

CLUB BURWOOD RSL STAGE 1 DEVELOPMENT APPLICATION

SOCIAL IMPACT ASSESSMENT

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TABLE OF CONTENTS

1.	Executive Summary	1
2.	Introduction	3
3.	Methodology	4
4.	The proposal	5
5.	Site context	8
6.	Policy context	12
7.	Community profile	13
8.	Population projections.....	16
9.	Crime profile.....	17
10.	Surrounding social infrastructure	19
11.	Community consultation.....	21
12.	Review of technical studies	24
13.	Social impact assessment	26
14.	Conclusion	34

Appendix A	Policy context	37
Appendix B	Social infrastructure map.....	42
Appendix C	Crime hotspots	46
Appendix D	Demographic summary	49
Appendix E	Site visit photos	54
Appendix F	Consultation materials.....	57
Appendix G	Community consultation responses	57

FIGURES:

Figure 1 – Proposed floor envelopes.....	5
Figure 2 – Proposed vehicle access points control drawing	7
Figure 3 – Proposed building envelope elevations.....	7
Figure 4 – Site context.....	9
Figure 5 – Aerial image of site	10
Figure 6 – Population age breakdown.....	13
Figure 7 – Income distribution	14
Figure 8 – Burwood LGA population projections by age	16
Figure 9 – Location of liquor licenced venues in the LGA	20
Figure 10 – Letter box drop catchment.....	21
Figure 11 – Existing development	55

TABLES:

Table 1 – International Association for Impact Assessment SIA criteria	3
Table 2 – Overview by podium levels	6
Table 3 – Numeric overview	8
Table 4 – Membership breakdown November 2016	11
Table 5 – Policy directions.....	12
Table 6 – 2011 SEIFA profile	15
Table 7 – Summary forecast data for Burwood LGA.....	16

Table 8 – Age breakdown of population forecast	16
Table 9 – Crime rates per 100,000 people (Jan-Dec 2016)	17
Table 10 – Two-year crime trends (Jan 2015-Dec 2016)	18
Table 11 – Club's relocation	26
Table 12 – New and expanded uses	27
Table 13 – Visual impact and overshadowing	28
Table 14 – Noise.....	29
Table 15 – Traffic and transport	30
Table 16 – Safety and security	31
Table 17 – Liquor and gaming	32
Table 18 – Construction impacts	33
Table 19 – Map locations.....	44

1. EXECUTIVE SUMMARY

This Social Impact Assessment (SIA) report has been prepared to inform the Stage 1 Development Application for the proposed Club Burwood RSL.

An SIA is an independent specialist study undertaken to identify and analyse key social impacts associated with a development proposal. It includes recommendations to enhance positive impacts and mitigate negative impacts in accordance with professional standards and statutory obligations.

1.1. THE PROPOSAL

The Stage 1 DA seeks concept approval for a mixed-use redevelopment including:

- A registered club, hotel or motel accommodation, commercial premises, entertainment facilities, function centre and recreation facility (indoor)
- Building envelope associated with the podium
- Building envelope for one tower above the podium, with a maximum height of 95 metres
- Maximum GFA across the site of 37,173sqm
- Vehicle access points
- A maximum of 1,250 car spaces provided within the basement envelope.

1.2. SUMMARY OF SOCIAL IMPACTS

The following is a summary of the impacts considered in this report:

Club relocation

The relocation of the Club from a low density residential area to the Burwood Town Centre has the potential to have a significantly positive impact. The relocation has the potential to significantly activate the Burwood Town Centre, contributing to the urban renewal of the area.

Impact: High positive impact – subject to the future use of 96 Shaftesbury Road and the final design for the proposed Club.

New and expanded uses

The proposal aims to diversify the Club's offer by including hotel accommodation, a new theatre and additional food and beverage facilities and recreation opportunities. This may have a positive impact on the current and future members of the Club. It enables the Club to cater to a wider range of people, including community groups who may not benefit from the existing offering and facilities at 96 Shaftesbury Road.

Impact: Medium/high positive impact – subject to the final choice of uses for the site.

Visual impact and overshadowing

A shadow analysis of the conceptual architectural design indicates that the majority of overshadowing falls on the railway reservation and it will not result in any additional overshadowing on significant public open space areas. The building envelope presents an opportunity for architectural detailing and articulation that minimises the potential of overshadowing and privacy concerns, particularly in relation to 63 Shaftesbury Road.

Impact: Low/medium negative impact - subject to the final building design.

Noise

The Acoustic Assessment indicates that the proposal complies with statutory requirements. Appropriate design responses are available to address potential noise impacts associated with proposed uses.

Impact: Low/medium negative impact - subject to the final building design.

Traffic and transport

The proposal has the potential to enhance pedestrian links to Burwood Train Station and improve connectivity. Parking provision will be adequate to support the demand associated with the development and the basement loading area will minimise noise impacts.

Traffic modelling suggests that the traffic generated from the proposed Club will be accommodated within the local road network. This assumes key intersection upgrades envisaged in Council plans are implemented and that the proposed parking provision will be adequate to support the demand associated with the development. The location of the site within a major public transport interchange presents an opportunity to encourage the use of public transport by Club members, especially during large events.

Impact: Medium/low negative impact – subject to implementation of road improvements identified by Council.

Safety and security

The proposed development has the potential to assist in the transformation of Burwood Town Centre by activating the site, enabling public domain improvements, increasing lighting and passive surveillance opportunities and using graffiti resistant materials. Potential CPTED enhancement measures have been outlined in a separate CPTED Assessment report.

Impact: Medium/high positive impact - subject to the final building design.

Liquor and gaming

In accordance with ILGA band classification for Burwood LGA, the Club will apply for a transfer of all gaming machine entitlements from the existing site to the proposed Club. This transfer will not increase the number of gaming machine entitlements that the Club currently has. The diversification of uses at the proposed Club offers opportunities for a wider range of activities that mitigate the impact of alcohol consumption and gaming.

Impact: Low/medium negative impact – subject to the final designs and the outcome of the review of the Local Impact Assessment (LIA) Scheme under the Gaming Machines Act 2001.

Construction impacts

Construction may generate short term negative impacts of varying scales. Dust, noise and traffic impacts are common construction-related impacts, that may be minimised and sometimes negated by applying measures associated with the construction schedule and Construction Management Plan (CMP). As detailed in the Statement of Environmental Effects, a CMP will be prepared and submitted with the first Stage 2 DA.

Impact: Medium negative impact – subject to final construction schedule.

1.3. HIGH LEVEL MONITORING ADVICE

This report has included a range of mitigation and enhancement recommendations, which have the potential to maximise the overall positive impact of the proposal and inform a final detailed design for the site. These include:

- Consideration of CPTED principles at the interface between the different uses of the site, footpaths and surrounding public domain and in the design of the screen landscaping with 63 Shaftesbury Road
- Consideration of methods to attract a greater range of age-related activities associated with the Club
- Ongoing discussions with Burwood Council and other stakeholders to finalise detailed design for the site and the future of 96 Shaftesbury Road following relocation
- Maintenance of the Club's gaming Self-Exclusion Policy and continuing application of RSA guidelines, in-house initiatives outlined in the Club's Plan of Management and agreements defined in the Liquor Accord
- Preparation of a Plan of Management for the proposed Club and maintenance of professional and accurate reporting and record keeping (e.g Neighbour Complaint Register).

Future detailed designs for the site should consider these recommendations, together with recommendations provided in other technical reports.

2. INTRODUCTION

This Social Impact Assessment (SIA) report has been prepared to inform the Stage 1 Development Application (DA) for the proposed Club Burwood RSL.

The development aims to extend the Club's current offer within Burwood Town Centre, through the inclusion of new eateries, bars and lounges, a theatre, a health and fitness centre, conference/event facilities, entertainment facilities and a hotel.

2.1. ASSESSING SOCIAL IMPACT

An SIA is an independent specialist study undertaken to identify and analyse key social impacts associated with a development proposal. It includes recommendations to enhance positive impacts and mitigate negative impacts in accordance with professional standards and statutory obligations.

Under Section 79(c) of the Environmental Planning and Assessment Act (1979), all social, environmental and economic impacts that are reasonably foreseeable are required to be considered and addressed as part of the planning process. In line with international best practice guidelines, social impacts should be assessed in relation to one or more of the following:¹

- Health
- Housing
- Earning ability
- Safety
- Neighbourhood identity
- Belonging and connection to community
- Access to and use of community facilities
- Social equity.

2.2. SIA ASSESSMENT CRITERIA

The assessment criteria used for this report is outlined in Table 1 below.

Table 1 – IAIA SIA criteria

Impact	Duration	Extent	Ability to adapt	Social outcomes
Low	Short-term <1 year Low frequency	Individual/ Household	Capacity to adapt to the changes with relative ease and maintain livelihoods, culture, and quality of life. Will have access to resources, infrastructure and services.	Inconvenience but with no consequence on long-term livelihoods, culture, quality of life, or adverse impact on access to resources, infrastructure and/or services.
Medium	Medium-term 1-6 years Medium or intermittent frequency	Small number of households	Capacity to adapt to change, with some difficulty, and maintain pre-impact livelihoods, culture quality of life. Continued access to resources, infrastructure and services, with a degree of support.	Primary and secondary impacts on livelihoods, culture, quality of life, Restricted access to resources infrastructure and/or services.
High	Long-term/ Irreversible > 6 years Constant frequency	Large part of/ whole community	Capacity to adapt to changes and continue to maintain pre-impact livelihoods, culture, quality of life. Restricted access to resources, infrastructure and /or services.	Widespread and diverse primary and secondary impacts likely to be impossible to reverse or compensate for.

Source: IAIA Guidelines

¹ International Association for Impact Assessment (IAIA)

3. METHODOLOGY

The following tasks were undertaken for the SIA:

Stage 1: Scoping

- Review of relevant policy documents to assess key implications at local and state level
- Site visit and audit of surrounding context
- Review of the development concept plans
- Definition of study area and relevant surrounding land uses.

Stage 2: Baseline Analysis

- Review of demographic characteristics and population projections for the local area
- Review of existing Club uses
- Crime analysis, including a review of crime data from the NSW Bureau of Crime Statistics and Research (BOCSAR)
- Audit of neighbouring premises, nearby sensitive receptors, community facilities and open space and recreation facilities
- Review of technical studies to inform the SIA.

Stage 3: Stakeholder and Community Consultation

- Preparation of factsheet, letter to neighbourhood catchment and A1 boards for display at the Club
- Establishment of project communication channels – email address, 1800 number and prepaid reply envelopes
- Distribution of letter to neighbour catchment introducing the proposal and inviting feedback on potential impacts (both positive and negative) via project communication channels (phone, email and feedback form)
- Management and response to feedback via 1800 number, email address and feedback form.

Stage 4: Social Impact Assessment

- Collation and analysis of baseline information and consultation outcomes to inform the SIA
- Assessment of potential impacts, their significance, duration and extent in consideration of the baseline and consultation outcomes
- High-level recommendations to maximise benefits and minimise impacts, monitor and review cumulative and ongoing impacts
- Preparation of SIA report.

4. THE PROPOSAL

The Stage 1 DA seeks concept approval for the mixed-use redevelopment of the site including:

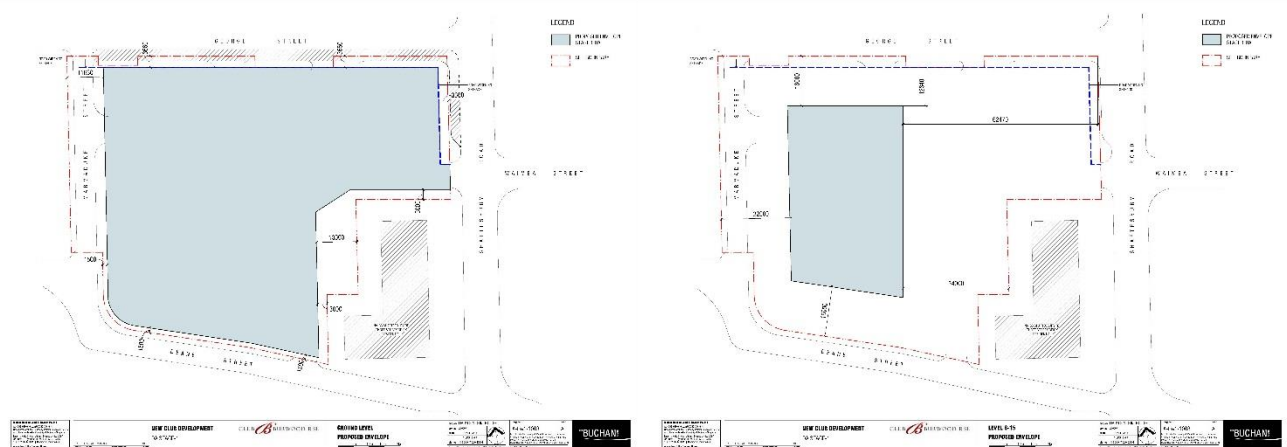
- Uses - registered club, hotel or motel accommodation, commercial premises, entertainment facilities, function centre and recreation facility (indoor)
- Building envelope associated with the podium
- Building envelope for one tower above the podium, with a maximum height of 95 metres
- Maximum GFA across the site of 37,173sqm
- Vehicle access points
- A maximum of 1,250 car spaces provided within the basement envelope.

The Stage 1 DA does not seek approval for:

- Any works, including demolition, excavation, construction and public domain improvements
- The final arrangement of land uses
- Layout, mix or number of hotel rooms
- The design of the building exteriors including facades and roofs
- Public domain and landscape design.

Such approvals will be sought via subsequent detailed development applications following completion of the Stage 1 DA.

Figure 1 – Proposed floor envelopes



Picture 1 – Ground floor building envelope

Source: Buchan

Picture 2 – Proposed Levels 6-15 Tower Envelope

Source: Buchan

4.1. OVERVIEW OF PODIUM LEVELS

Table 2 – Overview by podium levels

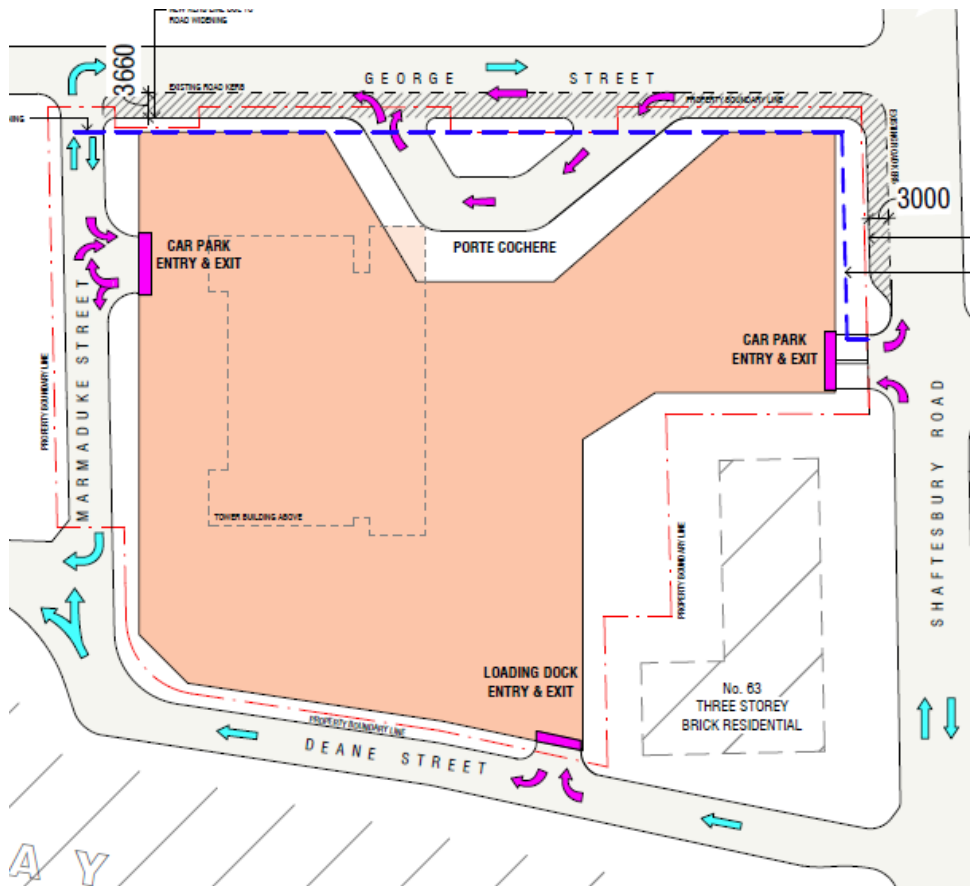
Level	Proposed
Basement 1 (Loading dock area)	<ul style="list-style-type: none"> Vertical pedestrian connection to the Club from Marmaduke Street Food and beverage tenancy fronting Deane Street Food and beverage tenancy on the corner of Marmaduke and George Street Kitchens, back of house facilities, storage and loading dock facilities (below existing ground level due to sloping site topography) Vehicle entry/exit from Marmaduke Street.
Ground Floor	<ul style="list-style-type: none"> Porte-Cochere accessible from George Street Club reception, hotel lobby and food area Beverage outlets, club bar and indoor and outdoor gaming facilities Vehicle entry/exit from Shaftesbury Road Loading vehicle entry/exit from Deane Street.
Level 1	<ul style="list-style-type: none"> Variety of restaurants, bars and eateries Outdoor terrace.
Level 2	<ul style="list-style-type: none"> Conference facilities Theatre with 600 seat capacity Pre-function circulation spaces. Back of house facilities and amenities.
Level 3	<ul style="list-style-type: none"> Gymnasium and recreational facilities Crèche Amenities associated with the hotel (i.e. spa) Club facilities.
Level 4 & 5	<ul style="list-style-type: none"> Office facilities and meeting rooms Outdoor terrace.

4.2. VEHICLE ACCESS

Approval is sought for the location of the vehicular access points across the site. As shown in Figure 3, vehicular access points are described as follows:

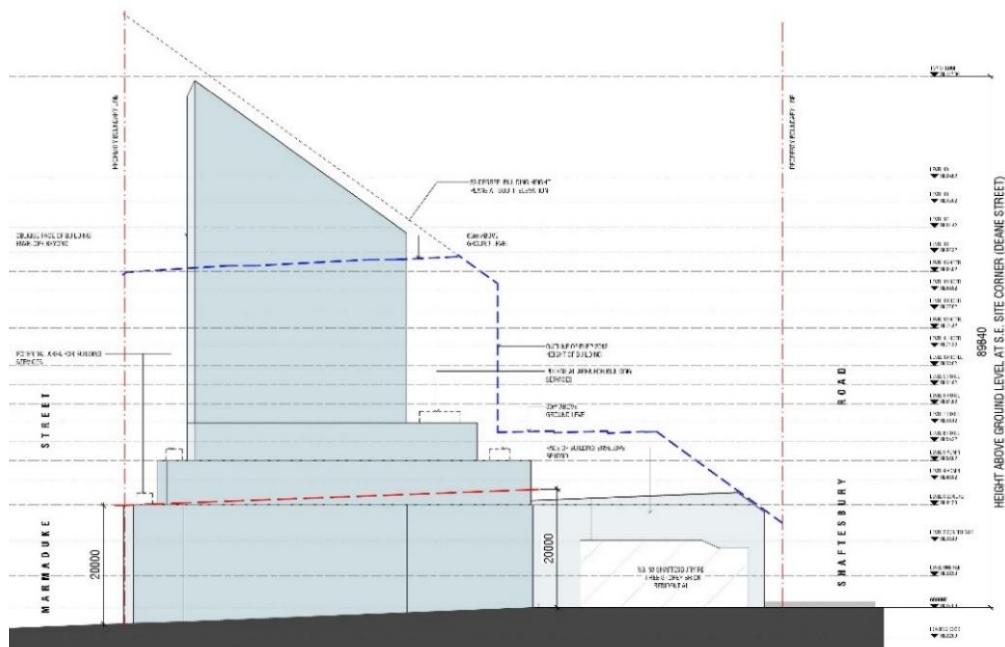
- Basement parking for patrons with two access points provided from Marmaduke Street and Shaftesbury Road
- Loading dock and service vehicle access provided from Deane Street
- Porte-cochere accessed at street level for drop off/pick-up from George Street.

Figure 2 – Proposed vehicle access points control drawing



Source: Buchan

Figure 3 – Proposed building envelope elevations



Picture 3 – South elevation

Source: Buchan

4.3. BREAKDOWN OF USES

The following is an indicative breakdown of the proposed Gross Floor Area (GFA) by land uses. The Stage 1 DA does not seek approval for this numeric overview. It is included for reference only. This breakdown will be further refined during the detailed design stage (Stage 2 DAs).

Table 3 – Numeric overview

Component	Proposal	
GFA	Total GFA: 37,173sqm <ul style="list-style-type: none"> ▪ Gaming: ~3,300 sqm ▪ Food and beverage: ~7,300 sqm ▪ Event theatre: ~1,400 sqm ▪ Leisure pool and gym: ~1,200 sqm ▪ Office: ~1,700 sqm ▪ Circulation: ~8,000 sqm ▪ B.O.H: ~5,500 sqm ▪ Conference facility: ~2,500 sqm ▪ Hotel: ~7,200 sqm. 	
	Podium	Tower
Proposed FSR	4:1 (approx.)	
Number of Storeys	6 levels	13 levels + plant
Building Height	20 metres (approx.)	95 metres (maximum)
Minimum Setbacks		
George Street	3.6 metres (to accommodate road widening)	16.0 metres
Shaftesbury Road	3.0 metres (to accommodate road widening)	62.5 metres
63 Shaftesbury Road	3.0- 13.00 metres	34.0 metres
Deane Street	1.5 metres	16.0 metres
Basement Carparking	6 levels	
Total Car Spaces	1,250 spaces	

4.4. DEVELOPMENT STAGING

The development is likely to occur over a three-year period. A summary of the indicative staging is as follows:

- Stage 1: Construction of the basement car parking and podium.
- Stage 2: Construction of the tower.

This will be further detailed in the Stage 2 DAs.

5. SITE CONTEXT

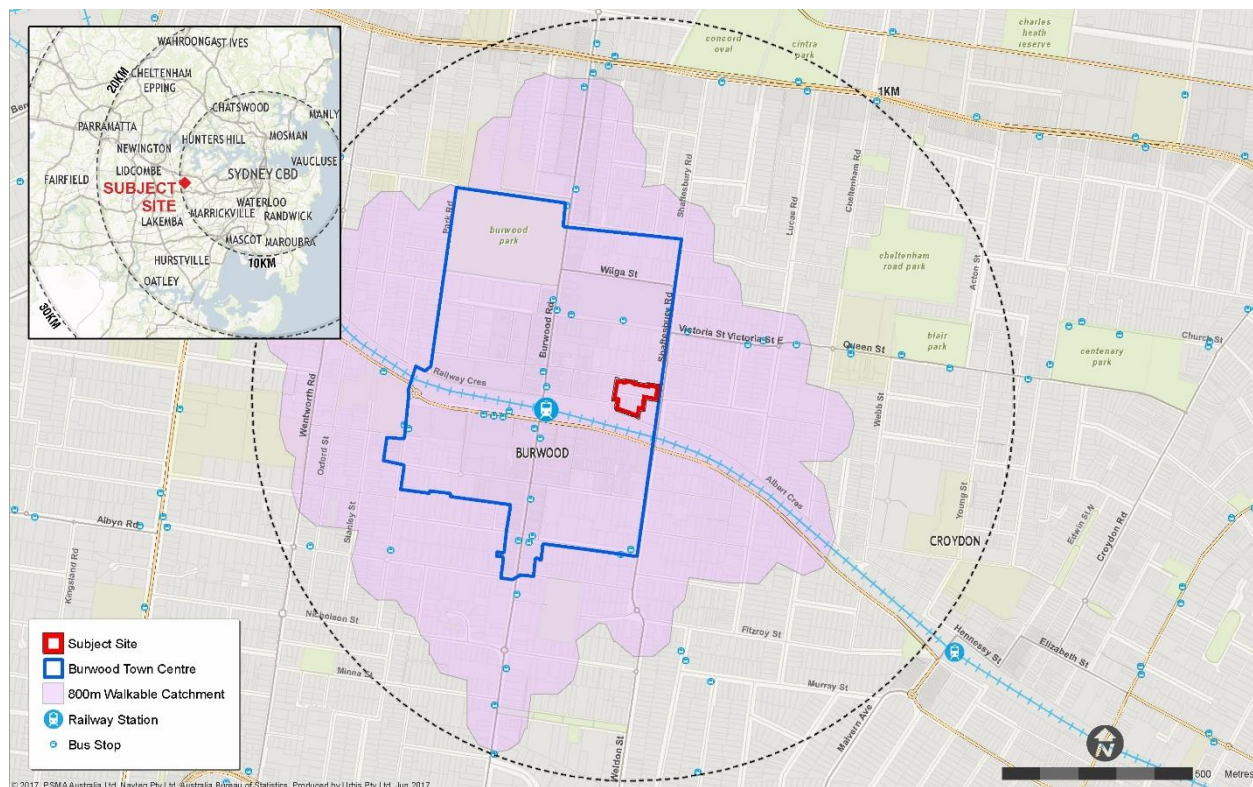
The site is located within the Burwood Town Centre in the Burwood LGA, approximately 10 kilometres west of the Sydney Central Business District.

Burwood Town Centre is a Strategic Centre with recognised potential to provide capacity for additional mixed-use development including offices, retail, services and housing. It is being progressively redeveloped into a dense urban centre, with approval being granted for a number of significant mixed use developments, many of which are under construction.

The site is surrounded by the following land uses:

- To the north there are several medium density residential areas. Burwood Westfield is located approximately 200m north of the site
- To the east there are several low density residential areas. Immediately to the east of the site is 63 Shaftesbury Road, comprising a brick and tile three-storey residential flat building
- To the west is Burwood Railway Station and the Burwood Town Centre, including shop top housing fronting Burwood Road and number of large scale commercial and residential developments
- To the south is Burwood Railway Line and Station
- Key centres within proximity to the site include Parramatta (10 kilometres) and Sydney Olympic Park (4 kilometres).

Figure 4 – Site context



Source: Urbis GIS

5.1. THE SITE

The site is 9,248sqm in area and is bound by George Street to the north, Shaftesbury Road to the east, Deane Street to the south and Marmaduke Street to the west. The site includes Waimea Street and part of Marmaduke Street. The site currently includes detached dwelling houses and two and three storey residential flat buildings, a Scout Hall and a former library building.

Site photos are included in **Appendix E**.

Figure 5 – Aerial image of site



Source: Urbis GIS

5.2. ABOUT CLUB BURWOOD RSL

The Club was founded in 1918 following the establishment of the Burwood Returned Service League Sub-Branch. In 1950, the existing Club opened at 96 Shaftesbury Road. The Club offers a range of facilities to its members and the wider community, including live entertainment, food and beverage, function centres, gaming and sports clubs, as well as making regular contributions to local charitable, sport and community organisations.

5.3. RATIONALE AND VISION

The Club is planning for long-term sustainability in response to growing and changing membership as well as broader community appeal and relevance. The Club has been progressively acquiring land in Deane and Waimea Streets with the intention of developing a new club complex.

5.4. EXISTING PREMISES AT 96 SHAFTESBURY ROAD

The existing Club is located at 96 Shaftesbury Road, in an area zoned R2 - Low Density Residential. It has a total GFA of 10,615.13 sqm, with 5,311.88 sqm habitable floor areas and 5,303.25 sqm of carpark and services areas.

A *registered club* is expressly prohibited within the R2 Low Density Residential zone, restricting the operations and future development of the Club. The Club is seeking to relocate all current operations from the existing site to the subject site. All current operations will transition across to the proposed new site on completion of the development and the existing Club premises will permanently close.

5.5. PATRONAGE PROFILE

The majority of Burwood Club members live within 2km to the existing Burwood Club, as shown on Table 4. The proposal will be located less than 400 metres north of the existing site.

Table 4 – Membership breakdown (November 2016)

Suburb	Members
Burwood	3,066
Concord/Cabarita/Strathfield South	2,206
Strathfield	2,154
Croydon Park	1,811
Croydon	1,509
Abbotsford/Canada Bay/Five Dock	1,135
Burwood Heights/Enfield	980
Campsie	879
Ashfield	864

Source: Club Burwood RSL

5.6. COMMUNITY SUPPORT

Donations

In 2015 Burwood RSL contributed over \$819,000 in donations via the Club Grants program for community organisations in the Burwood Area. Beneficiaries include:

- The Shepherd Centre
- Life Education
- Campsie Cultural Centre
- Guide Dogs Association

Between 2015 and 2016, the Club provided grants for the use of Club facilities to over 200 community groups, including:

- Anxiety Disorder Support
- Association of Blind Golfers
- Association of the Blind NSW
- Australian Braille Authority
- Autism Spectrum
- Burwood Rotary Club
- Deaf Society NSW
- Family Drug Support
- Inner West Teacher's Association
- Mental Health Association
- Red Cross
- Summer Hill Family Support
- Tourette Syndrome Organisation

Courtesy bus

On Wednesdays, Thursdays, Fridays, Saturdays and Sundays, a courtesy bus service is available between 5pm and 3am within an approximate three-kilometre designated area.

6. POLICY CONTEXT

The following outlines themes from key policies and strategies relevant to the site. A detailed summary is included in **Appendix A**.

Table 5 – Policy directions.

Policy theme	Relevance to the proposal
Strategic Positioning	<ul style="list-style-type: none"> Burwood Town Centre is identified as a Strategic Centre, positioned as a major transport interchange and a centre for employment and retail activity Burwood Town Centre is undergoing significant transformation, increasing diversity of mixed-use development, including services, retail, offices, cultural and entertainment facilities.
Demographic profile and community needs	<ul style="list-style-type: none"> There is a need to provide additional social infrastructure in Burwood Town Centre to cater for an increasing residential and multi-cultural population Future services and facilities are required to support an ageing population, providing opportunities for older people to participate in social and civic life People aged 20-29 years make up almost a quarter of Burwood's population, and they should also be supported through programs and employment opportunities.
Accessibility and Transport	<ul style="list-style-type: none"> Burwood LGA has good access to public transport, including train and buses. It is undergoing a major transformation to improve walkability and pedestrian safety Traffic congestion and an undersupply of parking is a key challenge for the LGA There is a need to support the 30 minute city paradigm, where people will be able to access jobs, services and amenities within 30 minutes of where they live It is important to support accessibility for people with disability.
Stronger communities	<ul style="list-style-type: none"> There is a need to provide new and diverse facilities, which contribute to making communities stronger with access to services and facilities Places that allow people to interact and provide places for a range of community groups and organisations are strategic priorities.
Sense of place	<ul style="list-style-type: none"> Burwood Town Centre is strengthening its sense of identity, aligning with Burwood Cultural Plan There is an opportunity to provide venues for performance which support the diverse community of Burwood LGA, including local artists, writers and musicians.
Economic opportunities	<ul style="list-style-type: none"> There is an aspiration to make Burwood a key commercial hub, providing employment opportunities for younger people and supporting the needs of an ageing population.
Crime prevention	<ul style="list-style-type: none"> New developments in Burwood Town Centre should align with State and LGA CPTED guidelines, encouraging a range of active uses at different times of day and night There is a need to increase pedestrian safety, maintain attractive streets and support programs that aim to reduce anti-social behaviour such as graffiti and littering, including a CCTV program for the LGA.

7. COMMUNITY PROFILE

This community profile is based on 2011 Census data from the Australian Bureau of Statistics (ABS) for the area within 1 km of the site (study area). At the time of writing, 2016 Census data was not available.

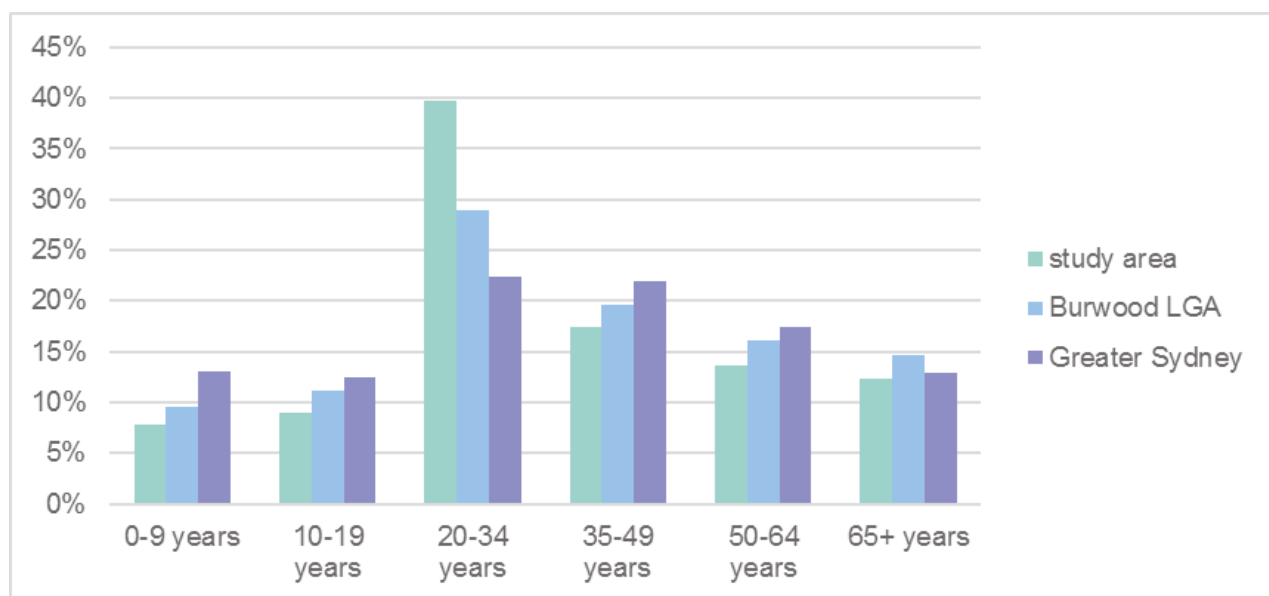
7.1. EXISTING POPULATION

The population of the study area is approximately 16,148 people. Population density is 15,273 per square kilometre, higher than Burwood LGA (4,552 per square kilometre) and Greater Sydney (355 per square kilometre).

7.2. AGE

The median age is 36.7 years, similar to Greater Sydney (37.1 years). The study area has a higher proportion of young adults aged 20 -34 years, compared to the Burwood LGA and Greater Sydney. There is also a relatively lower proportion of children aged 10 years and under.

Figure 6 – Population age breakdown



Source: ABS Census, 2011

7.3. COUNTRY OF BIRTH

Over two thirds of the population were born overseas (71%), which is higher than Burwood LGA (56%) and Greater Sydney (36%). One quarter (24%) of residents were born in China.

7.4. LANGUAGE SPOKEN AT HOME

The majority (75%) of people speak a language other than English at home. This is higher than Greater Sydney (34%). Chinese languages are the second most spoken languages at home in the study area (36%), followed by Indo-Aryan (11.9%) and Korean (6.5%).

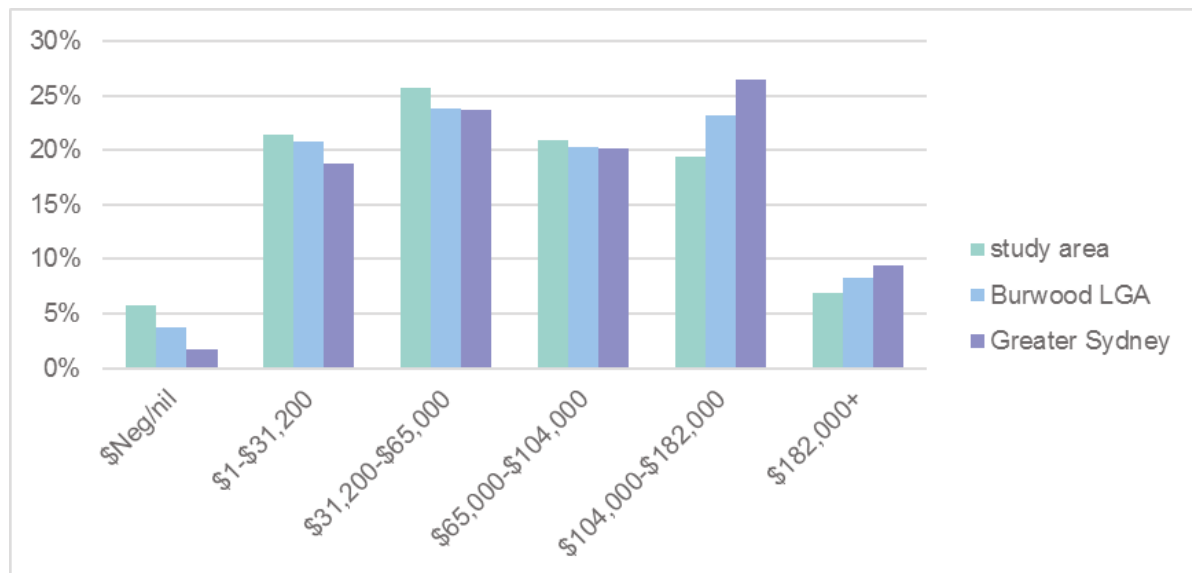
7.5. EDUCATION AND OCCUPATION

The study area has higher levels of educational attainment than the Burwood LGA or Greater Sydney. Over a third of residents obtained a bachelor degree or higher (34%), compared to 30% in Burwood LGA and 24% in Greater Sydney. The workforce of the study area is predominantly white-collar workers (73%), similar to Burwood LGA and Greater Sydney.

7.6. EMPLOYMENT AND INCOME

The study area has a slightly higher unemployment rate (8%), compared to Burwood LGA (7%) and Greater Sydney (6%). It has a lower median household income (\$79,278), compared to Burwood LGA (\$87,252) and Greater Sydney (\$94,428).

Figure 7 – Income distribution



Source: ABS Census, 2011

7.7. FAMILY COMPOSITION AND HOUSEHOLD STRUCTURE

Family households are the dominant household structure in the study area (65%). However, this proportion is lower than Burwood LGA (71%) and Greater Sydney (73%). There is a higher proportion of couple families without children (39%), compared to Burwood LGA (33%) and Greater Sydney (34%).

7.8. DWELLING TYPE AND TENURE

A higher proportion of the population live in flats, units or apartments (59%), compared to the Burwood LGA (36%) and Greater Sydney (26%). Over half (52%) of them are renter occupiers, which is higher than Burwood LGA (38%) and Greater Sydney (32%).

7.9. SEIFA DATA

The Socio-Economic Indexes for Areas (SEIFA) was developed by ABS to provide a ranking for social and economic wellbeing and welfare of communities across a range of spatial scales. Four indices have been developed, as follows:

- Index of Relative Socio-economic Disadvantage: focuses primarily on disadvantage, and is derived from Census variables like low income, low educational attainment, unemployment, and dwellings without motor vehicles
- Index of Relative Socio-economic Advantage and Disadvantage: is a continuum of advantage (high values) to disadvantage (low values), and is derived from Census variables related to both advantage and disadvantage
- Index of Economic Resources: focuses on financial aspects of advantage and disadvantage, using Census variables relating to residents' incomes, housing expenditure and assets
- Index of Education and Occupation: includes Census variables relating to the educational attainment, employment and vocational skills.

Scores: A lower score indicates that an area is relatively disadvantaged compared to an area with a higher score. The area with the lowest score is given a rank of 1, the area with the second lowest score is given a rank of 2 and so on, up to the area with the highest score is given the highest rank.

Decile: All areas are ordered from the lowest to highest scores, the lowest 10% of areas are given a decile number of 1 and so on, up to the highest 10% of areas which are given a decile number of 10.

Table 6 – 2011 SEIFA profile

Location	Advantage and disadvantage		Disadvantage		Economic resources		Education and occupation	
	Score	Decile	Score	Decile	Score	Decile	Score	Decile
Burwood suburb	1,008	6	972	4	903	1	1,097	9
Burwood LGA	1,022	9	996	7	956	3	956	10

Source: SEIFA, 2011

SEIFA results indicate that the suburb of Burwood is within the top 40% most advantaged suburbs, according to the index of advantage and disadvantage, and within the bottom 40% according to the index of disadvantage. Burwood LGA, as a whole is within the top 10% LGAs according to the index of advantage and disadvantage and within the top 30% according to the index of disadvantage. These indices indicate that there is a contrast between Burwood LGA and the suburb of Burwood in regards to social disadvantage

In contrast, the index for economic resources indicates that Burwood suburb and Burwood LGA are within the bottom deciles. A low score indicates a relative lack of access to economic resources due to many households with low income, or many households paying low rent and few households with high income, or few owned homes.

On the other hand, the education and occupation index indicates that Burwood suburb is within the top 20% most advantaged suburbs and Burwood LGA within the top 10%. A high score indicates relatively higher education and occupation status of people in the area in general due to many people with higher education qualifications or many people in highly skilled occupations and few people without qualifications or few people in low skilled occupations.

8. POPULATION PROJECTIONS

The population of the Burwood LGA is expected to increase from 37,850 in 2016, to 47,500 by 2031. This represents a growth of 25% over the next 15 years.

Table 7 – Summary forecast data for Burwood LGA

Summary	2011	2016	2021	2026	2031	Total change	Total % change	Annual change
Population	34,200	37,850	41,200	44,700	47,500	13,350	+39%	+1.6%

Source: NSW Department of Planning & Environment 2014

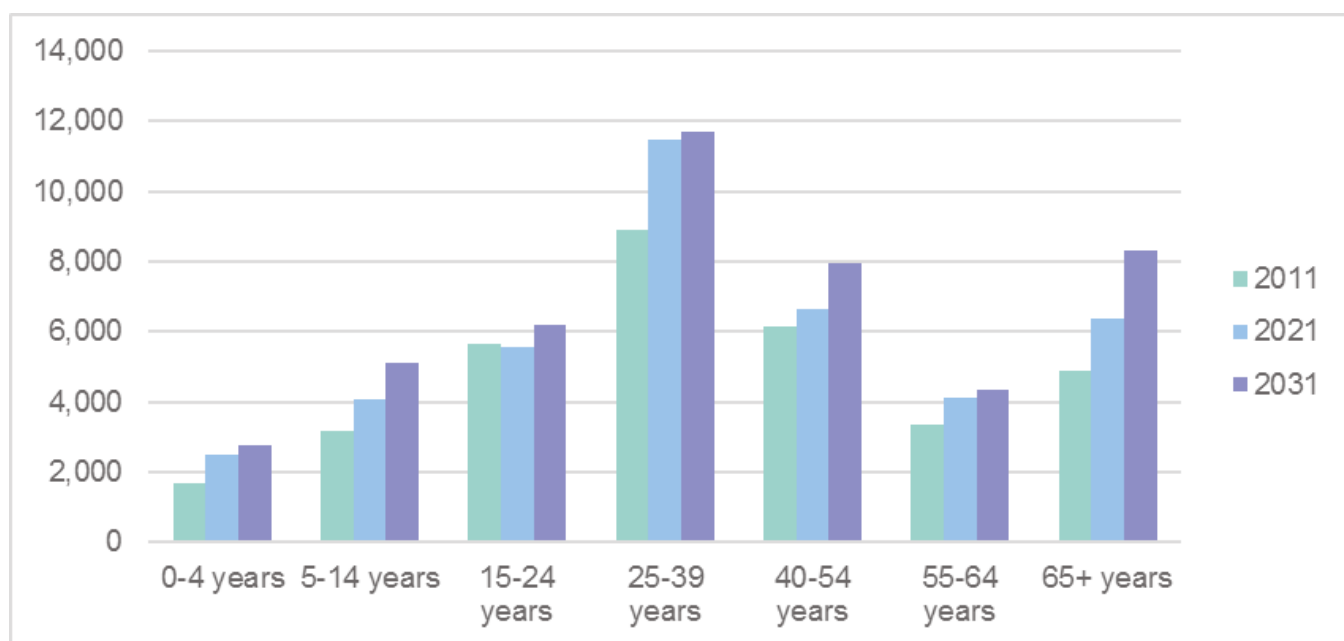
8.1. POPULATION FORECAST BY AGE GROUP

The LGA will experience population growth across all age groups. The projected dominant age-group will remain people aged 25-39 years. However, the age group with the highest growth rate will be people aged 65 years and over.

Table 8 – Age breakdown of population forecast

Age	2011	2021	2031
0-4 years	1,700	2,500	2,750
5-14 years	3,150	4,050	5,100
15-24 years	5,650	5,550	6,200
25-39 years	8,900	11,450	11,700
40-54 years	6,150	6,650	7,950
55-64 years	3,350	4,100	4,350
65+ years	4,900	6,350	8,300

Figure 8 – Burwood LGA population projection by age



Source: NSW Department of Planning and Environment, 2014

9. CRIME PROFILE

Crime data from the NSW Bureau of Crime Statistics and Research (BOCSAR) was analysed to assess crime profiles at a suburb level and an LGA level.

9.1. TYPES OF CRIME

Table 9 outlines major crime offences that took place in Burwood LGA between January and December 2016. The data presented is based on crimes with the highest count rate (ratio of crimes per 100,000 people).

Burwood has higher rates of crime than the NSW average for crimes marked in red below. 'Stealing from retail store', 'fraud', 'liquor offences' and 'break and entering dwelling' are key crime types that can be mitigated through CPTED measures.

Table 9 – Crime rates per 100,000 people (Jan-Dec 2016)

Type of crime	(Rate per 100,000 population)	
	Burwood LGA	NSW average
Fraud	1,520	664.6
Steal from retail store	737.8	337.8
Malicious damage to property	564.3	837
Steal from motor vehicle	471.5	538
Break and enter - dwelling	446.6	394.4
Assault – Non-domestic	363.4	419.4
Steal from dwelling	271.8	283.4
Assault – Domestic	199.7	386.3
Liquor offences	163.6	145.4

Source: BOSCAR, 2017

9.2. CRIME TRENDS

Table 10 below presents the two-year trends (Jan 2015 - Dec 2016) in the incident rates from key crime types in the Burwood LGA. Overall, this area has experienced stable crime rates, except for fraud, which has decreased by 17.8%.

Table 10 – Two-year crime trends (Jan 2015-Dec 2016)

Type of crime	24-month trend (2015-2016)	
	Burwood LGA	NSW
Fraud	-17.8%	-3.9%
Steal from retail store	Stable	+6.1%
Malicious damage to property	Stable	Stable
Steal from motor vehicle	Stable	Stable
Break and enter - dwelling	Stable	-6.2%
Assault – Non-domestic	Stable	Stable
Steal from dwelling	Stable	Stable
Assault – Domestic	Stable	Stable
Liquor offences	Stable	Stable

Source: BOSCAR, 2017

9.3. CRIME HOTSPOTS

BOSCAR publishes 'hotspot' maps to illustrate areas of high crime density relatively to crime concentrations across NSW. The site is within several hotspots, including assault, theft and malicious damage to property. The prevalence of these crime types may be due to its location in Burwood Town Centre, which is a major transport interchange area and attracts a combination of visitor, commuter and residential population.

Appendix C show locations where these crimes are particularly prevalent in relation to the subject site.

9.4. IMPLICATIONS FOR THIS ASSESSMENT

Burwood Town Centre is identified as a Strategic Centre in *A Plan for Growing Sydney* and is undergoing significant transformation. Many of the crimes that currently affect Burwood Town Centre are opportunistic and incidences of their occurrence can be minimised through the adoption of appropriate CPTED principles.

The proposed development has the potential to assist in this transformation by activating the site, public domain improvements, increasing lighting and passive surveillance opportunities and using adequate materials.

10. SURROUNDING SOCIAL INFRASTRUCTURE

This section provides an overview of surrounding social infrastructure within 1km of the site.

Appendix B includes a map of the social infrastructure uses referred to in this section.

10.1. COMMUNITY CENTRES AND LIBRARIES

There is one library and three community centres within 1km of the site. These are:

- Burwood Council Library and Community Hub
- Woodstock Community Centre
- Burwood Welfare and Community Services Inc.

10.2. PLACES OF WORSHIP

Eleven places of worship are located within 1km of the site. The three closest to the site are:

- The Burwood Arabic Assembly
- Greek Orthodox Archdiocese
- Burwood Christadelphian.

10.3. EDUCATION FACILITIES

There are two secondary schools and four primary schools within 1km of the site. They are:

- Secondary: Methodist Ladies College and Christian Brothers College
- Primary: Burwood Public School, Holy Innocents Parish School, Methodist Ladies College Junior School and Croydon Public School.

10.4. CHILDCARE FACILITIES

There are twelve childcare facilities within 1km of the site. They include:

- Seven child care centres for children 0 to 6 years
- Five out-of-school-hours centres for primary school children.

10.5. HEALTH AND AGE

There are three medical centres, one dental surgery, one private hospital, two retirement villages and four residential aged care facilities within 1km of the site.

10.6. OPEN SPACE AND RECREATION

There are four parks and reserves within 1km of the site. These are Burwood Park, Cheltenham Road Park, Blair Park and Woodstock Park.

Burwood Park is the largest park and the closest to site. It includes a range of areas for passive and active recreation including tennis courts and playing fields, barbecues and picnic areas.

10.7. LIQUOR AND GAMING IN BURWOOD LGA

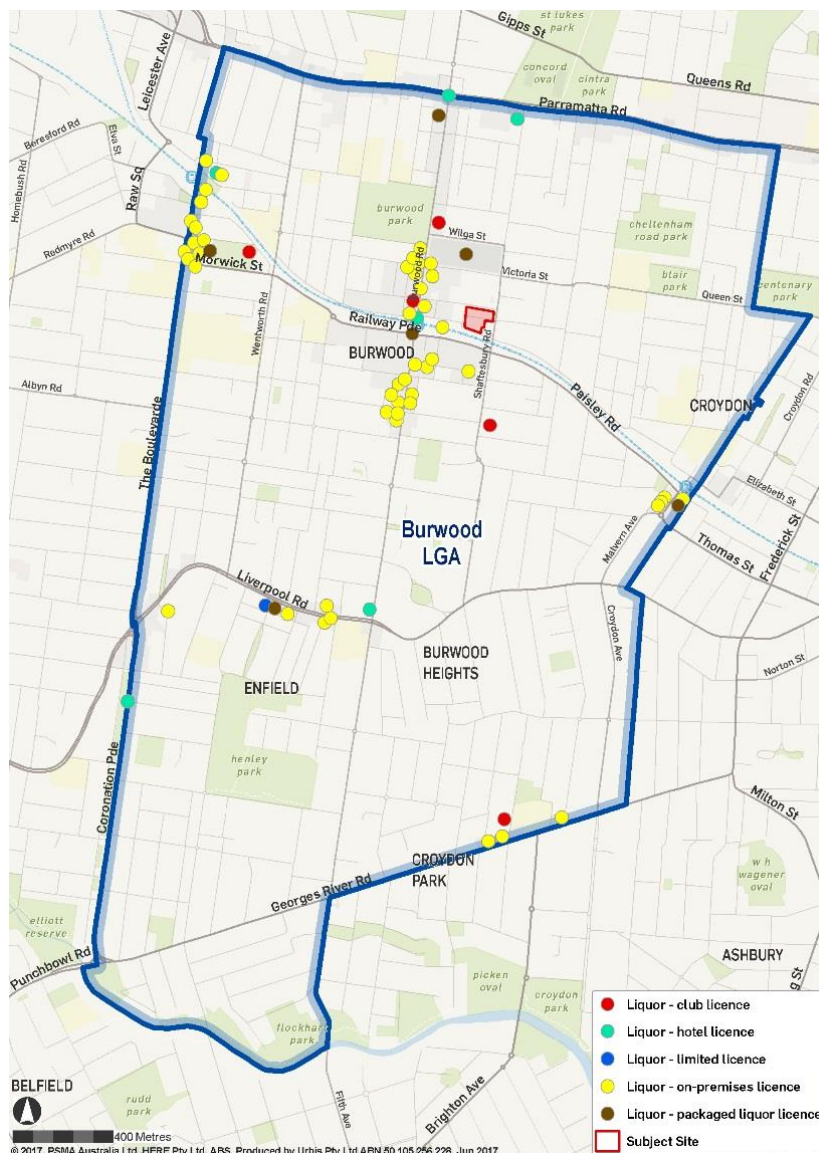
Gaming

Burwood LGA is classified as a Band 3 LGA, according to the Independent Liquor and Gaming Authority. This means Burwood LGA has a high gaming machine density, high gaming machine expenditure and a low SEIFA score. At the time of writing this report Liquor & Gaming NSW was reviewing the Local Impact Assessment (LIA) Scheme under the Gaming Machines Act 2001.

Liquor

There are 34 liquor licensed premises within 1km of the site. As shown on the map below the bulk of these is concentrated along Burwood Road. Twenty-nine licensed premises are on or adjacent to Burwood Road on both sides of the railway line. Most of these are on-premises liquor licences. This reflects the nature of Burwood Road and the Burwood Town Centre as a mixed-use area which includes retail, dining and entertainment.

Figure 9 – Location of liquor licensed venues in the LGA



Source: Urbis GIS

11. COMMUNITY CONSULTATION

The following section provides an overview of the consultation process undertaken to inform this SIA.

11.1. FEEDBACK CHANNELS

Factsheet and letters to neighbours

A letter and factsheet describing the proposal and introducing feedback channels was produced and distributed to the neighbouring catchment of proposed development and existing club (residential and commercial).

The letter and factsheet invited feedback from the community and Club members on potential impacts (both positive and negative) via:

- Dedicated 1800 number
- Email address - burwoodclub@urbis.com.au
- Prepaid return envelope.

All community feedback received has been treated as anonymous.

Display boards

Two A1 boards were also prepared and displayed at the Club foyer.

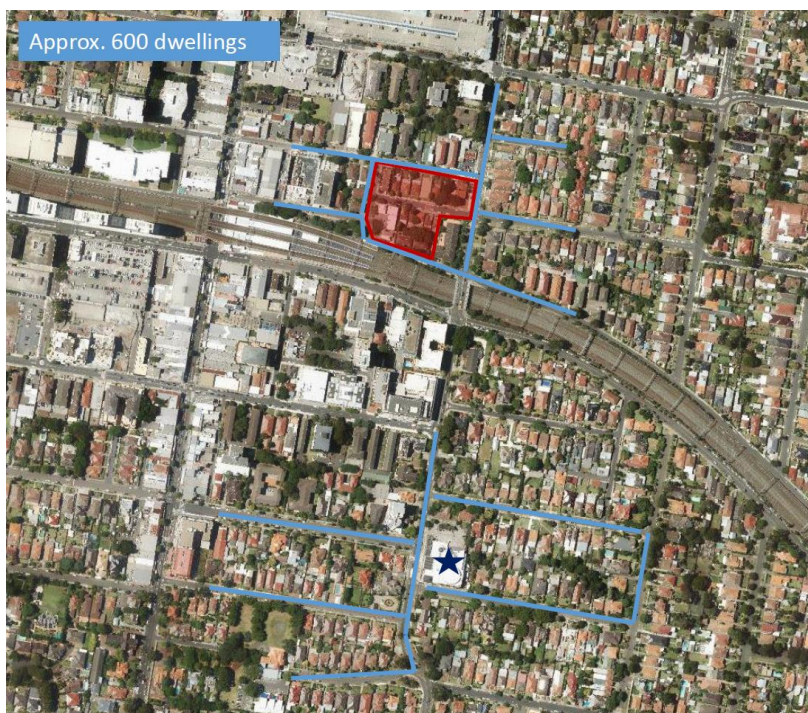
Website

The factsheet and boards are available on the Club website <<http://clubburwood.com.au/information/future-club-premises>>

Appendix F includes a copy of the letter, factsheet and display boards.

The letters and boards asked people to provide feedback between **Tuesday 13 June 2017** and **Wednesday 28 June 2017**. Late responses and any ongoing communication received as part of this consultation process will be forwarded to the project team, as appropriate.

Figure 10 – Letter box drop catchment



Source: Urbis

11.2. FEEDBACK QUESTIONS

The following questions were included in the factsheet and boards. These were designed to understand perceived social impacts from nearby residents and Club members.

1. What is your overall view of the development proposal?
2. What (if any) are some of the likely positive or negative impacts of the development proposal?
3. How do you think any positive impacts can be enhanced?
4. How do you think any negative impacts can be mitigated?
5. Any other comments?

11.3. SUMMARY OF FEEDBACK

Six (6) responses were received during the consultation period.

Appendix G includes de-identified copies of the responses.

Community feedback included:

Table 11 – Community feedback

Feedback
Uses
<ul style="list-style-type: none">▪ Indication that the Club provides an opportunity for increased passive surveillance, activation, safety and embellishment of the area since existing buildings area rundown and require upgrades▪ The addition of dining and entertainment options and the modernisation of a currently rundown area is a positive impact for the area
Hours of operation
<ul style="list-style-type: none">▪ Question over the hours of operation of the site and concerns regarding noise impacts during late night operations
Car parking
<ul style="list-style-type: none">▪ Concern over availability of off-street car parking at the new Club location and the potential impact of parking fees and parking fines. Suggestion to provide car park access passes to nearby residents▪ Question about the provision of disabled car parking spaces. Suggestion to include sufficient spaces in proximity to lift areas▪ Concern for the loss of on-street parking for residents, especially along George Street and Albert Crescent. Suggestion to provide nearby residents with parking permits for on-street parking▪ Question about the breakdown of allocated car spaces between registered club patrons, hotel guests, conference users and disabled parking▪ Question about the use of boom gates to control access to areas of the car park▪ Question over the need for the proposed number of car spaces (1,250), considering the proximity of the site to public transport
Building envelopes
<ul style="list-style-type: none">▪ Concern regarding overshadowing of nearby properties and privacy and proposed maximum height in relation to existing LEP controls

Entrance and exits

- Concern over the location of the front entrance and Porte-Cochere along George Street. Suggestion that Deane Street should be considered for the location of the main entrance and that the loading dock entrance should be located on George Street, in order to minimise impact for residents of George Street

Construction

- Concern over noise impacts during construction, considering cumulative construction noise from other nearby projects within the Burwood Town Centre. Suggestion to restrict construction work on weekends

Noise

- Concern for the noise after completion of the development, from patrons, foot traffic, cars and deliveries and the rooftop bar. Suggestion to enclose outdoor areas and lounges to reduce noise impacts and having restricted trading hours for some areas of the development

Traffic

- Concern over traffic generation along George Street, Marmaduke Street and Deane Street, especially in relation to traffic hazards for residents, traffic volume, noise and late-night activity around the Porte-Cochere
- Concern over the existing volume of traffic along Shaftesbury Road
- Concern over the use of the roads/road layout. Existing roads are narrow and traffic signs are not always followed/visible to oncoming traffic
- One person indicated that removing Waimea Street will make it difficult for some people to access properties along George Street from Shaftesbury Road due to the slope of the road bridge and poor visibility. Suggestion to remove car access from Marmaduke Street and keep all access other than drop-off/pickup on Shaftesbury Road
- Question about the potential to have a zebra crossing on Shaftesbury Road for people walking into the town centre from the area to the east of Shaftesbury Road

12. REVIEW OF TECHNICAL STUDIES

Technical studies relevant to this assessment have been reviewed to identify relevant potential social impacts.

12.1. ACOUSTIC ASSESSMENT

According to the Acoustic Assessment, operational noise sources associated with the proposal will be from the following:

- Activities associated with the licenced areas of the Club such as gaming and food and beverage, which could include patrons, music etc.
- Ancillary uses such as conference facility, auditorium and leisure (pool & gym)
- Mechanical services and refrigeration system plant and equipment
- Loading dock
- Car park.

Recommendations to mitigate against these potential noise sources include:

- Mechanical plant noise emission can be controlled by appropriate mechanical system design and implementation of common engineering methods which include: acoustic barriers between plant and sensitive neighbouring premises
- Noise emission from the theatre would be required to be controlled at the source
- Fans shall be mounted on vibration isolators and balanced in accordance with Australian Standard 2625 '*Rotating and Reciprocating Machinery – Mechanical Vibration*'.

Further detailed acoustic assessment is required in the relevant Stage 2 DA to quantify potential impacts and determine the specific of any noise mitigation and management measures where appropriate.

12.2. WASTE MANAGEMENT

A preliminary Waste Management Report was prepared to assesses the likely volume of waste that would be generated by the various land uses of the development, and the capacity of the waste rooms detailed in the concept plans. Key findings include:

- Podium uses including gaming, food and beverage, entertainment facilities, gym, offices, conference facilities and crèche will generate a total of 391,650L of general waste and 93,653L of mixed recycling per week
- Tower hotel uses will generate approximately 7,000L of general waste and 1,400L of mixed recycling per week
- The proposed waste storage areas will be adjacent to the loading dock, and consist of a 40sqm waste room for recycling with 13 x 1100L MGBs and a 20sqm portable auger compactor for general waste

The waste storage area is to be accommodated adjacent to the loading dock on the lower ground floor level, accessible from Deane Street. A refined Waste Management Report specific to the detailed design will be submitted with the Stage 2 DAs.

12.3. TRAFFIC AND PARKING ASSESSMENT

The Traffic and Parking Assessment indicates that the road network can accommodate 449 additional vehicular trips during peak periods anticipated from the proposed development, following the introduction of road improvements identified by Council.

The proposed parking provision is considered adequate to address demand associated with the development.

12.4. CLUB PLAN OF MANAGEMENT

The Club's *Security Standard Operating Procedures* (revised March 2016) outlines a number of procedures that guide the Club's staff in acting to promote safety and minimise the potential for crime.

The guidelines encourage staff to move continuously throughout the Club, to ensure regular contact with other staff, management personnel and patrons, to check high risk areas and to perform inspection at the beginning of every shift to help ensure there are no hazards in place that could cause injury to the public or staff.

Club Burwood RSL requires the security team to provide and maintain professional and accurate reporting and record keeping. The Club has a *Combined Reception Staff and Security Personnel Neighbour Complaint Register* and a *Duty Manager's Neighbour Complaints Register*.

The Club's security strategy emphasises the importance of active and passive security measures in the immediate public areas and car parks outside of the club. The strategy includes detailed procedures for internal and external patrols to reduce risks, noise, vandalism and unruly behaviour.

The Club has a detailed graffiti management plan in place, in accordance with the Graffiti Control Act 2008. Club Burwood RSL seeks to minimise incidents of graffiti on both public and private property with prompt reporting to authorities and its removal. Where possible, graffiti will be removed by the cleaning department within 24 hours of identification, thus aiming to reduce recurrence.

The Club has a gaming Self-Exclusion Policy. The Club has resources in place to help customers who feel that gambling is affecting their life or social behaviour. Staff are trained to identify and manage situations in which patrons ask for help and a procedure and paper-work to assist them to join the Self-Exclusion Program.

Other security measures and procedures outlined in the Club's *Security Operating Procedures* include:

- CCTV operation guidelines
- Sign-in procedures for temporary members and guests
- Proof of age procedures
- Procedures for contractors
- Patron conduct guidelines
- Working with children guidelines
- Lost children protocol
- Emergency response procedures
- Log books and incident documentation.

The development of the proposed Club Burwood RSL will require the preparation of a comprehensive Plan of Management that builds on existing procedures and processes and adds additional measures in relation to new uses, such as the hotel, the new recreation areas, theatre and function areas. An operational Plan of Management will be prepared as part of the relevant Stage 2 DA.

13. SOCIAL IMPACT ASSESSMENT

The following is an assessment of potential positive and negative impacts of the proposal and recommendations in accordance with professional standards and statutory obligations.

13.1. CLUB RELOCATION

Table 12 – Club relocation

Proposal		
The Club is seeking to relocate all current operations from the existing site at 96 Shaftesbury Road to the subject site, within Burwood Town Centre. The existing Club will cease operations once the new Club commences operation. The subject site includes two vacant lots, detached dwelling houses, residential flat buildings, a Scout Hall and former library building. The area is currently subject to graffiti and vandalism.		
Potential impact	Potential Mitigation/Enhancement Measures	Metrics
<ul style="list-style-type: none"> The relocation of Club from a low density residential area to Burwood Town Centre has the potential to have a significantly positive impact on the local community because it will: <ul style="list-style-type: none"> Remove a use that is currently prohibited and significantly constrained at 96 Shaftesbury Road Relocate the use to a recognised Strategic Centre, which is going through significant transformation to provide capacity for additional mixed-use development including offices, retail, services and housing The relocation has the potential to activate the Burwood Town Centre, contributing to the urban renewal of the area, increasing passive surveillance and improving the public domain and pedestrian areas The long-term social impact of the relocation is subject to: <ul style="list-style-type: none"> The chosen use of the site at 96 Shaftesbury road after relocation The final design for the new Club. 	<ul style="list-style-type: none"> The Stage 1 DA presents an opportunity for Burwood Town Centre to continue diversifying uses and positioning itself as a key Strategic Centre. In order to maximise this positive impact, it is important that the Club's design and operation align with existing nearby uses, which include offices and retail, residential areas, places of worship and childcare centres. These requirements should be considered as part of the detailed design for the site (Stage 2 DAs) Ongoing discussions with Burwood Council and other stakeholders is key to finalising a detailed design for the new site that maximises the potential positive impact of the relocation Ongoing consultation with stakeholders will also assist in defining the best use of the current Club site at 96 Shaftesbury Road following relocation. 	<p>Overall Impact High positive impact – subject to the future use 96 Shaftesbury Road and the final design for the proposed Club</p> <p>Duration: Long term</p> <p>Extent: Local area</p> <p>Ability to adapt: Medium/High – subject to final des</p> <p>Likelihood of Impact: High</p>

13.2. NEW AND EXPANDED USES

Table 13 – New and expanded uses

Proposal		
The Stage 1 DA seeks concept plan approval for the use of the site as a registered club, hotel accommodation, commercial premises, entertainment facilities, function centre and recreation facility (indoor).		
Potential impact	Potential Mitigation/Enhancement Measures	Metrics
<ul style="list-style-type: none"> The proposal aims to diversify the Club's offering by including hotel accommodation, a new theatre and additional food and beverage facilities, health and recreation opportunities. This represents a positive impact because: <ul style="list-style-type: none"> It has the potential to offer services to a wider range of people, including community groups that may not currently benefit from the existing offering and facilities at 96 Shaftsbury Road It will provide opportunities for the inclusion of community activities and services on-site that are not related to the provision of liquor and gaming, diversifying the Club's offering The proposed Club will include venues for performance, supporting actions outlined in Burwood Cultural Plan. The additional uses and floor space will provide opportunities for additional employment in the Burwood Town Centre The expansion of the Club has the potential to increase patronage and reach, depending on the final breakdown of uses, to be finalised at a Stage 2 DA. 	<ul style="list-style-type: none"> In order to maximise the positive social impact associated with the diversification of uses, it is recommended that the final detailed design for the site considers the following: <ul style="list-style-type: none"> CPTED principles at the interface between the different uses of the site and surrounding roads and footpaths Preparation of a Plan of Management for the site that considers the requirements of the new uses and the relation between them Maintenance of professional and accurate reporting and record keeping (e.g Neighbour Complaint Register) Further consultation with members and stakeholders will help refine final detailed designs for the site Consider methods for attracting a greater range of age-related activities such as performances and social clubs. 	<p>Overall Impact Medium/high positive impact – subject to the final design (Stage 2 DAs)</p> <p>Duration: Operation of the site</p> <p>Extent: Club members and users</p> <p>Ability to adapt: High</p> <p>Likelihood of Impact: High</p>

13.3. VISUAL IMPACT AND OVERSHADOWING

Table 14 – Visual impact and overshadowing

Proposal		
The proposal includes a building envelope for a podium and one tower above the podium, with a maximum height of 95 metres. It includes a maximum GFA across the site of 37,173sqm, which represents an increase in size, compared to the existing Club at 96 Shaftesbury Road.		
Potential impact	Potential Mitigation/Enhancement Measures	Metrics
<ul style="list-style-type: none"> A shadow analysis of the conceptual architectural design shows that the majority of overshadowing falls on the railway reservation and it will not result in any additional overshadowing to significant public open space areas The building envelope has the potential to have some shadow impacts on the residential development at 63 Shaftesbury Road The privacy of surrounding properties, including 63 Shaftesbury Road, has been considered as part of the preparation of the conceptual architectural design for the site. The design has responded in the following ways: <ul style="list-style-type: none"> Screen landscaping adjacent to the side boundaries with 63 Shaftesbury Road Boundary setbacks to 63 Shaftesbury Road Outdoor areas fronting Deane Street and orientated towards the railway reservation. 	<ul style="list-style-type: none"> The Stage 1 DA presents an opportunity for future architectural detailing and articulation to be refined at Stage 2 DAs, minimising the potential for overshadowing and privacy concerns, particularly in relation to 63 Shaftesbury Road. This may include design elements such as: <ul style="list-style-type: none"> Screen landscaping adjacent to the side boundaries Positioning of balconies away from residential areas Considering distances from the building to adjacent habitable rooms Ongoing consultation with stakeholders will assist in defining a final detailed design for the site. 	<p>Overall Impact: Low/medium negative impact - subject to the final building design</p> <p>Duration: Long term</p> <p>Extent: Local</p> <p>Ability to adapt: Medium</p> <p>Likelihood of Impact: High</p>

13.4. NOISE

Table 15 – Noise

Proposal		
<p>The Acoustic Assessment identifies anticipated sources of noise from the proposed development, including:</p> <ul style="list-style-type: none"> Operational noise emissions from proposed land uses (i.e. outdoor gaming and terraces associated with food and beverage tenancies) Noise breakout from internal areas Vehicle movements and car-parking Mechanical services and refrigeration system plant and equipment. <p>The assessment also identifies the following potential noise and vibration impacts from the existing environment onto the proposed development:</p> <ul style="list-style-type: none"> Rail noise and vibration from the existing rail reservation Traffic noise and vibration from surrounding road networks. 		
Potential impact	Potential Mitigation/Enhancement Measures	Metrics
<ul style="list-style-type: none"> The Acoustic Assessment indicates that the proposal complies with statutory requirements related to noise and acoustic levels Noise impacts during construction will be subject to the construction schedule and managed through a Construction Management Plan (CMP). As detailed in the Statement of Environmental Effects, a CMP will be prepared and submitted with the first Stage 2 DA. Appropriate design responses are available to address potential noise impacts associated with the proposed uses. 	<ul style="list-style-type: none"> A full acoustic assessment may be undertaken once a final configuration of land uses and design have been determined as part of a Stage 2 DA. This will inform potential noise control and mitigation measures to ensure amenity for surrounding properties, and future users of proposed development. 	<p>Overall Impact Low/medium negative impact - subject to the final building design (Stage 2 DA)</p> <p>Duration: Subject to the operation of the Club</p> <p>Extent: Local</p> <p>Ability to adapt: High</p> <p>Likelihood of Impact: High</p>

13.5. TRAFFIC AND TRANSPORT

Table 16 – Traffic and transport

Proposal		
<p>The proposal includes a basement carparking envelope with capacity for maximum of 1,250 car spaces and six levels of carparking. Proposed vehicle access points are from Shaftesbury Road, Marmaduke Street and a loading vehicle entry/exit from Deane Street.</p> <p>Loading dock and service vehicle access are provided from Deane Street. The Porte-Cochere will be accessed at street level for drop off/pick-up from George Street. Loading activities will be confined to the basement.</p> <p>Traffic generation modelling for the proposal indicates an additional 449 vehicular trips during peak periods.</p>		
Potential impact	Potential Mitigation/Enhancement Measures	Metrics
<ul style="list-style-type: none"> The impact on the local road network has been considered as part of the Stage 1 DA. The modelling suggests that the traffic generated from the proposed Club will be accommodated within the local road network, providing key intersection upgrades envisaged in Council plans are implemented The traffic impact assessment indicates that the proposed parking provision will be adequate to support the demand associated with the development Entry and exit points minimise impacts on the local network and have the potential to maximise pedestrian safety The basement loading area will minimise noise impacts associated with the loading area The proposal has the potential to enhance pedestrian links to Burwood Train Station, improving connectivity. The setbacks provided to George Street, Marmaduke Street and Dean Street will allow for the widening of the pedestrian footpaths Appropriate design responses are available to include sufficient and appropriately placed disabled car parking and maximise access for people with physical disabilities, especially around lift areas Stage 2 DA will need to include appropriate responses to manage access to the car park. 	<ul style="list-style-type: none"> The location of the site within a major public transport interchange presents an opportunity to encourage the use of public transport by Club members, especially during large events. Information should be provided to members to encourage people to take alternative and active modes of transport to and from the Club Clear, safe, well-lit and wide pedestrian connections to Burwood Train Station may encourage people to travel by train to the Club Ongoing provision of the courtesy bus service will continue to benefit patrons Other enhancement measures include: <ul style="list-style-type: none"> Clear onsite signage to support access and circulation of traffic Provision of disabled parking spaces and access as required by Australian standards CPTED measures to prevent conflicts between pedestrian areas and vehicle entry and exit points. 	<p>Overall Impact Medium/low negative impact – subject to implementation of road improvements identified by Council</p> <p>Duration: Long term</p> <p>Extent: Local road network</p> <p>Ability to adapt: Subject to implementation of road improvements identified by Council and potential mitigation measures</p> <p>Likelihood of Impact: High</p>

13.6. SAFETY AND SECURITY

Table 17 – Safety and security

Proposal		
Burwood Town Centre is undergoing significant transformation to generate diverse uses within the Town Centre, increase passive surveillance and activity. Many of the crimes that currently affect Burwood Town Centre are opportunistic, and their occurrence can be minimised through the adoption of appropriate CPTED principles, as per NSW Government best practice guidelines.		
Potential impact	Potential Mitigation/Enhancement Measures	Metrics
<ul style="list-style-type: none"> The proposed development has the potential to activate Burwood Town Centre including public domain improvements, increasing lighting and passive surveillance opportunities and using resistant materials A CPTED Assessment report has been prepared for the Stage 1 DA. This report indicates that: <ul style="list-style-type: none"> The proposed basement carpark presents an opportunity to minimise the risk of motor vehicle theft and theft from motor vehicle in the Burwood Town Centre The proposed vehicle access points have been designed to reduce the potential for traffic and pedestrian conflict, increasing the legibility and safety of vehicle access points The development proposes public domain improvements, including the widening of footpaths, which will help create attractive and safe linkages to the club and to Burwood Town Centre. This will increase pedestrian activity and promote passive surveillance The proposed envelope presents an opportunity for a future Stage 2 DA to consider ways to maximise informal surveillance and activation throughout the site. 	<ul style="list-style-type: none"> Future Stage 2 DAs should consider passive and active crime prevention strategies, including: <ul style="list-style-type: none"> A landscape setback along the boundary with 63 Shaftesbury Road can provide additional privacy screening and territorial reinforcement opportunities Ensuring that internal spaces do not create 'areas of entrapment or concealment' (especially in and around passageways, stairwells, alcoves, toilet facilities, balconies and terraces) Provision of adequate wayfinding signage and maps Ensuring that ATM locations are visible and cash areas are secure, and that staff are present at all times in high risk locations A future Construction Management Plan (CMP) should include safety procedures during construction Developments that are well managed are less likely to attract criminal activity. A future Plan of Management for the site will assist. 	<p>Overall Impact Medium/high positive impact - subject to the final building design</p> <p>Duration: Site operation</p> <p>Extent: Local</p> <p>Ability to adapt: High</p> <p>Likelihood of Impact: High</p>

13.7. LIQUOR AND GAMING

Table 18 – Liquor and gaming

Proposal		
<p>The proposal seeks concept approval for uses that include gaming and the provision of liquor.</p> <p>Burwood LGA is classified as a Band 3 LGA, according to the Independent Liquor and Gaming Authority. Burwood LGA is regarded as having high gaming machine density, high gaming machine expenditure and a low SEIFA score. At the time of writing this report Liquor & Gaming NSW was reviewing the Local Impact Assessment (LIA) Scheme under the Gaming Machines Act 2001.</p> <p>There is a contrast between Burwood LGA and the suburb of Burwood in regards to social disadvantage. SEIFA results indicate that the suburb of Burwood is within the top 40% most advantaged suburbs, according to the index of advantage and disadvantage, and within the bottom 40% according to the index of disadvantage. In contrast, Burwood suburb and Burwood LGA are within the bottom deciles of the index for economic resources. The education and occupation index indicates that Burwood suburb is within the top 20% most advantaged suburbs and Burwood LGA within the top 10%.</p>		
Potential impact	Potential Mitigation/Enhancement Measures	Metrics
<ul style="list-style-type: none"> Burwood LGA is classified as a Band 3 LGA. The Club will apply for a transfer of all gaming machine entitlements from 96 Shaftesbury Road to the proposed Club. This transfer will not increase the current number of gaming machine entitlements. There will not be any additional impact regarding gaming machine density associated with the Stage 1 DA The diversification of uses at the proposed Club means that there are more opportunities for activities that do not involve alcohol consumption or gaming. 	<ul style="list-style-type: none"> The new bar areas will be subject to Office of Liquor and Gaming Guidelines, RSA guidelines, in-house initiatives outlined in the Club's Plan of Management and agreements defined in the Liquor Accord The maintenance of the Club's gaming Self-Exclusion Policy and the following of existing and future liquor accord agreements may also assist in minimising impacts associated with liquor and gaming. 	<p>Overall Impact Low/medium negative impact – subject to the final designs and the outcome of the review of the Local Impact Assessment (LIA) Scheme under the Gaming Machines Act 2001</p> <p>Duration: Site operation</p> <p>Extent: Regional</p> <p>Ability to adapt: Medium/low – depending on the future operation of the site and Plan of Management</p> <p>Likelihood of Impact: High</p>

13.8. CONSTRUCTION IMPACTS

Table 19 – Construction impacts

Proposal		
The Stage 1 DA is a concept plan for the building envelope for the podium. It does not include any works for demolition, excavation or construction. Such approvals will be sought via subsequent detailed Development Applications (Stage 2 DA).		
Potential impact	Potential Mitigation/Enhancement Measures	Metrics
<ul style="list-style-type: none"> Construction may generate short term negative impacts of varying scales. Dust, noise and traffic impacts are common construction-related impacts, that may be minimised and sometimes negated by applying measures associated with the construction schedule and Construction Management Plan (CMP). 	<ul style="list-style-type: none"> A Construction Management Plan (CMP) should be prepared to include safety procedures during construction, including ensuring appropriate lighting of construction areas, adequate access control measures, storage and locking of equipment As detailed in the Statement of Environmental Effects, a CMP will be prepared and submitted with the first Stage 2 DA. 	<p>Overall Impact Medium negative impact – subject to final construction schedule</p> <p>Duration: Short term – during construction</p> <p>Extent: Local</p> <p>Ability to adapt: Medium/High</p> <p>Likelihood of Impact: High</p>

14. CONCLUSION

This report has assessed the potential social impacts arising from the Stage 1 Development Application for the proposed Club Burwood RSL.

The following is a summary of the impacts considered in this report:

Club relocation

The relocation of the Club from a low density residential area to the Burwood Town Centre has the potential to have a significantly positive impact. The relocation has the potential to significantly activate the Burwood Town Centre, contributing to the urban renewal of the area.

Impact: High positive impact – subject to the future use of 96 Shaftesbury Road and the final design for the proposed Club.

New and expanded uses

The proposal aims to diversify the Club's offer by including hotel accommodation, a new theatre and additional food and beverage facilities and recreation opportunities. This may have a positive impact on the current and future members of the Club. It enables the Club to cater to a wider range of people, including community groups who may not benefit from the existing offering and facilities at 96 Shaftesbury Road.

Impact: Medium/high positive impact – subject to the final choice of uses for the site.

Visual impact and overshadowing

A shadow analysis of the conceptual architectural design indicates that the majority of overshadowing falls on the railway reservation and it will not result in any additional overshadowing on significant public open space areas. The building envelope presents an opportunity for architectural detailing and articulation that minimises the potential of overshadowing and privacy concerns, particularly in relation to 63 Shaftesbury Road.

Impact: Low/medium negative impact - subject to the final building design.

Noise

The Acoustic Assessment indicates that the proposal complies with statutory requirements. Appropriate design responses are available to address potential noise impacts associated with proposed uses.

Impact: Low/medium negative impact - subject to the final building design.

Traffic and transport

The proposal has the potential to enhance pedestrian links to Burwood Train Station and improve connectivity. Parking provision will be adequate to support the demand associated with the development and the basement loading area will minimise noise impacts.

Traffic modelling suggests that the traffic generated from the proposed Club will be accommodated within the local road network. This assumes key intersection upgrades envisaged in Council plans are implemented and that the proposed parking provision will be adequate to support the demand associated with the development. The location of the site within a major public transport interchange presents an opportunity to encourage the use of public transport by Club members, especially during large events.

Impact: Medium/low negative impact – subject to implementation of road improvements identified by Council.

Safety and security

The proposed development has the potential to assist in the transformation of Burwood Town Centre by activating the site, enabling public domain improvements, increasing lighting and passive surveillance opportunities and using graffiti resistant materials. Potential CPTED enhancement measures have been outlined in a separate CPTED Assessment report.

Impact: Medium/high positive impact - subject to the final building design.

Liquor and gaming

In accordance with ILGA band classification for Burwood LGA, the Club will apply for a transfer of all gaming machine entitlements from the existing site to the proposed Club. This transfer will not increase the number of gaming machine entitlements that the Club currently has. The diversification of uses at the proposed Club offers opportunities for a wider range of activities that mitigate the impact of alcohol consumption and gaming.

Impact: Low/medium negative impact – subject to the final designs and the outcome of the review of the Local Impact Assessment (LIA) Scheme under the Gaming Machines Act 2001.

Construction impacts

Construction may generate short term negative impacts of varying scales. Dust, noise and traffic impacts are common construction-related impacts, that may be minimised and sometimes negated by applying measures associated with the construction schedule and Construction Management Plan (CMP). As detailed in the Statement of Environmental Effects, a CMP will be prepared and submitted with the first Stage 2 DA.

Impact: Medium negative impact – subject to final construction schedule.

14.1. HIGH LEVEL MONITORING ADVICE

This report has included a range of mitigation and enhancement recommendations, which have the potential to maximise the overall positive impact of the proposal and inform a final detailed design for the site. These include:

- Consideration of CPTED principles at the interface between the different uses of the site, footpaths and surrounding public domain and in the design of the screen landscaping with 63 Shaftesbury Road
- Consideration of methods to attract a greater range of age-related activities associated with the Club
- Ongoing discussions with Burwood Council and other stakeholders to finalise detailed design for the site and the future of 96 Shaftesbury Road following relocation
- Maintenance of the Club's gaming Self-Exclusion Policy and continuing application of RSA guidelines, in-house initiatives outlined in the Club's Plan of Management and agreements defined in the Liquor Accord
- Preparation of a Plan of Management for the proposed Club and maintenance of professional and accurate reporting and record keeping (e.g Neighbour Complaint Register).

Future detailed designs for the site should consider these recommendations, together with recommendations provided in other technical reports.

DISCLAIMER

This report is dated 5 June 2017 and incorporates information and events up to that date only and excludes any information arising, or event occurring, after that date which may affect the validity of Urbis Pty Ltd's (**Urbis**) opinion in this report. Urbis prepared this report on the instructions, and for the benefit only, of Club Burwood Group (**Instructing Party**) for the purpose of SIA (**Purpose**) and not for any other purpose or use. To the extent permitted by applicable law, Urbis expressly disclaims all liability, whether direct or indirect, to the Instructing Party which relies or purports to rely on this report for any purpose other than the Purpose, and to any other person which relies or purports to rely on this report for any purpose whatsoever (including the Purpose).

In preparing this report, Urbis was required to make judgements which may be affected by unforeseen future events, the likelihood and effects of which are not capable of precise assessment.

All surveys, forecasts, projections and recommendations contained in or associated with this report are made in good faith and on the basis of information supplied to Urbis at the date of this report, and upon which Urbis relied. Achievement of the projections and budgets set out in this report will depend, among other things, on the actions of others over which Urbis has no control.

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This report has been prepared with due care and diligence by Urbis and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct and not misleading, subject to the limitations above.

APPENDIX A POLICY CONTEXT

REGIONAL CONTEXT

A Plan for Growing Sydney identifies Burwood as a Strategic Centre. Strategic Centres are defined as priority locations for employment and retail activity. They are typically located on high frequency public transport corridors, with a diversity of mixed-use development of metropolitan significance.

The *Draft Central District Plan* (2016) includes Burwood LGA. This plan outlines key principles for the district, including locating jobs in large centres and a public transport network that connects people to jobs, education, health, sporting, cultural and entertainment facilities.

Towards Our Greater Sydney 2056 has been prepared by the Greater Sydney Commission to replace *A Plan for Growing Sydney*. This document includes an aim for a 30 minute city, where people will be able to access jobs, services and amenities within 30 minutes of where they live.

Priorities for Burwood Town Centre include expanding the type and function of land uses in the centre and investigating opportunities to enhance the night time economy.

BURWOOD LEP 2012

Under the Burwood Local Environment Plan (LEP) 2012, the Burwood Town Centre is zoned B4 – Mixed Use. Objectives of the LEP in relation to B4 – Mixed Use zones include:

- To provide a mixture of compatible land uses
- To integrate suitable business, office, residential, retail and other developments in accessible locations so as to maximise public transport patronage and encourage walking and cycling.

BURWOOD DCP 2013

Aims of the Burwood Development Control Plan 2013 (amended 2016) include:

- To help maintain and enhance the quality of the natural and built environments in the Burwood LGA through the development assessment process
- To improve the environmental and social sustainability of development
- To increase the participation of the community in development assessment decisions.

The DCP recognises the Burwood Town Centre as a focus for growth in housing, employment shopping and services due to proximity to arterial roads and public transport. It notes that innovative approaches will be needed to travel demand and parking supply.

BURWOOD 2030

Burwood 2030 provides a long term strategic vision for the Burwood Local Government Area. It includes a 'Sense of Community' theme, which includes the following actions:

- Maintain clean and attractive streets and public spaces
- Work with key partners and the community to reduce crime and improve community safety
- Support and implement programs that aim to reduce anti-social behaviour such as graffiti and littering.

The theme of 'Accessible Services and Facilities' includes the following actions:

- Design footpaths to increase pedestrian only spaces for improved pedestrian access and safety
- Improve street lighting and lighting in public places
- Undertake programs that aim to reduce graffiti and littering in local neighbourhoods and the Town Centre
- Activate streetscapes through local events and markets.

BURWOOD COUNCIL AGEING STRATEGY 2011-2016

Burwood Council's *Ageing Strategy 2011-2016* includes a vision for an inclusive, active and engaged community, which celebrates the contributions of older community members and supports them to pursue their interests and fully participate in community life. It recognises that Burwood has a higher proportion of its population aged over 65 years than the Sydney area.

The Strategy has a focus on assisting individuals to maintain independence, quality of life, and civic participation. It includes the following actions:

- Provide opportunities for older people to participate in social and civic life, and opportunities for generations and cultures to interact
- Ensure that older people are encouraged and supported to maintain healthy lifestyles, pursue interests, and engage in lifelong learning
- Create built and economic environments that enable older people to participate in all aspects of community life, and to contribute their experience, knowledge and skills
- Ensure that older people have access to quality services that enable them to age in place within the context of the communities and relationships that they have developed over a life time
- Undertake planning, and work with other governments, non-government agencies, local businesses and individuals to create opportunities for active ageing.

BURWOOD DISABILITY ACCESS PLAN

Burwood's *Disability Access Plan 2014-2017* states that residents who have a disability may face barriers that reduce their ability to participate in social, political, economic and community life. Barriers may include the built environment as well as attitudes and behaviours.

The plan identified particular challenges for people with disability in relation to the Burwood Town Centre as:

- People with vision impairment or in wheelchairs facing hazards when travelling around the Town Centre. This has been exacerbated with increased car movements and increased numbers of pedestrians contributing to difficulties for people with disabilities accessing appointments or other activities.
- Difficulties for people in wheelchairs entering new retail premises which have a lip between the footpath and the doorway
- A-frame advertising boards presenting obstacles to people with vision impairments and in wheelchairs.

The Plan provides a framework to ensure people with a disability have the opportunity to access programs, services and facilities that are available to the wider community.

YOUTH ENGAGEMENT: BURWOOD YOUTH ADVISORY GROUP PROTOCOL

Burwood Council's draft *Youth Engagement: Burwood Youth Advisory Group Protocol 2012* seeks to ensure young people are provided with opportunities to participate in community life, with access and equity based on social justice principles. Young people are defined as those aged 12 to 24 years.

The protocol notes people aged 20-29 years make up almost a quarter of Burwood's population. Key objectives are to provide improved opportunities for young people to become proactive in the preparation of community based initiatives.

BURWOOD CULTURAL PLAN 2015-2018

The *Cultural Plan 2015-2018* outlines Council's commitment to supporting cultural development in Burwood to help create a strong sense of place and identity. It notes over half the population was born overseas with almost half from non-English speaking backgrounds.

The plan includes a vision for the ongoing development of a creative place where endeavours and expression in art, literature and music are encouraged and supported.

Goals are identified as:

- Increase the provision of cultural arts activities, programmes and opportunities for public art works and public art displays for the Burwood Community
- Provide opportunities to support the development of local artists
- Showcase local and performing artists through community cultural festivals and calendar events
- Develop new arts projects as a means of addressing social issues
- Identify and encourage awareness of Burwood's local creative and cultural identities
- Build upon existing opportunities for literary expression in the Burwood area
- Encourage greater musical expression in Burwood
- Develop a communications strategy to promote cultural arts initiatives to a broader cross section of the community.

BURWOOD COMMUNITY SAFETY AND CRIME PREVENTION 2007-2010

This plan identifies the following priority areas for Burwood Town Centre:

- Reduce Malicious Damage to Property
- Reduce Robbery and Steal from Person offences
- Reduce Motor Vehicle Theft & Steal from Motor Vehicle offences
- Reduce Break & Enter (Dwelling).

It outlines the following key measures to address these priority areas:

- Development of a Memorandum of Understanding (MOU) with Burwood Local Area Command (NSW Police Force) to enable a joint approach to community safety and crime prevention issues through the sharing of knowledge, information and resources
- Development of a Crime Prevention Through Environmental Design (CPTED) Development Control Plan (DCP) to ensure safer by design principles are applied in Council's planning and development processes, and that all relevant development applications are assessed for crime risks
- Working with Police to engage local Culturally and Linguistically Diverse (CALD) communities to encourage reporting of crime and to improve understanding of crime prevention measures
- Development of appropriate educational materials and campaigns to better inform local businesses and residents of practical ways to prevent robbery, vehicle crime and break and enter offences
- Conduct thorough Community Safety Audits of key locations across the LGA and refer needed improvements to relevant areas within council.
- Development of a Graffiti Management Strategy which will set out the key responses to graffiti, including rapid removal, education and enforcement.

Among other measures, the plan notes situational measures can include the design of buildings for increased opportunities for surveillance; improved designs for streets and parks to reduce hiding places for offenders; and installation of fences to limit access to particular locations. These measures are designed to increase risks of detection thereby reducing rewards associated with offending.

BURWOOD COUNCIL CPTED GUIDELINES

Burwood Council has produced a number of fact sheets to assist community safety through the application of CPTED principles in the development of neighbourhoods, single dwellings, multiple unit dwellings and commercial and retail premises.

The relevant guideline for this proposal is the Crime Prevention Through Environmental Design (CPTED) Guidelines Built Environments: Design of Commercial and Retail Premises. This aims to assist business operators in designs which limit opportunity for crime.

These guidelines suggest that:

- Public spaces should be designed in ways that respond to different day, night and weekday uses through active use at a variety of times
- Cash register location and/or behind the counter should be clearly marked as 'staff only area'
- Business storage rooms should have clearly signed restriction areas stating 'staff only' and should be secured at all times
- Signage should be clear and utilise standard picture graphics. Signs depicting security measures can be useful crime deterrents, these signs should be simple (e.g. "You are on TV")
- Avoid creating areas for loitering; seating should not be placed near ATMs, toilets, phone boxes or in isolated areas
- Side gates should be lockable when a building is unattended and garages should be secure and locked at all times
- Ensure capability of perimeter and / or security lighting external to the building, creating opportunities for night time visibility. Utilise sensor lighting in external and internal critical spaces, designed to highlight when space is in use.

BURWOOD GRAFFITI MANAGEMENT STRATEGY 2011-2015

This strategy aims to reduce incidences of graffiti vandalism across the LGA. It acknowledges the detrimental effects of graffiti vandalism on the wellbeing of the community generally. One of its aims is to increase community awareness and encourage the community to report incidences of graffiti. Council keeps a graffiti register, participates in youth programs and community education, and implements monitoring and CCTV surveillance.

CANADA BAY COMMUNITY SAFETY & CRIME PREVENTION PLAN 2014-2018

Burwood Council works with neighbouring councils with common approaches in some crime prevention strategies. Of particular relevance is the neighbouring Local Government Area of the City of Canada Bay. The Canada Bay Community Safety & Crime Prevention Plan notes that Canada Bay will continue to work with Burwood Council and Burwood Local Area Command to address the key focus areas.

Council supports the Burwood/Canada Bay Liquor Accord and continue to refer Development Applications to Burwood Local Area Command and actively pursue CPTED through the Development Application process. Canada Bay continues to work with Burwood Council to tackle share crime issues by sharing knowledge and pooling resources.

APPENDIX B SOCIAL INFRASTRUCTURE MAP

Picture 4 – Social infrastructure map



Table 20 – Map locations

Map ID	Name	Type
A1	Woodstock Community Centre	Community centre
A2	Burwood Welfare and Community Services Inc.	Community centre
B1	Burwood library	Library
C1	Christian Brethren Burwood	Place of worship
C2	St. Nectarios Greek Orthodox Church	Place of worship
C3	Christadelphian Ecclesia Burwood	Place of worship
C4	Burwood Croydon Uniting Church	Place of worship
C5	Burwood Corps (Salvation Army)	Place of worship
C6	True Love Grace Church	Place of worship
C7	Burwood Presbyterian Church	Place of worship
C8	St Paul's Cathedral	Place of worship
C9	Baptist Community Church	Place of worship
C10	St Pauls Anglican Church	Place of worship
C11	St Gabriel Syrian Orthodox Church	Place of worship
C12	Malvern Hill Uniting Church	Place of worship
D1	Educare Playskool Burwood	Childcare centre
D2	YMCA Burwood OSHC	Childcare centre
D3	UnitingCare OSHC	Childcare centre
D4	Little Einstein Family Day Care	Childcare centre
D5	Mothers Love Childcare Centre	Childcare centre
D6	Swan Academy	Childcare centre

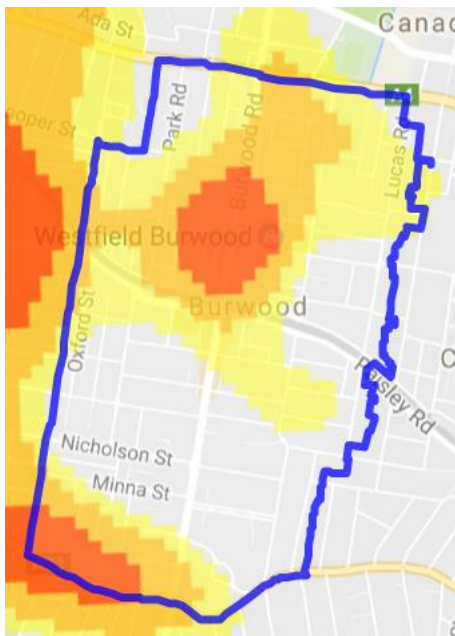
Map ID	Name	Type
D7	Woodstock Child Care Centre	Childcare centre
D8	Burwood Public School OSHC	Childcare centre
D9	Holy Innocents Out of School Hours Care	Childcare centre
D10	Kiddies Kapers Learning Centre	Childcare centre
D11	Coscare Inc.	Childcare centre
D12	Kids@Weldon	Childcare centre
E1	Burwood Public School	Primary school
E2	Holy Innocents Parish School	Primary school
E3	Methodist Ladies College Junior School	Primary school
E4	Croydon Public School	Primary school
F1	Burwood Girls High School	Secondary school
F2	Methodist Ladies College Senior School	Secondary school
G1	Home Care Service of NSW - Inner West Metro Branch	Health and age care
G2	Salvation Army the Senior Citizens Units	Health and age care
G3	Dr Michael Tu Dental Surgery	Health and age care
G4	Burwood Medhealth Centre	Health and age care
G5	Burwood Park Medical Centre	Health and age care
G6	St Ezekiel Moreno Nursing Home	Health and age care
G7	Linburn Nursing Home	Health and age care

Map ID	Name	Type
G8	Ainsley Nursing Home	Health and age care
G9	Strathfield Private Hospital	Health and age care
G10	Weldon Occasional Care Centre	Health and age care
H1	Burwood Park	Open space and recreation
H2	Fitzroy Street Reserve	Open space and recreation
H3	St Pauls Close Park	Open space and recreation
H4	Webb Street Reserve	Open space and recreation
H5	Blair Park	Open space and recreation
H6	Wangal Park	Open space and recreation

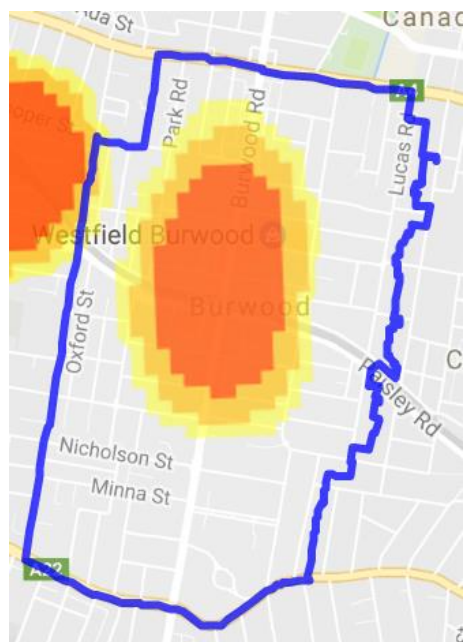
Map ID	Name	Type
H7	Sanders Reserve	Open space and recreation
H8	Prowse Reserve	Open space and recreation
H9	Wyatt Avenue Park	Open space and recreation
H10	Reed Reserve	Open space and recreation
H11	King Edward Street Reserve	Open space and recreation
H12	Concord Oval	Open space and recreation
H13	Cintra Park	Open space and recreation

APPENDIX C CRIME HOTSPOTS

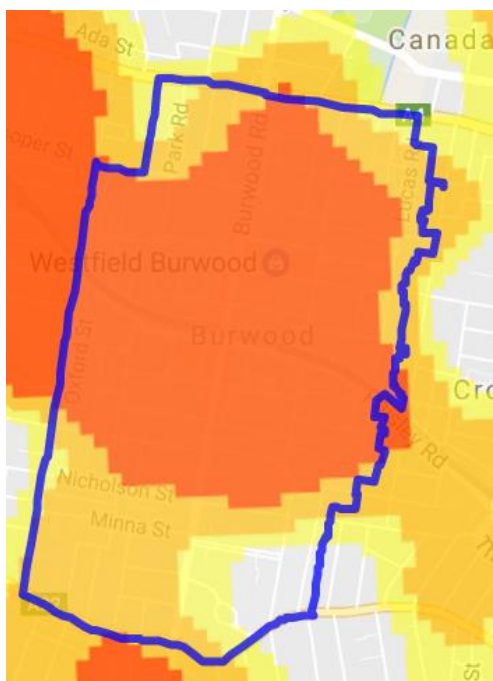
Incidents of Assault (Domestic assault) from Jan 2016 to Dec 2016



Incidents of Assault (Non-domestic assault) from Jan 2016 to Dec 2016



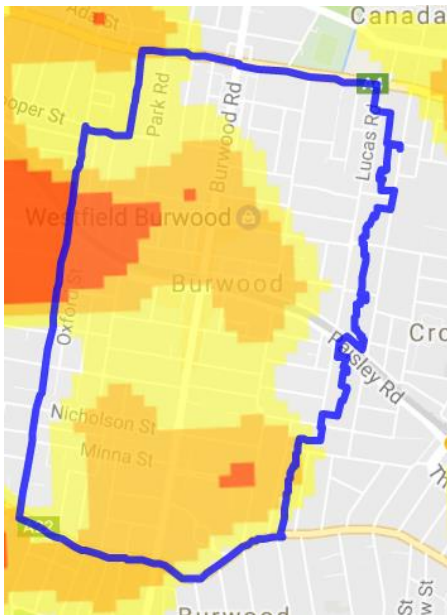
Incidents of Theft (Break & enter dwelling) from Jan 2016 to Dec 2016



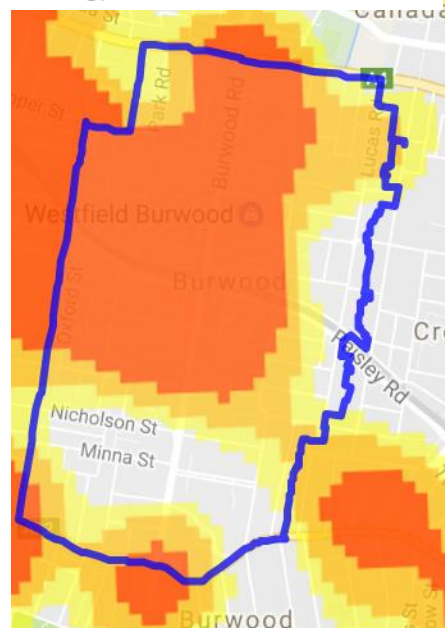
Incidents of Theft (Break & enter non-dwelling) from Jan 2016 to Dec 2016



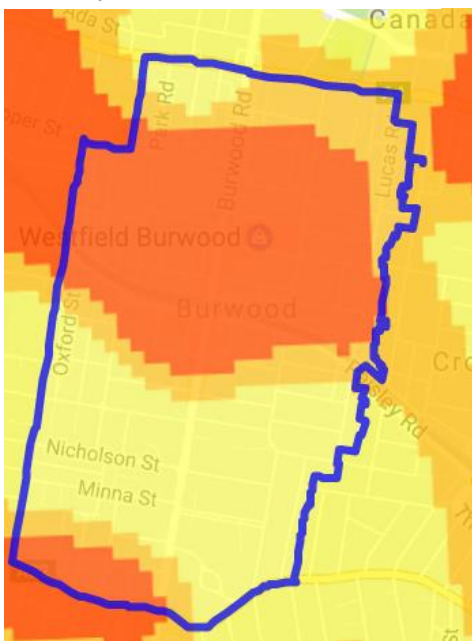
Incidents of Theft (Motor vehicle theft) from Jan 2016 to Dec 2016



Incidents of Theft (Steal from dwelling) from Jan 2016 to Dec 2016



Incidents of Theft (Steal from motor vehicle) from Jan 2016 to Dec 2016



Incidents of Malicious damage to property from Jan 2016 to Dec 2016



APPENDIX D DEMOGRAPHIC SUMMARY

Data item	1km Study Area	Burwood LGA	Sydney GCCSA
Total population	16,148	32,432	4,390,956
Population Density (Persons per Sq.km)	15,273	4,552.4	355.0
Average per capita income	\$30,237	\$32,410	\$36,285
Age Distribution (%)			
Aged 0-4	4.33%	5.1%	6.8%
Aged 5-9	3.49%	4.5%	6.3%
Aged 10-14	3.71%	5.0%	6.1%
Aged 15-19	5.28%	6.1%	6.3%
Aged 20-24	13.78%	10.1%	7.0%
Aged 25-29	16.53%	11.2%	7.8%
Aged 30-34	9.49%	7.7%	7.6%
Aged 35-39	6.47%	6.6%	7.6%
Aged 40-44	5.35%	6.2%	7.3%
Aged 45-49	5.6%	6.8%	7.0%
Aged 50-55	5.43%	6.2%	6.6%
Aged 55-59	4.35%	5.2%	5.7%
Aged 60-64	3.86%	4.7%	5.1%
Aged 65-69	2.51%	3.6%	3.9%
Aged 70-74	2.69%	3.2%	3.0%
Aged 75-79	2.4%	2.8%	2.3%
Aged 80-84	2.3%	2.6%	1.9%
Aged 85+	2.41%	2.4%	1.8%
Aged 18+	85.77%	82.0%	77.1%
Average Age	36.7	38.3	37.1
Dependency Ratio	23.86%	29.2%	32.1%
Country of Birth and Indigenous Identification (%)			
Australia born	29.1%	44.3%	63.7%
Overseas born	70.9%	55.7%	36.4%
United Kingdom	1.25%	1.7%	4.4%
New Zealand	1.16%	1.3%	2.1%
China	24.49%	15.74%	3.59%
India	8.71%	5.04%	2.12%
Korea	5.94%	4.0%	0.97%
Italy	2.13%	3.7%	1.0%
Hong Kong	2.68%	2.14%	0.9%
Viet Nam	2.23%	1.86%	1.69%
Indigenous population	0.02%	0.1%	0.2%

Data item	1km Study Area	Burwood LGA	Sydney GCCSA
Language Spoken at Home (%)			
English only	24.77%	37.7%	65.7%
Italian	3.06%	6.0%	1.6%
Greek	2.05%	3.4%	1.9%
Chinese Total (Cantonese, Mandarin & other)	36.12%	24.4%	6.8%
Indo-Aryan - Total	11.93%	6.54%	3.62%
Korean	6.51%	4.67%	1.11%
Household Income (%)			
\$Neg/Nil	5.76%	3.8%	1.7%
\$1-\$10,400	2.5%	2.2%	1.7%
\$10,400-\$15,600	3.98%	3.3%	2.8%
\$15,600-\$20,800	5.53%	5.6%	5.7%
\$20,800-\$31,200	9.42%	9.7%	8.5%
\$31,200-\$41,600	8.41%	7.9%	8.0%
\$41,600-\$52,000	8.75%	8.0%	7.6%
\$52,000-\$65,000	8.52%	7.9%	8.1%
\$65,000-\$78,000	8.56%	7.8%	7.6%
\$78,000-\$104,000	12.37%	12.5%	12.6%
\$104,000-\$130,000	8.3%	8.9%	9.4%
\$130,000-\$156,000	6.88%	8.7%	10.6%
\$156,000-\$182,000	4.17%	5.6%	6.4%
\$182,000-\$208,000	2.19%	2.7%	3.3%
\$208,000 plus	4.65%	5.6%	6.1%
Average Household Income	\$79,278	\$87,252	\$94,428
Household Income Variation	-16.0%	-7.6%	-
Housing Status (%)			
Owner	27.35%	34.9%	31.1%
Purchaser	19.54%	26.7%	35.7%
Renter	52.37%	37.8%	32.4%
Public Renter	3.81%	3.8%	5.4%
Private Renter	48.56%	34.0%	27.0%
Households in Mortgage Stress (% Households)	2.3%	2.4%	3.0%
Loan Mortgage Repayments (monthly \$)	\$2,409	\$2,537	\$2,424
Households in Rental Stress (% Households)	20.06%	11.8%	7.8%
Rent Payments (weekly \$)	\$412	\$413	\$397

Data item	1km Study Area	Burwood LGA	Sydney GCCSA
Car Ownership (%)			
0 Cars	31.05%	21.0%	12.5%
1 Car	44.92%	42.2%	39.6%
2 Cars	17.92%	26.6%	33.9%
3 Cars	4.22%	7.2%	9.5%
4+ Cars	1.89%	3.1%	4.5%
Household Structure (%)			
Family Households	65.29%	71.1%	73.1%
Non-Family Households	34.71%	28.9%	26.9%
Group	12.44%	8.2%	4.3%
Lone Person	22.26%	20.6%	22.6%
Family Composition (%)			
Couple family with no children	38.56%	33.0%	33.5%
Couple family with children under 15	26.02%	29.2%	32.5%
Couple family with no children under 15	14.55%	18.9%	16.4%
One parent family with children under 15	5.95%	5.7%	7.3%
One parent family with no children under 15	9.88%	9.9%	8.4%
Other	5.04%	3.4%	1.9%
Labour Force (%)			
% Unemployed	8.27%	6.7%	5.7%
Labour Force Participation	62.5%	62.5%	65.6%
Occupation (%)			
Managers	9.71%	11.7%	13.5%
Professionals	28.29%	28.8%	26.0%
Technicians & trades workers	12.42%	11.7%	12.4%
Community & Personal Service Workers	9.32%	9.0%	9.0%
Clerical & Administrative Workers	14.7%	16.1%	16.5%
Sales Workers	11.09%	10.3%	9.2%
Machinery operators & Drivers	3.44%	3.9%	5.8%
Labourers	11.03%	8.6%	7.5%
White Collar (%)	73.11%	75.9%	74.3%
Blue Collar (%)	26.89%	24.1%	25.7%
Tertiary Education (%)			
Bachelor Degree or Higher	33.69%	29.8%	24.1%
Advanced Diploma or Associate Degree	11.26%	9.9%	9.0%
Undertaking Tertiary Education	14.75%	11.4%	6.5%

Data item	1km Study Area	Burwood LGA	Sydney GCCSA
Highest Level of Schooling Achieved (%)			
Year 8 or Below	4.63%	6.5%	5.3%
Year 8 or Below			
Year 9 or Equivalent	2.31%	3.2%	5.3%
Year 10 or Equivalent	7.61%	11.8%	21.0%
Year 11 or Equivalent	2.54%	2.8%	4.7%
Year 12 or Equivalent	80.65%	73.5%	62.3%
Did not go to School	2.27%	2.3%	1.5%
Dwelling Structure (%)			
Separate House (%)	34.28%	52.5%	61.0%
Semi-detached (%)	6.71%	11.1%	12.8%
Flat, Unit or apartment (%)	58.91%	35.8%	25.8%
Other dwelling (%)	0.1%	0.6%	0.5%

APPENDIX E SITE VISIT PHOTOS

Figure 11 – Existing development



Picture 5 – Two-storey buildings fronting Deane Street



Picture 6 – Vacant lot and Scout Hall on George Street



Picture 7 – Former library buildings, Deane Street frontage



Picture 8 – Looking east along Deane Street



Picture 9 – Dwelling house fronting George Street



Picture 10 – Vacant lot looking west along Waimea Street



Picture 11 – Mural and rail infrastructure adjacent to Deane Street



Picture 12 – Building at 63 Shaftesbury Road



Picture 13 – Buildings on corner of George and Marmaduke Street.

Source: Google Maps



Picture 14 – Dwelling houses on eastern side of Shaftesbury Road

APPENDIX F CONSULTATION MATERIALS



**TOWER 2, LEVEL 23
DARLING PARK, 201 SUSSEX ST
SYDNEY NSW 2000**

URBIS.COM.AU
Urbis Pty Ltd
ABN 50 105 256 228

13 June 2017

Dear Resident,

CLUB BURWOOD RSL – STAGE 1 DEVELOPMENT APPLICATION

We are writing to advise you that Club Burwood RSL is seeking to relocate from its existing premises on 96 Shaftesbury Rd to a consolidated site on George Street (Burwood) 400m north of the existing site.

Part of this process includes the preparation of a Stage 1 Development Application (DA) which will be assessed by Burwood Council and determined by the Sydney Central Planning Panel.

The attached project fact sheet outlines the key features of the Stage 1 DA.

Social Impact Assessment

As part of the DA process Club Burwood RSL has engaged Urbis Pty to prepare a Social Impact Assessment (SIA).

You are invited to provide comments and feedback on the proposal. Your input will inform a Social Impact Assessment Report, which will be submitted to Council with the DA.

More information

To provide comments and feedback on the proposed development please contact Urbis on 1800 244 863 or email burwoodclub@urbis.com.au by Wednesday 28 June 2017.

Information boards introducing the proposal will be displayed at the Club until Wednesday 28 June 2017. For more information please visit the Club's website <http://clubburwood.com.au>.

Thank you

A handwritten signature in black ink, appearing to read "S. Rudland".

Susan Rudland
Director, Urbis Social Planning

CLUB BURWOOD RSL – STAGE 1 DEVELOPMENT APPLICATION - FACTSHEET

INTRODUCTION

Club Burwood RSL is seeking to relocate from its existing premises on 96 Shaftesbury Rd to a consolidated site on George Street (Burwood) 400m north of the existing site.

On completion of the new development the existing premises at 96 Shaftesbury Road will be closed permanently.

Part of this process includes the preparation of a Stage 1 Development Application (DA) which will be assessed by Burwood Council and determined by the Sydney Central Planning Panel.

THE PROPOSAL

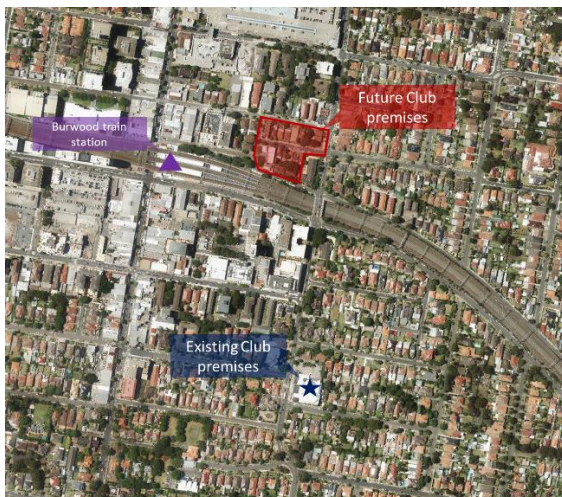
The Club's relocation is a response to growing membership and member requirements, the desire to diversify its offering and existing zoning restrictions.

The Club has progressively acquired land within Burwood town centre to develop a new Club complex.

The new site will be located in proximity to Burwood train station and will include club facilities, numerous eateries, themed bars and lounges, an entertainment complex, event centre, health and fitness centre, outdoor areas and a hotel.

The existing premises will close and all operations will be transferred to the new Club Complex on completion of the development.

Figure 1 Site location



STAGE 1 DA

A Stage 1 DA is an application for the approval of a Concept Plan prior to finalising detailed plans for the site.

Club Burwood RSL is seeking approval for a development concept (Stage 1DA) for the following uses and built form elements:

- Registered Club
- Hotel
- Entertainment facilities
- Dining precinct
- Theatre
- Basement carpark.

The Stage 1 DA will also seek approval for the building envelope and gross floor area for the podium and hotel tower, car parking and vehicle access points.

THE PLANNING PROCESS

The Stage 1 DA will not seek approval for demolition, excavation, construction or detailed designs.

Approval for these elements will be sought via subsequent development applications (DAs) after Stage 1.

Figure 2 Aerial view of the site



CLUB BURWOOD RSL – STAGE 1 DEVELOPMENT APPLICATION - FACTSHEET

KEY FEATURES

Building envelope

The proposed building envelope has a maximum height of 91.5m, including a podium height of approximately 20m.

Maximum gross floor area (GFA)

The maximum gross floor area across the site is 38,100 sqm.

Car parking

There will be 6 levels of basement car parking, with a maximum of 1,250 car spaces provided within them.

Vehicle access points

Proposed vehicle access points are from Shaftesbury Road, Marmaduke Street and a loading vehicle entry/exit from Deane Street.

Figure 3 Proposed building envelope

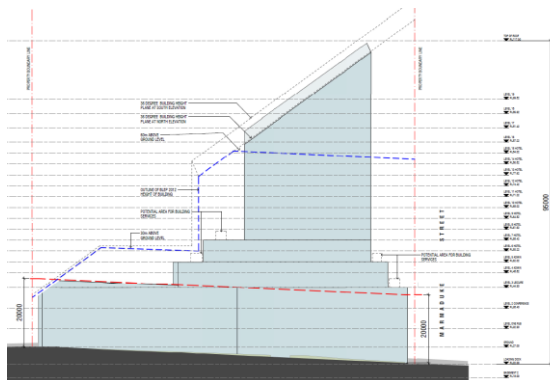
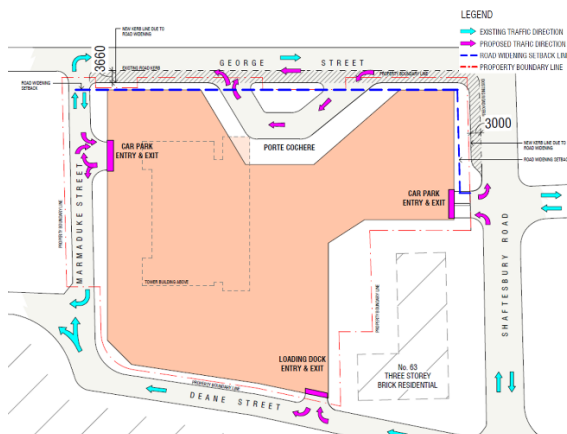


Figure 4 Proposed vehicle access points



SOCIAL IMPACT ASSESSMENT

As part of the Development Application (DA) process, Club Burwood RSL has engaged Urbis Pty Ltd to prepare a Social Impact Assessment (SIA).

Your input will help us understand community views on the proposal.

COMMUNITY FEEDBACK

Please complete the following questions and return to burwoodclub@urbis.com.au or via the supplied Reply Paid Envelope available at the Club before **Wednesday 28 June 2017**.

1. What is your overall view of the development proposal?
2. What (if any) are some of the likely positive or negative impacts of the development proposal?
3. How do you think any positive impacts can be enhanced?
4. How do you think any negative impacts can be mitigated?
5. Any other comments?

You can also call **1800 244 863** to provide feedback.

The feedback and comments will inform a Social Impact Assessment Report, which will be submitted to Council, with the DA.

FIND OUT MORE

Information boards introducing the proposal will be displayed at the Club until **Wednesday 28 June 2017**.

Visit the Club's website for more information.

CLUB BURWOOD RSL - FUTURE CLUB PLANS

STAGE 1 DEVELOPMENT APPLICATION

INTRODUCTION

Club Burwood RSL is seeking to relocate from its existing premises at 96 Shaftesbury Road, to a consolidated site on George Street (Burwood) 400 metres north of the existing site. On completion of the new development the existing premises at 96 Shaftesbury Road will be closed permanently.

Part of this process includes the preparation of a Stage 1 Development Application (DA), which will be assessed by Burwood Council and determined by the Sydney Central Planning Panel.

STAGE 1 DEVELOPMENT APPLICATION

A Stage 1 DA is an application for the approval of a Concept Plan prior to finalising detailed plans for the site. The Concept Plan aims to provide a range of new food, entertainment and leisure facilities within the Burwood Town Centre, contributing to the improvement of the public domain and generating employment opportunities in the local area.

Club Burwood RSL is seeking approval for a development concept (Stage 1 DA) for the following uses and built form elements:

USES

- » **Podium** – Registered club, commercial premises, hotel accommodation, entertainment facilities, function centre, recreation facility (indoor); and
- » **Tower** – Hotel accommodation and registered club.

BUILDING ENVELOPE

The proposed building envelope has a maximum height of 91.5m, including a podium height of approximately 20m.

The location and orientation of the building envelopes has been considered to mitigate adverse solar impacts. The majority of overshadowing will fall on the railway reservation to the south of the site.

The privacy of surrounding properties, including 63 Shaftesbury Road, has been considered. Outdoor areas will be located away from adjacent properties and orientated towards the railway reservation. Setbacks to habitable rooms in nearby developments and landscaping will assist to minimise visual impacts.

MAXIMUM GROSS FLOOR AREA (GFA)

The maximum gross floor area across the site is 38,100sqm.

CAR PARKING

There will be six levels of basement car parking with a maximum of 1,250 car spaces provided within the basement.

The impact on the local road network has been considered. The modelling suggests that the traffic generated from the proposed Club will be accommodated within the local road network, providing key intersection upgrades envisaged in Council plans are implemented.

VEHICLE ACCESS POINTS

Proposed vehicle access points are from Shaftesbury Road, Marmaduke Street and a loading vehicle entry/exit from Deane Street. Loading activities will be confined to the basement.

INDICATIVE CONCEPT

Figure 2 shows the proposed concept for the new club site. The final arrangement of land uses will be further refined via subsequent development applications (DAs) following the Stage 1 DA.

LEVEL	PROPOSED
B2-B7	» Basement car park
B1	» Food and beverage » Kitchens, back of house facilities, storage and loading dock facilities » Vertical pedestrian connection to the Club on Marmaduke Street.
Ground	» Porte Cochere accessible from George Street » Club reception and hotel lobby » Beverage outlets, club bar and indoor and outdoor gaming facilities » Vehicle entry/exit to Shaftesbury Road and Marmaduke Street » Loading vehicle entry/exit to Deane Street
Level 1	» Variety of restaurants, bars and eateries » Lounge areas and outdoor terrace
Level 2	» Conference facilities » Theatre with 600 seat capacity » Pre-function spaces » Back of house facilities and amenities
Level 3	» Gymnasium and recreational facilities » Crèche » Amenities associated with the hotel » Sports bar and club facilities
Levels 4-5	» Club offices and meeting rooms » Roof terrace
Levels 6-15	» Hotel suites
Level 16	» Food and beverage
Level 17	» Function rooms and gaming
Level 18	» Sky bar

FIGURE 1 New Club location

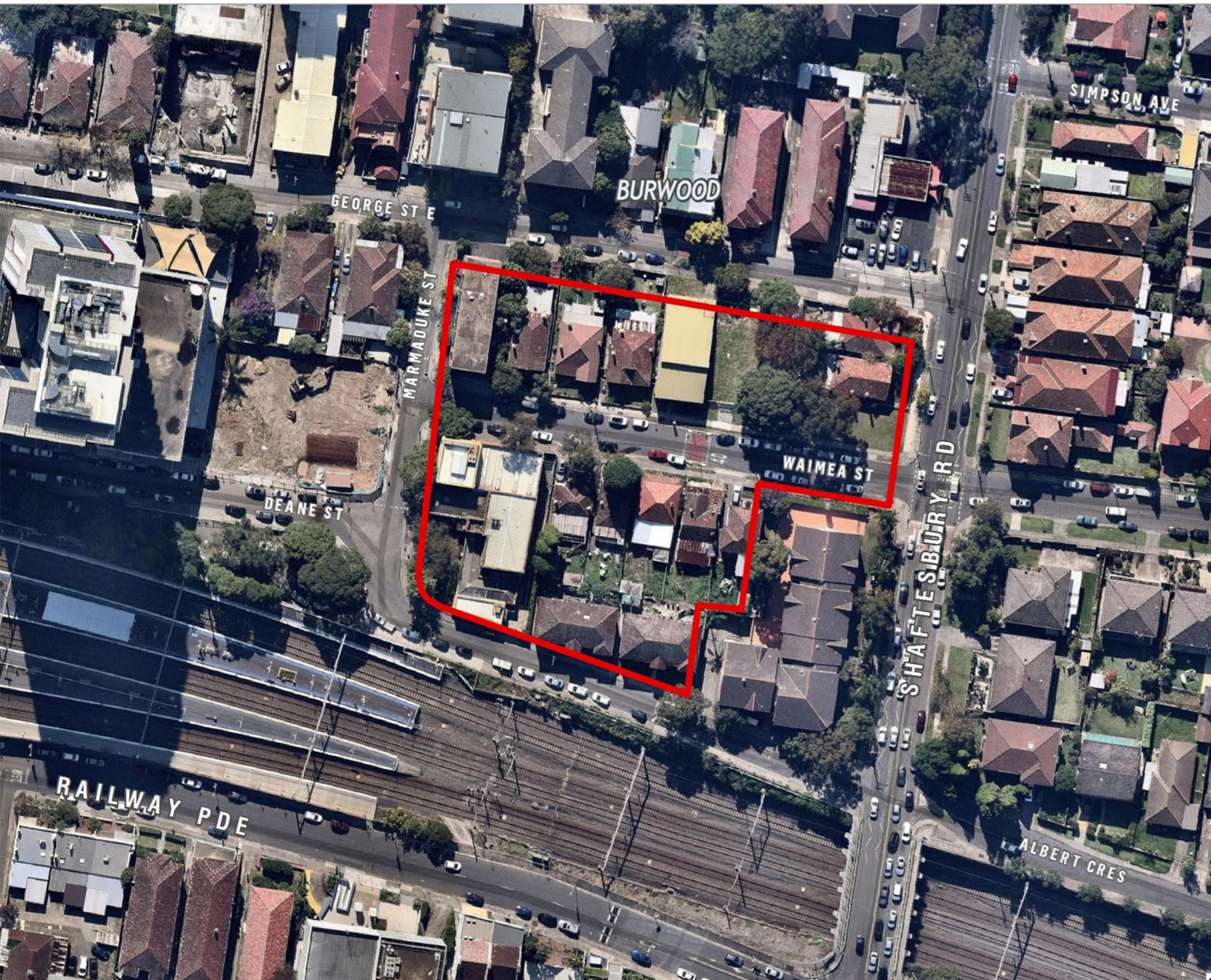
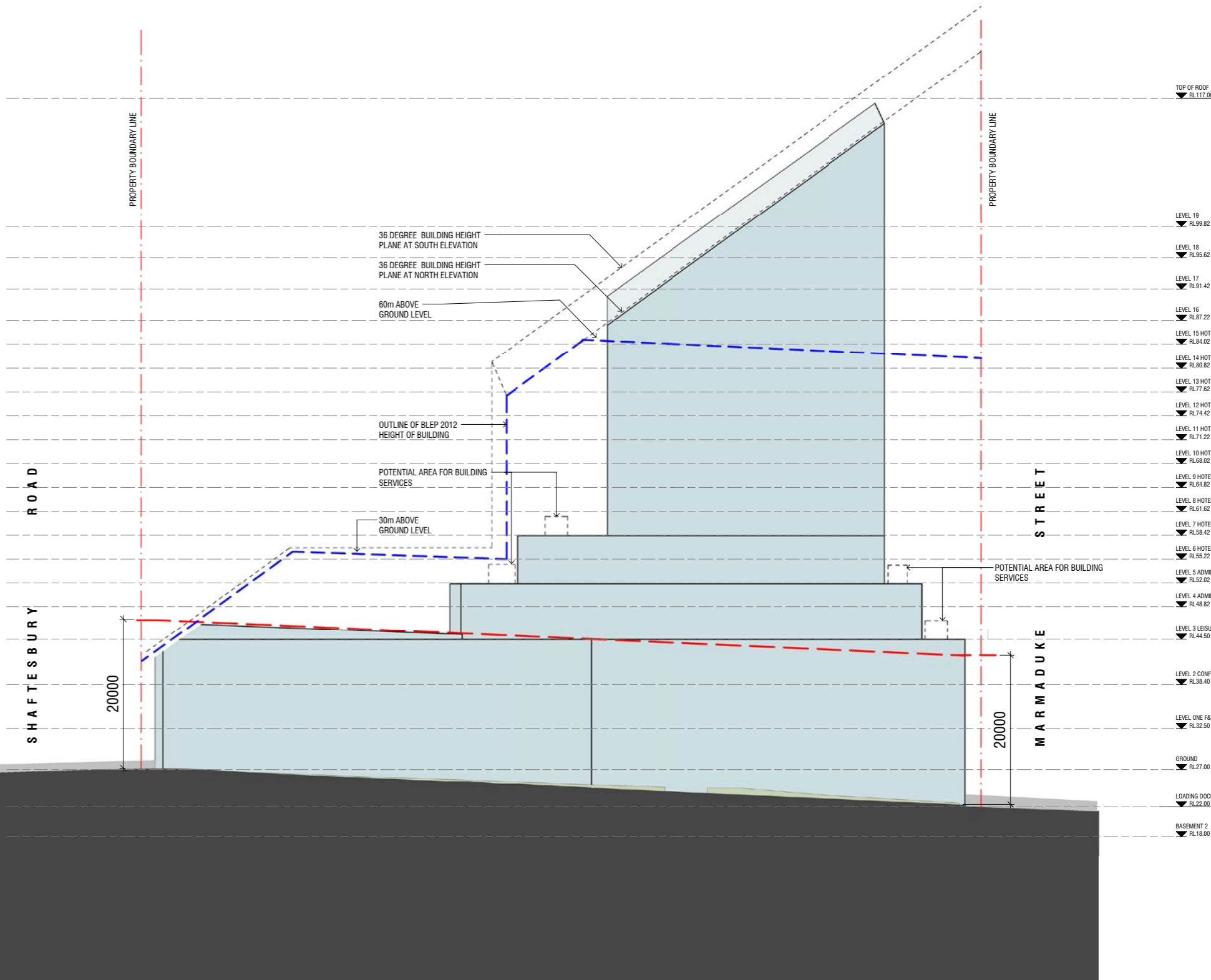


FIGURE 2 Proposed building envelope



CLUB BURWOOD RSL - FUTURE CLUB PLANS

STAGE 1 DEVELOPMENT APPLICATION

THE PLANNING PROCESS

The Stage 1 DA will not seek approval for demolition, excavation, construction or detailed designs. Approval for these elements will be sought via subsequent development applications (DAs) after Stage 1.

The existing premises will close and all operations will be transferred to the new Club Complex on completion of the development.

SOCIAL IMPACT ASSESSMENT

As part of the Development Application (DA) process, Club Burwood RSL has engaged Urbis Pty Ltd to prepare a Social Impact Assessment (SIA). Your input will help us understand community views on the proposal.

The feedback and comments will inform a Social Impact Assessment Report, which will be submitted to Council, with the DA.

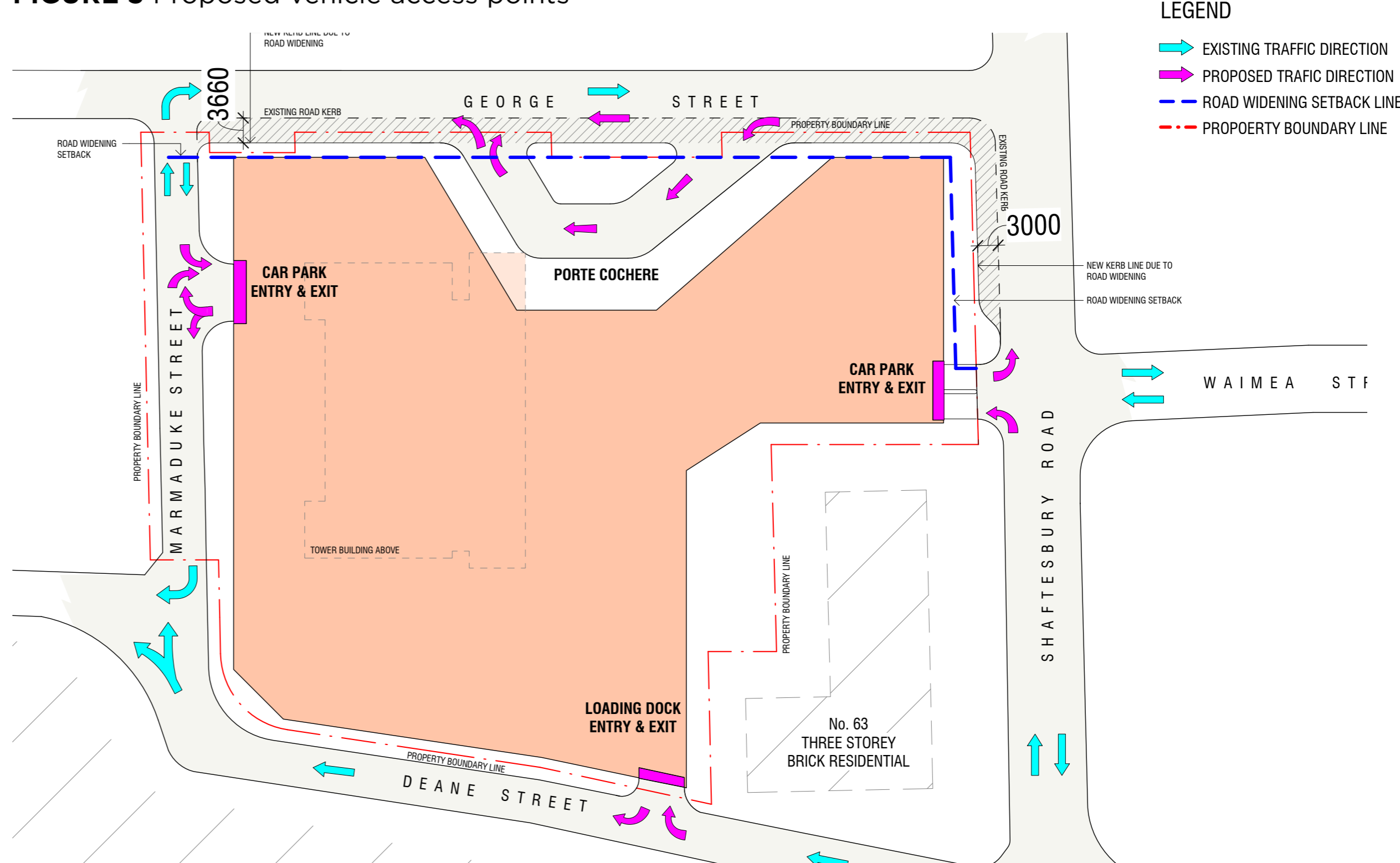
FIGURE 4 Artist Impression - corner of Marmaduke Street and George Street



FIGURE 3 Artist impression - corner of Shaftesbury Road and George Street



FIGURE 5 Proposed vehicle access points



COMMUNITY FEEDBACK

Please complete the following questions and return to burwoodclub@urbis.com.au or via the supplied Reply Paid envelope before **Wednesday 28 June**.

1. What is your overall view of the development proposal?
2. What (if any) are some of the likely positive or negative impacts of the development proposal?
3. How do you think any positive impacts can be enhanced?
4. How do you think any negative impacts can be mitigated?
5. Any other comments?

You can also call **1800 244 863** to provide feedback. The feedback and comments will inform a Social Impact Assessment Report, which will be submitted to Council, with the DA.

APPENDIX G COMMUNITY CONSULTATION RESPONSES

RESPONSE 1

What is your overall view of the development proposal? *

I need questions answered in respect of the car park (see below).

Also how many lifts will there be from the car park area to the facilities above?

What (if any) are some of the likely positive or negative impacts of the development proposal?

How many spaces are being allocated to:

1. Disabled parking
2. Registered club patrons
3. Hotel guests (how many units are there in respect of this project - feel need to allow 1 car space per unit or at least allow a minimum of 80%)
4. Conference users.

Has consideration been given for boom gate access to certain car park levels, i.e., public only allowed to enter and park on lower level (i.e. conference people and non-registered public); hotel guests being given access through their key card to hotel room to next level of car park; and registered club patrons having access with their club membership having access to the remaining 4 levels.

Need consideration be given to including as at westfields now car park lights showing where car space is available
How many car spaces are there at the present location and how many car spaces per floor for the new development (i.e. if I divide 6 into 1250 I get 208 with 2 odd car spaces left over).

My reasons for raising some of the above issues is that there is no off street car parking available at the new location without incurring parking fees and/or parking fines.

How do you think any positive impacts can be enhanced?

Ensuring sufficient disabled car parking spaces per each level located near lift areas.

How do you think any negative impacts can be mitigated?

Any other comments?

RESPONSE 2

Overall view of development proposal

Current proposed building envelope is too high and big causing maximum negative impact to noise, road safety, privacy and social impact to existing residents in George St.

Negative impacts of proposal

a) Maximum height of 91.5m exceeds the Burwood council LEP maximum building height of 60m for the area (AA1) by 31.5m. This causes all the reasons and controls in place for the LEP for this area to be negated and not fit in with adjacent properties within this area.

b) Front entrance, Porte Cochere, is facing George St which is the ONLY side with residential dwellings at ground level. This causes maximum noise disturbance to the residents living opposite the front entrance with patron traffic entering/exiting and meeting at the front entrance all day up until 3am club closing time. Club patronage is shown to be busiest at night when families with children would be home and noise disturbances to family time and sleep would be maximum.

This would greatly impact my own children who are still studying.

c) Patrons exiting the front entrance who may be intoxicated especially late at night up to 3am would cause much noise disruptions, safety concerns and bad model behaviour for residents especially children living on opposite side of George St.

d) Ground to Level 3 of the proposed development are all facilities which have big glass frontage to George St causing privacy intrusion as well as very bright commercial lighting shining onto the units/properties facing onto George St.

e) Traffic would increase with George Street changed to 2-way street and cars dropping off or picking up patrons and again causing noise pollution with car engines being ignited especially at late hours eg 12am-3am.

Traffic increases safety hazard to residents of George St.

f) Loss of on-street parking for residents with parking permits. Residents will need to find alternative parking spots in an already crowded area.

Positive impacts

None for adjacent properties and streets.

Mitigating negative impacts

a) Maximum building height should not exceed council LEP of 60m

b) Relocate the front entrance to Deane Street which faces the railway and would not impact any residents living opposite the entrance for negative impacts of noise, traffic safety or privacy.

c) Redesign the recreational facilities such as restaurants, bars, gym to face Deane Street so that again there is no impact to residents.

d) Relocate loading dock entrance to George St if loading vehicle traffic volume is less than patron car park traffic.

Other comments

Most other clubs I've seen generally have their club front entrances facing either the railway or major roads. The proposed location of this club front entrance on a currently quiet residential street is illogical and causes maximum negative social impact.

RESPONSE 3

The proposed development is considerably larger and more intrusive than what I had been expecting. The proposed use of the roads is of particular concern.

Negative - size of the proposed development and the car access on Marmaduke st will make living in George st highly unpleasant due to the increase in traffic

The streets of George st, Marmaduke st, Deane st and Waimea st (and Mary st) are already very busy streets. The proposal of removing Waimea st and having a carpark access on Marmaduke (for over 1000 cars) will create considerable and unreasonable pressure on the street usage for residents and visitors.

The intersections of Marmaduke and George st and also Marmaduke and Deane street are already dangerous at the current capacity.

Marmaduke st is a narrow street - that is often treated as a oneway street.

Cars travelling from George st into Marmaduke often cut the corner - making it dangerous when travelling from Marmaduke to George st.

Cars travelling from Marmaduke st into Deane st often cut the corner (and ignore the give way sign)- with numerous near misses for cars legitimately travelling from Deane st into Marmaduke.

The streets are so narrow, that the signs indicating "no entry" and "one way" are placed in such a way that a, they are not visible to the oncoming traffic and b, they are flimsy and being turned/bent/broken by people.

Making George st two way between Marmaduke and Shaftesbury road will make it more difficult to turn right from George st onto Shaftesbury road - the volume of traffic turning left is such that the second lane is needed for turning right.

Negative - removal of Waimea st and making George st two-way will remove much needed public carspaces

Negative - Removing Waimea st will make it difficult for me to reach my property when travelling along Shaftesbury road as turning right into Deane st is incredibly dangerous due to the slope of the road bridge - resulting in poor visibility.

Negative - removal of mature trees with no plan for any (natural) green replacement. The design lacks trees and plants - there are a number of mature trees in the area of the proposed development which provide shade, greenery and a respite from man-made construction.

Remove car access from Marmaduke st - keep all access other than dropoff/pickup on Shaftesbury road

- Provide car park access passes to residents so that they can allow their visitors to park in the club car park.

RESPONSE 4

What is your overall view of the development proposal?

A negative gut reaction to what feels like a Star City Casino edifice in the suburbs.

What (if any) are some of the likely positive or negative impacts of the development proposal?

Positive

- Modernizes what is currently an ugly, run down area.
- More dining/entertainment options.

Negative

- 1250 car spaces is extraordinarily high and of major concern. Especially considering the surrounding access roads, existing traffic levels, and closing off Waimea street from Marmaduke street to Shaftesbury road. In peak periods, today, cars are banked up on the surrounding one way streets around this complex. I can only imagine it'll be complete grid lock once added traffic from this and the other nearby high rise apartment developments are completed. This is doubly hard to understand given the proximity to public transport.
- Nonstop building works in this neighbourhood. After 2+ years of disruption and noise from the construction of 11-15 Deane Street, we're now suffering through similar developments underway at 29 George Street and the North-Western corner of Marmaduke and Deane Street and now the prospect of the RSL relocation. Surely residents have a right to some respite from constant construction works?
- Ongoing and excessive noise after the complex is built from patrons, foot traffic, cars/deliveries etc, especially concerned with the rooftop bar and mention of "outdoor lounges", the noise of which travels significantly.
- The current trading hours to 3am is particularly concerning as a resident who will effectively be living right next door.

How do you think any positive impacts can be enhanced?

N/A

How do you think any negative impacts can be mitigated?

No construction work on weekends.

Massive reduction in car spaces.

Roof top bar/outdoor lounges to be enclosed in some way to reduce noise impact.

Adjust for residential noise concerns, perhaps either in restricting trading hours somewhat or having people exit onto Shaftesbury road after a certain point in the evening...

Any other comments?

N/A

RESPONSE 5 (PHONE)

1. What is your overall view of the development proposal?

- It is overpowering the immediate area.
- Concern about the height and building envelope
- Concern about the narrowness of the surrounding roads

2. What (if any) are some of the likely positive or negative impacts of the development proposal?

- Negative impacts will be overshadowing, traffic, noise and pedestrian safety

3. How do you think any positive impacts can be enhanced?

- NA

4. How do you think any negative impacts can be mitigated?

- The houses behind the library are currently unliveable and rundown, however the best use for the site would be to build an apartment block, in line with Council guidelines, instead of a Club

5. Any other comments?

- The height, lights, traffic and overshadowing would be the main impacts.

RESPONSE 6 (PHONE)

- Concern over the impact of the development on on-street parking, especially along Albert Crescent
- Concern over traffic impacts on Shaftesbury Road
- Suggestion to include a zebra crossing on Shaftesbury Road
- Concern over car noise
- Questions about traffic management and road upgrades.



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