards and wide footpaths



Pedestrian pathway/access via Payten Avenue – narrow pathway with heavy sloping, and leading into Diana Avenue

Observations from the site visit note that, particularly in the evening (post 5 pm), pedestrian movement in the surrounding streets is limited, with most visitors to the shopping centre accessing it via the main entrances. *(Field notes: not many people in the surrounding streets, number drop lower during the evening- nighttime, perception of reduced to no activity along the perimeter streets -Violet Street and southern edges- not uncommon in residential setting)*



Surrounding residential streets around the shopping centre at Night – View from Violet Street looking south towards the Western entrance of Roselands Shopping Centre



Surrounding residential streets around the shopping centre at night- view from Diana Ave (left) looking north moving towards the shopping centre and Payten Ave(right) on route to the shopping centre

Throughout the property frontages, there is a range of devices used for territorial demarcation. This includes fencing, deliberate planting, pavement treatments, and encircling roads where pedestrian access is not permitted, such as under the ramps to the carpark on Roselands Drive near Marting Street. Controlled access points and perimeter fencing support secure internal circulation, though parked cars/buses can obstruct sightlines to the shopping centre. *(Field notes: Parked cars block sightlines).*



Fencing, planting and signage



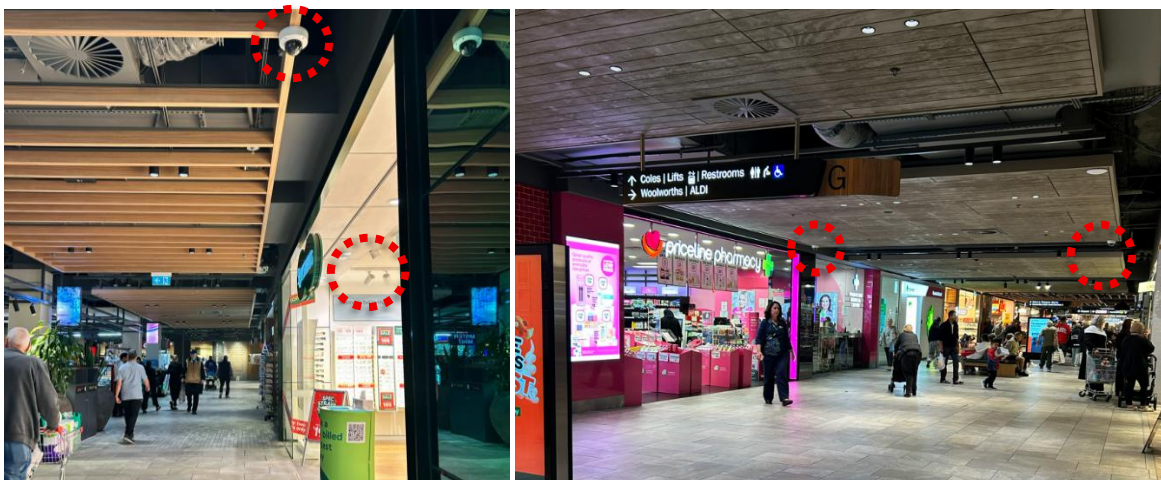
Fencing along Roselands Drive and property back fences to reduce passive surveillance

The focus of integrating the pedestrian and access to the expanded retail can better strengthen the links into the centre via improved landscape and placemaking integration.

Current Security Infrastructure

As per the observations made during the site visit, the Roselands Shopping Centre operates with industry-standard security infrastructure commensurate with its scale as a major retail centre. This includes:

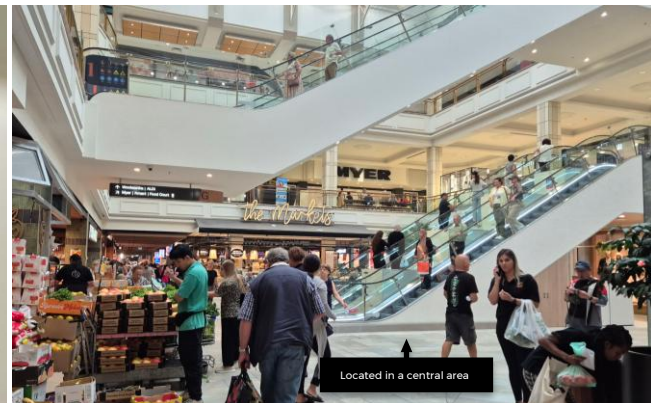
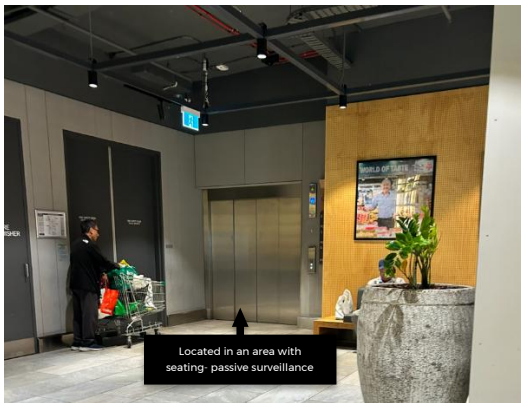
- CCTV coverage across internal corridors in the centre as well as within the individual stores- with greater frequency in the ground floor with heavy visitor traffic, car parks and service areas,
- Clearly defined entry and exit points- with automated doors and clear sight lines and signage
- Escalators and lifts are located within well-monitored areas
- Loading dock has controlled access with designated truck paths from the main access roads into the Centre
- Perimeter treatments like fencing, planting and setback that manages the interface with adjoining land uses.



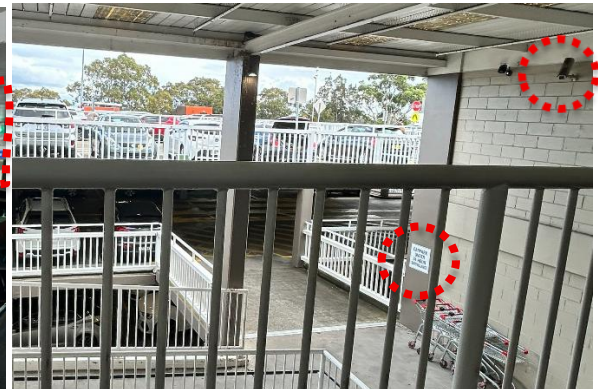
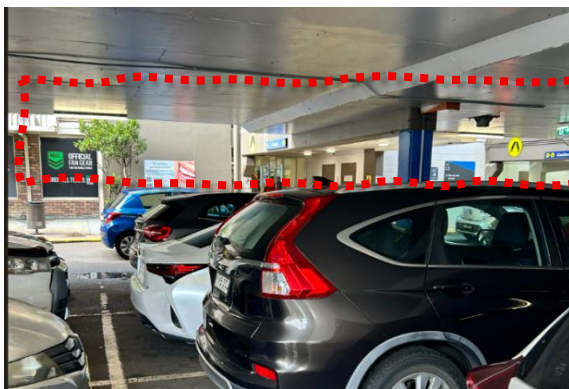
CCTV along corridors and within the stores



CCTV along the external access points to the centre



Escalators and lifts



Parking area- surveillance, signage, access from the centre and lighting (daytime)

The centre's multi-level car park on the western side of the site, together with the distributed at-grade facilities, represents a security infrastructure challenge, given the volume of parking and the corresponding requirement for CCTV coverage, lighting continuity, and active management across a large footprint.



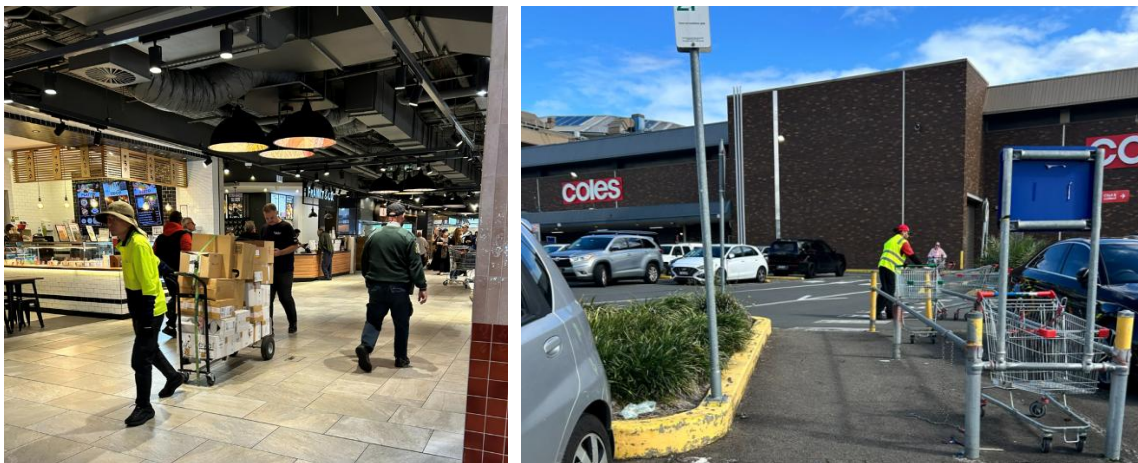


Parking area- surveillance, signage, access from the centre and lighting (night time)

Service areas have controlled entry, limiting non-authorised access to back-of-house areas; however, a lack of signage may confuse visitors to the shopping centre. *(Field Notes: navigation due to the various entrances may be tricky for first-time visitors; a steady stream of shoppers/visitors directs the flow naturally)*

As the majority of the Shopping Centre does not directly offer street interfaces due to being set back and separated via road frontages, and car parking areas, there are limited blank walls that may attract graffiti/tagging. Additionally, during the site visit, limited graffiti and littering were observed.

The centre also has a steady presence of staff, who take care of ongoing operations and arrangements, with centre management offices located within the centre providing an on-site point of coordination for security, maintenance and day-to-day operational matters. This consistent staffing presence across extended trading hours contributes meaningfully to the overall security environment, ensuring that incidents can be responded to promptly and that the centre maintains an active, managed atmosphere throughout the day and into the evening. During the site visit, the team also observed police personnel, likely indicative of the existing relationship with the local area command.



Consistent staffing – within and outside the centre

Natural and Passive Surveillance

Roselands Shopping Centre benefits from a mixed level of passive surveillance environment due to its established context, which has a high level of activity but includes both areas where the centre shares a street frontage or interfaces with back fences of surrounding residential areas. Where there is residential street frontages shared, these surrounding low-density residential developments provide consistent "eyes on the street" at the site's edges, particularly along Diana Avenue, Payten Avenue and



Violet Street. The Lantern Club to the east and Roselands Aquatic Centre to the north-east generate legitimate activity at different times, further reinforcing natural surveillance around the centre's perimeter.

However, back fences such as along Roseland Drive (from housing in Hilton Avenue and Sylvester Avenue) as well as to the overflow car park from houses along Roseview Avenue and Robin Place, create security challenges, exacerbated by the change in level where the overflow car park is higher than some of the surrounding homes, providing views into back yards.



Direct line of sight from the entrance of Roselands Leisure and Aquatic Centre to the Shopping Centre

Within the centre, the multi-level built form provides inherent vantage points over the surrounding car parks and public domain areas. Active internal frontages across the ground floor and upper retail levels -encompassing a diverse mix of retail, dining, supermarket and service tenancies, generate consistent Shopping/visitor/pedestrian activity and passive surveillance throughout trading hours and across the week.



View of the overflow carparking- Southern. Note that there is no lighting within the overflow carpark, with the lights visible in the photo being from across Roselands Drive from Lantern Club and the shopping centre

However, the large footprint and volume of at-grade parking, particularly the underutilised southern car parks, require deliberate lighting and CCTV management to ensure that passive surveillance effectively extends across all parking areas, particularly during evening trading and after-hours periods, as previously noted.

The portion of the site where the proposed development is to be constructed is currently used as a fenced overflow car park. However, this car park has very limited lighting and a narrow entrance from Raymond Avenue, making it unsuitable for use after dark.

Crime Risk Assessment

Based on site analysis incorporating the BOCSAR data covered earlier, and the analysis contained in this report, specific crime risks for the existing site are assessed as follows:

- Opportunistic theft (e.g., shoplifting, stealing from a motor vehicle): MEDIUM risk. The most common likely offence category within a major retail environment, with theft from motor vehicles recorded above both the LGA and NSW averages in the Roselands SAL. Carpark exposure across a large multi-level and at-grade parking footprint elevates this risk, particularly during peak trading and after-hours periods. Mitigated by existing CCTV, active staffing, and the relatively high natural surveillance generated by the centre's scale and consistent activity levels.
- Vandalism and graffiti: LOW risk. The established urban context, with adjoining residential uses and active frontages on multiple sides, provides consistent passive surveillance, limiting opportunities for undetected vandalism. The underutilised southern car parks represent the most vulnerable edges during low-activity periods.
- Break and enter (non-dwelling): LOW risk. Recorded above the LGA average but below the NSW rate in the Roselands SAL. Secured service entries, controlled loading dock access, CCTV coverage of service areas, and the presence of staff across extended trading hours all contribute to a low risk profile for this offence type.
- Assault and related offences: LOW risk. Recorded substantially below both the Canterbury-Bankstown LGA and NSW averages in the Roselands SAL, reflecting the managed, family-oriented retail environment of the centre.

Overall: LOW-MEDIUM. The centre's established management infrastructure, extended trading hours, high customer and staff volumes, and well-surveilled established context collectively resist the most common retail crime types. Primary vulnerabilities are concentrated in the car parking environment, or during after-hours, when the activity levels drop, representing the main residual risks.



4. CPTED ASSESSMENT – ROSELANDS SHOPPING CENTRE: ALTERATIONS AND ADDITIONS

This section is structured around the assessment of the proposed works at Roselands Shopping Centre (detailed in **Section 2.2**) against the four CPTED principles (surveillance, access control, territorial reinforcement and space management) as detailed in the methodology in **Section 1.2**, to minimise opportunities for crime. Refer to **Appendix A** for the design plans prepared by the project architects and landscape architects that informed this assessment.

Recommendations on design and management strategies are provided for each principle to reduce the risk of opportunistic crime, which can be implemented in subsequent design stages to improve outcomes. As covered in **Section 2.2**, the focus of this section is on the southern and eastern frontages of the site where the alterations and additions change the interface, whereas the western (Violet Street) and northern (Payten/Centre Avenue) interfaces are retained in their current forms.

Consultation-Council and Police Area Command

Following notification of the DA, Council provided a Request for Information on April 10, highlighting the need for a CPTED assessment, and Willowtree Communications contacted Council's Community Safety and Crime Prevention Officer on 18 May 2025. The team inquired about the Council's vision, general safety, and crime trends on the site and in its surroundings. The Community Safety and Crime Prevention Officer did not provide any specific comments on the matter and indicated that the Council letter outlined the key consideration for the DA to address.

Additionally, on 21 May 2026, the Campsie Police Area Command was contacted to address any safety concerns regarding the site, particularly public interactions and the use of the new open and green spaces in the proposed development. The team received a message indicating that the email was forwarded to the relevant team, but there has been no further response as of the date of this report.

Willowtree Communications conducted interviews with the Centre's Manager of Operations and the Head of Security, who oversees the operations of the centre. The Manager of Operations confirmed several key points regarding the management of the Centre:

- The Shopping Centre has contracted security personnel who are present 24/7, covering both the shopping centre itself and all parking areas.
- The Centre Manager maintains ongoing relationships and communication with the tenants as well as members of the surrounding community.
- There is continuous communication with the local police area command.

Additionally, discussion of increased visibility as a result of the alterations and additions were highlighted by centre management including:

- The upgrades to the Eastern Frontage and the Interchange will introduce stores and tenancies that face the interchange, replacing the current blank walls. This improvement enhances visibility and reduces opportunities for illegitimate users to conceal themselves.
- The landscape buffers and mounding prevent the creation of informal desire lines, preserving the amenity for the surrounding residential area.
- Activating the overflow car park area at the southern interface will create overall increased activity, preventing dead spaces. This will enable more passive surveillance and provide opportunities to enhance lighting and security in that area.

4.1 Surveillance

The DPHI's Crime Prevention and the Assessment of Development Applications Guideline (2001) defines the principle of Surveillance as:

The attractiveness of crime targets can be reduced by providing opportunities for effective surveillance, both natural and technical.

Good surveillance means that people can see what others are doing. People feel safe in public areas when they can easily see and interact with others. Would be offenders are often deterred



from committing crime in areas with high levels of surveillance. From a design perspective, 'deterrence' can be achieved by:

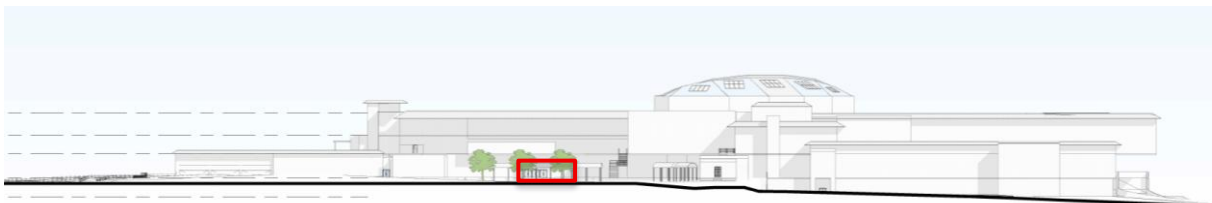
- clear sightlines between public and private places
- effective lighting of public places
- landscaping that makes places attractive, but does not provide offenders with a place to hide or entrap victims.

Surveillance refers to the design and management of spaces to enable natural, technical, or organised observation, reducing criminal behaviour by increasing the perceived risk for offenders. Passive surveillance involves architectural orientation, placement of windows and entrances, space layout, landscaping, and lighting that enable casual observers and users to see and be seen easily. Technical surveillance includes CCTV and electronic monitoring systems, while organised surveillance involves security personnel or staff presence. Effective surveillance not only deters crime but also fosters a sense of safety by enabling people to observe and interact with their environment.

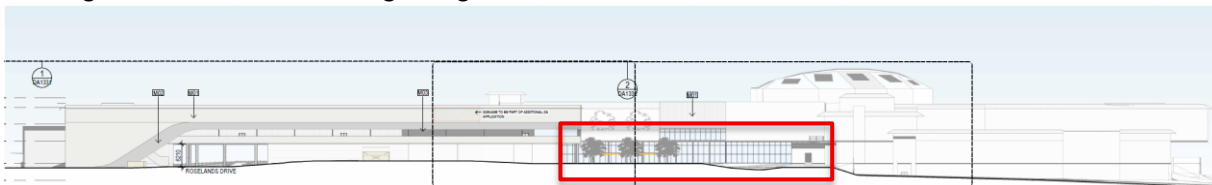
Effective surveillance forms the cornerstone of crime prevention for the proposed redevelopment of the shopping centre, leveraging the site's strategic location and high-density design to create multiple overlapping layers of observation that deter criminal behaviour and enhance community safety.

Considerations would include enhanced surveillance in the outdoor public domain (including landscaping), the internal road network, and around the proposed alterations and additions to the Shopping Centre Building.

As shown in the excerpts from the Architectural report prepared by Group GSA, the proposal has been designed to improve the various street frontages with multiple outlooks from different aspects of the building and at-grade parking area (refer **Figure 13**). As part of the alteration the provision of increased glazing for the shopping centre is oriented towards the Roselands Avenue and allows additional sightlines. Further elements of the proposed development are discussed in the following table.



Existing East Elevation- limited glazing



Proposed East Elevation- extended glazing - along the entry

Figure 14: Excerpts from the architectural elevations

Source: Group GSA, 2026

The proposed alteration and additions to the Shopping Centre will create active and passive gathering spaces within the linear park and public domain. King Georges Road Park will feature a dedicated gathering / seating areas, linked by accessible paths of coloured exposed aggregate concrete, and public art installations to celebrate local identity. The Linear Park along Roselands Drive will include shaded resting areas and wayfinding features. Additionally, green spaces and landscape buffers along the southern and eastern frontages will provide areas for sitting, gathering and other social connection, enhancing overall amenities and encouraging site usage.



Figure 15: Excerpt from the architectural report and renderings

Source: Group GSA/Willowtree Communications, 2026

In addition, the enhanced transport interchange aims to provide better seating, shelter, and wayfinding, helping integrate public transport users into the area's pedestrian flow. The interchange will adjoin the upgraded Eastern Frontage, which features glazed shop fronts designed to activate this space further. This design not only enhances visibility but also creates opportunities for passive surveillance, as well as the incorporation of technical surveillance.



Clear sightlines, signage, space for seating as well as indication of pedestrian crossings

Figure 16: Rendering of the Bus Interchange

Source: Group GSA

Table 2: CPTED Assessment- Surveillance

Assessment of the proposed design	
Elements	Comment
Natural Surveillance	
The new main entry foyer is designed with: - New entry plaza - a glazed, articulated arrival point - new retail frontage - a new bus stop and drop-off zone The proposal includes a new publicly accessible linear park that connects the open spaces - that leads to main centre entry foyer. Connections to surrounding local street networks to the south of the centre are formalised and enhanced in response to the permanent rather than temporary use of the car park. The proposal also includes upgrades to the Upper-level retail and specialised retail spaces (expansion) and new at-grade car park access via Roselands Drive The landscape design is to focus on clear sightlines with high-canopy trees and low ground covers per DCP public domain guidelines. Additional planting and tree buffers are shown along the boundaries, with existing vegetation retained, facing existing residential properties (rear of the Southern Carpark) and the Lantern Club	- The architectural design incorporates glazing at the new entry foyer to facilitate "eyes on the street" toward the public domain - The development perspective drawing confirms that active shopfronts are visible from the forecourt through the entry glazing, ensuring passing vehicles, pedestrians, and public transport users have unobstructed sightlines into the ground-level retail zone - The visitors and shoppers to the centre may linger longer in the new open space and associated pedestrian path, which may provide opportunities for passive surveillance It is recommended that the following be considered: - Low shrubs/groundcovers (<1m) around seating nodes to eliminate mid-level concealment. - High-canopy native trees planted throughout the car parking need to be mindful of ensuring visibility - Planting strategy to preserve clear mid-level sightlines across car park aisles, linear park, open space and other pedestrian paths. - The buffer is expected to provide screening without obstructing sightlines
Technical Surveillance Systems	
CCTV is expected to comply with standards (placement and positioning to be confirmed during the detailed design phase), as per the Council's confirmation, noting: - The loading dock, truck entry, and service corridor are identifiable in the ground floor plan that needs to be considered as locations for dedicated fixed camera coverage	- Fixed coverage at all entries expected- street access points, Centre entry points, carpark aisles, any future ATMs, and service corridors; PTZ units scan perimeters and high-risk parking zones. - Full perimeter/approach roads covered without blind spots. - Integration with existing shopping centre as well as the surrounding spaces (Leisure and Aquatics Centre as well as the Lantern Club) for shared monitoring within the precinct - Central control room ties feeds to the security desk for real-time review.



Lighting	
All public domain and parking area lighting is expected to comply with AS/NZS 1158	- Appropriate lighting can help reduce the perception and the opportunity to commit crime within the large complex of the shopping centre - Detailed design will be required to manage light spill from the additions to the shopping centre, as well as any improvements to the carpark and open space into neighbouring residential properties
Landscape	
The linear park and the proposed enhancements to the open space is expected to have visual permeability while also encouraging greater usage by pedestrians, at the same time as providing clear access to the shopping centre	- In the southern car park area, the detailed landscape design is to employ high-canopy indigenous species combined with low-level ground covers and mass planting to retain clear mid-level sightlines across car park aisles and pedestrian paths - In the landscape areas surrounding the Southern car park, where required, the retaining walls are stepped (against the rear of properties in Roseview Ave) or mounded (against the rear of properties in Hilton Ave) to provide an integrated landscape to delineate the public domain of the car park and provide a buffer to the rear of private properties that discourages inappropriate access - In the linear park, landscaping, including seating areas is used to create a more welcoming placemaking that encourages activation, where possible fences to direct pedestrian flows are replaced with landscaping and pathways that provide improved amenity
Formal Surveillance Protocols	
The on-site security team is expected to continue to be stationed within the centre as well as staff (with relevant training)	- Trained in retail-specific risks (shoplifting, car break-ins), NSW Police coordination via Camden PAC, and emergency procedures. - Staff vigilance supplements tech: shop assistants monitor entrances; cleaners patrol after hours. - Randomised routes to deter predictable patterns. - Liaison with local police and centre management for incident reviews

Surveillance Enhancement Recommendations

Based on the analysis of the surveillance conditions across the Site and the input from the analysis undertaken of the proposed design, the following recommendations will enhance surveillance outcomes for the Roselands Shopping Centre development:

- The Design Review Panel (DRP) has flagged concealed areas south and east of the entry foyer; design refinements are required to ensure these zones are visible from main circulation paths
- Loading/service areas: ensure that the service areas are adequately covered in CCTV and staff oversight during peaks; procedural checks for deliveries.
- Carpark design: Angled bays and low bollards to minimise sightline blocks from parked cars; wayfinding integrates with CCTV views.



- Pedestrian upgrades: ensure that the crossings/refuge islands are regular and indicated; that there is pedestrian scale illumination as well as wayfinding.
- Blank walls: Extend anti-graffiti coatings; add murals where feasible to avoid tagging

4.2 Territorial Reinforcement

The DPHI's Crime Prevention and the Assessment of Development Applications Guideline (2001) defines the principle of Territorial Reinforcement as:

Community ownership of public space sends positive signals. People often 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.

If people feel that they have some ownership of public space, they are more likely to gather and to enjoy that space. Community ownership also increases the likelihood that people who witness crime will respond by quickly reporting it or by attempting to prevent it.

Territorial reinforcement can be achieved through:

- *design that encourages people to gather in public space and to feel some responsibility for its use and condition*
- *design with clear transitions and boundaries between public and private space*
- *clear design cues on who is to use space and what it is to be used for. Care is needed to ensure that territorial reinforcement is not achieved by making public spaces private spaces, through gates and enclosures.*

Territorial reinforcement involves using physical designs such as fences, signage, landscaping, lighting, and property markers to express ownership and delineate private, semi-private, and public spaces. This visible articulation of territorial boundaries encourages residents and users to exercise control over their spaces, increasing the perceived risk for offenders and promoting community stewardship.

A clear definition of territorial boundaries reduces ambiguity that enables opportunistic crime while avoiding treatments that suggest vulnerability or create negative streetscape impacts.



Figure 17: Landscaping for territorial reinforcement

Source: Group GSA, 2026

Table 3: CPTED Assessment- Territorial Reinforcement

Assessment of the proposed design	
Elements	Comment
Physical Boundary	
The landscaping around the proposed development- alterations and additions area, including the linear park, as well as the buffer areas, with pedestrian trails/ pathways through the green space The design establishes clear and legible access to the retail and associated zones within the building. The development's back-of-house and loading areas are expected to be clearly demarcated.	- The landscaped areas act as a symbolic and physical transition, softening the interface between the large format retail centre and the surrounding residential streetscape, which creates a perimeter treatment that uses visually permeable landscaping instead of fencing - Strategic bollards at the Centre's Eastern and Southern frontage entrance is expected provide hostile vehicle mitigation (HVM) per AS 7033, blending with seating/bike racks for pedestrian permeability and local character- blending with the existing centre. - Territorial transitions are likely to be marked by coordinated cues—pavement shifts (to be confirmed during the detailed design stage), lighting gradients, and landscape buffers—eliminating ambiguity between public, semi-public, and private realms.
Delineation of Space/ Transition Zone Management	
The enhanced entry plaza and interchange create a "shared space" The building setbacks, buffer spaces and open spaces create semi-public realms offering community benefits Pedestrian paths throughout the linear park and residential interface create desire lines	- This is intended to slow vehicle speeds via indicating a change in environmental priority through the presence of the interchange, pedestrian treatments, signage and landscaping - Use of contemporary materials, lighting and signage- signals active management and discourages anti-social rationalisation - Landscaped verges with seating and lighting create an active frontage that adds to oversight. - The pathways through the linear park creates a distinct movement line separate to movement routes from the car park and service areas.
Symbolic Ownership	
The project embeds "Designing with Country" principles within the master plan The planned green spaces will create a gathering space with seating and exhibition space.	- The Design with Country principles as noted in the Architectural Design Report identify key points for community gathering and storytelling within the proposed parklands - The landscaped open spaces create a community parkland, reinforcing legitimate use and community stewardship of the space throughout the day. Landscaping will create 10,200 sq.m. of new tree canopy cover, creating an urban forest and reducing the need for fencing in the public domain -



Retail branding can be expressed through quality materials, vibrant shopfronts, and subtle centre signage rather than overt markers- within the proposed alteration and additions area of the Centre Protocols on Maintenance- litter/graffiti removal (recommended within 24 hours), weekly landscape pruning, and monthly carpark audits	- There are opportunities to extend the Centre's identity via murals, wayfinding totems, and consistent colour palettes that reinforce legitimacy while minimising symbolic targets for vandalism. - High standards of maintenance communicate active management, deterring escalation (e.g., tagging to damage) and preserving sightlines/territorial cues. - Extends to public realm contributions (e.g., verge upkeep and landscape maintenance), aligning with Council's goals for creating safe areas.
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Territorial Reinforcement Enhancement Recommendations

Based on the analysis of spatial legibility and ownership across the existing Site and the input from the design review process, the following recommendations will enhance territorial reinforcement outcomes for the Roselands Shopping Centre additions and alterations proposal:

- Install intuitive wayfinding at plazas/entrances, differentiating public paths from service zones, using universal symbols (e.g., no-entry icons) and directional prompts.
- Differentiated surfacing: porous pavers (public), asphalt (carparks), textured concrete (transitions) for tactile/visual zoning.
- Lighting hierarchy: high-mast public (brighter), bollard transitions, functional rear—per AS/NZS 1158.
- Community-focused installs (e.g., art benches, seasonal planters) to build positive identity and reduce negative targeting.
- Avoid the use of porous materials in areas with the greatest risk of graffiti tagging.

4.3 Access Control

The DPHI's Crime Prevention and the Assessment of Development Applications Guideline (2001) defines the principle of Access control as:

Physical and symbolic barriers can be used to attract, channel or restrict the movement of people. They minimise opportunities for crime and increase the effort required to commit crime.

By making it clear where people are permitted to go or not go, it becomes difficult for potential offenders to reach and victimise people and their property. Illegible boundary markers and confusing spatial definition make it easy for criminals to make excuses for being in restricted areas. However, care needs to be taken to ensure that the barriers are not tall or hostile, creating the effect of a compound.

Effective access control can be achieved by creating:

- *landscapes and physical locations that channel and group pedestrians into target areas*
- *public spaces which attract, rather than discourage people from gathering*
- *restricted access to internal areas or high-risk areas (like carparks or other rarely visited areas). This is often achieved through the use of physical barriers.*

Access control aims to regulate and limit entry and exit points to buildings, parking areas, and public spaces, thereby increasing the effort required to commit a crime and reducing opportunities for



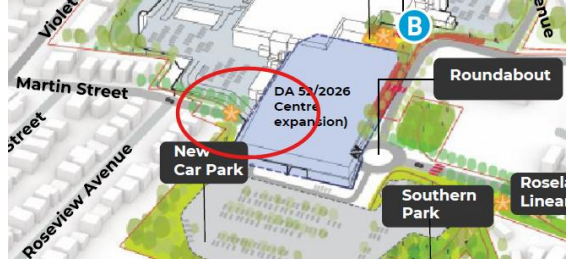
offenders. This includes physical barriers, gates, locks, signage, and strategic placement of pathways to direct movement and deter unauthorised access. Properly designed access control discourages offenders by creating clear boundaries and increasing the likelihood of detection.

Effective access control requires systems that maintain operational security while avoiding unnecessary impediments to legitimate users.

Table 4: CPTED Assessment- Access Control

Assessment of the proposed design	
Elements	Comment
Natural Access Control	
The Proposal introduces a new roundabout at the Roselands Drive / Roselands Avenue intersection The proposal introduces a new entry plaza, upgraded bus stop and an upgraded pedestrian crossing at Roselands Avenue	- The new roundabout establishes a clear circulation hierarchy, reduces vehicle speeds at the primary arrival point, and separates through-traffic from site access movements - The upgraded entry plaza creates a defined entry point, reinforcing the pedestrian arrival sequence and directing users in the defined desire lines - The upgraded crossing connects the linear park and open space, as well as the new walkways to the additions to the south of the site- the new Bulk Retail space to create a "shared space" effect and slow vehicular traffic approaching - The upgraded connections to the local street network include connections from Martin Street, Raymond Avenue and Hilton Avenue through the green space around the Southern Car Park - The additional crossing proposed near the intersection of King Georges Road that connects the King Georges Park to the Linear Park
Site planning establishes intuitive circulation hierarchies by providing prominent visual/physical cues for shoppers and other users. Clearly defined signage and design treatments (e.g. pavement markings) to delineate loading facilities.	 - Hierarchy channels legitimate patrons (families, commuters) through mall plazas and carpark entries while deterring unauthorised shortcuts across service zones. - The main entrance features glazed frontage, pavement arrows, and shopfront lighting to guide arrivals past active tenancies, eliminating confusion that could mask loitering or theft.



Landscape design reinforces paths	- The new entry from the Southern Car Park provide an alternative access point particularly for shoppers accessing the new retail offer - Clarity, including signage as to which car parks provides best access to certain anchor shops benefits unfamiliar visitors while exposing suspicious deviations to staff/shopper oversight. - It is to note that the pedestrian route taken from Martin Street needs to be indicated with clear signage and marking to prevent pedestrian from using informal desire lines across the vehicle carriageway rather than using designated pathways  - Contrasting pavers (lighter materials to indicate public paths vs. darker for service routes), bollard lighting, and low planting to define flows. - Formal paths to accommodate desire lines from surroundings (in long-term consideration); barriers (fencing, planters, subtle level changes) block informal cuts through vacant edges or loading areas. - Prevents eroded shortcuts that erode security and maintenance in a rural-transition context.
Mechanical Access Control	
Metal screening is specified under the travellators from the southern car park as per the architectural plans provided. Back-of-house zones are shown as discrete, enclosed rooms on the ground floor plan Keyless mall entries are likely to use proximity fobs for staff; customer doors remain unlocked during operational hours with panic hardware (to be confirmed during the detailed design stage).	- The metal screen is proposed to restrict unauthorised pedestrian access to mechanical and back-of-house areas, directing movement through defined and observable pathways - It is expected that the back of the house areas will be designed such that they will restrict unauthorised access; however, it is to be considered that the new proposed back of house areas in the addition area to the south of the site need to be identified with clear indications to create safe passage for the public - After-hours security: locks engage post-closing, logged via central panel with CCTV sync (to be determined post construction and appointment of security consultant). - Service doors (loading, amenities) require PIN badges; audit trails track entries for theft/vandalism reviews.



Critical Areas- Retail high-value zones (liquor, ATMs, pharmacy if added): two-factor (badge /PIN) CCTV real-time monitoring will also allow surveillance of the loading dock area to ensure appropriate use. Emergency Egress Systems- All mall exits use magnetic locks releasing on fire alarm; crash bars ensure free egress.	- Back-of-house (stockrooms, loading areas, offices): badge and silent alarms (panic buttons) to be installed/made available to relevant staff. - Management suites/ offices to be equipped to have badge trails; to prevent unauthorised access - A security alarm is to be linked to the commercial and retail premises and internal public areas. The alarms will be activated in the event of forced entry. - Local alarms on non-designated exits deter misuse; manual overrides at the security desk. - Emergency lighting according to AS Standards; stair pressurisation and photoluminescent signage guide to Rickard Road assembly points.
Other Access Features and Protocols	
Vehicle Access Visitor procedures: Casual shoppers unescorted in public mall; contractors pre-vetted with 24-hour notice, escorted, time-limited badges.	- The at-grade car parking has been designed to ensure open sightlines from the streetscape, - Automated vehicle logging and monitoring systems will be implemented to prevent malicious damage and other criminal activities. - Staff access will be restricted via a security swipe card or security code system on designated doors prior to and after hours - Digital sign-in kiosks to log details and a photo for contractors; real-time occupancy via staff apps for evacuations. - Contractors: Police checks, site induction, auto-expiring credentials

Access Management Protocols Recommendations

Based on the analysis of pedestrian and vehicle movement across as well as the analysis of the plans as part of the CPTED review process, the following recommendations will enhance access control outcomes for the proposed development:

- Tiered zones suggested: public mall (open), staff areas (badge), stockrooms (two-factor), offices (pin).
- Anti-pass back on badges to stop sharing; integrate with CCTV for tailgating alerts.
- Pre-register deliveries 24 hours ahead; temp fobs expire post-shift.
- Security for the back of the house to be regularly reviewed.
- Zone-lockdown capability: isolate carpark/theft zones without full centre shutdown.

4.4 Activity and Space Management

The DPHI's Crime Prevention and the Assessment of Development Applications Guideline (2001) defines the principle of Space management as:



Popular public space is often attractive, well maintained and well used space. Linked to the principle of territorial reinforcement, space management ensures that space is appropriately utilised and well cared for.

Space management strategies include activity coordination, site cleanliness, rapid repair of vandalism and graffiti, the replacement of burned out pedestrian and car park lighting and the removal or refurbishment of decayed physical elements

Space management focuses on maintaining clean, orderly, and well-maintained environments to reduce signs of neglect and disorder that can invite criminal activity. This principle incorporates regular maintenance, rapid removal of graffiti and litter, and appropriate use of space for intended activities. Active management of spaces signals care and vigilance, thereby discouraging antisocial behaviour.

Retail operations generate predictable peaks (lunch, school runs, evenings) amid rural-residential surrounds, which equate to continuous, legitimate activity that provides inherent crime-prevention benefits when properly managed and integrated with precinct dynamics.

Table 5: CPTED Assessment- Activity and Space Management

Assessment of the proposed design	
Elements	Comment
Operational Activity Patterns	
The shopping centre's trading hours ensure a continuous legitimate presence, unlike residential night-time contexts.	- Supermarket/food court anchor daytime/evening peaks; liquor/kiosks extend to closing, maintaining "eyes on the street" from staff/shoppers. - Moderate morning traffic builds to lunch/school surges, with vehicles from commuters/service station adding oversight vital in low-pedestrian precinct (expect changes with transition).
Additionally, the centre has established 24/7 security personnel on site, which is expected to continue and encompass the addition and alteration within the Centre	
Delivery/maintenance scheduling	- The delivery schedule creates natural surveillance opportunities from an earlier time period - Enhanced protocols for exceptions from scheduled activity
Space Management Protocols	
All zones have designated purposes with signage and cues like bollards/planters.	- Public mall (open access), staff corridors (badge), service yards (gates auto-close post-use)—eliminating ambiguous "grey" spaces. - Carparks zoned (parent/child bays near entrances) - Clear signage of shared spaces for vehicles and pedestrians at the entrance to the carpark and shopping centre to reduce risk to young children, particularly at vehicle intersections (entry/exit) - Waste areas/compounds screened but overlooked by offices to avoid attractors.
Regular security audits	
	- To identify blind spots/litter; post-incident reviews refine patrols/staff training.



Landscape maintenance	- Coordination with PAC/ Council - The planting schedule is to be selected for resilience and minimal maintenance requirements reducing the risk of landscape decay over time - Regular pruning and maintenance keep sightlines clear (high-canopy trees with trunks <3m and shrub/ground cover <1 m) - Proactive protocols for rapid graffiti removal and litter management should be established - Graffiti response creates a greater sense of perception of safety within the space
Roselands Drive ramp interface - tagging	- The solid, large-format wall surfaces of the proposed 'addition-built form', particularly along and across the Roselands Drive entry ramp frontage, present an elevated risk of graffiti tagging given their scale, limited passive surveillance during off-peak hours, and proximity to a vehicle entry point where pedestrian activity is low. - Anti-graffiti coating and/or integrated artwork treatment on these surfaces should be considered at the detailed design stage.
Activation and Amenity Safety	
The open spaces include gathering space and seating External lighting design	- The linear park, as indicated in the landscape plans, includes multiple pergolas with bench seating and vines annotated along the Roselands Drive pedestrian path as rest points and visual portals, activating the path during off-peak periods and providing shelter that encourages legitimate use without creating concealment. - Nature play elements within the community parkland are described in the landscaping plans as "intentionally quiet" to maintain the peaceful character of the surrounding residential neighbourhood- a design approach that balances activation with residential amenity, avoiding features that might attract unsupervised after-hours gathering. - The retained and upgraded bus stop along Roselands Drive (with bench seat) further anchors legitimate pedestrian activity at the centre's primary frontage throughout the operating day. - AS/NZS compliant, facade glow highlights active edges. - Light placement on paths deters post-closing shortcuts through vacant lands



Activity And Space Management Recommendations

Based on the analysis of space utilisation and activation currently within/around the centre and the analysis undertaken with respect to the proposed development design, the following recommendations are made to improve outcomes with respect to activity/space management:

- Stagger shift changes/breaks for continuous mall presence, especially 10 pm–midnight wind-downs in low-ambient areas.
- Coordinate with surrounding businesses for shared patrols/incident alerts on theft hotspots.
- Program plazas seasonally (markets, community boards) to activate rural interface without security gaps.
- Maintenance to ensure Graffiti/other damage is fixed in a timely manner.

4.5 Summary

The following consolidated recommendations represent critical CPTED implementation priorities for the Roselands Centre alterations and additions:

Surveillance Enhancement

- Lighting that is compliant with relevant standards
- AS Compliant cameras covering entries, carparks, and perimeters
- Glazed shopfronts and upper-level offices for passive oversight of parking/plazas
- Security desk positioned for mall/carpark sightlines
- Data-sharing agreements with other commercial retail developments as and when the precinct is delivered

Territorial Reinforcement

- Wayfinding with universal symbols (pedestrian/no-entry) at plazas/entrances
- Zoned surfacing: light pavers (public paths), asphalt (carparks), textured transitions
- Expedient graffiti removal; weekly landscape/pruning schedules
- Lighting gradients: high-mast public, bollard edges and functional rear
- Entry plazas, murals, and seasonal planters activating frontage

Access Control

- Tiered systems: open mall (public), badge staff zones, PIN service areas
- Anti-pass back badges; digital kiosks for contractor pre-registration
- Ensure the entry into the loading area and carpark is well defined
- Zone lockdowns (e.g., isolate carpark during theft without full closure)
- Emergency lighting and installation of alarms

Activity and Space Management

- Staggered shift changes for security to ensure coverage
- Graffiti damage response
- Maintenance plan for landscape and property management
- Public realm audits as necessary
- Engagement with Council/PAC



5. CONCLUSION

This CPTED report has been prepared to evaluate the proposed alterations and additions to Roselands Shopping Centre, which aim to revitalise and expand the existing centre to secure national and international retailers, modernise floorplates, and enhance the overall amenity of one of Sydney's most established regional shopping destinations.

Regular maintenance and quality landscaping, along with well-finished built environments, are essential to convey to users and staff that the centre is actively cared for and secure. This includes clear distinctions between public and private areas; safe, legible pedestrian routes, and appropriate landscape designs. The recommendations contained in this report focus on reinforcing and building upon the centre's existing strengths while addressing identified vulnerabilities.

The assessment addresses the CPTED principles: Surveillance (including lighting), Territorial Reinforcement, Environmental Maintenance, Activity and Space Management, and Access Control. It draws on relevant NSW guidance and local policy frameworks, including the Crime Prevention and Assessment of Development Applications Guidelines (2001), the Canterbury-Bankstown Development Control Plan 2023, and the NSW Police Safer by Design guidelines.

Roselands is an established suburb with predominantly low-density residential land use in the inner south-west of Sydney, where the Shopping Centre is located. Analysis of BOCSAR data for the Roselands SAL and the Canterbury-Bankstown LGA indicates that crime levels across most categories sit below both the LGA and NSW averages, with steal from motor vehicle and steal from retail store being the principal areas of relative elevation - consistent with the profile of a large format retail centre.

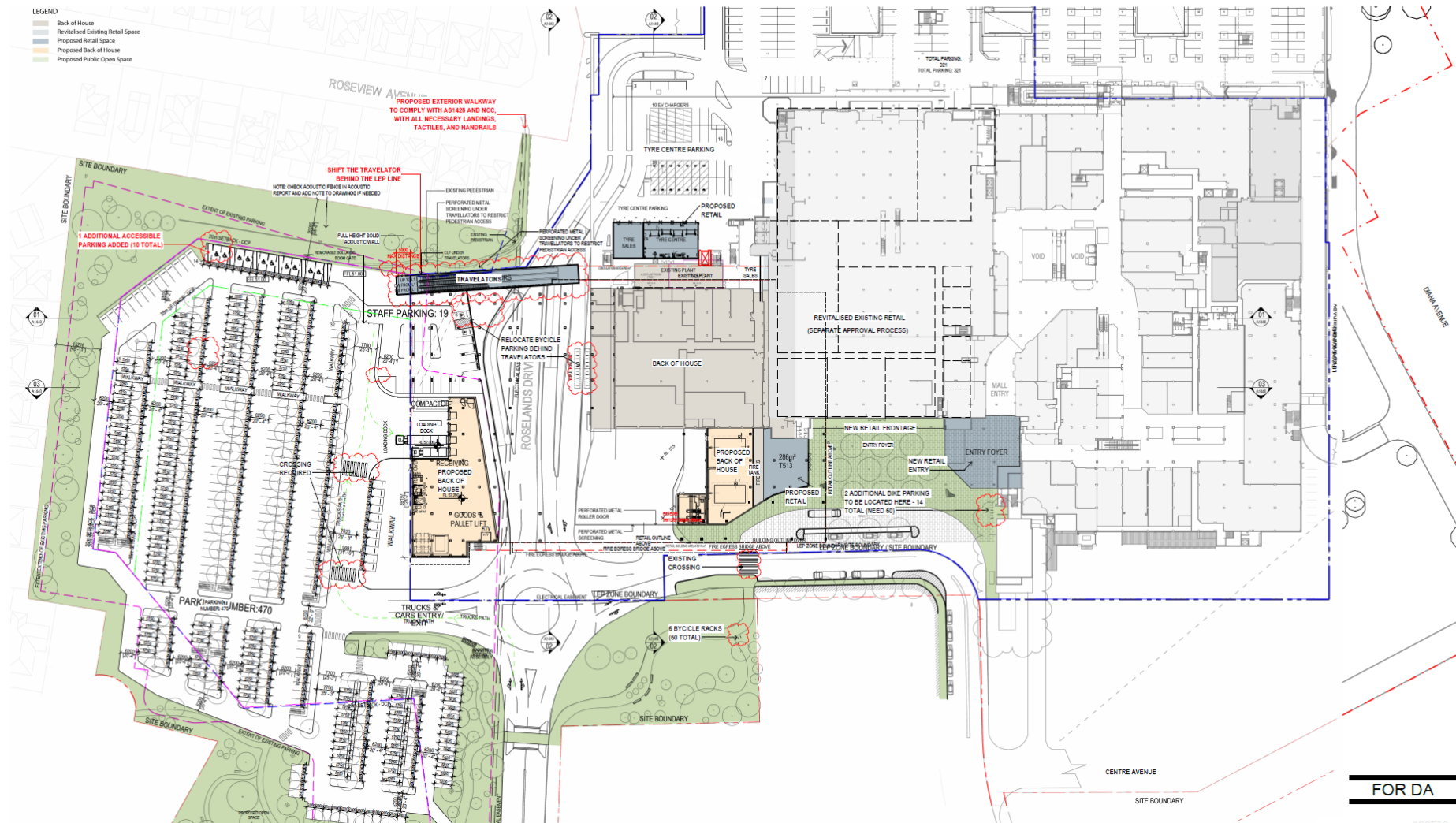
The existing Roselands Shopping Centre operates within a well-established security and management framework, with existing CCTV infrastructure, centre management oversight, and active staffing providing a sound baseline. The assessment has therefore focused on identifying targeted where improvements may be required to enhance this existing framework in response to the outcomes in the proposed additions and alterations, highlighting the design principles and security measures incorporated into the proposal.

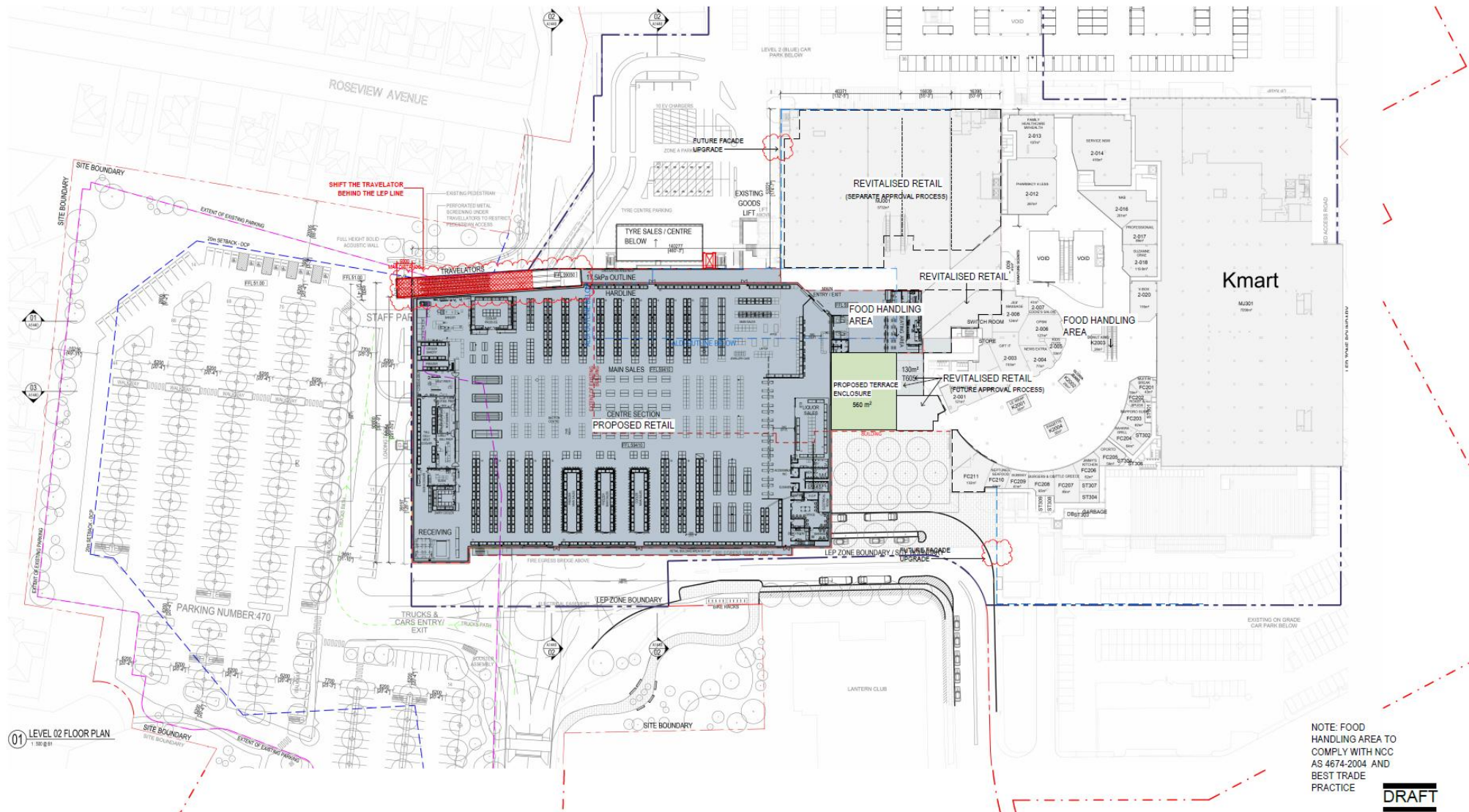
It is also recognised that this report is compiled during the Development Application stage. While many operational details will be refined in subsequent design and fit-out phases, this document provides recommendations to guide decisions on built form, public domain treatment, car park design, and management practices, ensuring the expanded centre continues to operate as a safe, well-managed, and welcoming destination for its community.

In this context, the proposal satisfies the relevant principles and guidelines at this stage, achieving the desired levels of safety across all aspects, subject to the implementation of the recommendations of this CPTED report.

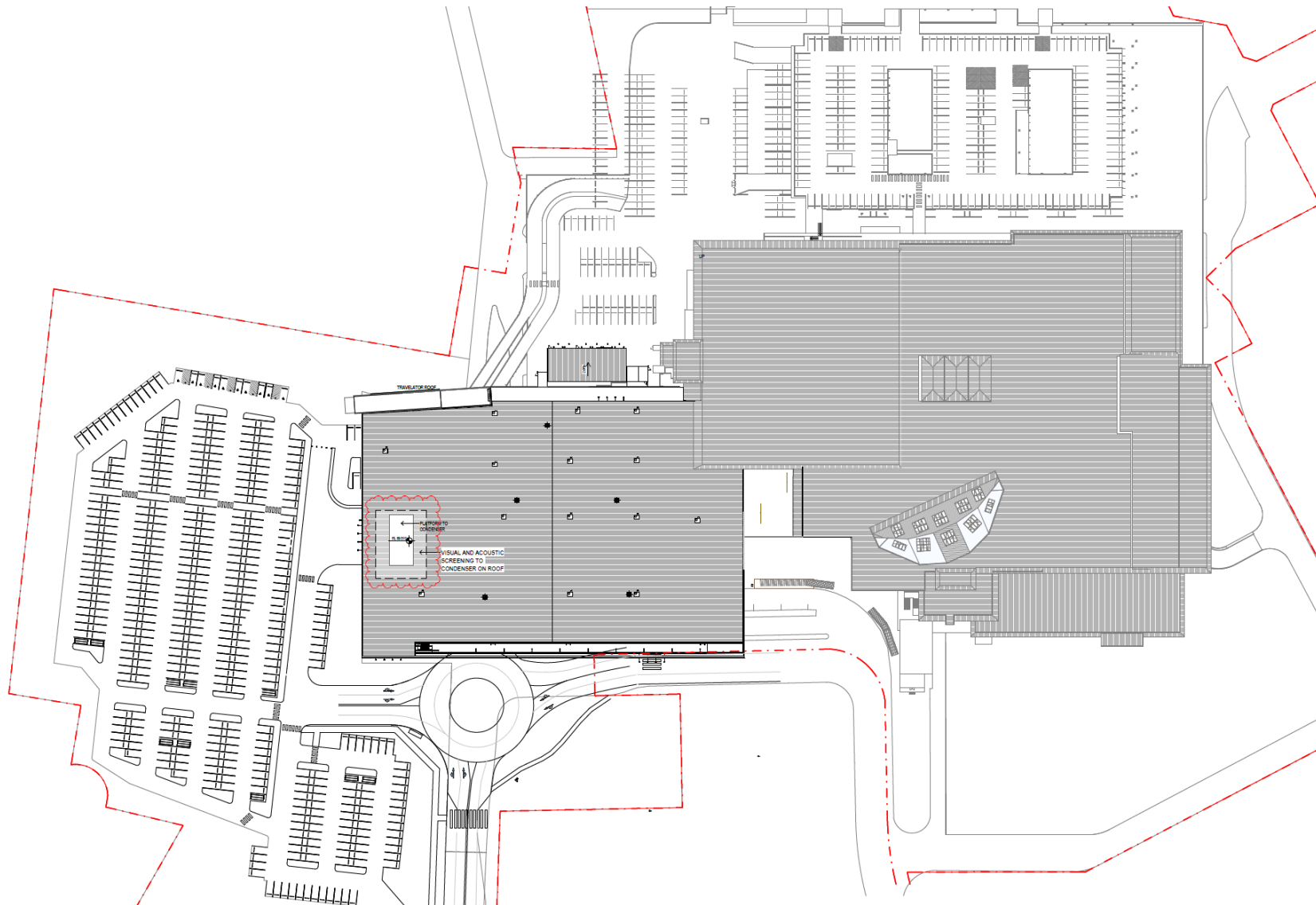


APPENDIX A – SITE PLANS

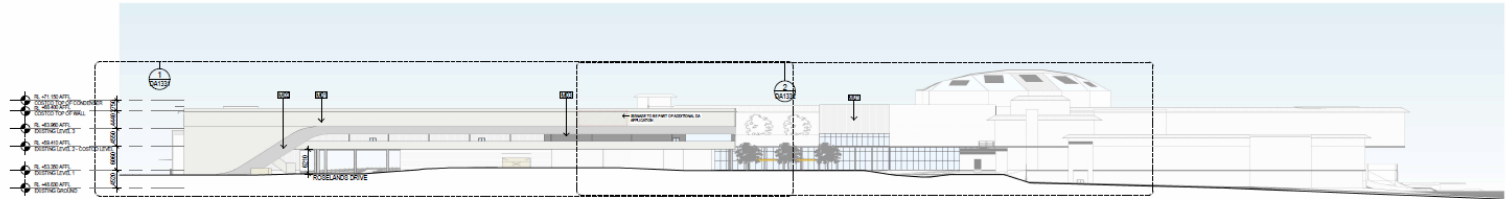




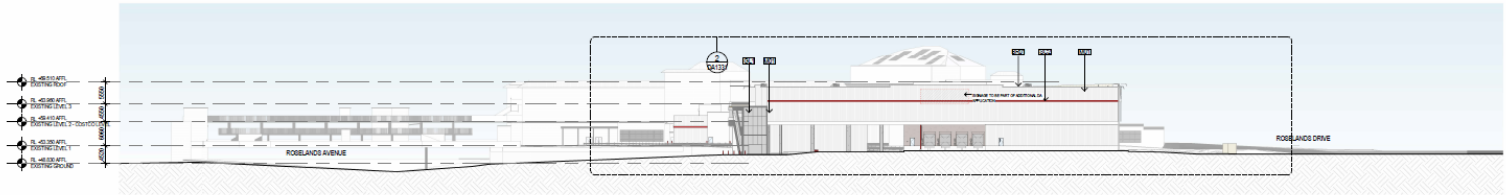
Level 2- Floor Plan (Group CSA, 2026)



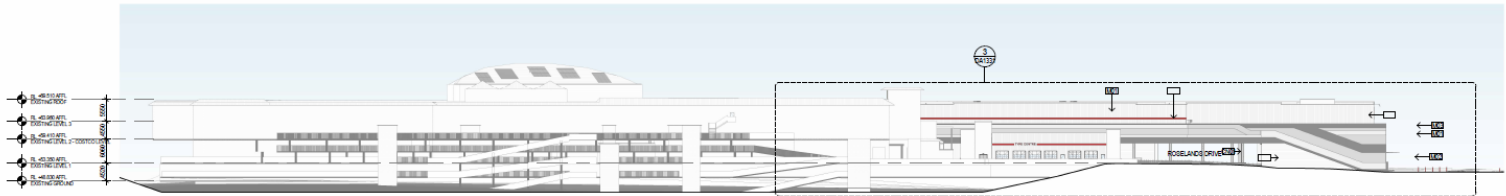
Level 3- Floor Plan (Group CSA, 2026)



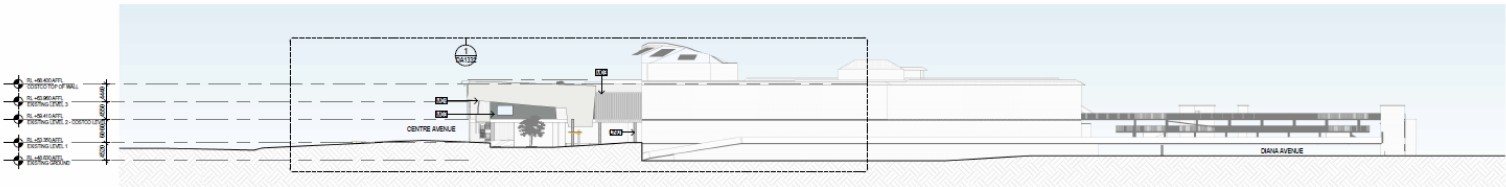
1 EAST ELEVATION
1:500



2 SOUTH ELEVATION
1:500



3 WEST ELEVATION
1:500



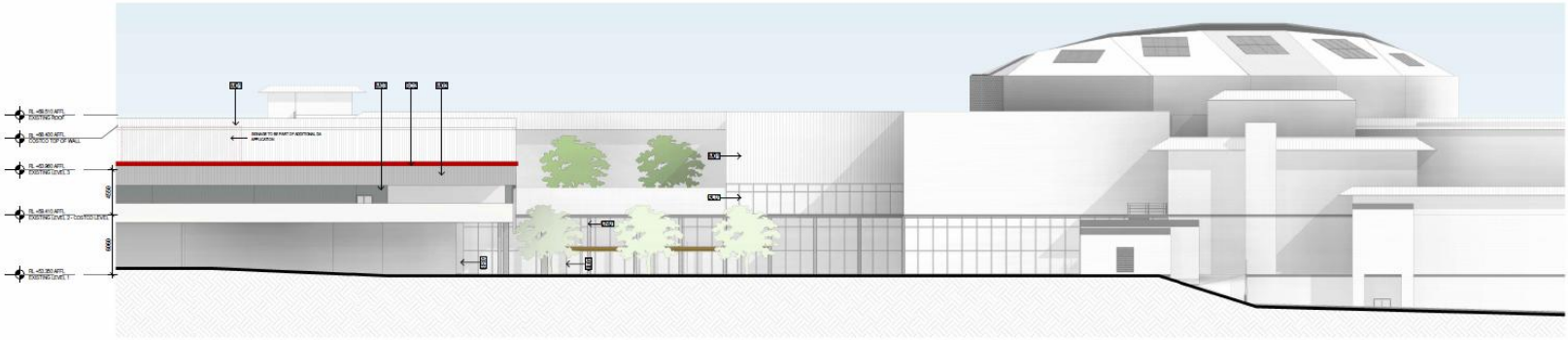
4 NORTH ELEVATION
1:500

North Elevation - (Group CSA, 2026)

MATERIAL LEGEND:	
REF	DESCRIPTION
1.	M01-METAL WALL CLADDING CUSTOM ORB COLORBOND SUPRIMET
2.	M02-METAL CLADDING BUTLER RIB COLOUR TO MATCH ITEM 1 - COLORBOND WINDOPRAY
3.	CL01-COLORBOND WINDOPRAY
4.	M03-GALVANNEED METAL RIBED LOUVER
5.	M04-METAL WALL CLADDING CUSTOM ORB COLORBOND WOODLAND GREY
6.	CR01-OFF FORM CONCRETE
7.	SC0-ACCENT BAND SAFETY RED SW 481



1 NORTH ELEVATION - PROPOSED
1:200



2 EAST ELEVATION - ENTRY
1:200

MATERIAL LEGEND:	
REF.	DESCRIPTION
1.	M01-METAL WALL CLADDING CUSTOM ORB COLORBOND SURFIMET
2.	M02-METAL CLADDING BUTLER RIB COLOUR TO MATCH ITEM 1 - COLORBOND WINGSPIRIT
3.	CL01-COLORBOND WINGSPIRIT
4.	M03-GALVANISED METAL RYSD LOUVER
5.	M04-METAL WALL CLADDING CUSTOM ORB COLORBOND WOODLAND GREY
6.	CH01-OFF FORM CONCRETE
7.	B02-ACCENT BAND SAFETY RED SW 4981

East Elevation (Group CSA, 2026)



Landscape Plan (Source: Group GSA, 2026)

APPENDIX B – CRIME STATISTICS

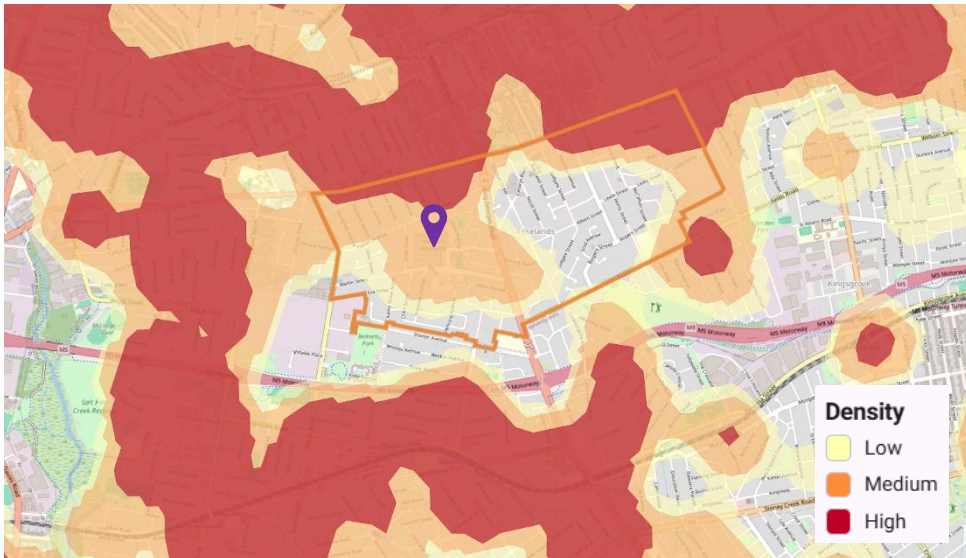
Incidents of Crime [January 2025 to December 2025] and rate per 100,000 population sourced from BOSCAR

Category	Roselands SAL		Canterbury-Bankstown LGA		NSW	
	Count	Rate	Count	Rate	Count	Rate
Assault and related offences	66	515.0	2826	733.6	74539	879.1
Robbery	1	7.8	73	18.9	1799	21.2
Against justice procedures	33	257.5	4226	1097.0	92960	1096.3
Theft	245	1911.7	6486	1683.6	181110	2135.9
<u>Theft- Break & enter non-dwelling</u>	6	46.8	158	41.0	7634	90.0
<u>Theft- Steal from motor vehicle</u>	43	335.5	1114	289.2	25192	297.1
<u>Theft- Steal from retail store</u>	47	366.7	624	162.0	30900	364.4
Malicious damage to property	37	288.7	1418	368.1	46811	552.1
Disorderly conduct	12	93.6	471	122.3	19881	234.5
Intimidation, stalking & harassment	58	452.6	1903	494.0	49923	588.8

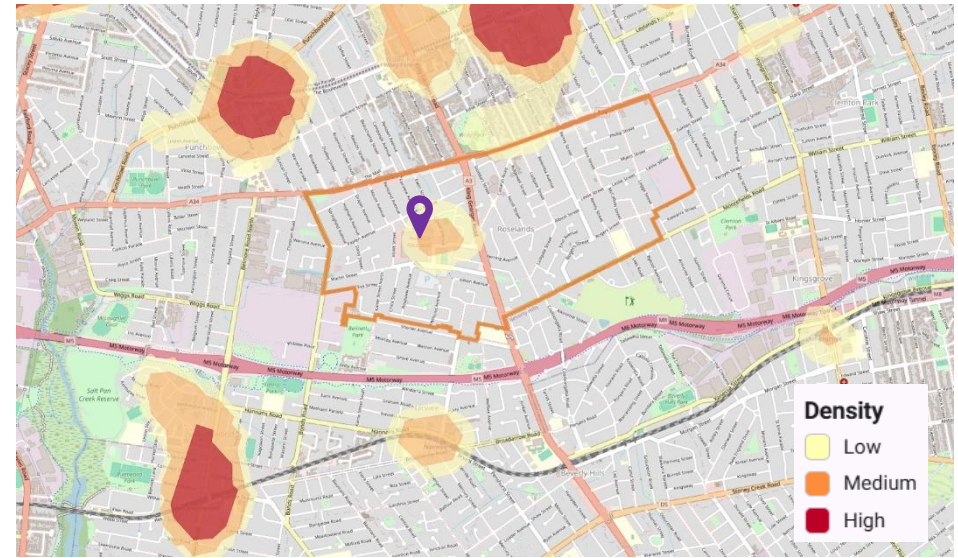
10-year crime trend from January 2015 to December 2025 sourced from BOSCAR

Category	Canterbury-Bankstown LGA	NSW
	% average annual percentage change	% average annual percentage change
Assault and related offences	Up 0.9% per year	Up 0.8% per year
Robbery	Down 6.9% per year	Down 3.9% per year
Against justice procedures	Up 2.1% per year	Up 2.8% per year
Theft	Down 3.6% per year	Down 3.8% per year
<u>Theft- Break & enter non-dwelling</u>	Down 5.1% per year	Down 5.6% per year
<u>Theft- Steal from motor vehicle</u>	Down 5.3% per year	Down 6.1% per year
<u>Theft- Steal from retail store</u>	Stable	Up 2.0% per year
Malicious damage to property	Down 4.7% per year	Down 4.2% per year
Disorderly conduct	Stable	Down 2% per year
Intimidation, stalking & harassment	Up 2.1% per year	Up 4.5% per year

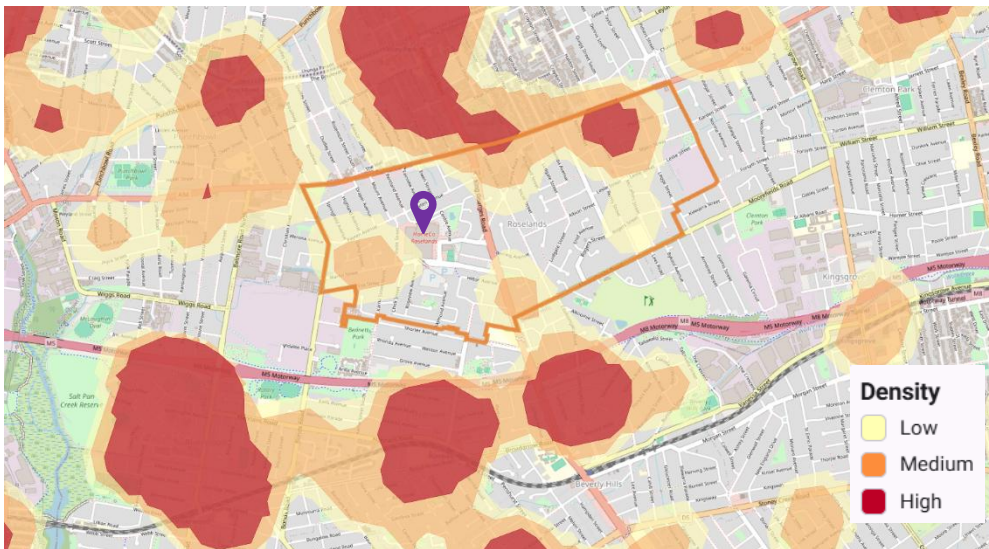
Crime hotspots maps, January 2025 to December 2025- sourced from BOSCAR, 2026 (site indicated with pin)



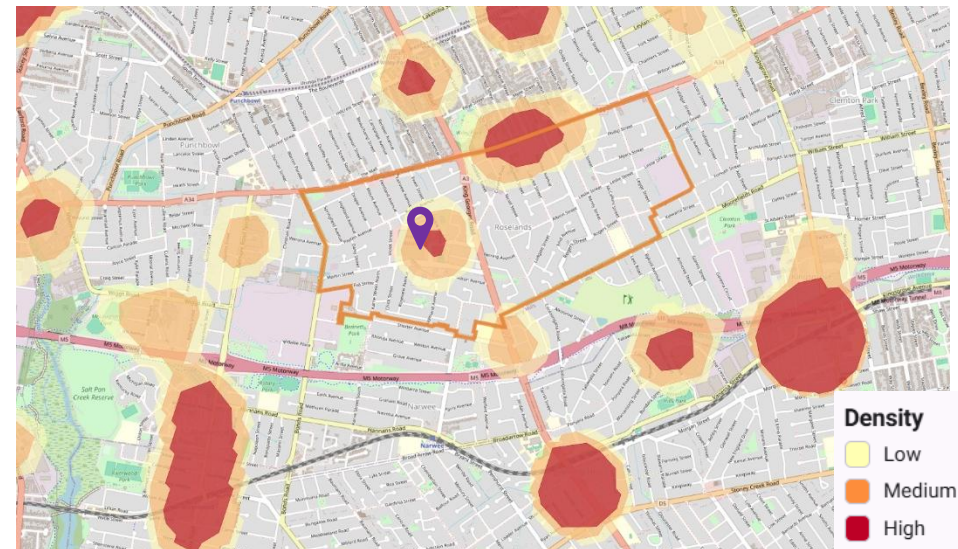
Domestic assault



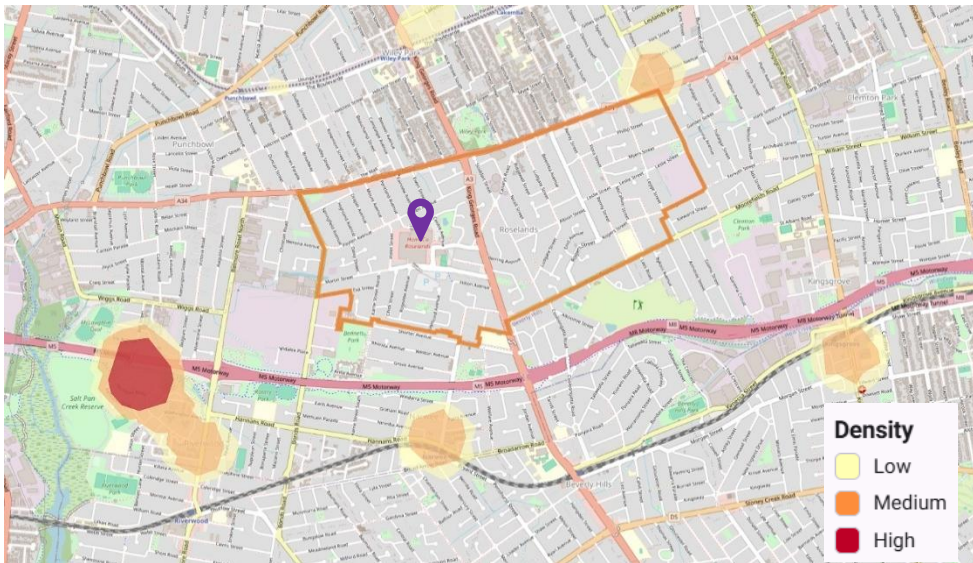
Non-domestic assault



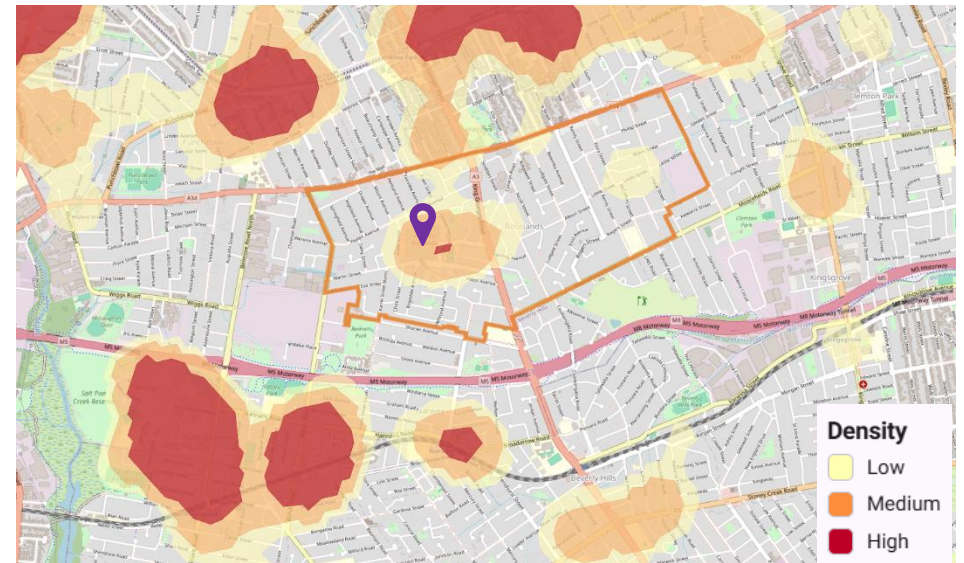
Break & enter dwelling



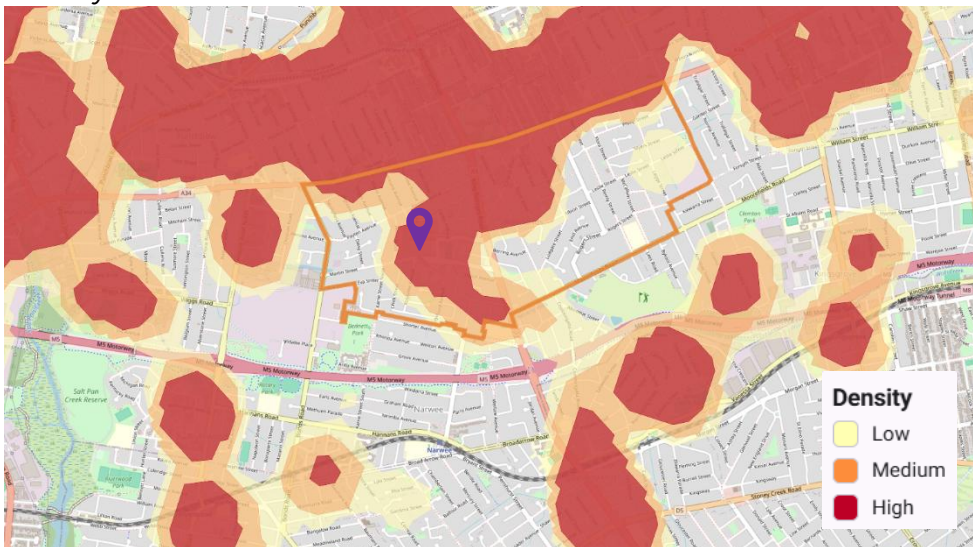
Break & enter non-dwelling



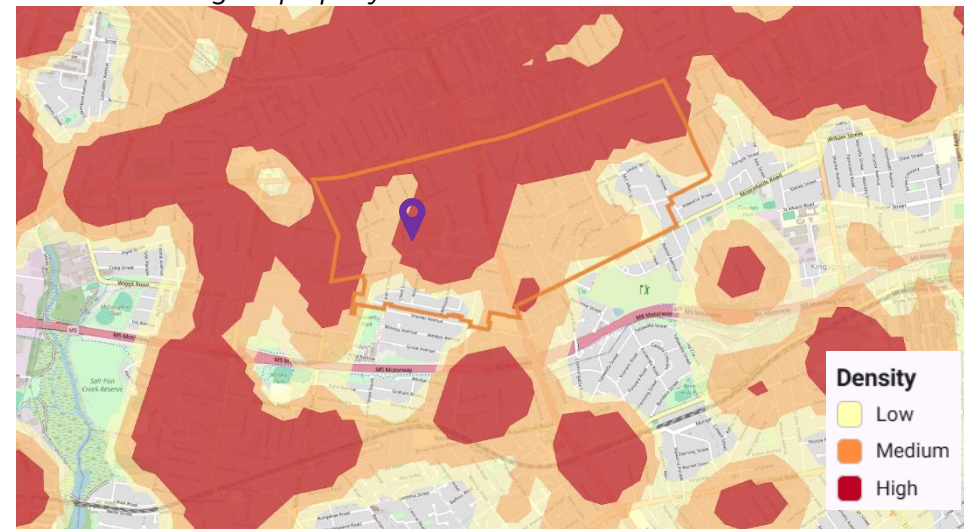
Robbery



Malicious damage to property



Motor vehicle theft



Steal from motor vehicle