

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN

PROPOSED MEDICAL CENTRE

HILLVUE ROAD, SOUTH TAMWORTH NSW 2340 (LOT 2 DP1264030)



CLIENT: TAMWORTH ABORIGINAL MEDICAL SERVICES C/- BARNSON

DATE: 11 DECEMBER 2024

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REFERENCE DOCUMENTS

Appendix 1:	Architectural Plans prepared by Barnson dated 1/10/2024
Appendix 2:	Landscape Plan prepared by Barnson dated 20/11/2024

DECLARATION

This Crime Risk Assessment Report has been reviewed and approved by a person who has undertaken the NSW Police Service (Safer by Design) course (or equivalent).

Certification

I certify that I have reviewed the contents of this report including its recommendations and to the best of my knowledge the report has been prepared in accordance with:

- 'Crime Prevention and the Assessment of Development Applications: Guidelines under Section 79C [4.15] of the Environmental Planning and Assessment Act 1979'.

Signed



Liberty Pannowitz

SENIOR TOWN PLANNER | PIA (Assoc.)

ACCREDITED CPTED CONSULTANT

Safer Towns and Cities CPTED LG NSW Qualification 2022

Safer Public Spaces for Women and Girls CPTED LG NSW Qualification 2023

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1. INTRODUCTION

1.1. SITE SUMMARY

Address	Hillvue Road, South Tamworth NSW 2340
Lot and DP	Lot 2 DP1264030
Zone	RE1 Public Recreation
Land Area	1.601 hectares
Existing Structures	Open parkland consisting of managed grass and trees, no structures

1.2. PURPOSE

The purpose of this report is to assess the crime risk relating to the proposed medical centre at Hillvue Road, South Tamworth NSW 2340 (Lot 2 DP1264030) (the site). This Crime Risk Assessment accompanies documentation for a Development Application (DA) to Tamworth Regional Council (Council) under Part 4 of the *Environmental Planning and Assessment Act (EP&A) 1979* with Tamworth Aboriginal Medical Services c/- Barnson as the proponent.

This assessment uses qualitative and quantitative measures of the physical and social environment to analyse and minimise crime opportunity. The assessment reviews the development against Crime Prevention Through Environmental Design (CPTED) principles and provides recommendations for the design, construction and future management practices of the development for consideration.

1.3. METHODOLOGY

CPTED is the process for analysing and assessing crime and security risks to guide development, urban design, site management and the use of the built environment in order to prevent and reduce crime and the fear of crime, and to promote and improve public health, quality of life and sustainability.

Crime risk assessment aims to analyse the types of crime that may be prevalent in the area and to which the development may be susceptible; provide information as to how the design was informed by the CPTED principles; and inform the design, construction or future management practices of the development (e.g; building materials, signage, lighting, landscaping, maintenance, accessibility and facilities).

The methodology applied for the conduct of this crime risk assessment draws on the following key documents in particular:

- Crime Prevention and the Assessment of Development Applications: Guidelines under Section 79C (4.15) of the *Environmental Planning and Assessment Act 1979*.
- ISO 22341:2021 – Security and resilience — Protective security — Guidelines for crime prevention through environmental design.
- Companion to Safer by Design Crime Risk Assessment, *NSW Police Safer by Design*.

The Safer by Design program formerly provided by the NSW Police Force summarises the accepted methodology, which this assessment implements and involves:

- **Section 1:** Introduce the site and proposal and outline report particulars.
- **Section 2:** Undertake a site and context analysis by establishing and summarising the context for the site and surrounding area, including a desktop assessment and map-based review, a field-based assessment and subsequent photographic review.
- **Section 2:** Analyse and summarise physical site-specific opportunities and risks to be considered in the assessment.
- **Section 3:** Summarise the proposed development plans and key operational details.
- **Section 4.1:** Establish the risk context (or crime profile) for the site based on a review of crime statistics and trends for the local area and establish a risk rating for the most prevalent types of crime based on statistical interpretation.

- **Section 4.2:** Establish an overall risk rating for the site when considering the site and context analysis, the type of development proposed and the crime profile.
- **Section 5:** Assess the proposed design and other supporting plans against each of the CPTED principles in accordance with relevant Guidelines and Standards, in light of the crime profile.
- **Section 6:** Summarise practical crime mitigation measures and/or design recommendations that can be employed in the project as identified in the preceding assessment, as required.
- **Section 7:** Provide a conclusion which summarises these findings and assign an overall project crime risk (low, moderate or high).

The assessment is based on the information as contained in the Architectural Plans prepared by Barnson, dated 10/10/2024 (**Appendix 1**) and Landscape Plan prepared by Barnson, dated 20/11/2024 (**Appendix 2**).

1.3.1. Authorship and Qualifications

de Witt Consulting is a quality assured, multi-disciplinary organisation. Our team of experienced town planners have extensive experience preparing Crime Risk Assessments and providing design advice and guidance for Councils, other agencies and private developers. Importantly, our town planners are suitably qualified to prepared CPTED reports, having completed the NSW Police Safer by Design CPTED course as well as the equivalent Safer Towns and Cities CPTED course held by Local Government (LG) NSW, and the LG NSW Safer Public Spaces for Women and Girls CPTED course.

This report has been co-authored by Samara Jayne, a tertiary qualified town planner and accredited CPTED Consultant and Liberty Pannowitz, a tertiary qualified senior town planner and accredited CPTED Consultant. Samara and Liberty have extensive experience working within the private sector as urban and environmental planners. They are qualified and highly experienced in the preparation of Crime Risk Assessments. Overall experience, combined with relevant accreditation, ensures we are suitably qualified to prepare these reports.

1.3.2. Scope of Report and Limitations

Whilst this document provides an assessment of the crime risk relating to the project, including recommendations for implementation, it is not intended to provide an exhaustive listing of detailed design, architectural or physical security crime prevention through environmental design implementation strategies, or restrict the potential applications to only those examples provided in this document.

Having regard to the setting, scale and context of the development, the assessment and recommendations in this report are measures that may further mitigate the risk of crime within the proposed development. These measures alone however, cannot eliminate the risk of crime and no guarantee is given or implied that the implementation of any measures identified in this report will render the development free from criminal activity.

The information provided in this document is based on empirical evidence and current studies. Once an intervention is put in place it may not necessarily solve the entire crime problem. It cannot, for example, control the history of the offender, nor the mental state of the offender. Not everyone's behaviours are influenced by the environment they find themselves in.

The role of the environment is part of a range of other approaches such as social support, community building, judicial intervention, incarceration, and management which need to be in place to prevent crime and maintain a safe town or city. As such, the assessment and recommendations in this report do not factor matters such as broader social, environmental or economic impacts. The assessment and recommendations are made only in relation to mitigating the risk of crime, antisocial behaviour and fear of crime for the proposed development.

2. SITE AND SURROUNDING AREA

2.1. SITE DESCRIPTION

The site is irregular in shape, being 1.601ha in size and located between numerous other properties and multiple road frontages. Specifically, the site has road frontages to Hillvue Road (west), Robert Street (north), and Kathleen Street (east) of 120m, 50m, and 20m, respectively. The site is currently open grassed parkland with vegetation existing primarily towards the southern and eastern boundaries, being a variety of trees ranging in size and maturity. There are newer plantings (trees) noted along the northern and northeastern site boundaries. The site topography is predominately flat and level. The park is noted as being in a good, well-maintained condition.

Pedestrian footpaths are available along Hillvue Road and Robert Street on both sides and on one side (opposite the site) on Kathleen Street. There is an informal gravel track which runs through the site from Hillvue Road to Kathleen Street, being more prominent at the Hillvue Road end. There are street lights noted on all road frontages, though somewhat spaced apart.

An aerial view is provided in *Figure 1* below.



Figure 1: Aerial overview. Site outlined in red (aerial © Aerometrex 2024)

2.2. SURROUNDING AREA DESCRIPTION

Surrounding land uses are predominantly general residential in nature with generally compatible uses and additional public recreation land interspersed throughout. Specifically, Hyman Park exists on the western side of Hillvue Road directly opposite the site, including play equipment and public toilets. The Tamworth Hillvue Scout Hall is located just south of Hyman Park, and the St Edwards Primary School is located just north of the park. Other educational uses are located in proximity, being the Tamworth South Primary School, Tamworth High School, and Bullimbal School, all within 300m to the north. Further northeast of the site is the South Tamworth Bowling Club, about 180m away. Larger open spaces, including parks, ovals and the Tamworth Golf Club are located further north.

With regards to other uses, there are a range of commercial uses in proximity, including hair salons, remedial massage, neighbourhood takeaway food and drink premises, tourist accommodation, childcares, and various places of public worship. Notably, the Tamworth Mosque is located just opposite the site off Robert Street to the northwest, and St Peter's Anglican Church to the south-east off Kathleen Street.

A location plan is provided overleaf in *Figure 2*.

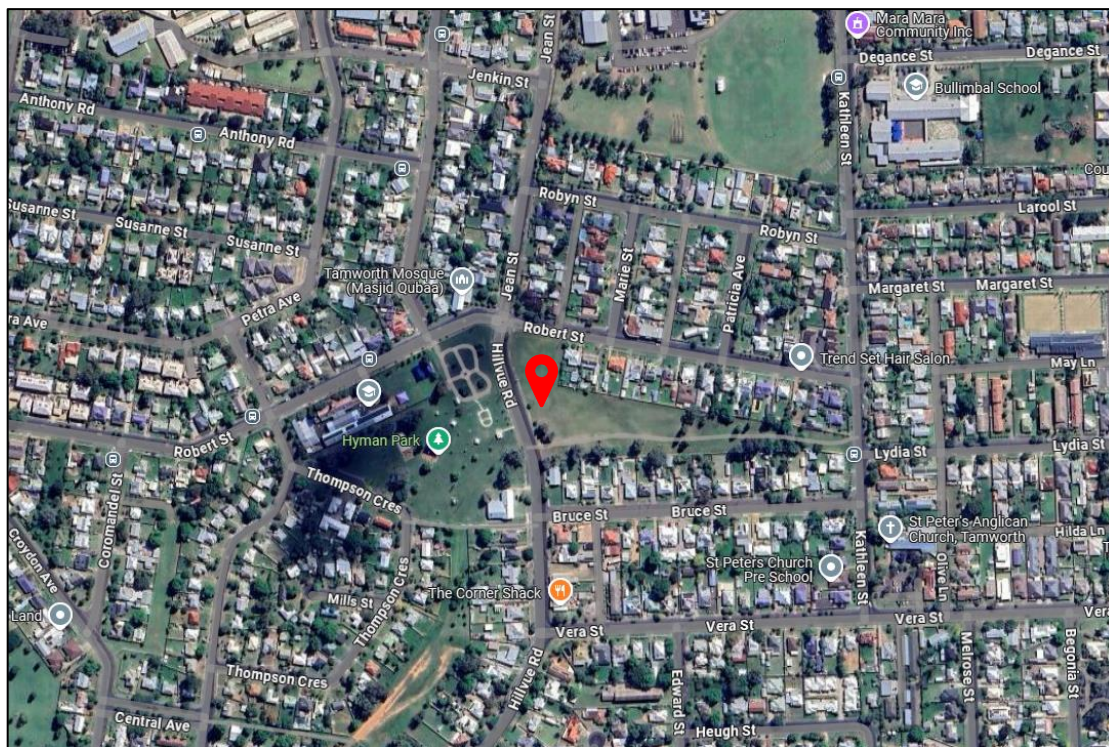


Figure 2: Location plan. Site pinned (aerial © Aerometrex 2024)

2.2.1. Photographic Review

The following recent site photos were reviewed by de Witt Consulting.

The existing parkland is noted as being in good, well maintained condition with no notable rubbish or graffiti evident in or around the site at the time of the inspection.



Photo 1: View of Hillvue Road frontage facing south-east.



Photo 2: View from Hillvue Road facing east.



Photo 3: View from Robert Street facing south.



Photo 4: View from Kathleen Street facing west.



Photo 5: View across the site facing north.



Photo 6: View of the southern boundary and adjoining properties facing south-west.

2.2.2. Site Opportunity and Analysis

Limited activity was noted in the immediate area at the time of site photos.

The site is generally open with clear sightlines to and from. Limited structures and well managed vegetation allow surveillance, and adjoining houses provide high levels of natural surveillance. The exception is the western access off Kathleen Street which has the greatest density of trees on the site and is the narrowest point. The surrounding area is predominantly made up of residential premises though a number of commercial premises, schools, recreation spaces, and places of public worship are also present providing diversity in the types of users and around the clock activity in the area.

As noted previously, the park is in good condition with no notable rubbish or graffiti evident. There is a good network of pedestrian footpaths in the area, save for the western side of Kathleen Street (the site side). Some street lighting is along Hillvue, Robert and Kathleen Streets, albeit somewhat spaced apart. The lighting environment at night-time has not been observed as part of this assessment.

There is no noted signage relating to the existing parkland with signage in the area concerning traffic and parking such as “no stopping” and “speed cameras used in this area”. The actual use and ownership of the site is somewhat ambiguous, although it appears to be well used as an open reserve regardless of this.

Therefore, when considering the above context, redevelopment of the site to the proposed use would be positive. The medical land uses proposed are compatible with the primary residential use of the area, and generally would have minimal amenity impacts / or can manage amenity impacts to the neighbourhood, in terms of acoustics, traffic, visual amenity, etc. Further, the type of land use being a medical centre, is one in which can and will be used by a diverse user group, ranging from nearby residents to others travelling to the site. Further, given the shared and varied community use of the premises (as noted above), it is one where there are higher levels of activity, creating a space that is well used, increasing offender risk of detection.

3. THE PROPOSAL

3.1. SUMMARY

The proposal is for a new medical centre complex, including a medical service centre, allied health services facility, and well-being centre across three separate buildings.

Tamworth Aboriginal Medical Service (TAMS) is an Aboriginal community-controlled health care service providing culturally appropriate preventative primary health care services, designed to improve individual health care outcomes for the Aboriginal and non-Aboriginal community of Tamworth and surrounding districts.

External elements include internal vehicle and pedestrian accessways, car parking and bus parking, various landscaping treatments, as well as an outdoor gathering space, reflection space, and yarning circle. *Figure 3* shows the site plan. Full details are included in **Appendix 1** and **2** but summarised below.

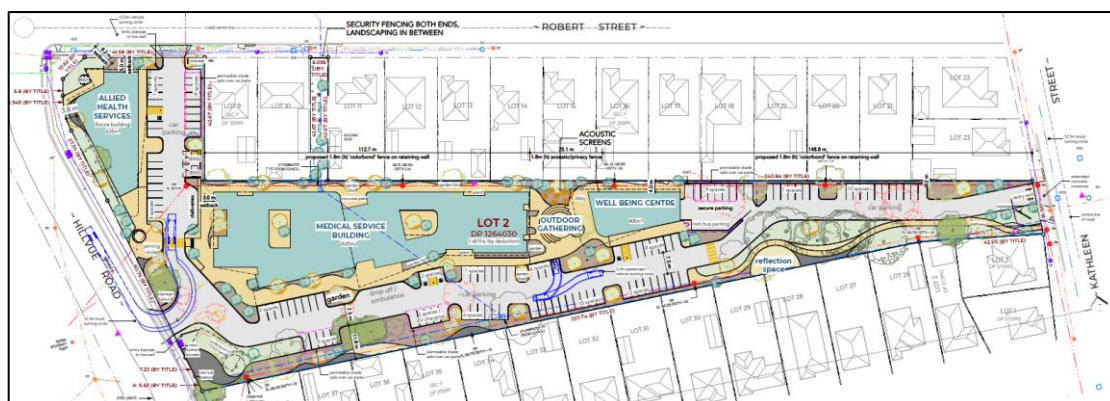


Figure 3: Proposed overall site plan (source: Barson).

3.2. MEDICAL CENTRE

The proposed medical centre building has a total area of 2,620m², being the largest of the three buildings and located centrally to the site. The medical centre is the main land use of the site. This building is shown in *Figure 4* overleaf, and will feature the following aspects:

3.2.1. Community Wing

The main building entrance is provided on the southern side of the building, off the internal accessway and car park and leads to the Community Wing. This area includes the main reception and administration offices, communal waiting areas with tables and chairs, café, pharmacy, pathology, food pantry, kid's creche and amenities (separate male, female and accessible toilets). Miscellaneous rooms including storage and cleaning are also included.

3.2.2. Clinical Wing

To the east of the Community Wing is the Clinical Wing. This area includes twenty-one (21) consulting rooms, physiotherapy room, meeting/staff room with kitchenette and a landscaped courtyard. Miscellaneous rooms including storage, utilities, communications, toilets and cleaning are also included.

3.2.3. Counselling Wing

To the southwest of the Community Wing is the Counselling Wing. This area includes fifteen (15) consulting rooms and office, with storeroom and print room.

Direct access to the northern Administration Wing is available through doors, or through the landscaped courtyard.

3.2.4. Administration Wing

To the northwest of the Community Wing and north of the Counselling Wing is the Administration Wing. This area includes a large training room, the staff amenities, a landscaped courtyard and includes a range of offices including a meeting room, quiet room, board room, staff room with kitchenette, six (6) executive offices, and an open plan seating area. There is also a file room, printing and communications room and storage.



Figure 4: Medical centre proposed floor plan (source: Barson).

3.3. WELL-BEING CENTRE

The proposed well-being centre building has a total area of 400m², being the smallest of the three buildings and located on the eastern side of the site. This building forms part of the overall TAMS use and shall be used in conjunction with the medical centre. This building is shown in *Figure 5* below, and will feature the following aspects.

The main building entrance is provided on the southern side of the building, off the internal accessway and car park and leads to the main multi purpose room. There is an adjoining servery with BOH areas including kitchen, community equipment store, cleaning room and amenities (male, female and accessible unisex). The building (equipment store) has direct access external from the adjoining secure parking area to the east.

There is also an external covered area on the western and southern side, including a BBQ area and access to the adjoining outdoor gathering area.

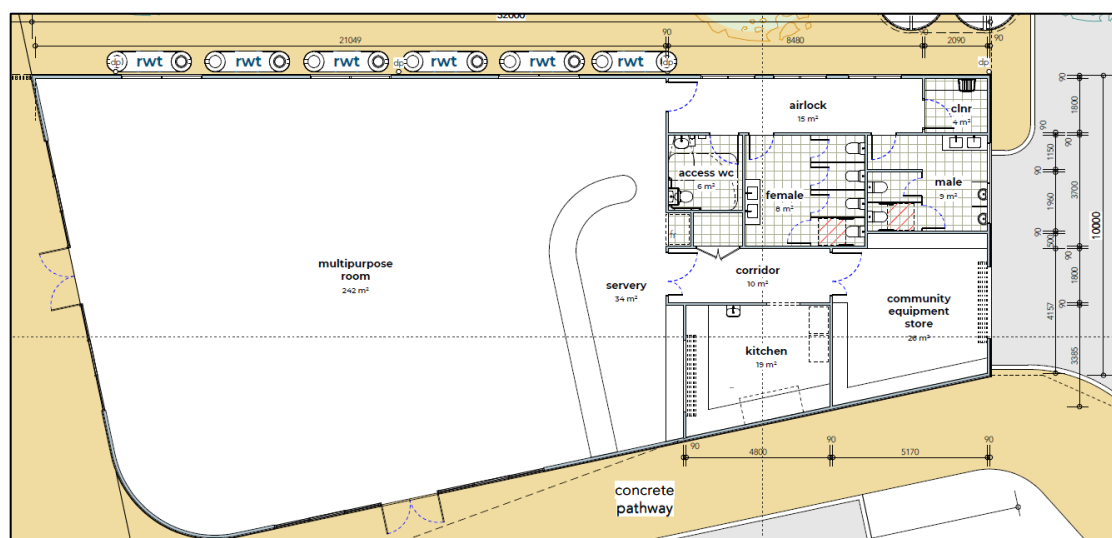


Figure 5: Well being centre proposed floor plan (source: Barson).

3.4. ALLIED HEALTH SERVICES

The proposed allied health services building has a total area of 635m², being the second largest of the three buildings and located on the western side of the site. This building is shown in *Figure 6* below, and will feature the following aspects:

3.4.1. Tenancy 1

Tenancy 1 is the largest of the three tenancies and is identified as a dental clinic associated with the TAMS operation. It includes a main waiting area with reception and office upon entry, with accessible amenities. A variety of rooms are provided in the back of house (BOH) area, including four (4) dental rooms, lab, sterilising and cleaning rooms, x-ray developing area, storeroom, as well a staff room with amenities and kitchenette.

3.4.2. Tenancy 2

Tenancy 2 is located south of Tenancy 1. It has no identified tenant / use at this stage. It includes an open area with an office, staff room with kitchenette, and amenities.

3.4.3. Tenancy 3

Tenancy 3 is the smallest, located south of Tenancy 2. It has no identified tenant / use at this stage. It includes an open area with a staff room with kitchenette, and amenities.



Figure 6: Allied health centre proposed floor plan (source: Barson).

3.5. LANDSCAPING

Landscaping is proposed along the boundaries, within the carparking areas as well as around the yarn circle (southwestern corner), outdoor gathering circle (central site) and reflection space (eastern end) involving a variety of trees, bushes, ground covers, as well as irrigated turf. There are also landscaped courtyards provided within the medical centre building. Given the proposed use, natives and species of cultural significance as tools, implements, paint/dye, food, medicine, spiritual, and ceremonial have been selected.

The outdoor gathering area be used as a reflection space, outdoor counselling space, dance area, and staff lunch break out area. It is anticipated that this space will be used daily with approximately 20-30 patrons throughout the day. The outdoor gathering forms part of the overall TAMS use and shall be used in conjunction with the medical centre.

Seating, gravel, and pavement as part of the landscaping is limestone and sandstone in nature. The main pedestrian footpath through the site and along building frontages will be concrete.

3.6. TRAFFIC AND ACCESS

Three vehicle access points are proposed; one on Hillvue Road, one on Robert Street, and one from Kathleen Street. There are 117 total car spaces provided, with the following details:

Medical Centre

- 68 car spaces including 3 accessible and 5 EV charging
- Dropoff / ambulance zone

Allied Health Services

- 23 car spaces including 1 accessible
- Deliveries zone

Well-Being Centre

- 28 car spaces including 9 secure
- Mini-bus parking

3.7. FENCING AND SITE CONTROL

There will be 1.8m high fencing (Colourbond) provided to the southern and northern boundaries to the adjoining residential premises, with 1.8m acoustic fencing provided to the eastern and northeastern boundaries to Hillvue Road and Robert Street.

At the Robert Street and Hillvue Road entrances, there are 1.2m high mechanical bollards and at the Kathleen entrance there is a sliding gate with PA. We understand the gates would be locked and bollards would be up after hours to stop the site being used as a thoroughfare.

3.8. SIGNAGE AND WAYFINDING

Various signs are proposed throughout the site to enhance both pedestrian and vehicle wayfinding. These include:

- Entry signage at the three entrances including Pylon signage and low wall signage.
- Pedestrian crossing signage.
- Various ground and line marking for the car parking area, pedestrian crossing, loading zones, turning areas, and the like.

3.9. OPERATIONAL DETAILS

Tamworth Aboriginal Medical Service is an Aboriginal community-controlled health care service providing culturally appropriate preventative primary health care services, designed to improve individual health care outcomes for the Aboriginal and non-Aboriginal community of Tamworth and surrounding districts.

There are a total of 60 staff to be employed on site, with various roles and responsibilities. Staff includes doctors, nurses, allied health professionals, transport staff, drug and alcohol support staff, social and emotional wellbeing staff, NDIS staff, aged care staff, homelessness staff, suicide prevention staff, financial staff, executives and other staff.

The following public hours of operation are proposed:

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
8.30am – 5.30pm	8.30am – 5.30pm	8.30am – 5.30pm	8.30am – 8.00pm	8.30am – 5.30pm	8.30am – 2.00pm	N/A

The facility will be closed on Sundays and public holidays.

4. CRIME PROFILE AND RISK CONTEXT

The risk context for the proposal will be developed from a review of existing crime statistical data (NSW Bureau of Crime Statistics and Research [BOCSAR], Recorded Crime Statistics). The BOCSAR monitors and reports crime trends and statistics in NSW. The BOCSAR provides analysis and evaluation on crime categories and geographic locales. The statistics are generally provided for the most recent 2-year period. In considering statistical information, it should be noted that only reported offences are captured and often a significant level of certain offences will be unreported and not reflected in the findings. The types of criminal offences most likely to be committed (or attempted) in or around a typical urban environment include:

- theft of / from motor vehicle;
- assault and / or robbery (with or without a weapon);
- stealing;
- malicious damage; and
- drug offences.

Section 4.1 Crime Trends and Statistics will provide data from the BOCSAR NSW Crime Tool, using the Offence Tables and the Rate Maps. We generally do not include Hotspot Maps. While they can show us where high crime areas are and help us understand the factors that affect the distribution and frequency of crime, their accuracy and interpretation can be skewed by the quality, accuracy and completeness of the incident reporting (i.e., the geocoding process), the type of offence, the population density and concentration (or lack thereof) of land uses, and the ability for hotspots to “spill out” into surrounding areas and/or lack defined borders.

Instead, we interrogate the crime rates and crime statistics for each locality (suburb), the overall local government area (LGA) and the state, and do so for each type of premise, to gather the most relevant and accurate crime data to each specific land use, site and project. In this way, we establish a risk context (or crime profile) for the site based on a review of statistical data and establish a risk rating for the most likely crimes to occur, based on statistical interpretation (*Section 4.2.1*). The purpose is to establish an overall risk rating for the site and project (*Section 4.2.2*.) This risk rating considers the statistics, the proposal and the context.

The purpose of this risk rating is to identify if any specific mitigation measures should be designed and implemented for the proposal, and to then review and assess the proposed development against each of the four core CPTED principles, considering this crime profile.

4.1. CRIME TRENDS AND STATISTICS

4.1.1. Crime Trends (LGA vs NSW)

The most recent report of NSW Recorded Crime Statistics, July 2022 – June 2024 provides crime trend data for NSW and the Tamworth local LGA. These are described in *Table 1* below.

Table 1: Recorded incidents of selected offences in NSW and the Tamworth LGA

Offence	Location	Trend (2 year)	Year to June 2023		Year to June 2024	
			Count	Rate	Count	Rate
Murder	NSW	Stable	54	0.7	69	0.8
	Tamworth LGA	n.c	1	1.5	0	0.0
Domestic assault	NSW	Up 6.5%	35,059	429.3	37,332	457.2
	Tamworth LGA	Up 44.7%	447	692.8	647	1,002.8
Non-domestic assault	NSW	Stable	32,913	403.1	34,940	427.9
	Tamworth LGA	Stable	377	584.3	428	663.3
Sexual assault	NSW	Stable	9,479	116.1	10,036	122.9
	Tamworth LGA	Stable	133	206.1	150	232.5

Sexual touching, sexual act and other sexual offences	NSW	Stable	7,965	97.5	8,474	103.8
	Tamworth LGA	Stable	88	136.4	110	170.5
Robbery without a weapon	NSW	Stable	1,082	13.3	1,140	14.0
	Tamworth LGA	n.c	9	13.9	5	7.7
Robbery with a firearm	NSW	Stable	110	1.3	95	1.2
	Tamworth LGA	n.c	3	4.6	0	0.0
Robbery with a weapon not a firearm	NSW	Stable	764	9.4	769	9.4
	Tamworth LGA	n.c	16	24.8	11	17.0
Break and enter - dwelling	NSW	Stable	19,127	234.2	20,340	249.1
	Tamworth LGA	Stable	522	809.0	549	850.9
Break and enter - non-dwelling	NSW	Stable	8,080	99.0	8,372	102.5
	Tamworth LGA	Stable	121	187.5	87	134.8
Motor vehicle theft	NSW	Up 12.5%	13,238	162.1	14,891	182.4
	Tamworth LGA	Stable	196	303.8	205	317.7
Steal from motor vehicle	NSW	Stable	28,185	345.2	28,493	348.9
	Tamworth LGA	Stable	390	604.4	335	519.2
Steal from retail store	NSW	Up 9.2%	25,601	313.5	27,953	342.3
	Tamworth LGA	Stable	272	421.6	338	523.9
Steal from dwelling	NSW	Stable	15,359	188.1	16,313	199.8
	Tamworth LGA	Stable	182	282.1	200	310.0
Steal from person	NSW	Stable	2,075	25.4	2,129	26.1
	Tamworth LGA	n.c	16	24.8	29	44.9
Fraud	NSW	Down 4.1%	47,880	586.4	45,933	562.5
	Tamworth LGA	Stable	419	649.4	383	593.6
Malicious damage to property	NSW	Stable	48,752	597.0	49,940	611.6
	Tamworth LGA	Stable	796	1,233.7	780	1,208.9

* A trend is not calculated if at least one 12 month period in the selected timeframe had less than 20 incidents.

** No annual percentage change is given if the trend is stable or if a trend has not been calculated.

¹ rate is per 100,000 head of population.

² n.c means "not calculated". This generally occurs if the 12-monthly totals in the series have a value of <20.

³ stable means there is no significant upward or downward trend.

(Source: BOCSAR Crime Trends Tool, accessed 1 October 2024)

As indicated in *Table 1* above, the most common offences within the Tamworth LGA between July 2022 and June 2024 are (listed from most common):

1. Malicious damage to property (stable)
2. Domestic assault (up 44.7%)
3. Break and enter - dwelling (stable)
4. Non-domestic assault (stable)
5. Fraud (stable)

Table 1 above highlights that statically, crime rates for the most common offences are generally stable in the Tamworth LGA with the exception of domestic assault which has increased 44.7%.

In the state of NSW, *fraud* is down 4.1%, while *steal from retail store* is up 9.2%, *motor vehicle theft* is up 12.5% and *domestic assault* is up 6.5%. The remaining incidents are stable.

4.1.2. Crime Statistics

The following series of tables demonstrate the crime statistics during a 2-year trend period between July 2022 and June 2024 for the suburb of South Tamworth and the Tamworth LGA (for comparison), including:

- Table 2: Overview of crime statistics
- Table 3: Types of theft
- Table 4: Incidents of assault
- Table 5: Incidents of malicious damage to property

4.1.2.1. Overview of Crime Statistics (suburb vs LGA)

Table 2: Overview of crime statistics in South Tamworth and Tamworth LGA

Crime	Location	2-Year Trend	Year to June 2023		Year to June 2024	
			Count	Rate	Count	Rate
Assault	Tamworth LGA	Up 30.9%	844	1,308.1	1,105	1,712.6
	South Tamworth	Up 46.2%	210	3,105.6	307	4,540.1
Homicide	Tamworth LGA	n.c	1	1.5	0	0.0
	South Tamworth	n.c	1	14.8	0	0.0
Robbery	Tamworth LGA	n.c	28	43.4	16	24.8
	South Tamworth	n.c	10	147.9	6	88.7
Sexual assault	Tamworth LGA	Stable	133	206.1	150	232.5
	South Tamworth	Stable	20	295.8	22	325.3
Theft	Tamworth LGA	Stable	2,348	3,639.1	2,393	3,708.8
	South Tamworth	Up 13.2%	509	7,527.4	576	8,518.2
Malicious damage to property	Tamworth LGA	Stable	796	1,233.7	780	1,208.9
	South Tamworth	Stable	191	2,824.6	226	3,342.2
Trespass	Tamworth LGA	Stable	314	486.7	268	415.4
	South Tamworth	Stable	91	1,345.8	78	1,153.5
Offensive conduct	Tamworth LGA	Down 35.5%	62	96.1	40	62.0
	South Tamworth	n.c	12	177.5	9	133.1
Offensive language	Tamworth LGA	n.c	15	23.2	8	12.4
	South Tamworth	n.c	2	29.6	4	59.2

(Source: BOCSAR Crime Mapping Tool, accessed 1 October 2024).

Having regard to the BOCSAR crime statistics, the rates of crime in South Tamworth are considered higher in comparison to the greater Tamworth LGA. The rates for assault and theft are both up 46.2% and 13.2%, respectively. Assault rates were also up 30.9% for the entire LGA, while offensive conduct was down 35.5%. All others were either stable or not calculated.

Note. Where trends were not calculated, this is due to the low number of recorded incidents and is related to population density. We note that the BOCSAR states that for “*Local Government Areas with populations less than 3000, suburbs/postcodes less than 2000, and for any regions with no population data available, the rate per 100,000 population is not computed (n.c. appears in the data table).*” This is because in areas with a small population a small number of offences can have a large effect on the rate of crime. In areas with small populations, a modest number of incidents/victims/offenders can have a large effect on the calculated crime rate thus giving a misleading representation of crime in that location. Rates should therefore be treated cautiously but are utilised to provide a general overview for the purpose of this assessment.

The following are the most likely offences in South Tamworth (based on *Table 2*):

- Theft

- Assault
- Malicious damage to property

Interestingly, in our collective experience, the three most likely crimes to occur within any area are *theft*, *malicious damage to property* and *assault*. Each of these three crimes are therefore reviewed in more detail in *Tables 3 to 5* on the following pages. We do not consider a full analysis of every offence type necessary, and we consider that this approach is suitable for the purpose of establishing a risk rating.

4.1.2.2. Theft

Table 3 (below) further assesses the incidents of theft in South Tamworth with respect to different types of premises. *Residential premises* represent the largest and predominant targets of theft with all other categories having either low or nil recorded instances in South Tamworth for the past two years.

The rate map (*Figure 7*) demonstrates a **low** rate for theft in the suburb overall. Notably the trend for *other health premises* was not calculated due to the very low number of incidents and rates – 12,5 for the LGA and 1,0 for the suburb. These results could also be a result of limited existing health premises being present in the suburb.

Table 3: Incidents of theft in South Tamworth and Tamworth LGA

Crime		Location	2-Year Trend	Year to July 2023		Year to June 2024	
				Count	Rate	Count	Rate
Total (no specified premises)							
		Tamworth LGA	Stable	2,348	3,639.1	2,393	3,708.8
		South Tamworth	Up 13.2%	509	7,527.4	576	8,518.2
Other premises:							
Retail/ Wholesale	Tamworth LGA	Up 23.9%	436	675.7	540	836.9	
	South Tamworth	Stable	69	1,020.4	83	1,227.4	
Financial Institution	Tamworth LGA	n.c	12	18.6	1	1.5	
	South Tamworth	n.c	0	0.0	0	0.0	
Recreation	Tamworth LGA	n.c	18	27.9	21	32.5	
	South Tamworth	n.c	0	0.0	0	0.0	
Residential	Tamworth LGA	Stable	1,433	2,220.9	1,354	2,098.5	
	South Tamworth	Up 12.0%	368	5,442.2	412	6,092.9	
Road/ Street/ Footpath	Tamworth LGA	Stable	114	176.7	139	215.4	
	South Tamworth	Stable	25	369.7	28	414.1	
Park/ Bushland /Garden	Tamworth LGA	n.c	14	21.7	6	9.3	
	South Tamworth	n.c	0	0.0	0	0.0	
Other Outdoor / Public Place	Tamworth LGA	Stable	24	37.2	26	40.3	
	South Tamworth	n.c	1	14.8	0	0.0	
Carpark	Tamworth LGA	Stable	31	48.0	58	89.9	
	South Tamworth	n.c	9	133.1	18	266.2	
Hospital	Tamworth LGA	n.c	3	4.6	3	4.6	
	South Tamworth	n.c	0	0.0	0	0.0	
Other Health Premises	Tamworth LGA	n.c	12	18.6	5	7.7	
	South Tamworth	n.c	1	14.8	0	0.0	

(Source: BOCSAR Crime Mapping Tool, accessed 10 October 2024).

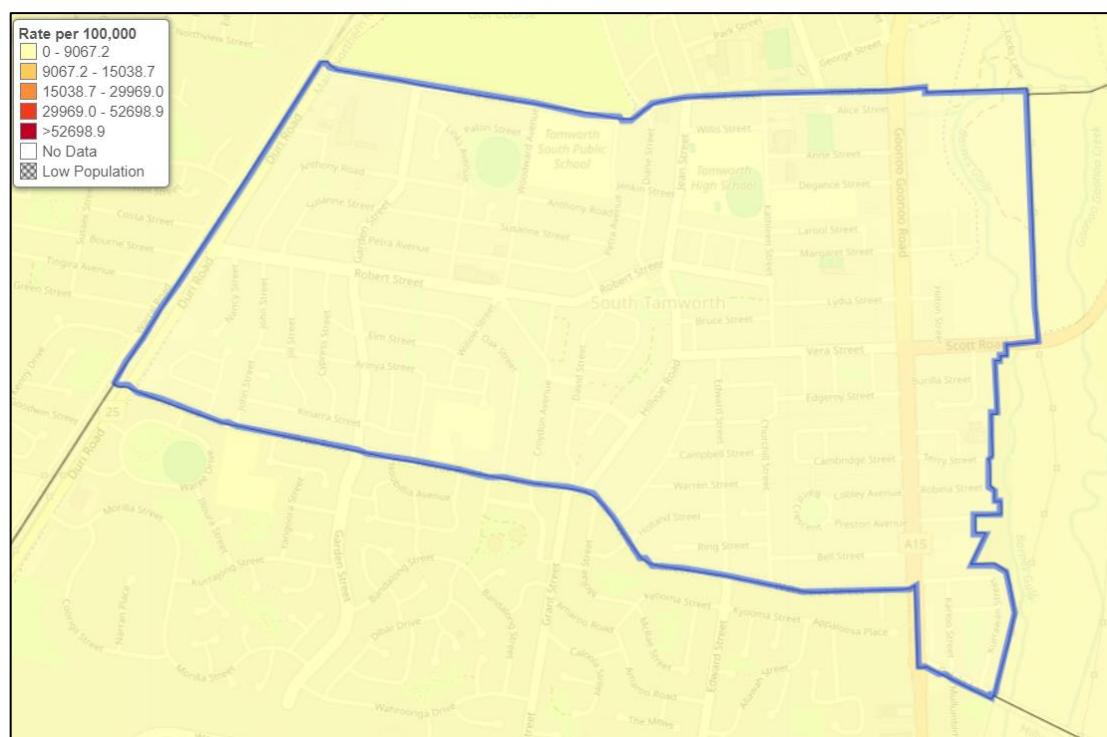


Figure 7: Rate Map – Theft (Source: BOCSAR Crime Mapping Tool)

4.1.2.3. Assault

As demonstrated in *Table 4* (below), the recorded incidents of assault in South Tamworth is higher for domestic related. Notably though these statistics are higher for South Tamworth than those for the greater Tamworth LGA.

The rate map (*Figure 8*) demonstrates a **low-moderate** rate for assault in the suburb overall. Notably the trend for *other health premises* was not calculated due to the low number of incidents and rates – 8,11 for the LGA and nil for the suburb. This may potentially be a result of limited health premises being present in the suburb. These results could also be a result of limited existing health premises being present in the suburb.

Table 4: Types of assault incidents in South Tamworth and Tamworth LGA

Crime	Location	2-Year Trend	Year to June 2023		Year to June 2024	
			Count	Rate	Count	Rate
Assault	Tamworth LGA	Up 30.9%	844	1,308.1	1,105	1,712.6
	South Tamworth	Up 46.2%	210	3,105.6	307	4,540.1
-Domestic assault	Tamworth LGA	Up 44.7%	447	692.8	647	1,002.8
	South Tamworth	Stable	116	1,715.5	188	2,780.2
-Non-domestic assault	Tamworth LGA	Stable	377	584.3	428	663.3
	South Tamworth	Stable	88	1,301.4	114	1,685.9
-Assault Police	Tamworth LGA	Stable	20	31.0	30	46.5
	South Tamworth	n.c	6	88.7	5	73.9
Total (Other Health Premises)						
	Tamworth LGA	n.c	8	12.4	11	17.0
	South Tamworth	n.c	0	0.0	0	0.0

(Source: BOCSAR Crime Mapping Tool, accessed 1 October 2024).

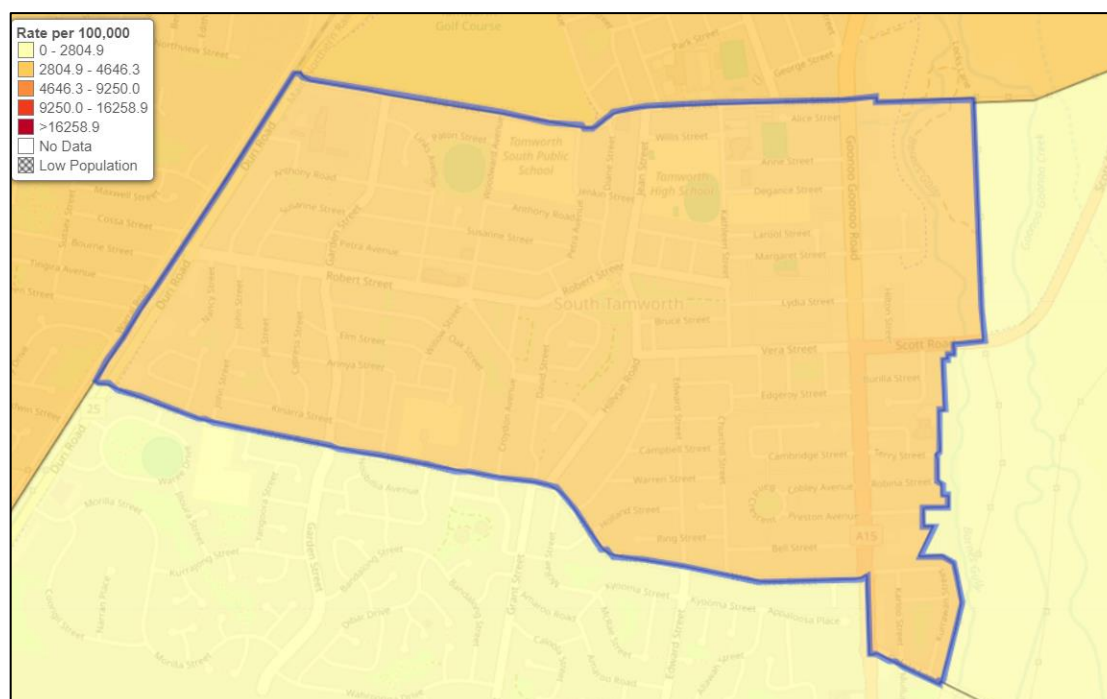


Figure 8: Rate Map – Assault (Source: BOCSAR Crime Mapping Tool)

4.1.2.4. Malicious damage

Table 5 (below) further assesses the incidents of malicious damage in South Tamworth. Malicious damage is considered the intentional destruction or defacement of public or private property and can include vandalism and graffiti.

Residential premises represent the largest and predominant targets of malicious damage to property with all other categories having either low or nil recorded instances in South Tamworth for the past two years.

The rate map (Figure 9) demonstrates a **moderate** rate for malicious damage in the suburb overall, noting that the rates for *residential premises* predominantly contributes to this. Notably the trend for *other health premises* was not calculated due to the very low number of incidents and rates – 5,6 for the LGA and 1,0 for the suburb. These results could also be a result of limited existing health premises being present in the suburb.

Table 5: Incidents of malicious damage in South Tamworth and Tamworth LGA

Table 5: Incidents of malicious damage in South Tamworth and Tamworth LGA						
Crime	Location	2-Year Trend	Year to June 2023		Year to June 2024	
			Count	Rate	Count	Rate
Total (no specified premises)						
	Tamworth LGA	Stable	796	1,233.7	780	1,208.9
	South Tamworth	Stable	191	2,824.6	226	3,342.2
Other premises:						
Retail/wholesale	Tamworth LGA	Stable	44	68.2	29	44.9
	South Tamworth	n.c	2	29.6	5	73.9
Financial Institution	Tamworth LGA	n.c	2	3.1	0	0.0
	South Tamworth	n.c	0	0.0	0	0.0
Recreation	Tamworth LGA	n.c	20	31.0	17	26.3
	South Tamworth	n.c	0	0.0	1	14.8
Residential	Tamworth LGA	Stable	497	770.3	559	866.4
	South Tamworth	Stable	155	2292.2	196	2,898.6
	Tamworth LGA	Stable	84	130.2	73	113.1

Crime	Location	2-Year Trend	Year to June 2023		Year to June 2024	
			Count	Rate	Count	Rate
Road/ Street/ Footpath	South Tamworth	n.c	13	192.3	12	177.5
Park/Bushland/ Garden	Tamworth LGA	Stable	28	43.4	20	31.0
	South Tamworth	n.c	3	44.4	1	14.8
Other outdoor/ public places	Tamworth LGA	n.c	12	18.6	14	21.7
	South Tamworth	n.c	1	14.8	1	14.8
Carpark	Tamworth LGA	Stable	32	49.6	23	35.6
	South Tamworth	n.c	8	118.3	6	88.7
Hospital	Tamworth LGA	n.c	4	6.2	2	3.1
	South Tamworth	n.c	0	0.0	0	0.0
Other health	Tamworth LGA	n.c	5	7.7	6	9.3
	South Tamworth	n.c	1	14.8	0	0.0

(Source: BOCSAR Crime Mapping Tool, accessed 1 October 2024).

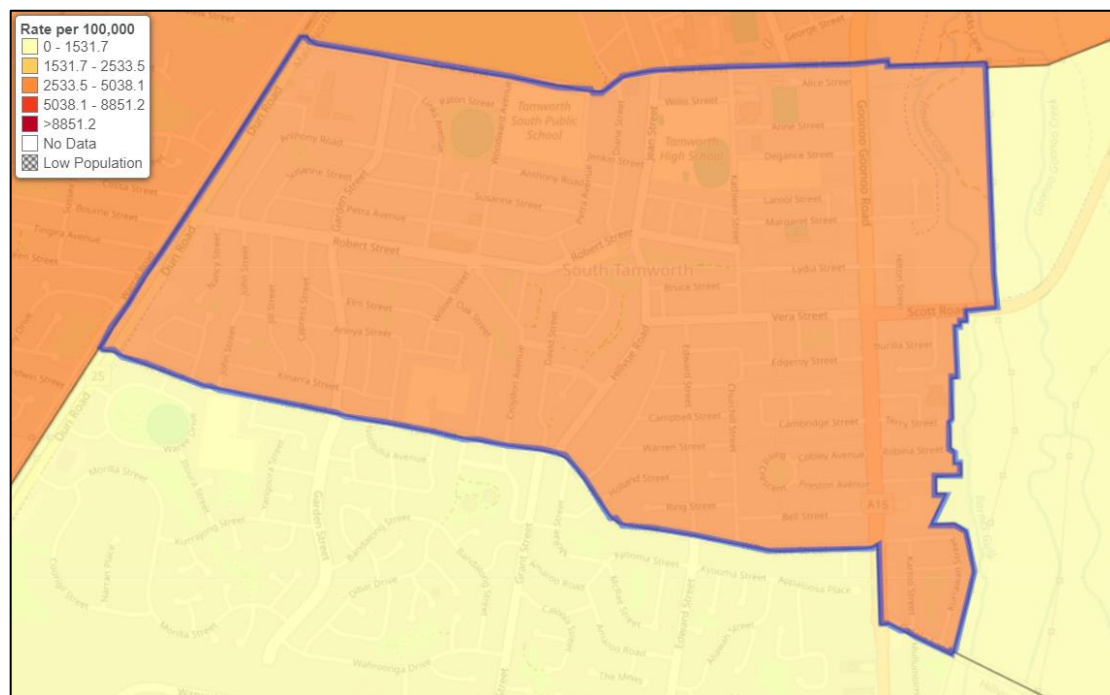


Figure 9: Rate Map – Malicious damage to property (Source: BOCSAR Crime Mapping Tool)

4.2. RISK RATING

The purpose of the below is to establish an overall risk rating for the site and project, utilising the risk ratings for the most likely three crimes identified in Section 4.1.2. Importantly, this risk rating considers *Section 2 Site and Context Analysis*, *Section 3 The Proposal* and *Section 4.1 Crime Trends and Statistics*.

The risk rating is determined by identifying the likelihood of an incident taking place and measuring the consequence should the incident take place. The likelihood and risk are then checked against the Risk Rating Matrix based on the International Risk Management Standard AS/NZ/ISO:31000.

Description of 'likelihood' and 'risk' are outlined in *Tables 6 to 9* below.

Table 6: Measurement of Likelihood

L1	Rarely likely	Rarely likely to happen
L2	Unlikely	Unlikely to happen at some stage
L3	Possible	Possibly will happen at some stage
L4	Likely	Likely to happen at some stage
L5	Almost certain	Almost certain to happen at some stage

Table 7: Measurement of Consequence

C1	Insignificant	Very minor harm or injury to people, financial loss (<\$2000) or damage to property, reputation or operation
C2	Minor	Minor harm or injury to people requiring on site medical treatment, financial loss (>\$2000) or damage to property, reputation or operation
C3	Moderate	Some harm or injury to people requiring medical treatment, financial loss or damage to property, reputation or operation
C4	Major	Serious harm or injury to people requiring hospitalisation, financial loss or damage to property, reputation or operation
C5	Catastrophic	Death, serious harm or injury to people, significant financial loss or damage to property, reputation or loss of operation

Table 8 below identifies the likelihood and consequence and corresponding risk rating.

Table 8: Risk Rating Matrix

Likelihood	Consequence				
	Insignificant (C1)	Minor (C2)	Moderate (C3)	Major (C4)	Catastrophic (C5)
Rare (L1)	Low	Low	Moderate	High	High
Unlikely (L2)	Low	Low	Moderate	High	Extreme
Possible (L3)	Low	Moderate	High	Extreme	Extreme
Likely (L4)	Moderate	High	High	Extreme	Extreme
Almost Certain (L5)	High	High	Extreme	Extreme	Extreme

4.2.1. Risk Rating for Likely Offences

The level of risk for the three most likely crimes is summarised in *Table 9* below.

Table 9: Risk Rating

Crime	Likelihood	Consequence	Rating
Theft	Possible (L3)	Minor (C2)	Moderate
Assault	Possible (L3)	C1 (Insignificant) – (C5) Catastrophic	Low-Extreme
Malicious damage	Possible (L3)	C1 (Insignificant) – C2 (Minor)	Low-Moderate

4.2.2. Theft

Theft has been given a **moderate** rating.

Theft is the most prevalent type of crime in South Tamworth. Whilst fewer instances have occurred regarding health premises or even hospitals in the suburb and the LGA more broadly, there still have been incidents every year at these types of premises. When considering the counts overall, as well as the site and its context, a conservative approach is taken. The likelihood is therefore deemed **possible**, in that theft could possibly happen at some stage.

We consider that the consequence of theft to the premises would result in **minor** impacts, where they would result in *“minor financial loss (>\$2000) or damage to property, reputation or operation.”*

4.2.3. Assault

Assault has been given a **low** to **extreme** rating because of consequence and not necessarily likelihood of occurrence.

We acknowledge that a **catastrophic** measurement could also be applied following an assault with an edged weapon resulting in *“death, serious harm or injury to people, significant financial loss, reputation or loss of operation”*. In the same way, an **insignificant** measurement could also be applied where there was only very minor harm from the assault resulting in *“very minor harm or injury to people”*. We consider that a conservative approach and a ranged rating is therefore appropriate in this instance in relation to consequences.

Very few instances have occurred regarding health premises or even hospitals in the suburb and the LGA more broadly over the past 2 years, however there still have been incidents every year within the LGA. The likelihood is therefore deemed **possible**, in that assault could possibly happen at some stage. It's important to note that the severity of possible assaults is varied.

4.2.4. Malicious damage

Malicious damage has been given a **low** to **moderate** rating.

Only 1 incident occurred on *other health premises* within the past two years however the suburb more broadly has a moderate risk of malicious damage. So, when considering the statistics of the specific use, as well as the rates of the entire suburb, the likelihood is deemed **possible**, in that it could possibly happen at some stage.

The consequences though are likely to only range from **insignificant to minor**, being that they would range from *“very minor financial loss (<\$2000) or damage to property, reputation or operation”* to *“minor financial loss (>\$2000) or damage to property, reputation or operation”*.

4.2.5. Summary of Project Risk

We note that a level of professional judgement should be used when using the risk matrix, and when establishing the overall project risk. Further, the professional must not consider the risk rating in isolation, and should consider the site context and proposed development particulars when forming a view on overall project risk.

For example, the rating of low-extreme has been achieved for the crime of assault. This has been achieved based on the higher consequence rating given to such a crime and the catastrophic type of harm and injury that this crime can inflict. So, even when considering the lower chance that this crime would occur (based on the crime statistics which suggest there is a low rate of “assault” occurring for *other health premises*), this increases the overall risk rating. Further, we also must consider the overall rates for the suburb which were low to moderate.

Taking into consideration all crime statistics, the site context and analysis and the proposed development design and particulars, we are of the view that the level of risk applied to the entire project is best described as being **moderate**.

We do not consider that these crimes (or others) present a significant risk to the land use, and vice versa, particularly those which cannot be managed through standard situational crime prevention strategies.

Notwithstanding, the development is assessed against each of the CPTED principles in Section 5, with situational crime prevention measures concentrating on preventing crime and victimisation from occurring in the first place. Specific mitigation measures are recommended for the proposal to reduce the risk rating where practicable.

5. ASSESSMENT AGAINST CPTED PRINCIPLES

The 'Crime Prevention and the Assessment of Development Applications: Guidelines under Section 79C (s4.15) of the *Environmental Planning and Assessment Act 1979*' state that:

"Crime prevention through environmental design (CPTED) seeks to influence the design of buildings and places by:

- increasing the perception of risk to criminals by increasing the possibility of detection, challenge and capture
- increasing the effort required to commit crime by increasing the time, energy or resources which need to be expended
- reducing the potential rewards of crime by minimising, removing or concealing 'crime benefits'
- removing conditions that create confusion about required norms of behaviour."

Importantly, design alone cannot eliminate the risk of crime and the application of the principles and strategies of Safer by Design, including the particular outcomes identified in this report, will mitigate the risk of the offences occurring. In considering mitigation strategies and remedial actions there are four basic CPTED principles:

- Surveillance.
- Access control.
- Territorial reinforcement.
- Environmental (space and activity) management.

This report provides an assessment of the development against each of these principles.

5.1. SURVEILLANCE

Good surveillance means that people can see what others are doing. People feel safe in public areas when they can easily see and interact with others. In this way, good surveillance reduces the attractiveness of potential targets by increasing the risk of detection. This can be achieved through a combination of technical and natural surveillance including sightlines, lighting, closed-circuit television (CCTV) monitoring, and guardians of space.

Surveillance objectives and strategies include:

- Ensure that there is good surveillance both to and from and throughout the development to reduce opportunities for crime.
- Ensure clear sightlines between public and private places.
- Ensure that lighting in and around the development complies with relevant Australian Standards to increase surveillance opportunities during the hours of darkness.
- Ensure that lighting in and around the development is commensurate with CCTV requirements (if applicable).
- Ensure that landscaping makes places attractive but does not impede surveillance or provide offenders with a place to hide or entrap victims.

5.1.1. Assessment of proposal

5.1.1.1. Natural Surveillance

The proposal has attempted to maximise east-west views through the medical centre and well-being centre carparks as well as north-south in the allied health services carpark. Significant glazing is proposed to facilitate passive surveillance of the carparks and as well as Hillvue Road

and Robert Street with respect to the allied health services. Additional glazing provides surveillance of the rear pathway behind the medical centre, internal courtyards, and outdoor gathering space, which is positive.

Views of the rear (north) behind the well-being centre are limited due to minimal openings. This area has the potential to act as an ambiguous space and act as an area of entrapment, owing to its narrow design, ambiguous use of space and minimal surveillance. Based on the plans, there appears to be a line from the wellbeing centre to the garden bed which may denote a fence (west side), although it's not labelled – and on the east side we can't confirm if there is a similar fence restricting access at the rainwater tanks but it doesn't appear so. We understand this opens to the 'secure parking' area. To remove any doubt, we would suggest that the area behind the well-being building is secured as a service area, and should not allow any access by the public – this can be achieved by a fence/lockable gate on both east and west ends.

Although the north side of the medical centre is similarly designed, this area has improved surveillance through openings primarily from consulting rooms and other staff areas, which reduces risks somewhat. We would recommend that this northern side is similarly restricted (as the well-being centre) with a fence/lockable gate on both east and west ends. This will ensure the use of this area is restricted to staff or users under the supervision of staff, at a minimum.

There are limited views of the eastern car park and reflection space from the proposed buildings (owing to the orientation of openings and spatial separation), as well as screening by vegetation. However, passive surveillance over these areas is achieved by users / staff within the car park. The location of the reflection space within this eastern car park also does help to activate the area in its own way and add surveillance opportunities by users actively using the reflection space. Based on the information that these external spaces are to be actively used every day by between 20-30 staff, we consider that this is suitable. Outdoor seating in front of the medical centre also assists.

Other surveillance from CCTV, as well as standard landscaping maintenance to maintain sightlines, will further assist, discussed below.

The thoroughway space between Nos.21 and 23 Robert Street is one of potential entrapment, being a narrow thoroughway, and recognising this the design has proposed security fencing at both ends to address this existing condition. We anticipate this space will not be utilised for general public use, being suitable.

The proposal overall is not deemed to feature any significant places of concealment or entrapment and is appropriate from a natural surveillance perspective.

5.1.1.2. Landscaping

Generally, landscaping has been well designed. As with much landscaping, it does have the potential to limit visibility or create places of entrapment due to foliage density / if not managed correctly. Recommendations for landscaping management are therefore provided.

The landscaping proposed within the site is considered adequate in terms of species. Generally, low height grasses and groundcovers, are proposed along walkways and internal accessways, with larger and more dense plantings provided beyond this and along the boundaries. This design ensures that views along pathways and across the site can be easily maintained and vegetation doesn't allow concealment. Trees also appear to be well spaced.

Looking specifically at some areas – views to the reflection space in the east end are available and landscaping has been well designed to accommodate this. Similarly to the yarning circle in the west.

Landscaping is generally considered appropriate so long as properly maintained. Where ground covers are used, these should be maintained to maximum 600mm. Trees at maturity should be maintained with understorey's pruned up to a height of 2m.

5.1.1.3. Technical Surveillance

Overt CCTV is likely to deter some crimes. In many instances however, they passively record events rather than prevent them. As such, natural and passive surveillance through the effective design of buildings is taken to be more effective to deter crime and when crime is actually occurring. This is particularly important as the capability of guardians to respond to incidents as they happen is more likely, such as the internal area of the building looking out into the street, especially if CCTV is not monitored.

CCTV is proposed internally and externally with details to be confirmed at the detailed design phase. It is recommended that CCTV be provided:

- at the public entrances to the buildings
- all publicly accessible areas within the premises such as hallways, waiting areas and the like, including external toilet entrances
- out towards carparks and external areas including gathering spaces
- over external service areas such as the north side of the well-being and medical centre

CCTV should be excluded from internal toilet areas, showers, and consulting rooms, ensuring patient dignity.

Where CCTV cameras are used they should be located up high and people should not be able to reach them (vandal resistant). Any CCTV should comply with Australian Standard – *Closed Circuit Television System (CCTV) AS 4806.1/2/3/4*. The surveillance recordings should be kept for at least 30 days for viewing by the police as required.

5.1.1.4. Lighting

Lighting should be in accordance with relevant Australian Standards at a minimum. Lighting should help maintain sightlines and illuminate potential concealment areas. Poorly illuminated spaces or even the colour of lighting can negatively affect spaces and discourage users, which increases risk of crime, as well as poorly lit spaces providing opportunities for concealment or vandalism.

It is recommended that a lighting consultant be engaged with for the detailed design of the development to ensure that communal and public use areas are appropriately lit (and not over lit). Based on the operating hours ceasing at 5.30pm the latest, the site will generally not be in use after dark, but there will be times during mid-winter when the sun sets much earlier. Therefore, the communal area and car parks should be provided with suitable lighting to encourage legitimate activity during the after dark hours during the mid-winter period. Lighting should however take care not to be excessive; it should not be directed towards buildings windows and doors; should not create light pollution and spill into private residences; it should be efficient and sustainable; and it should be of whiter, cooler light as opposed to any pale yellow or otherwise colouring.

Lighting (including decorative) should also be placed high and out of reach to avoid vandalism.

No lighting plans have been viewed for the proposal but are recommended to the internal drives, car parking areas, and the outdoor gathering, yarning, and reflective spaces.

5.1.2. Conclusion and recommendations

The surveillance provisions are generally considered appropriate. Landscaping is considered appropriate as long as it is regularly maintained. Due to poor surveillance opportunities and

ambiguity of space, recommendations for controlling access to the northern side of the medical centre and well-being centre have been made.

Recommendations for CCTV, lighting, and landscaping maintenance are also provided.

5.2. ACCESS CONTROL

Access control reduces crime risk by attracting, channelling or restricting movement. By making it clear where people are permitted or not permitted to go, it limits the ability for potential offenders to reach and victimise people or the property. Illegible boundary markers and confusing spatial definition make it easy for criminals to make excuses for being in restricted areas. Access control can be established through natural, technical or organised controls such as landscaping, physical barriers, signage, security control etc.

Access control objectives and strategies include:

- Ensure that access to the development is controlled to reduce opportunities for crime.
- Ensure that access to restricted areas within the property is controlled to reduce opportunities for crime.
- Establish landscapes and physical locations that channel and group pedestrians into target areas.
- Encourage public spaces which attract, rather than discourage people from gathering.

5.2.1. Assessment of proposal

Confusion resulting from ambiguous entry design can legitimise exploration, trespassing and excuse making by opportunistic criminals.

As noted above, the narrow throughway between Nos.21 and 23 Robert Street is proposed to be blocked by security fencing at both ends which is supported. As detailed under Section 5.1, recommendations for controlling access to the narrow walkways to the northern side of the well-being and medical centre have been made. The 2.1m palisade fencing for the secure carpark adjoining the well-being centre is supported.

Regarding site wide access control, at the Robert Street and Hillvue Road entrances, there are 1.2m high mechanical bollards and at the Kathleen entrance there is a sliding gate with PA. We understand the gates would be locked and bollards would be up after hours to stop the site being used as a thoroughfare. The site is otherwise provided with a mix of fencing types. There will be 1.8m high fencing (Colourbond) provided to the southern and northern boundaries to the adjoining residential premises, with 1.8m acoustic fencing provided to the eastern and northeastern boundaries to Hillvue Road and Robert Street.

We would recommend that the 1.2m high mechanical bollards at Robert Street and Hillvue Road are replaced with a similar style sliding gate with PA. This will ensure that access to the site is controlled for both vehicles and pedestrians. Considering the limited hours of operation proposed (i.e., not a 24/7 use) and that there are external open space areas, this is considered to be more suitable in restricting access to the entire site after hours.

It is understood building access will be controlled via swipe card and/or pin code arrangement and/or with keys. The use of an alarm system is also recommended for after hours to the buildings. The nature of the proposal and extent of glazing is such that hardened glass is also recommended. Any waste areas (i.e., the bins rooms at the west end) should be secured.

5.2.2. Conclusion and recommendations

Recommendations for further access control at the pedestrian and vehicle access are provided. Access to the buildings themselves is considered appropriate with further consideration of the glazing treatment to be hardened glass. We understand that the buildings

will be suitably locked and alarmed to increase effort for crime through target hardening and access control.

5.3. TERRITORIAL REINFORCEMENT

Territorial reinforcement is linked to the principle of access control. Territorial reinforcement establishes a hierarchy of spaces that clearly identifies and aligns the design, definition and designation of areas. This can be achieved by a range of measures including appropriate design for use; territorial markers to reinforce the designation of areas such as buildings, fences, signs, pavements or other objects to express ownership and to clearly delineate transition between public and private space; and appropriate environmental maintenance to promote ownership and use of spaces.

Territorial reinforcement objectives and strategies include:

- Ensure that the boundaries of the development are clearly defined to reduce excuse making and crime opportunities.
- Ensure that signage is displayed to provide guidance to users of the development and reduce excuse making opportunities.
- Promote design that encourages people to gather in public space and to feel some responsibility for its use and condition.
- Promote design with clear transitions and boundaries between public and private space.

5.3.1. Assessment of proposal

Generally, people recognise areas that are well used and cared for, and those that are not. Research shows that public areas displaying strong ownership (territorial) cues are less likely to be improperly used than those that don't. Similarly, people are commonly attracted to vibrant public areas; well used areas are made safer by natural community supervision.

Given the nature of the proposed development, being an Aboriginal community-controlled health care service, a sense of communal responsibility for maintaining this land will be present, ensuring that the spaces feel cared for and are used well. There are also various uses on the site, ranging from all sorts of different medical services, which will diversify the user base of those coming and going from the site. The nature of the site will therefore be one where there are high levels of activity, creating a space that is well used, increasing offender risk of detection and minimising opportunities for crime.

The site as it currently exists is somewhat ambiguous and acts as an open parkland. We consider that the boundaries of the proposed development are clearly defined through physical barriers such as fencing and gates, but also through landscaping and changes in pavement types and pedestrian walkways. The use of the site is therefore made very clear and the delineation between public space (i.e., the surrounding roads and external areas), semi-public space (i.e., internal walkways and car parking) and private space (i.e., internal private areas, service areas, etc) is made clear.

5.3.1.1. Signage

Furthermore, signposting is an important means to enhance wayfinding and prevent excuse making behaviour, as well as create a sense of ownership and prevent illegitimate access to the private areas of the site.

Signage pylons at the Kathleen Street and Robert Street frontages, as well as low wall options and medical centre branding on batten roof screening will create a high sense of ownership. Furthermore, this signage will assist users in navigating the site (i.e., towards each tenancy type, navigating the car parking areas). Recommendations for additional signage are included.

5.3.2. Conclusion and recommendations

Overall the proposed territorial reinforcement is considered appropriate given the proposed use. Recommendations for additional signage include:

- Signage is also recommended to limit illegitimate use of the car parking area (i.e., retained for customers only).
- Signage should also be used to deter people from entering non-public spaces such as service areas (north of the well-being and medical centre) and the waste storage room (i.e., no unauthorised access signage)
- Additional signage should be provided to the building entrance which denotes the operational hours and what services are provided within. This should be provided at a minimum as we would expect that directory type signage at entrances and receptions will be used as is standard for multi-use complexes.

These additional signage measures will reduce any excuse making behaviours and any ambiguity of space.

5.4. ENVIRONMENTAL (SPACE AND ACTIVITY) MANAGEMENT

Activity and space management involves the supervision, control and care of space. Popular public space is often attractive, well maintained and well used space. Linked to the principle of territorial reinforcement, space management ensures that space is appropriately utilised and well cared for. Activity and space management, while identified at the design stage through allocation of uses, are heavily dependent on management and enforcement. Space and activity management strategies are an important means of developing and maintaining natural community control.

Space management strategies include activity coordination, site cleanliness, rapid repair of vandalism and graffiti, the replacement of damaged/inoperative lighting and the removal or refurbishment of deteriorated physical elements. Other space management objectives and strategies include that staff are aware of their obligations in regard to site management.

5.4.1. Assessment of proposal

5.4.1.1. Activity management

Good consistent management of the premises will contribute to natural surveillance and guardianship to reduce the overall risk of crime. Adjoining residential properties will also provide around the clock usage of the area.

The proposal has a strong sense of ownership, including community ownership, through the types of uses and provision of communal spaces which will promote care of the space.

We have not viewed a Plan of Management (PoM) at this stage, but expect that one will be prepared at a later date, and the activities will be managed in accordance with this plan. Specifically, a PoM will set out the expectations, roles and responsibilities of the various uses, as well as anti-social behaviour provisions including staff training, registers for complaints and incidents and the like, to ensure good activity management.

5.4.1.2. Space management

The presence of rubbish signals a lack of care and guardianship. This may stimulate interest in potential offenders and avoidance behaviour in others. In this regard, the development should include appropriate measures for waste management and minimisation. Waste storage areas should also be kept clean and well managed.

We have not viewed a Waste Management Plan (WMP) at this stage but expect that a suitable one will be prepared and the proposal will be managed in accordance with this. There is a bin enclosure proposed at the west end within the allied health services carpark. On a site of this size, we would expect that an additional bin enclosure would be required on the east side to cater for the medical centre and well-being centre as well and so that waste need not be carted across the site. We would recommend another waste room on the east side, and also recommend that there are smaller waste receptacles made available within the site for users to dispose of rubbish and reduce opportunities for litter. Regular maintenance of waste receptacles should be undertaken to ensure waste does not build up / overflow.

5.4.2. Conclusion and recommendations

Space management includes general recommendations and good practices, which should be adopted as part of an overall site management plan (or similar):

- Provisions for staff to promptly replace any vandalised, damaged, or defective equipment / property – to avoid what is known as the “broken windows theory”. This theory is a principle adopted by crime prevention specialists worldwide. The theory is that the presence of a broken window will entice vandals to break more windows in the affected building and even in neighbouring buildings. The sooner broken windows are repaired, the less likely it is that such vandalism will occur in the future. Graffiti and other forms of vandalism fall into this same category and should be managed effectively and quickly through ‘rapid removal’.
- Any future landscaping should be well maintained to help communicate care and guardianship. Generally, landscaping is maintained to an appropriate height to limit concealment and promote a well-maintained space to further increase natural community control and guardianship. Recommendations have already been made.
- The presence of rubbish signals a lack of care, and guardianship. Waste should be kept contained with designated waste storage areas. Provision of an additional waste storage room on the east side of the site is recommended, as well as smaller waste bins for users within the site. These are best provided at building entrances or nearby seating areas. Prompt rubbish removal should occur by staff to reinforce strong territorial cues, which can be achieved via regular surveillance / maintenance checks of the site throughout the day by staff.
- The site should be clean and well-maintained to encourage regular use and reinforce strong community territorial cues.
- Any external items outside such as furniture (seats and tables) or any miscellaneous items (such as pot plants or any bins) should be secured where possible.
- A Waste Management Plan and Plan of Management should be prepared and the areas managed in accordance with those plans.

It is expected that appropriate site maintenance will occur to support appropriate space management.

6. RECOMMENDATIONS

As stated, the assessment and recommendations in this report do not factor matters such as broader social, environmental or economic impacts. The assessment and recommendations are made only in relation to mitigating the risk of crime, antisocial behaviour and fear of crime for the proposed development. Should the proposal be altered significantly, these recommendations may require amendment under a revised CPTED assessment.

A summary of the above-mentioned recommendations is as follows:

- Provision of fence and lockable gate at the east and west ends of the well-being centre, restricting access to the narrow pathway / service area on the north side.
- Provision of fence and lockable gate at the east and west ends of the medical centre, restricting access to the pathway on the north side to staff or supervised users.
- Restrict pedestrian and vehicle access to the site after hours. We recommend that the 1.2m high mechanical bollards at Robert Street and Hillvue Road are replaced with a similar style sliding gate with PA as proposed at the Kathleen Street entrance.
- Hardened glass is recommended for external glazing.
- Provision of an additional waste storage room on the east side of the site is recommended, as well as smaller waste bins for users within the site. These are best provided at building entrances or nearby seating areas.
- Access doors to the buildings should be secured through a combination of key lockable doors/keypads/swipe cards and an alarm system be installed. Any operable windows should also be key lockable.
- Trees (including street trees) should be appropriately spaced and maintained / pruned up to a height of 2m to avoid concealment opportunities or comprised sightlines, and gardens including ground covers or lower garden shrubs should be maintained to a height no greater than 600mm, to ensure views to and from the site are maintained. Landscaping (such as screening shrubs) used alongside fencing for privacy measures are excepted from recommendation.
- CCTV should be installed in accordance with AS 4806.1. Where CCTV is used, it should be located high to avoid vandalism and focused on the public domain or within the site itself. CCTV be provided:
 - at the public entrances to the buildings.
 - all publicly accessible areas within the premises such as hallways, waiting areas and the like, including external toilet entrances.
 - out towards carparks and external areas including gathering spaces.
 - over external service areas such as the north side of the well-being and medical centre.
 - *CCTV should be excluded from internal toilet areas, showers, and consulting rooms, ensuring patient dignity.*
- Signposting is required to enhance wayfinding and prevent excuse making behaviour, as well as create a sense of ownership and prevent illegitimate access to the private areas of the site. All internal and external signage and directions should be installed in accordance with the Australian standards.

- Signage (i.e. visitor signage) is recommended to limit illegitimate use of the car parking area (i.e., retained for legitimate users only). This will reduce any excuse making behaviours and any ambiguity of space.
- Signage should also be used to deter people from entering non-public spaces such as service areas (north of the well-being and medical centre) and the waste storage room (i.e., no unauthorised access signage)
- Additional signage should be provided to the building entrance which denotes the operational hours and what services are provided within. This should be provided at a minimum as we would expect that directory type signage at entrances and receptions will be used as is standard for multi-use complexes.
- Lighting (in addition to any decorative lighting) should be provided to internal drives, car parking areas and communal areas in accordance with relevant Australian Standard, AS 1158.3.1. A lighting consultant should be engaged for the CC.
 - Lighting should be installed high and out of reach to avoid vandalism.
 - Lighting should be evenly spaced, bright and of a cool-white colour. No pale yellow or other colours should be used.
 - Lighting should not be directed towards buildings windows and doors.
 - Lighting should not spill into private residences.
 - Lighting should be efficient and sustainable. LED bulbs should be used.
- Any furniture or other moveable items within the communal spaces should be secured.
- Ensure timely repair of damaged property and lighting, and 'rapid removal' approach to unauthorised graffiti. Consideration should be given to the use of graffiti resistant materials and surface treatments which are easy to clean / remove graffiti.
- Waste receptacles should be secured and regularly maintained. Communal areas should be kept clean and well-maintained.
- Ensure obstructions to the windows and doors are removed to maintain surveillance.
- A Plan of Management should be prepared and the areas managed in accordance with that plan. The Plan of Management (or similar) should be created which details the intended users of the site; the day-to-day functions of the site; management including duties of any staff including maintenance workers; roles and responsibilities of staff; safety and security including recommendations made in this report, as well as accidents, emergency and fire safety; signage; waste management and the like.

Where necessary the consent authority (Council) may provide conditions of consent to ensure the provision of crime reduction and safety measures identified in this report or elsewhere through the assessment.

7. CONCLUSION

This Crime Risk Assessment has been prepared to assess the crime risk relating to the proposed medical centre at Hillvue Road, South Tamworth NSW 2340. This report identifies that there is a **moderate** risk of crime occurring within and around the proposed development, based upon a review of the site context and analysis, the proposed development particulars, crime statistics, trends and observations made at the time this assessment was conducted.

Recommendations are summarised in Section 5 of the report to mitigate the risk of crime, antisocial behaviour and fear of crime for the proposed development.

Generally good consideration of the CPTED principles, including access, territorial reinforcement and surveillance in particular, has been provided in the design. To further improve outcomes, recommendations for lighting, CCTV, landscaping maintenance, signage, security gates / fencing, and management measures have been provided. Implementation of a Plan of Management will ensure space and activity management is commensurate with the proposed development and associated operational management details. Good consistent management of the premises will contribute to natural surveillance, access control and guardianship to reduce the overall risk of crime and opportunistic crime. Following implementation of recommendations a residual crime risk category of **low** to **moderate** can be given to the development.

The community value an urban lifestyle when it is safe, appropriate and well-managed. This report demonstrates that the proposal can achieve the aims and objectives of the strategic and policy context where social and crime risk is concerned, in as far as it recommends consideration of the CPTED principles and promotes safe and vibrant communities.

It is considered that by implementing the standard recommendations contained in this assessment, criminal activity will be reduced and the safety of visitors and the security of the subject site will be increased. However, it does not guarantee that all risks have been identified or that the area assessed will be free from criminal activity, even if the recommendations are implemented.

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