

BUSINESS IMPACTS

CHAPTER THIRTEEN

13 Business impacts

This chapter provides an assessment of the potential impacts on local businesses as a result of the project, and identifies mitigation measures to minimise these impacts. This chapter draws on information in Technical paper 3 – Local business.

13.1 Secretary’s environmental assessment requirements

The Secretary’s environmental assessment requirements relating to business impacts, and where these requirements are addressed in this Environmental Impact Statement, are outlined in Table 13-1.

Table 13-1 Secretary’s environmental assessment requirements – business impacts

Ref.	Secretary’s environmental assessment requirements	Where addressed
10. Socio-economic, Land Use and Property		
10.1	The Proponent must assess social and economic impacts in accordance with the current guidelines.	Business economic impacts are generally addressed in this Chapter. Economic impacts and benefits are addressed in Chapter 3 (Strategic need and justification). Social impacts are addressed in Chapter 19 (Social impacts and community infrastructure).
10.2	The Proponent must assess impacts from construction and operation on potentially affected properties, approved development applications, businesses, public open space, recreational users and land and water users (for example, recreational and commercial fishers, oyster farmers), including property acquisitions/ adjustments, access, amenity and relevant statutory rights.	Business impacts are addressed in Section 13.4. Access impacts are addressed in Chapter 8 (Construction traffic and transport) and Chapter 9 (Operational traffic and transport). Social impacts are addressed in Chapter 19 (Social impacts and community infrastructure). Cumulative impacts are addressed in Chapter 26 (Cumulative impacts). Property and land use impacts are addressed in Chapter 12 (Land use and property).
10.3	Assess the likely risks of the project to public safety, paying particular attention to subsidence risks, bushfire risks and the handling and use of dangerous goods.	Traffic related public safety risks during construction are addressed in Chapter 8 (Construction traffic and transport). Traffic related public safety risks during operation are addressed in Chapter 9 (Operation traffic and transport). Risks associated with subsidence and settlement are addressed in Chapter 17 (Groundwater and geology). Public safety risks are addressed in Chapter 19 (Social impacts and community infrastructure). Bushfire risks and the handling and use of dangerous goods are addressed in Chapter 23 (Hazard and risk).

13.2 Assessment methodology

The assessment of project related impacts on local businesses occurred in five broad stages:

- Examination of the existing business composition and function in each station precinct, which involved:
 - ◆ Visiting sites and scoping of local business uses, their operations including operating hours and their proximity to proposed dive sites and tunnel portals, stations and construction areas
 - ◆ Defining the employment characteristics of each station precinct using Bureau of Transport Statistics Journey to Work data
 - ◆ Analysing 'Employment by Industry' using Australian and New Zealand Standard Industrial Classification (ANZSIC), a standard classification developed by the Australian Bureau of Statistics for use in Australia and New Zealand for the analysis of industry statistics.
- Identification and survey of local businesses to develop an understanding of current business operations
- Review of local business impact studies for comparable projects, including lessons learned and mitigation strategies
- Assessment of impacts based on analysis of research and feedback to define a list of positive and negative impacts, categorised by business type and location, through project construction and operation
- Development of mitigation strategies to minimise construction phase disruption and maximise leverage of the project for local businesses once the project is operational.

13.3 Existing environment

13.3.1 Chatswood dive site (northern)

The Chatswood dive structure and tunnel portal would be located to the south of Chatswood Station and north of Mowbray Road, Chatswood. There would also be surface metro track work and adjustments to the T1 North Shore Line between Chatswood Station and Brand Street, Artarmon, and this may require occasional access to the rail corridor from Brand Street, Drake Street and Hopetoun Avenue.

Local businesses in the Chatswood dive site local business precinct are a mixture of specific destination shopping, such as Nick Scali Furniture and Dulux, or the Ausgrid depot – a government owned facility. The precinct is largely vacant, especially in the small mixed use development on the northeast corner of the Pacific Highway / Mowbray Road intersection. A retail strip runs from the same intersection (Pacific Highway and Mowbray Road) towards Chatswood, ending at the Fehon Road / Gordon Avenue intersection.

This precinct is positioned just to the south of Chatswood City Centre and is near Westfield Chatswood and the new developments associated with the Chatswood Transport Precinct Project, which comprises residential and retail uses associated with the Chatswood Transport Interchange. The Artarmon shops are located on Hampden Road about 400 metres to the south of the Chatswood dive site.

13.3.2 Artarmon substation

Artarmon substation would be located adjacent to the Gore Hill Freeway. There are no businesses in the vicinity that would be impacted, with the Gore Hill Freeway separating the site from the Artarmon Industrial Area. The land is being temporarily used by Artarmon Public School, but this use is expected to finish before the start of construction.

13.3.3 Crows Nest Station

Overview of the local business precinct

Crows Nest Station would be located between the Pacific Highway and Clarke Lane (on the eastern side of the Pacific Highway).

The local business precinct for assessment purposes has been identified as an area that extends along the Pacific Highway and into surrounding streets from Albany Street in the north to Rocklands Road in the south, spanning both the southern extents of St Leonards and Crows Nest.

Local businesses in the Crows Nest Station precinct are based around two retail strips on the Pacific Highway and Willoughby Road. These two strips meet at the corner of Falcon Street, River Road, Willoughby Road and the Pacific Highway. At present there is a distinguishable gap in the level of retail trade and demand for commercial space between the two main retail areas.

Crows Nest has many small businesses, many of which are retail, food and beverage, or local commercial services. The St Leonards part of the precinct contains the southern extension of the commercial centre of St Leonards with a range of office buildings. Several of these office buildings are under review for redevelopment as mixed-use development (predominantly residential use with a minimum amount of office space).

At the most recent Census (2011), there were 15,857 people working in the Crows Nest Station precinct. The main employment areas were professional services (6097 jobs), IT & media (1024 jobs) and financial and insurance services (912 jobs). This reflects the commercial core of St Leonards which has a strong secondary finance sector and a major IT and media presence. Accommodation and food services (908 jobs) and retail trade (889 jobs) reflect the intensive nature of ground floor retail, especially around Crows Nest.

Willoughby Road

Site analysis indicates that the retail strip along Willoughby Road is a well-performing and patronised retail sub-precinct that, for the most part, has low vacancy and a diverse mixture of businesses including restaurants, cafes, smaller clothes shop, health clubs, special use stores and multiple second and third level offices. The majority of business premises are in two-storey buildings along Willoughby Road with taller, three to four-storey office buildings behind the main retail strip.

The Willoughby Road sub-precinct is relatively close to St Leonards Station, with high levels of amenity and a passive, traffic-calmed main street (Willoughby Road) with shared walking / pedestrian zones.

The Pacific Highway

The retail strip along the Pacific Highway through St Leonards and south into Crows Nest is not experiencing the same level of retail business activity as Willoughby Road. Site analysis indicated considerable vacancy from Albany Street through to the junction of the Pacific Highway with Willoughby Road.

Over the past decade, there has been a considerable shift in business functions in this precinct. Previously, there was a more visible and active presence of furniture and homewares stores, as well as a busy restaurant precinct near the junction with Willoughby Road and Falcon Street. A number of anchor furniture retailers have moved, with a loss of tenants such as Freedom Furniture, Captain Snooze and Carpet Call to the Home HQ homemaker centre in Artarmon.

The majority of the restaurant trade is now focussed on Willoughby Road and the surrounding streets. Similar to other major thoroughfares, including Parramatta Road and the Princes Highway, a considerable proportion of restaurants and cafés have moved to areas with greater amenity and away from the heavily trafficked major roads.

Travel patterns

Parts of the local business precinct have strong public transport connectivity to the Sydney CBD and other centres along the T1 North Shore Line. Parts of the local business precinct fall within the walking catchment of St Leonards Station and this constitutes a high proportion of commuter trips. The precinct is serviced by buses along the Pacific Highway, Falcon Street and Willoughby Road and contains a number of council-owned parking facilities.

It is evident from the Journey to Work data for Crows Nest Station precinct (Bureau of Transport Statistics, 2011) that there is still a heavy reliance on private transport to the precinct with 53 per cent of commuter trips made by private car with only 31 per cent of commuters using public transport (rail 21 per cent and bus 10 per cent). This is a major consideration for business impacts from the project as interruptions to car travel can affect access to businesses for employees, customers and suppliers.

Future vision for this precinct

A Plan for Growing Sydney (Department of Planning and Environment, 2014) identifies St Leonards as a Strategic Centre in the North Subregion. The priorities in the plan focus on maintaining a commercial core in addition to bolstering the capacity for mixed-use development. Further, the plan outlines the need to find further capacity for additional employment space and housing around a future station at Crows Nest.

The Crows Nest Station precinct is likely to extend the St Leonards Strategic Centre and support more residential uses, while still maintaining a solid retail strip along Willoughby Road. Support for additional residential uses is illustrated by two recent planning proposals in the Lane Cove Council area for the Leighton and Charter Hall office towers, which propose to convert the majority of the land use to residential. The precinct's proximity to the Royal North Shore Hospital would ensure a retention and possible addition of commercial uses in the fields of health and education, creating a cluster of ancillary health businesses and services around the Hospital.

13.3.4 Victoria Cross Station

Overview of the local business precinct

Victoria Cross Station would be located beneath Miller Street (to the north of the Pacific Highway) between McLaren Street and south of Berry Street within the North Sydney commercial centre. A station entry would be provided on Miller Street between Berry and Mount streets, and a service building on Miller Street to the south of McLaren Street.

The local business precinct identified for assessment purposes comprises much of the North Sydney commercial centre.

At the most recent Census (2011), there were 41,993 people working in the Victoria Cross Station precinct. The main employment areas were professional, scientific and technical services (12,766), financial and insurance services (6528 jobs) and information media and telecommunications (3002 jobs).

The local business precinct includes the commercial centre of North Sydney which is part of Global Sydney. The majority of businesses are housed in office buildings; however, there is a considerable retail presence and a number of health and education uses, many of which are commercial operations.

There is a core local business activity area located around the station bounded generally by Berry Street, Walker Street, Miller Street and the Pacific Highway. The core activity area has some large shopping centres and a considerable retail presence on the Pacific Highway, Miller Street and Berry Street. The area has noticeable street front and shopping centre vacancies, though the spread of vacancies is uneven and some areas are performing better than others.

The major retail and commercial areas in the Victoria Cross Station precinct are:

- North Point Plaza at Victoria Cross, which comprises 16 specialty stores (including hair and beauty, travel agents, gifts and homewares) and a food court. Based on site inspections, there were low vacancy rates in the centre
- Berry Square located at 77 Berry Street, which comprises 36 specialty shops across two levels and is anchored by Officeworks. This centre is underperforming, with a considerable number of vacancies, especially on the second floor
- Greenwood Plaza, which is the busiest retail centre in North Sydney with direct access to North Sydney Station. Greenwood Plaza is owned by Mirvac and benefits from the multiple access and egress points crossing the Pacific Highway, which means many commuters pass through the centre in order to get to and from the station
- Montrose (213–215 Pacific Highway) and The London (156 Pacific Highway), which are two recently completed mixed-use developments with ground floor retail tenancies and first floor commercial tenancies of which nearly all are vacant. These two projects, coupled with Berry Square shopping centre, are key areas that are underperforming
- Miller Street between Victoria Cross and Berry Street, which is performing comparatively well. There is a range of retail, financial services (banks), cafes and restaurants fronting Miller Street. The ground floor shows relatively few vacancies with strong pedestrian foot traffic
- The Pacific Highway between Miller Street and Berry Street, which is performing relatively poorly. There is considerable retail vacancy on both sides of the road as well as visible ground floor vacancy of commercial buildings. A number of commercial buildings have been converted to residential in the last five years.

An ongoing local business issue in the North Sydney CBD has been the lack of strong retail trading outside office hours, especially weekend trading.

Travel patterns

The local business precinct has strong private and public transport connectivity to other parts of Metropolitan Sydney with three main arterial roads and a station that directly connects Sydney's North Shore to the Sydney CBD and multiple other employment centres including Chatswood, Parramatta and North Ryde / Macquarie Park.

North Sydney Station provides good connectivity to various regions around Sydney. It is a major station on the T1 North Shore Line, connecting to the T1 Northern Line via Macquarie Park. The local business precinct is also well serviced by buses connecting to other Sydney regions, including the Northern Beaches and the Lower North Shore.

The Journey to Work data (Bureau of Transport Statistics, 2011) shows the most popular mode of travel for commuters to North Sydney is train (46 per cent), followed by car (30 per cent) and bus (11 per cent).

Future vision for this precinct

A Plan for Growing Sydney (Department of Planning and Environment, 2014) identifies North Sydney CBD as part of Global Sydney and within the bounds of the Sydney CBD. North Sydney CBD is forecast to grow as one of the largest strategic centres in the Sydney metropolitan area. The plan highlights two priorities for the strategic centre:

- Retain a commercial core in North Sydney CBD for long term employment growth
- Investigate potential future employment and housing opportunities associated with a station at Victoria Cross.

It is critical for Global Sydney that North Sydney can increase its commercial presence and become a successful mixed-use centre in its own right. Better connectivity to multiple regions throughout Sydney as a result of Sydney Metro would significantly boost North Sydney's role within Global Sydney and the city more broadly.

13.3.5 Blues Point temporary site

The Blues Point temporary site would be located within Blues Point Reserve at the end of Blues Point Road. The site is currently used as a park and a public car park. The nearest businesses are a restaurant at McMahons Point wharf, the Blues Point Hotel, delicatessen and hairdresser near the Blues Point Road / French Street intersection and the retail strip north of the Blues Point Road / Mill Street intersection.

13.3.6 Barangaroo Station

Overview of the local business precinct

The proposed station at Barangaroo would be located beneath the northern end of Hickson Road. It would be strategically located with a station entrance within Central Barangaroo providing immediate access to commercial, mixed-use and entertainment precincts within the Barangaroo development.

Barangaroo is located within the western corridor of the Sydney CBD and comprises Barangaroo Reserve, Central Barangaroo and Barangaroo South. Barangaroo Reserve is a six-hectare site located at the northern end of Barangaroo and includes a harbour foreshore park featuring grassed areas, lookouts, walking and cycle paths and a new harbour cove; space for recreation; and a cultural centre. Central Barangaroo, consisting of 5.2 hectares, will be the cultural heart of Barangaroo and will include a combination of civic and cultural attractions along with recreational, residential, retail and commercial uses. Barangaroo South is being developed as a mixed use precinct consisting of office buildings, apartments, a hotel, shops, cafes, restaurants, and cultural facilities.

There is already a considerable existing employment base in the Barangaroo local business precinct established by the commercial and retail businesses on the eastern side of Hickson Road / Sussex Street. At the most recent Census (2011), there were 5659 people working in the Barangaroo Station precinct. The main employment areas were professional, scientific and technical services (1333 jobs), financial and insurance services (1193 jobs) and construction (971 jobs) associated with the development of Barangaroo. Employment in Barangaroo is expected grow substantially, with new developments expected to ultimately support over 24,000 permanent jobs.

The proposed Barangaroo Station would be located within and immediately adjacent to Central Barangaroo and a short distance from the neighbouring Barangaroo South.

Travel patterns

While the local business precinct currently has no direct access to rail, indirect access is being improved through the development of Wynyard Walk, which is currently under construction, and will provide a fully accessible pedestrian link between Wynyard Station and the Barangaroo. Other transport connections include:

- Circular Quay and Darling Harbour wharves, which are about 270 metres and 1.1 kilometres from Barangaroo precinct, respectively
- The Barangaroo Ferry Hub, which will begin construction in early 2016, will provide increased capacity for ferry services to meet future demand at Barangaroo and surrounding precincts.

Journey to work data (Bureau of Transport Statistics, 2011) indicates that the most popular mode of commuter travel for workers employed in the precinct is train (42 per cent), followed by bus (22 per cent) and car (21 per cent). The largest portion of workers employed in the precinct live in the Sydney inner city (11.5 per cent) indicating a strong level of self-containment.

Future vision for this precinct

Barangaroo will become Sydney's premier waterfront precinct and provide a hub for Sydney's financial and professional services and considerable flexible employment space for local businesses. It will open a new commercial precinct within the existing Sydney CBD and provide space for over 24,000 permanent jobs and capacity for numerous small and large businesses.

Barangaroo South is becoming one of the largest mixed-use precincts in Sydney comprising office buildings, residential apartments, an international hotel, shops, restaurants, cafes and cultural facilities.

The Sydney Metro would have a major influence in directly connecting Barangaroo to multiple centres across Sydney. This is likely to help drive demand for employment space and expand the night-time economy of Barangaroo.

13.3.7 Martin Place Station

Overview of the local business precinct

Martin Place Station would be positioned between Elizabeth Street and Castlereagh Street on a north-south alignment, with stations entries to the south of Hunter Street and to the south of Martin Place.

The local business precinct used for the purposes of assessment comprises a considerable proportion of the commercial core of the Sydney CBD. The commercial business functions of the precinct are supported by an extensive range of retail, hotel, entertainment and dining businesses, typical of a thriving city centre. The area around the proposed Martin Place Station at ground level is dominated by higher-end retail and food and beverage retail. There are also extensive underground connected shopping centres within this area.

As at the 2011 Census, the Martin Place local business precinct employed 73,077 people of which 52,337 were employed in business jobs, many of which were in the finance, property and legal services sectors.

Martin Place is currently being revitalised by new construction (including 20 Martin Place and 48-50 Martin Place) that will help generate greater retail activity and foot traffic between George Street and Macquarie Street.

Travel patterns

The Martin Place local business precinct is well connected by multiple transport. The majority of commuter trips are made by public transport including train (43 per cent), followed by bus (23 per cent) and then car (11 per cent).

Future vision for this precinct

The future vision for the Martin Place local business precinct is tied closely to that of the broader Sydney CBD and the concept of Sydney as a global city. A key part of the future vision identified by the City of Sydney Sustainable Sydney 2030 initiative is an integrated transport network that can relieve pressure on the current public transport network.

13.3.8 Pitt Street Station

Overview of the local business precinct

Pitt Street Station would be located underneath Pitt and Castlereagh streets with station entries to the north of Park Street and to the south of Bathurst Street. It would be located almost in the very centre of the Sydney CBD, across one of the busiest intersections in the city.

The local business precinct around the proposed Pitt Street Station is comparable to Martin Place in terms of the distribution and type of businesses. At street level there are a number of retail and dining businesses operating along Pitt Street, Park Street and Bathurst Street. Several hotels / pubs, grocery stores and a theatre also operate in the precinct.

As at the 2011 census, the Pitt Street local business precinct employed 43,306 people, including 30,038 business jobs and 5,934 retail jobs.

Travel patterns

The Pitt Street local business precinct forms part of the city circle area and is well connected by multiple transport nodes which directly link to suburban centres. Accordingly, the majority of commuter trips are made by public transport including train (49 per cent), bus (23 per cent) and car (9 per cent).

Future vision for this precinct

Similar to Martin Place, the future vision for the Pitt Street local business precinct is tied closely to that of the broader Sydney CBD and the concept of Sydney as a global city. As noted in Section 13.3.7, a key part of the future vision identified by the City of Sydney Sustainable Sydney 2030 initiative is an integrated transport network.

13.3.9 Central Station

Overview of the precinct

Central Station local business precinct identified for assessment purposes is formed around the existing Central Station, which would accommodate the proposed metro station within the existing station footprint below existing platforms 13 to 15.

The local business precinct is separated by the station and rail corridor, which represents a barrier to permeability and connectivity of business areas surrounding the station. For this reason, the following three sub-precincts were identified:

- Central Station area
- Surry Hills, which is located on the eastern side of Central Station
- Haymarket / Chinatown / Chippendale, which is located on the western side of Central Station.

At the most recent Census (2011), there were 25,848 people working in the Central Station precinct. The main employment areas were public administration and safety (5431 jobs), followed by transport, postal and warehousing (4351 jobs) and professional, scientific and technical services (3576 jobs).

The local business precinct has been undergoing significant revitalisation over the past decade with the redevelopment of the Carlton United Brewery site into Central Park Sydney, and new work at The University of Technology Sydney. Surry Hills has also experienced a great deal of activity in terms of urban gentrification, with conversion of older industrial buildings and warehouses into residential apartments. This has driven a marked increase in the number of small businesses in the precinct generating increasing foot traffic, destination retail and small business trade. These developments are also attracting new residents, resulting in significant growth in the local population.

Central Station area

Several long-running businesses are located in and around Central Station, generally along Eddy Avenue and the southern subway between the station (and effectively, Surry Hills) and Henry Deane Plaza and Railway Square. These businesses generally comprise food and beverage premises, small retail outlets (generally factory outlets / reduced stock style retail) and convenience stores. There are also businesses within the main station area, including food and beverage premises, newsagencies and convenience stores. These local food and retail businesses benefit from the strong connectivity between the station, surrounding Sydney CBD businesses and links to educational establishments such as Ultimo TAFE, University of Technology Sydney and Australian Institute of Music.

Surry Hills

Surry Hills is characterised by a vibrant, creative and extensive mix of local businesses including cafes, restaurants, bars, fashion stores, homewares and speciality stores. There is also a considerable number of small to medium sized businesses especially in communications, media, architecture, design and consulting.

Bourke and Crown streets are the two main retail strips, with a considerable number of retail businesses between Albion, Foveaux and Devonshire streets and Central Station along Elizabeth Street. These businesses benefit from the surrounding commercial businesses at the southern end of the Sydney CBD, the proximity to multiple other inner-city suburbs and from being on the walking route between Central Station and major event spaces at the Sydney Cricket Ground, Sydney Football Stadium and other attractions at Moore Park.

Haymarket / Chinatown / Chippendale

The Haymarket / Chinatown/ Chippendale sub-precinct is renowned for its considerable number of Asian restaurants, convenience stores, street markets, small grocery shops and small fashion outlets. The sub-precinct is very popular for the younger demographic due to the proximity to education centres, such as The University of Technology Sydney and NSW TAFE.

The local businesses benefit from this highly connected inner-city suburb with transport nodes such as Central Station, three light rail stations (Paddy's Markets, Central and Capitol Square) and bus links along George Street.

The local businesses in this precinct perform strongly due to adjoining suburbs such as Darling Harbour, Ultimo, Surry Hills and Sydney CBD, which have strong pedestrian links and high volumes of pedestrians. This strong demand also supports night time trade for many of these businesses.

Travel patterns

The Central Station precinct is essentially an extension of the Sydney CBD and serves as a central interchange for Sydney's rail, bus and light rail network as well as NSW's regional and intercity rail and coach fleets. The precinct offers exceptional connectivity to other parts of NSW and interstate.

The precinct contains Central Station and two light rail stations (Central and Capitol Square). Once completed, Sydney's CBD and South East Light Rail will improve access from Circular Quay through the Sydney CBD to sporting and entertainment precincts (via Central Station) and to Randwick and Kingsford.

Main arterial roads such as George Street, Harris Street and Elizabeth Street provide easy accessibility to travel to the precinct via car or bus. The precinct is well serviced with buses along George Street linking to Parramatta Road via Broadway.

According to Journey to Work data (Bureau of Transport Statistics, 2011), the most popular mode of travel for commuters who work in the precinct is train (54 per cent), followed by car (19 per cent) and bus (12 per cent).

Future vision for this precinct

Central Station precinct will continue to serve as a central interchange for suburban rail services, bus and light rail network, and intercity rail services and coach fleets. Surry Hills, Haymarket and Chinatown will continue to grow as highly connected inner-city suburbs supporting local businesses, residents and visitors.

The Central to Eveleigh Corridor is another major project that is influencing change in the area. The project would renew the rail corridor between Central Station and Eveleigh, which in turn would create an inner-city location for new homes, jobs and infrastructure. UrbanGrowth NSW has identified the potential for 29,000–56,000 new residents and 14,000 to 25,000 additional workers in seven new neighbourhoods along the corridor.

13.3.10 Waterloo Station

Overview of the precinct

Waterloo Station would be located adjacent to Cope Street between Raglan Street and Wellington Street.

The local business precinct broadly identified for assessment purposes encompasses the area that extends south from Redfern Street to McEvoy Street and between Young Street (east) and Mitchell Road / Fountain Street (west).

The precinct contains a mixture of employment uses. At the most recent Census (2011), 4150 people were working within the precinct. The main employment areas were professional, scientific and technical services (566 jobs), followed by health care and social assistance (474 jobs) and retail trade (425 jobs).

Local businesses within the precinct include commercial / retail (cafes, hotels, supermarkets, pharmacies, furniture / lighting stores and services businesses), industrial / warehouse (electronics factory outlet, footwear, clothing and automotive services) and educational facilities.

Travel patterns

According to Journey to Work data (Bureau of Transport Statistics, 2011), workers within the precinct relied heavily on private transport to commute to work (48 per cent), with around 26 per cent of workers commuting by train. This is despite the precinct being relatively close to the stations of Erskineville, Macdonaldtown, Redfern and Green Square. The reliance on private transport is a major consideration when identifying project impacts on businesses.

Future vision for the precinct

Transformation of the area over 15-20 years will see the complete renewal and replacement of all social housing as a minimum, integrated with planning for new public parks, community facilities and jobs. The future renewal will also see additional affordable housing alongside social and private housing. This will support and retain a diverse and vibrant community into the future.

The local business precinct is also adjacent to the 278-hectare Green Square Development Area. On completion, the Green Square Development Area will have:

- 30,500 new dwellings, including 10,000 under assessment or in construction.
- A population of 19,000 by 2019, potentially growing to 61,000 by 2030
- 21,000 permanent jobs
- Community facilities and green space
- 14,000 square metres of retail floor space
- 50,000 square metres of commercial office floor space.

13.3.11 Marrickville dive site (southern)

Overview of the precinct

The Marrickville dive site would be located north of Sydenham Station and immediately south of Bedwin Road, Marrickville.

The local business precinct identified for assessment purposes is fairly extensive as the surrounding areas include a large number of businesses. It has been divided into two sub-precincts which differ in terms of land use, employment and layout. These are referred to as the Marrickville industrial sub-precinct and the Sydenham sub-precinct.

At the most recent Census (2011), there were 7417 people working within the local business precinct. The industrial significance of the precinct is highlighted by the fact that manufacturing (2247 jobs) comprises nearly 30 per cent of all jobs in the precinct. Wholesale trade (1074 jobs) is also a prominent source of employment in the precinct.

Marrickville industrial sub-precinct

The Marrickville industrial sub-precinct situated on the northern side of the rail corridor comprises mostly industrial land uses, with food processing and distribution being common. This industrial uses located within this sub-precinct benefit from existing infrastructure as well as relatively close proximity to Sydney Airport, Port Botany and Sydney CBD.

Sydenham sub-precinct

The Sydenham sub-precinct is situated on the southern side of the rail corridor. It is a typical inner west residential suburb comprising mostly medium density residential dwellings, light industrial land uses, small pockets of residential and commercial uses and scattered retail outlets. Local businesses include cafés, a local pub, takeaway food shops, restaurants as well as a small retail strip near the intersection of Unwins Bridge Road and Gleeson Avenue.

Travel patterns

Private vehicle is the preferred mode of transport for people commuting to this precinct (66 per cent). This reflects the fact that the precinct has a strong industrial presence and available parking. Train (17 per cent) and to a lesser extent buses (three per cent) are other important modes for commuters, reflecting the relatively good public transport connections in the area.

Future vision for the precinct

The Marrickville and Sydenham areas will continue to grow as an employment centre and residential suburb. Growth will be stimulated by the precinct's proximity to Sydney CBD, Sydney Airport, Port Botany and Sydenham Station.

The intensive industrial uses, especially on the northern side of Sydenham Station, will likely come under pressure to convert to residential uses, a process which has already begun.

The southern side of the station has considerable scope for development, but it is constrained by aircraft noise, which is a major inhibitor to future development and unlikely to change.

13.4 Potential impacts

The potential impacts of the project have been assessed for each of the identified local business precincts and for both the construction and operation phases (refer to Table 13-2). The impact assessment considers whether a particular impact is:

- Positive or negative
- Significant, moderate, slight or neutral
- During construction and / or operation.

Table 13-2 Impact assessment ratings

Impact rating	Description
Significant negative	Impacts with serious, long term or possibly irreversible effects. This category also includes localised impacts that can only be addressed through compensatory measures (as in the case of property acquisition).
Moderate negative	Impacts that may be short, medium or long term in duration and most likely to respond to management actions.
Slight negative	Impacts that would have minimal effect, could be short term, can be mitigated, would not cause substantial detrimental effects, and may be confined to a small area.
Neutral	No discernible or predictable positive or negative impact.
Slight positive	Impacts that would have minimal effect, could be short term, and may be confined to a small area.
Moderate positive	Impacts that may be short, medium or long term in duration and may result in a positive outcome in terms of new opportunities and outcomes of enhancement or improvement.
Significant positive	Impacts that would result in substantial and long term improvements or enhancements to the existing environment.

13.4.1 Potential construction phase impacts

While construction of the project is likely to result in broader economic benefits by way of job generation and construction multipliers, local or precinct level businesses and landowners would experience a degree of disruption and other temporary negative impacts, particularly, those located close to the construction sites. Table 13-3 outlines the impacts during construction.

Table 13-3 Construction impact assessment – by precinct

Impacts during construction	Impact
Chatswood dive site (northern) and northern surface works	
<p>Servicing and delivery / access</p> <p>There would be some potential impact on access to the Dulux premises, which is located on the corner of Nelson Street and the Pacific Highway, due additional construction traffic using Nelson Street. Light construction vehicles may occasionally use Hampden Road near the Artarmon shops, but this infrequent use is not expected to have any effect on access to businesses.</p> <p>A number of intersections within and near the local business precinct currently experience long delays. Construction traffic associated with the project is not expected to significantly increase delay at any of these intersections and in turn is not expected to significantly affect the servicing of or access to businesses.</p>	Slight negative
<p>Noise, vibration and dust</p> <p>Construction work, including excavation, could disturb businesses and the work environment.</p>	Moderate negative

Impacts during construction	Impact
<p>Property acquisition</p> <p>There would be a need to acquire an estimated 16 properties (resulting in acquisition or relocation of occupying businesses or other negotiated arrangements). This would result in disturbance to business operations and costs for affected landowners and businesses that would need to be addressed as part of the acquisition process. There would also be a need to relocate the Ausgrid depot.</p>	Significant negative
<p>Trade increase</p> <p>The project's construction workers in the locality would require food and beverage services and other goods, which would benefit businesses such as the Great Northern Hotel and local food retailers around Artarmon and Chatswood stations.</p>	Moderate positive
Artarmon substation	
<p>As there are no businesses located on the site or close to the precinct, no impacts on businesses are expected during construction works at the Artarmon substation.</p>	Neutral
Crows Nest Station	
<p>Servicing and delivery access</p> <p>Businesses could be disrupted by planned or temporary closures of Clarke Lane and the closure of Hume Street for up to six months. The potential impacts would relate to servicing and delivery constraints for business located along the Pacific Highway and in surrounding streets such as Clarke Street, Hume Street and Oxley Street. Many of these businesses rely heavily on servicing and deliveries as they are retail showrooms for furniture, homewares, picture framing and other bulky goods.</p> <p>During the temporary closure of Hume Street, traffic would be redirected via Oxley Street. This would result in a minor deterioration in the performance of the Pacific Highway / Oxley Street intersection, but the intersection would still operate satisfactorily and any resulting delays would not significantly affect the servicing of or access to businesses.</p>	Moderate negative
<p>Customer access / passing trade</p> <p>Construction hoardings, changed access routes and perceived access challenges could disrupt pedestrian access and affect the visibility of businesses. Based on information provided during the survey of local businesses, it is considered that direct access, business visibility and permeability are core drivers of local retail trade in this precinct.</p>	Moderate negative
<p>Supply of and access to car parking</p> <p>The potential loss of up to four car parking spaces on Hume Street may affect local business accessibility as the majority of customers drive and use on-street parking, especially those accessing local services and bulky goods (such as Coco Republic).</p>	Slight negative
<p>Noise, vibration and dust</p> <p>Construction work, including excavation, could disturb businesses and the work environment, although expected impacts would be substantially reduced through the use of an acoustic shed at this construction site. Remaining impacts would be most noticeably experienced by amenity-sensitive businesses such as outdoor cafes, beauticians, child care centres and medical facilities.</p>	Moderate negative
<p>Property acquisition</p> <p>There would be a need to acquire an estimated ten properties (one partial) (resulting in acquisition or relocation of occupying businesses, or other negotiated arrangements).</p>	Significant negative
<p>Increased trade for food and beverage</p> <p>The project's construction workers would require food and beverage services and other goods. This would especially benefit, and potentially offset impacts on, businesses which may otherwise lose some regular trade around Clarke Street, Oxley Street and Hume Street.</p>	Moderate positive

Impacts during construction	Impact
Victoria Cross Station	
<p>Servicing and delivery access</p> <p>Construction would disrupt traffic and pedestrian access. This would have potential impacts on servicing and delivery for business, schools and colleges along Miller Street and surrounding streets such as Denison Street and Berry Street. Many businesses are retail and commercial uses which rely on servicing and deliveries.</p> <p>Delays on the road network associated with addition of construction traffic are not expected within and adjacent to this local business precinct.</p>	Moderate negative
<p>Customer access / passing trade</p> <p>Construction hoardings, changed access routes and perceived access challenges would potentially disrupt pedestrian access and the visibility of businesses within the precinct. It is specifically noted that the pedestrian connection between Miller Street and Berry Square would no longer be available once construction starts.</p>	Moderate negative
<p>Supply of and access to car parking</p> <p>The potential loss of up to four spaces on Miller Street could have a modest impact on local businesses.</p>	Slight negative
<p>Noise, vibration and dust</p> <p>Construction work, including excavation, could disturb businesses and the work environment, although expected impacts would be substantially reduced through the use of an acoustic shed at this construction site. Remaining impacts would be most noticeably experienced by amenity-sensitive businesses such as outdoor cafes, beauticians and medical facilities.</p>	Moderate negative
<p>Traffic congestion</p> <p>North Sydney is a major access point between multiple suburbs of the inner north and the Sydney Harbour Bridge and Tunnel. While the addition of construction vehicles would result in only minor changes to existing intersection performance, any localised congestion could affect business operations.</p>	Moderate negative
<p>Property acquisition</p> <p>There would be a need to acquire an estimated eight properties (resulting in acquisition or relocation of occupying businesses, or other negotiated arrangements).</p>	Significant negative
<p>Increased trade for food and beverage</p> <p>The increase in workers associated with construction of the project would benefit – and potentially offset impacts on – businesses that may otherwise lose some regular trade around Miller Street, Berry Street and McLaren Street.</p>	Moderate positive
Blues Point temporary site	
<p>Servicing and delivery access</p> <p>As there are no businesses located within the immediate vicinity of the temporary site, no major impacts have been identified as a result of the proposed works. Transport of equipment and associated traffic movements to and from the temporary site would add some traffic to Blues Point Road, but would be unlikely to cause delays affecting the operation of businesses. Temporary traffic controls and delays associated with the transport of oversize tunnel boring machine components would very short-term and limited to only four occasions during the construction period. Access to businesses would be retained.</p>	Slight negative

Impacts during construction	Impact
Sydney Harbour ground improvement works	
<p>A range of businesses use Sydney Harbour in the vicinity of the proposed ground improvement works locations (refer Chapter 7 (Project description – construction) for the locations of ground improvement work), including tourism operators, water taxis and commercial shipping. A ban was placed on commercial fishing in Sydney Harbour in 2006 so it is not expected these types of activities would be affected. As noted in Chapter 8 (Construction traffic and transport), potential impacts on some commercial shipping may need to be managed, however impacts on marine traffic are generally not expected.</p>	Neutral
Barangaroo Station	
<p>Servicing and delivery access</p> <p>Although construction of the station would be adjacent to an existing Barangaroo construction site, the cumulative impact of the work could adversely affect servicing and delivery for businesses within Barangaroo that are already operating, and in surrounding areas such as Walsh Bay that are located at the end of a peninsula via Hickson Road.</p>	Moderate negative
<p>Noise, vibration and dust</p> <p>Construction work, including excavation, could disturb businesses and the work environment, although expected impacts would be substantially reduced through the use of an acoustic shed at this construction site.</p>	Moderate negative
<p>Supply of and access to car parking</p> <p>Changes to on street parking opportunities (ie potential loss of up to 125 spaces on Hickson Road) could affect local businesses. Given however that very few businesses presently operate in the central section of Hickson Road and the area is under major redevelopment, this impact is considered likely to be minor.</p>	Slight negative
<p>Increased trade for food and beverage</p> <p>The increase in workers associated with construction of the project would benefit food and beverage outlets.</p>	Moderate positive
Martin Place Station	
<p>Servicing and delivery access</p> <p>Potential impacts in this precinct relate to servicing and delivery constraints for businesses as a consequence of increased traffic and the cumulative impacts of construction work from other projects such as the CBD and South East Light Rail where they temporally and geographically overlap.</p> <p>It is expected that such impacts are most likely to occur between 2017 and 2023 especially during the overlap with CBD and South East Light Rail main work from 2017-2019.</p> <p>Delays associated with addition of construction traffic are expected to be negligible within this local business precinct.</p>	Moderate negative
<p>Customer access / passing trade</p> <p>Construction hoardings, changed access routes (including the temporary closure of Martin Place between Castlereagh and Elizabeth streets) and perceived access challenges could disrupt pedestrian access and the visibility of businesses. There would be some potential loss of passing trade as a result of the closure of the existing link between Martin Place Station and the MLC Centre.</p>	Moderate negative
<p>Noise, vibration and dust</p> <p>Construction work, including excavation, could disturb businesses and the work environment, although expected impacts would be substantially reduced through the use of an acoustic shed at this construction site. These impacts would be most noticeably experienced by amenity-sensitive businesses such as outdoor cafes, bars and medical facilities in the precincts and could be exacerbated by construction work on other projects nearby.</p>	Moderate negative

Impacts during construction	Impact
<p>Property acquisition</p> <p>There would be a need to acquire an estimated eight properties (resulting in acquisition or relocation of occupying businesses, or other negotiated arrangements).</p>	Significant negative
<p>Changed consumer behaviour</p> <p>Construction could alter consumer behaviour. As the Sydney CBD layout is generally cross-form with a grid structure, this may mean businesses with access restrictions could lose trade to businesses on other streets.</p>	Moderate negative
<p>Increased trade for food and beverage</p> <p>The increase in workers associated with construction of the project would benefit food and beverage outlets. This impact would be relatively modest during the day, but demand for services may increase more noticeably during evening periods as a consequence of scheduled evening construction work.</p>	Slight positive
Pitt Street Station	
<p>Servicing and delivery access</p> <p>Potential impacts in this local business precinct relate to servicing and delivery constraints for businesses (particularly major retail businesses in locations such as Pitt, Park and Castlereagh streets) as a consequence of increased traffic and the cumulative impacts of construction work from other projects such as the CBD and South East Light Rail where they temporally and geographically overlap.</p> <p>Construction related traffic congestion is not expected to be a major issue for local businesses because intersection performance is expected to be maintained at all nearby intersections, except for the Bathurst Street / Day Street intersection where increased delay would be relatively minor.</p>	Moderate negative
<p>Customer access / passing trade:</p> <p>Potential impacts relate to disruptions to pedestrian access and visibility of businesses within the precincts as a result of construction hoardings, changed access routes and perceived access challenges.</p>	Moderate negative
<p>Noise, vibration and dust</p> <p>Construction work, including excavation, could disturb businesses and the work environment, although expected impacts would be substantially reduced through the use of an acoustic shed at this construction site. These impacts would be most noticeably experienced by amenity-sensitive businesses such as outdoor cafes, bars and medical facilities in the precincts and could be exacerbated by construction work on other projects nearby.</p>	Moderate negative
<p>Property acquisition</p> <p>There would be a need to acquire an estimated 12 properties (resulting in acquisition or relocation of occupying businesses, or other negotiated arrangements).</p>	Significant negative
<p>Changed consumer behaviour</p> <p>A potential impact on local businesses in this precinct is changed consumer behaviour during the construction period. As the Sydney CBD layout is generally cross form with a grid structure, this may mean businesses where there are access restrictions could lose trade to other streets.</p>	Moderate negative
<p>Increased trade for food and beverage</p> <p>The increase in workers associated with construction of the project would benefit food and beverage outlets. This impact would be relatively modest during the day, but demand for services may increase more noticeably during evening periods as a consequence of scheduled evening construction work.</p>	Slight positive

Impacts during construction	Impact
Central Station	
<p>Customer access / passing trade</p> <p>Construction hoardings, changed access routes (including the short-term closure of Devonshire Street tunnel) and perceived access challenges could disrupt pedestrian access and the visibility of businesses within and surrounding the station. This could be construction work on other projects in the station and / or station precinct (such as works on Eddy Avenue and Chalmers Street associated with the CBD and South East Light Rail).</p> <p>Construction is expected to result in a marginal deterioration in the performance of several intersections that are already currently experiencing congestion. This may have some impact on the convenience of customer access.</p>	Moderate negative
<p>Noise, vibration and dust</p> <p>Construction work, including excavation, could disturb businesses. These impacts would be most noticeably experienced by amenity-sensitive businesses such as outdoor cafes, bars and medical facilities in the precinct and could be exacerbated by construction work on other projects in the station and / or station precinct (such as the CBD and South East Light Rail).</p>	Moderate negative
<p>Property acquisition</p> <p>There would be a need to acquire an estimated 10 properties (resulting in acquisition or relocation of occupying businesses, or other negotiated arrangements).</p>	Significant negative
<p>Increased trade for food and beverage</p> <p>The increase in workers associated with construction of the project would benefit food and beverage outlets.</p>	Slight positive
Waterloo Station	
<p>Servicing and delivery access</p> <p>There could be servicing and delivery constraints for business located along Botany Road or on opposite sides of Raglan Street and Buckland Street. Construction related traffic congestion is not expected to be a major issue for local businesses because the majority of intersections are predicted maintain their current level of service, except for the Cleveland Street / Regent Street intersection which is already operating close to capacity.</p>	Moderate negative
<p>Loss of on-street car parking</p> <p>Up to four on street car parking spaces on Raglan Street would be removed for the duration of construction while on-street car parking spaces along Cope and Wellington streets would also be temporarily removed during demolition works. This loss of car parking could have an impact on surrounding local businesses and shoppers.</p>	Slight negative
<p>Customer access / passing trade</p> <p>Construction would result in changes to vehicle and pedestrian flows that could influence the level of trade passing businesses and subsequent customers and sales.</p>	Moderate negative
<p>Noise, vibration and dust</p> <p>Construction work, including excavation, could disturb businesses and the work environment, although expected impacts would be substantially reduced through the use of an acoustic shed at this construction site.</p>	Moderate negative
<p>Property acquisition</p> <p>There would be a need to acquire and estimated 18 properties (resulting in acquisition or relocation of occupying businesses, or other negotiated arrangements).</p>	Significant negative
<p>Increased trade for food and beverage</p> <p>The increase in workers associated with construction of the project would benefit food and beverage outlets and other retailers, particularly those located along Botany Road or Raglan and Buckland streets.</p>	Moderate positive

Impacts during construction	Impact
Marrickville dive site (southern)	
Servicing and delivery access New and altered signals at intersections could result in constraints or restrictions to access for businesses located close to the site. Construction related traffic congestion is not expected to be a major issue for local businesses because all nearby intersections are expected to maintain their existing level of service, except for the Bedwin Road / Unwins Bridge Road / Campbell Street / May Street intersection, where increases in delay would be relatively minor.	Moderate negative
Loss of on-street parking On-street parking is a major factor in business patronage in the area. As it is relatively dense for an industrial area, the on-street parking is considered an important asset both for staff parking and for customers. The construction work would result in the estimated loss of up to four car parking spaces in the local business precinct.	Slight negative
Noise, vibration and dust Construction work, including excavation, could disturb businesses and the work environment, although expected impacts would be substantially reduced through the use of an acoustic shed at this construction site.	Moderate negative
Property acquisition There would be a need to an estimated 13 properties acquired (resulting in acquisition or relocation of occupying businesses, or other negotiated arrangements).	Significant negative
Demand for services As a mostly industrial area, businesses may benefit during the construction phase from increased demand for industrial services or construction materials.	Moderate positive
Increased trade for food and beverage The increase in workers associated with construction of the project would benefit food and beverage outlets and other retailers, particularly those on the eastern side of the rail corridor.	Moderate positive

13.4.2 Potential operation phase impacts

Table 13-4 outlines the impacts during operation for each precinct. Identified impacts at the local and regional scales would largely be positive due to the enhanced capacity and frequency of transport services, which would improve access to the Sydney CBD including Barangaroo. New stations to the north at Victoria Cross and Crows Nest, together with a new station at Waterloo would also enhance the appeal and attraction of visiting, investing, living and working in these precincts.

Negative impacts for local businesses during operation would be the potential for increased commercial rents, increased levels of competition, changes to customer access and parking, and noise.

Table 13-4 Operational impact assessment

Impacts during operation	Impact
Chatswood dive site (northern)	
Noise and vibration Noise and vibration from the project could have a potential adverse impact on business operation and the work environment.	Slight negative
Development stimulus	
The redevelopment of surplus land from construction sites (subject to separate assessment and approval processes) would stimulate development.	Significant positive

Impacts during operation	Impact
Artarmon substation	
As there are no businesses located on the site or nearby, no business impacts have been identified.	Neutral
Crows Nest Station	
<p>Changed consumer behaviour</p> <p>The construction phase has the potential to affect the longer term viability of the local services and furniture retail which has been a long term use along the Pacific Highway and surrounding streets. Already these two industries have a much smaller presence at this location than they did previously. Construction related disruption, access restrictions and increased traffic congestion as a result of the construction of the project could influence consumer behaviour and, along with pre-existing factors, the need for these types of businesses to consider relocation.</p>	Moderate negative
<p>Competition</p> <p>The redevelopment of the precinct (subject to separate assessment and approval processes) would include new ground floor retail and / or commercial uses, which may increase competition with surrounding businesses and have some impact. Other businesses may benefit as a consequence of agglomeration.</p>	Neutral
<p>Improved commercial rent / land values</p> <p>The project would make the precinct a more attractive place to live and work and, therefore, invest. There is the potential for commercial rents to increase as a result of value uplift within prime locations around the new station. This may force businesses that are utilising the cheaper rent in the considerable B, C and D grade commercial office stock to move to places with more affordable rent. This may have an adverse impact on tenants but a positive impact for property owners who would also benefit from an uplift in property values.</p>	Moderate negative Significant positive
<p>Development stimulus</p> <p>The project would create a positive opportunity for the redevelopment of some under-utilised sites and locations in the precinct (subject to separate assessment and approval processes). This could result in additional housing and business opportunities with the additional population supporting demand for businesses and services.</p>	Significant positive
<p>Enhanced access for customers</p> <p>The project would create a major access point for commuters, visitors and prospective customers. Proposed improvements such as a new signalised pedestrian crossing on northern side of Pacific Highway / Oxley Street intersection, new pedestrian crossings on Clarke Street, Hume Street and Oxley Street, and provision of bike parking on Hume and Oxley Street could also benefit for businesses in this precinct and better link the precinct to surrounding areas such as Crows Nest Town Centre (which is focused along Willoughby Road). Businesses likely to benefit from this enhanced connection and accessibility include food, beverage, grocery, special uses, retail, commercial business and lifestyle uses.</p> <p>These improvements are also likely to result in enhanced business investment. The enhanced actual and perceived level of access is also likely to considerably increase passing trade between the new station and the streets to the west of Willoughby Road, which could expand the core entertainment precinct beyond Willoughby Road to Clarke, Oxley and Hume streets and provide opportunities for new and expanded business clusters.</p>	Significant positive
<p>Enhanced business connectivity</p> <p>The project would significantly enhance connections between the precinct and important business and employment nodes such as Macquarie Park, Norwest, Chatswood, North Sydney, Barangaroo, Sydney CBD and the Australian Technology Park. This would enhance the appeal of the precinct as a place for businesses to invest and support the State Government's objectives for employment and business growth in this precinct, and potentially reduce vacancy levels for commercial floor space. It would also enhance the dining and entertainment appeal of the precinct and its accessibility to areas to Sydney's north (that is, areas along the Sydney Metro Northwest).</p>	Significant positive

Impacts during operation	Impact
Victoria Cross Station	
<p>Improved commercial rent / land values</p> <p>The project would make the precinct a more attractive place to live and work and, therefore, invest. There is potential for commercial rents to increase as a result of increased value uplift within prime locations around the new station. This may force businesses that are utilising the cheaper rent in the considerable B, C and D grade commercial office stock to move to places with more affordable rent. As a major commercial centre, this enhanced access is likely to have a more positive impact by attracting new major commercial tenants.</p> <p>This may have an adverse impact on tenants but a positive impact for property owners who would also benefit from an uplift in property values.</p>	<p>Slight negative</p> <p>Significant positive</p>
<p>Competition</p> <p>The redevelopment of the precinct (subject to separate assessment and approval processes) would include new ground floor retail and / or commercial uses, which may increase competition with surrounding businesses and have some impact. Other businesses may benefit as a consequence of agglomeration impacts.</p>	<p>Neutral</p>
<p>Enhanced business connectivity</p> <p>The project would significantly enhance connections between the precinct and important business and employment nodes such as Chatswood, Barangaroo, Sydney CBD and the Australian Technology Park. This would enhance the appeal of the precinct as a place for businesses to invest and support the State Government’s objectives for employment and business growth in this precinct, and potentially reduce vacancy levels for commercial floor space. The link with Barangaroo is considered particularly important as it would create opportunities for North Sydney to act as a more affordable business support hub for the high-value global headquarters located within Barangaroo. The link with the Sydney Metro Northwest and its associated residential areas is also considered key to opening up further job opportunities for knowledge workers in North Sydney as part of the Global Economic Corridor.</p>	<p>Significant positive</p>
<p>Staff access, recruitment and retention</p> <p>The project would improve connectivity to employment and residential locations across Sydney. This would enhance the appeal of this major employment precinct to potential employees and improve the prospects for retaining them. This would support business growth and productivity within the precinct.</p>	<p>Moderate positive</p>
<p>Enhanced access for customers</p> <p>The project would create a major access point to the precinct for commuters, visitors and customers. The new station would deliver customers to the commercial core of North Sydney and allow a transit node (with North Sydney Station) to be located on both the eastern and western sides off the Pacific Highway. These enhancements, would support North Sydney’s retail sector and, in turn, night-time and weekend trade, enhancing the appeal of North Sydney overall.</p>	<p>Moderate positive</p>
<p>Development stimulus</p> <p>The project would create a positive opportunity for the redevelopment of some under-utilised sites and locations in the precinct.</p>	<p>Significant positive</p>

Impacts during operation	Impact
Barangaroo Station	
<p>Improved commercial rent / land values</p> <p>The project would enhance the appeal of the precinct to international corporations and investors, thereby improving its attraction and value as a place to live and work and, therefore, invest. There is potential for commercial rents to rise as a result of increased value within prime locations around the station.</p>	Significant positive
<p>Enhanced business connectivity</p> <p>The project would significantly enhance connections between the precinct and other parts of Sydney CBD, creating a more attractive business environment and enhancing agglomeration benefits. More broadly, the project would also enhance connections with other supporting business and employment nodes such as Macquarie Park, Chatswood, North Sydney and the Australian Technology Park.</p>	Significant positive
<p>Staff access, recruitment and retention</p> <p>The project and its improved connectivity to employment and residential locations across Sydney would enhance the appeal of this major employment precinct to potential employees, and improve the prospects for retaining them. This would support business growth and productivity within the precinct.</p>	Moderate Positive
<p>Enhanced access for customers</p> <p>The project would create a major access point to the precinct for commuters, visitors and prospective customers. The new station would deliver customers to the very heart of Barangaroo – Central Barangaroo – enhancing the appeal of the special uses and entertainment services and facilities to be located within the precinct. The close proximity of the precinct to Walsh Bay may also result in benefits to businesses in this area.</p>	Moderate positive
Martin Place Station	
<p>Changed consumer behaviour</p> <p>The project would result in the longer term behavioural change of visitors to the Sydney CBD and its associated retail and business services. Such change could occur as a result of existing Sydney CBD customers and clients using services and facilities in alternative locations to avoid the construction work and choosing not to return to Sydney CBD locations on completion of work (eg, choosing to shop in suburban locations).</p> <p>Additionally, the permanent closure of underground pedestrian connections including the underground connection to the MLC Centre would likely result in reduced passing trade for some retailers. However, given the high connectivity and pedestrian access aboveground around this tunnel connection coupled with the presence of an IGA supermarket acting as an anchor tenant, the impact would be slight to minimal to businesses in this location.</p>	Slight negative
<p>Enhanced access for customers and visitors</p> <p>The project would create a major access point to the precinct for a wide range of commuters, visitors and prospective customers from across Sydney. The access improvements, together with the proposed pedestrian connection improvements, would support the appeal of visiting retail, services, events and businesses in this precinct for a broader catchment of resident and tourist visitors.</p>	Moderate positive
<p>Improved commercial rent / land values</p> <p>The project would enhance the attractiveness of the precinct as a place to work and, therefore, invest. There is potential for commercial rents and land values to increase as a result of increased value within prime locations around the new station.</p>	Significant positive

Impacts during operation	Impact
<p>Competition</p> <p>The redevelopment of the precinct (subject to separate assessment and approval processes) would include new ground floor retail and / or commercial uses, which may increase competition with surrounding businesses and have some impact. Other businesses may benefit as a consequence of agglomeration impacts.</p>	Neutral
<p>Enhanced business connectivity</p> <p>The project would significantly enhance connections between the precinct and important business and employment nodes such as Macquarie Park, Chatswood, North Sydney, Barangaroo and the Australian Technology Park as well as southern sections of Sydney CBD, creating greater opportunity for the city's expansion.</p>	Significant positive
<p>Staff access, recruitment and retention</p> <p>The project would improve connectivity to employment and residential locations across Sydney. This would enhance the appeal of Sydney CBD and its tenants to prospective employees, and improve the prospects for retaining them. This would support business growth and productivity within the precinct.</p>	Moderate positive
<p>Development stimulus</p> <p>The project would create a positive opportunity for the redevelopment (subject to separate assessment and approval processes) of some under-utilised sites and locations in the precinct with the potential to provide major new commercial opportunities for tenants and investors. The demolition of buildings to facilitate the development of the station would also provide a major redevelopment opportunity.</p>	Significant positive
Pitt Street Station	
<p>Changed consumer behaviour</p> <p>The project would result in a longer term behavioural change of visitors to the Sydney CBD and its associated retail and business services. Such as change could occur as a result of existing Sydney CBD customers and clients using services and facilities in alternative locations to avoid the construction work and choosing not to return to Sydney CBD locations on completion of work (ie choosing to shop at suburban locations in preference to Pitt Street Mall).</p>	Slight negative
<p>Enhanced access for customers and visitors</p> <p>The project would create a major access point to the precinct for a wide range of commuters, visitors and prospective customers from across Sydney. The access improvements would support the appeal of visiting retail, services, events and businesses in this precinct for a broader catchment of resident and tourist visitors.</p>	Moderate positive
<p>Improved commercial rent/land values</p> <p>The project would enhance the attractiveness of the precinct as a place to work and therefore invest. There is the potential for commercial rents and land values to increase as a result of increased value uplift within prime locations around the new Pitt Street Station.</p>	Significant positive
<p>Competition</p> <p>The redevelopment of the precinct (subject to separate assessment and approval processes) to include new ground floor retail and / or commercial use may increase competition with surrounding businesses having some degree of potential impact. Other businesses may benefit as a consequence of agglomeration impacts.</p>	Neutral
<p>Enhanced business connectivity</p> <p>The project would provide significant enhanced connections between the precinct and important business and employment nodes such as Macquarie Park, Chatswood, North Sydney and Barangaroo as well as southern sections of Sydney CBD creating greater opportunity for the City's expansion. Pitt Street Station would also facilitate a major interchange between bus and rail facilities.</p>	Significant positive

Impacts during operation	Impact
<p>Staff access, recruitment and retention</p> <p>The project would improve connectivity to employment and residential locations across Sydney. This would enhance the appeal of Sydney CBD and its tenants to prospective employees and improve the prospects of retaining them. This would support business growth and productivity within the precinct.</p>	Moderate positive
<p>Development stimulus</p> <p>The project would create a positive opportunity for the redevelopment (subject to separate assessment and approval processes) of some underutilised sites and locations in the precincts with the potential to provide major new commercial opportunities for tenants and investors. The demolition of buildings to facilitate the development of the station would also provide a major redevelopment opportunity.</p>	Significant positive
Central Station	
<p>Increase in commercial rent</p> <p>The project would enhance the precinct’s accessibility, which would potentially increase commercial rents in the locality, to the benefit of existing landowners. However, higher rents may have some adverse impacts on local businesses that now benefit from the precinct’s stock of lower grade office space which is used by creative industries including media production, advertising and public relations. Increased rail connectivity, could mean a major increase in demand for new rental space, which could effectively price out creative industries and others in lower grade office stock, which generally operate on smaller profit margins.</p>	Moderate negative
<p>Enhanced access for customers and visitors</p> <p>The precinct is already served by suburban and intercity rail services. The enhanced permeability, quality and connectivity created by the project both across Sydney and within the new station environment would result in notable improvements in customer experience and access. The access improvements together with the proposed public domain and pedestrian connection improvements would support the appeal of visiting retail, services, events and businesses in this precinct for a broader catchment of residents and tourist visitors.</p>	Moderate positive
<p>Enhanced business connectivity</p> <p>The project would significantly enhance connections between the precinct and its major facilities (such as University of Technology Sydney, the University of Notre Dame and the University of Sydney) with important business and employment nodes such as Macquarie Park, Chatswood, North Sydney, Barangaroo and the Australian Technology Park as well as southern sections of Sydney CBD, which would create greater opportunity for the city’s expansion.</p> <p>Business connectivity would also be improved via the connection of the three light rail lines in the Sydney CBD (Circular Quay to Central, CBD and South East Light Rail, and Inner West (Dulwich Hill) to Central).</p>	Significant positive
<p>Staff access, recruitment and retention</p> <p>The project would improve connectivity to employment and residential locations across Sydney, which would enhance the appeal of this southern section of Sydney CBD and its tenants to prospective employees, and improve the prospects for retaining them. This would support business growth and productivity within the precinct.</p>	Moderate positive
<p>Development stimulus</p> <p>The project would create a positive opportunity for the redevelopment of some under-utilised sites and locations in the precinct in support of major State Government programmes such as the Central to Eveleigh Transformation Urban Renewal Corridor together with improvements to Central Station. These developments would provide significant new business opportunities together with enhanced visibility and access to trade for existing businesses.</p>	Significant Positive

Impacts during operation	Impact
Waterloo Station	
<p>Competition The redevelopment of the precinct (subject to separate assessment and approval processes) would include new ground floor retail and / or commercial uses, which may increase competition with surrounding businesses and have some impact. Other businesses may benefit as a consequence of agglomeration impacts.</p>	Neutral
<p>Enhanced access for customers The project would create a major gateway for additional customers in the precinct. This would have major benefits for existing businesses in this precinct and attract investment from new businesses.</p>	Significant positive
<p>Enhanced business connectivity The project would significantly enhance connections between the precinct and important business and employment nodes within Sydney CBD and the Australian Technology Park. This would enhance the appeal of the precinct as a place for businesses to invest and support the continued growth of the economic, innovation and research clusters in the southern sections of Sydney.</p>	Significant positive
<p>Staff access, recruitment and retention The project would improve connectivity to employment and residential locations across Sydney, which would enhance the appeal of this major employer to potential employees, and improve the prospects for retaining them. It would also lead to job generation for local residents.</p>	Significant positive
<p>Development stimulus The project would create a positive opportunity for the redevelopment of both the precinct (the station site) and locations surrounding the precinct including the existing Redfern / Waterloo Housing Estate.</p>	Significant positive
<p>Land values The project would improve the capacity and reliability of public transport, which would increase the appeal of the surrounding area and likely create benefits for landowners.</p>	Moderate positive
	Significant positive
Marrickville dive site (southern)	
<p>Noise and vibration Noise and vibration from the project is not expected to exceed adopted criteria (refer to Chapter 11 – Operational noise and vibration).</p>	Neutral
<p>Development stimulus The project could result in the redevelopment (subject to separate assessment and approval processes) of surplus land and development capacity over the construction sites for use by businesses.</p>	Significant positive

13.5 Mitigation measures

Mitigation measures that would be implemented to address potential business impacts are listed in Table 13-5. All measures relate to the construction phase.

Table 13-5 Mitigation measures – business impacts

Ref	Mitigation measure	Applicable location(s) ¹
BI1	Specific consultation would be carried out with businesses potentially impacted during construction. Consultation would aim to identify and develop measures to manage the specific construction impacts for individual businesses.	All
BI2	A business impact risk register would be developed to identify, rate and manage the specific construction impacts for individual businesses.	All
BI3	Appropriate signage would be provided around construction sites to provide visibility to retained businesses.	All except metro rail tunnels

¹ STW: Surface track works; CDS: Chatswood dive site; AS: Artarmon substation; CN: Crows Nest Station; VC: Victoria Cross Station; BP: Blues Point temporary site; GI: Ground improvement works; BN: Barangaroo Station; MP: Martin Place Station; PS: Pitt Street Station; CS: Central Station; WS: Waterloo Station; MDS: Marrickville dive site; Metro rail tunnels: Metro rail tunnels not related to other sites (eg TBM works); PSR: Power supply routes.