

28 September 2026

RE: Crime Risk Assessment
24/7 Trading Hours at Chisholm McDonald's
4 Heritage Drive, Chisholm NSW 2322

1.0 Introduction

The purpose of this report is to identify and assess crime risk associated with the proposed redevelopment of 4 Heritage Drive, Chisholm NSW 2322 as well as to identify any design elements of the built form that may contribute to opportunities for crime, so that these may be 'designed out' to maximise safety during the proposed 24/7 operation.

2.0 Crime Opportunity

Given the proposed operational hours of the McDonald's operation are 24 hours, 7 days a week, there is potential for increased opportunity for crimes or anti-social behaviour (e.g. vandalism, graffiti, litter, excessive noise) at the site, particularly during night-time hours.

3.0 Crime Prevention Through Environmental Design

Crime Prevention through Environmental Design (CPTED) is a crime prevention strategy that focuses on the planning, design and structure of cities and neighbourhoods. It reduces opportunities for crime by using design and place management principles that reduce the likelihood of essential crime ingredients from intersecting in time and space.

CPTED aims to influence the design of buildings and places by:

- Increasing the perception of risk to criminals by increasing the possibility of detection, challenge and capture;
- Increasing the effort required to commit crime by increasing the time, energy or resources which need to be expended;
- Reducing the potential rewards of crime by minimising, removing or concealing 'crime benefits'; and
- Removing conditions that create confusion about required norms of behaviour (Department of Planning, Environment and Industry, formerly the Department of Urban Affairs and Planning, 2001).

CPTED employs 4 key strategies. These include surveillance, access control, territorial reinforcement and space/activity management.

In accordance with the 4 key strategies, the principals of crime prevention and public safety are addressed in relation to the proposed development.

3.1 Natural Surveillance

Natural surveillance limits the opportunity for crime by increasing awareness that people can be seen. Potential offenders therefore feel increased scrutiny and limitations on their escape routes.

Good surveillance is achieved by:

- a) Clear sightlines between private and public spaces;

- b) Effective lighting of public places; and
- c) Landscaping that makes places attractive, but not a place to hide.

The design of the McDonald's site affords natural surveillance by the strategic placement of physical features and the built form to maximise visibility within the site, particularly the carpark. The specific design elements include:

- Clear sight lines between the site and onto Settler's Boulevard and Tigerhawk Drive frontage, allowing maximum surveillance of the vehicular and pedestrian entry/ exit point(s);
- The maintenance levels for paths of travel comply with AS1680;
- Appropriate day and night lighting ensures potential problem areas like carparks and drive-thru are well lit;
- The car park encourages passive surveillance and incorporates active measures such as CCTV cameras and lighting; and
- No 'hidden spots' have been created within the site. Any external areas not visible from the building are captured on closed circuit television (CCTV) and this is advertised.

3.2 Natural Access Control

Natural access control limits the opportunity for crime by taking steps to clearly differentiate between public space and private space.

Good access control for the movement of people is achieved by:

- a) Landscapes and physical locations that channel and group pedestrians into target areas;
- b) Public spaces that attract rather than discourage people from gathering; and
- c) Restricted access to internal or high-risk areas (e.g. car parks).

The site has been designed to limit access and control flow by:

- Appropriate wayfinding signage throughout the site;
- Clear delineation of the property boundary with landscape treatment;
- Use of landscaping that supports pedestrian access within the site;
- Lighting of pedestrian pathways and access routes to Australian Standard (AS 1158); and
- Clear movement for pedestrians throughout the car park and forecourt which minimises conflict with vehicles.

3.3 Territorial Reinforcement (Community Ownership)

Territorial reinforcement promotes social control through increased definition of space and improved proprietary concern, i.e. it makes the normal user feel safe and makes the potential offender aware of a substantial risk of apprehension or scrutiny. By using buildings, fences, pavement, signs, lighting and landscape to express ownership and define public, semi-public and private space, natural territorial reinforcement occurs.

Community ownership (territorial reinforcement) makes people feel comfortable in a place and is achieved by:

- a) A design that encourages people to gather in public spaces;



- b) Having a clear transition between boundaries of public and private spaces; and
- c) Having clear design cues as to who is to use the space and what it is to be used for.

The McDonald's development has been designed to clearly delineate spaces that are to be used for congregation and areas that are not. This ensures that any potential intruders or people who are not customers of the store stand out and are easily identified. Elements of territorial reinforcement included in the original design and ongoing management of the operations include:

- The premises and landscaping will be maintained such that it communicates an alert and active presence occupying the space;
- Clearly defined boundaries of the development; and
- Provision of directional signage that assists in controlling activities and movements throughout the premises (knowing how and where to enter/exit and find assistance can impact on safety).

3.4 Space Management

Space management strategies such as site maintenance, target hardening, and target removal are included in the development.

3.4.1 Maintenance

Management and maintenance are closely linked to a sense of ownership. Good management and maintenance of a place, or property, is often the difference between it seeming safe or unsafe and it being cared for or uncared for. Deterioration indicates less control by the users of a site and indicates a greater tolerance of disorder.

McDonald's seeks to make their operations as attractive as possible and maintain their sites to a high standard so that customers continue to visit both during the day and night periods. Routine maintenance checks and reporting will be carried out to ensure the property is maintained and to reduce the likelihood of crime or vandalism.

Furthermore, robust materials (including graffiti resistant materials) have been used where appropriate. Any vandalism or graffiti is repaired and removed promptly by personnel or contractors.

3.4.2 Target Hardening and Removal

Target hardening and removal is the use of 'design out crime' strategies to make it harder for a crime to be committed and reduces the gains of crime. While this is the most long-established and traditional approach to crime prevention, it can create a 'fortress mentality' and imagery whereby users of the development withdraw behind physical barriers and the self-policing capacity of the built environment is damaged. This is effectively working against CPTED strategies that rely on surveillance, territoriality, and positive image management.

The proposal includes the use of some physical barriers associated with target hardening; however, the site allows opportunities for natural surveillance from within the building, with clearly defined boundaries, and appropriate landscaped elements. The site design has ensured that there is a safe environment for customers, pedestrians and staff within the site and the proposal is consistent with this approach.



4.0 Conclusion

The above-mentioned measures that have been designed into the McDonald's development at 4 Heritage Drive, Chisholm NSW 2322, creates an environment that dissuades offenders from committing crimes by manipulating the built environment in which those crimes proceed from or occur.

The proposal is considered to be consistent with the Department of Planning and Environment requirements under section 4.15 of the Environmental Planning and Assessment Act 1979.

Yours sincerely,

Regards,

SLR Consulting Australia

A handwritten signature in black ink, appearing to read "Grace Moses", with a stylized flourish extending from the end.

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