



PO BOX 40 DOONSIDE  
NSW 2767 AUSTRALIA

By Email: [ipcn@ipcn.nsw.gov.au](mailto:ipcn@ipcn.nsw.gov.au)  
Russell Miller AM  
Chair of IPC Panel  
Independent Planning Commission  
Level 3, 201 Elizabeth Street  
Sydney NSW 2000

Copy to:  
Bradley James  
Senior Planning Officer  
Independent Planning Commission

13 September 2019

[SSD 7228](#)  
[SYDNEY ZOO MOD 3](#)

#### [SYDNEY ZOO PTY LTD SUBMISSION TO INDEPENDENT PLANNING COMMISSION](#)

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Sydney Zoo is providing this submission to the Independent Planning Commission in order to clarify a number of issues that have been raised in relation to Sydney Zoo's application to modify development consent SSD 7228 pursuant to MOD 3: Clarification of Operating Hours.

#### [Purpose of the Proposed Modification](#)

The intent of the proposed modification is to clarify the permissible times for operational activities of Sydney Zoo, including the provision of a range of specialist, unique animal experiences and interactions.

The modification is required because the original development consent included a simple condition (B10) which stipulated a set of 'hours of operation' that was 9am to 6pm (except in summer months when the hours are extended to 10pm).

This provision captured the general admissions period for the zoo, which Sydney Zoo is not seeking to change, but no provision was made for:

1. Incidental access for deliveries, emergencies etc
2. Pre-opening site preparations, like exhibit cleaning, food preparation etc

3. Events, including charitable functions, both breakfasts and after hours
4. Private tours, in line with other zoos

As Sydney Zoo has moved closer to opening, we have developed detailed operational plans which have highlighted the need for the proposed changes to condition B10.

### Differentiation Conditions

Opposition has been raised to the modification on the premise that it is seeking to circumvent the differentiation obligations that the Planning Assessment Commission (PAC) required under the Sydney Zoo development consent.

Sydney Zoo has provided an overview of the facility which we are constructing to the IPC by video. Sydney Zoo contends that the differentiation between our facility and other tourism offerings is manifest. The scale of the Sydney Zoo facility and the level of investment in developing a full service, exotic species facility make it self-evident that Sydney Zoo will be a world class, full-service zoo of comparable scope and scale to other major zoos such as Taronga Zoo and Melbourne Zoo.

As a full-service facility, Sydney Zoo will have broad appeal to a number of market segments including those seeking an Australian experience presented in the context of an Aboriginal cultural experience.

During the initial development application period both the DP&E and the PAC undertook an exhaustive process of assessment of the potential impacts of Sydney Zoo in the area, which resulted in a number of consent conditions that Sydney Zoo respects and intends to abide by. These conditions included a series of specific measures that will ensure differentiation even within the Australian section of our zoo.

The application does not seek to amend any consent condition that was included in the original development consent for the purpose of ensuring differentiation between Sydney Zoo from other facilities. Those conditions all remain in place and must be complied with by Sydney Zoo before commencement of operations. Sydney Zoo intends to comply with each of those conditions in full and has undertaken very substantial construction works, animal procurement and operational planning to achieve that end, as demonstrated in the video provided to the IPC as well as the report submitted by Sydney Zoo to DPIE in relation to the development of our Aboriginal Cultural Experience.

The table below provides an indication of how Sydney Zoo is complying with the differentiation conditions.

<b>Condition</b>	<b>Sydney Zoo Compliance</b>
B6 – 1.6ha limit on Australiana; Aboriginal Cultural Experience; Aquarium, Reptile House, Insectarium, Nocturnal House	The Australiana precinct of Sydney Zoo is less than 1.6ha and includes an Aquarium, Reptile House, Insectarium and Nocturnal House. All of these exhibits have been completed or are under construction. Sydney Zoo has developed a significant Aboriginal Cultural Experience for the Australiana exhibit in conjunction with Muru Mittigar (see Condition C21 below).
B7 – 2/3 exotic species	Sydney Zoo will comply with this condition. Currently, there are 9 species of animal located on site. All of these are exotic species and include chimpanzees, baboons, ostriches, cheetahs, lions, hyenas, african wild dogs, zebras and spider monkeys.
B8 – no interactive programs involving touching of koalas	Sydney Zoo has completed construction of the koala exhibit. As demonstrated to the IPC, it is not possible for visitors to touch the koalas in the exhibit.
B9 – exhibition of birds limited to ratites	Sydney Zoo will exhibit ostriches (already on site), emus and penguins. No flighted birds will be exhibited.
C9 – Development of Regional Tourism	Sydney Zoo has undertaken extensive work in this area and has submitted a report to DPIE outlining these initiatives and outcomes. Significant achievements to date include: <ul style="list-style-type: none"> <li>• Signing MOUs with 14 other tourist facilities for the implementation of joint ticketing, joint marketing and resource sharing initiatives</li> <li>• Establishment of the Western Sydney Tourism Think Tank</li> <li>• Significant support provided to Western Sydney Business Connection and other regional development bodies</li> </ul>
C21 – Aboriginal Cultural Experience	Sydney Zoo has developed a significant Aboriginal Cultural Experience. A copy of the report submitted to DPIE has been provided to the IPC. Detailed operational plans for the implementation of the Aboriginal Cultural Experience strategy have been developed and are being actioned.

Sydney Zoo has undertaken a very significant investment of time, money and resource in exotic species transfers, complex exhibit construction and the development of safety protocols and procedures in order to make Sydney Zoo a diverse full-service zoo. The proposition that Sydney Zoo intends to operate as an exotic zoo on a temporary basis is not supported by an objective assessment of the facts. It is just not feasible.

## Development of Western Sydney Tourism Sector

One of the proposed changes of the consent modification is to permit tours to be undertaken between 7.30am and 9am before the zoo is open to the public.

This is required for operational reasons and is consistent with the operation of every other zoo in Australia that Sydney Zoo has reviewed. A list of examples of out of hours tours offered at major facilities throughout Australia is provided as **Attachment A**. Sydney Zoo is seeking to provide a similar broad range of experiences. Sydney Zoo believes that these specialised, unique animal experiences will broaden the appeal of the facility to all visitors, including interstate and international tourists.

The inclusion of this operational capability will ensure that Sydney Zoo is able to offer Western Sydney a tourism experience that is on par with other leading zoos and will contribute to the development of a world class tourism sector for the people of Western Sydney.

In order to promote and grow regional tourism the onus is on Sydney Zoo to highlight our diverse and attractive product to those segments of the market that are looking for an animal experience. The contribution of Sydney Zoo to the Western Sydney visitor economy has been endorsed by Destination NSW (refer **Attachment B**).

Sincerely

Jake Burgess  
Managing Director  
Sydney Zoo Pty Ltd

# TARONGA ZOO (9:30AM - 5PM)

## Access Taronga days

On select days throughout the year, Taronga welcomes guests with autism and their family or friends to enjoy early entry to our Zoos. Access Taronga days like this are a great opportunity for you to enjoy the peace and quiet of the Zoo before it opens to the general public.

On Access Taronga days, Taronga Zoo Sydney will open 1.5 hours early (8am) to provide exclusive access to the Sky Safari Cable Car, extra animal meet and greets and first access to the Zoo's many exhibits.

To beat the crowds and enjoy a morning at the Zoo in a safe environment, register your interest to hear about our next Access Taronga day. When you're ready, buy your tickets online and save up to 20%!

[Register your interest in attending our next Access Taronga Day online now.](#)



**Taronga Zoo Sydney**  
May 1 · 🌐

We have a very special event coming up this weekend! See the link below for more information.




**ACCESS TARONGA**  
**SATURDAY 4TH MAY and**  
**SUNDAY 5TH MAY 2019**  
*from 8.00AM*

**Autism Spectrum Australia (Aspect)** recommends Taronga Zoo Sydney.  
April 29 · 🌐 [Like Page](#)

👉 Animal lovers, mark your calendar for the next Access Taronga days at [Taronga Zoo Sydney](#), on Saturday 4th and Sunday 5th May! 🐾

With an early entry, people o...  
[See More](#)




**ROAR AND SNORE**  
at Taronga Zoo Sydney

[Taronga Conservation Society Australia](#) · [Accommodation](#) · [Roar and Snore Sydney](#)


**Hear the untold stories of Taronga Zoo on your exclusive night safari.**

Roar and Snore at Taronga Zoo Sydney is an unforgettable overnight experience featuring intimate animal encounters, fascinating keeper talks, delicious food and safari-style accommodation with spectacular views of the Sydney Harbour.

[BOOK NOW](#)






**Taronga Zoo Sydney**  
December 12, 2018 · 🌐



**DREAMNIGHT at TARONGA ZOO**

**Dreamnight at Taronga Zoo**  
990 views


 10  1 [SHARE](#) [SAVE](#) ...



**Taronga Zoo Sydney**  
Published on Sep 11, 2018

Dreamnight is the most magical night of the year here at the zoo. The gates are opened after hours for disabled kids of all ages to experience the magic of Taronga.


[SUBSCRIBE](#) 8.6K



**Taronga Zoo Sydney**  
April 4 · 🌐

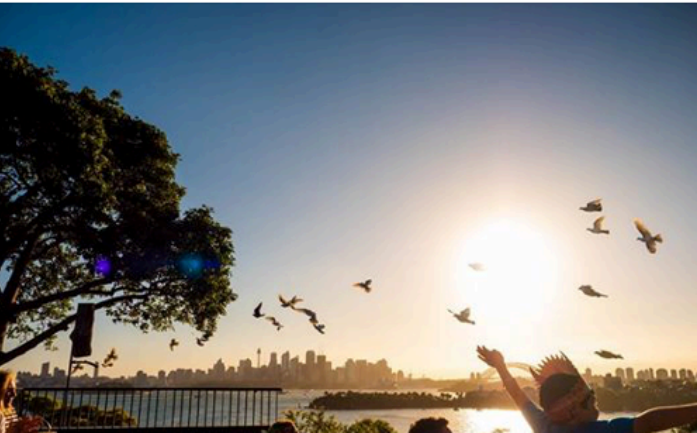
Vivid Sydney at Taronga Zoo backed by American Express returns! A magical experience for the whole family. Begin your adventure with a spectacular light projection show, explore stunning animal light sculptures and immerse yourself in a 270 degree cinema experience. #VividTaronga #VividSydney #VividAmex

Tickets on sale now - <https://bit.ly/2K5pGM4>



With so much to see and learn about wildlife conservation, we're excited to announce Taronga Zoo Lates! For a limited time Taronga will be open until 7:00pm, between Wednesday 26 December 2018 to Sunday 6 January 2019\*. This is a rare chance to meet all your favourite animals and see how they behave differently as the sun sets low, and take in spectacular evening views of Sydney Harbour.

\*with the exception of 31 December when we close at 4pm for New Year's Eve celebrations!





ZOO’S VICTORIA (9AM-5PM)



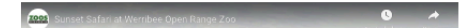
Experience Werribee Open Range Zoo like never before in this exclusive after-hours event



**An unforgettable evening to fight wildlife extinction**

Spend an incredible night out with some of the world's most iconic animals. Adventure onto the Savannah for a guided sunset tour, feast with friends at an intimate dinner, and enjoy an immersive performance that showcases the rhythm of Africa.

Proceeds from Sunset Safari help Zoos Victoria support international conservation partners such as [Rhino Fund Uganda](#).



Roar 'n' Snore overnight camp

Feast and slumber overnight in the historic elephant exhibit of Melbourne Zoo

Dine in the Elephant House, explore the Zoo after dark, and listen to wild animal stories from your hosts before settling into your private tent for a night amongst the wildlife.

Wake in the morning to the calls of gibbons and birds and enjoy breakfast before a chance to meet the keepers and experience up-close animal encounters and life behind the scenes.

You're then free to spend the day exploring the rest of the Zoo.

Melbourne Zoo provides:

- Tents and camping mattresses
- Dinner, su
- Admissio

BOOK NOW

Call **1300 966 784**

Payment must be made at the time of booking

COST

\$205 per adult / \$225 on Saturdays

\$150 per child (5-12 years) / \$160 on Saturdays

Zoo Members receive 10% discount on all nights

AVAILABILITY

Early Opening

Review of Melbourne Zoo

Reviewed 18 January 2017

As Zoo members, we saw in their newsletter that they were opening earlier at 8am, so we decided to get into the city early. What a treat! The Zoo was really quiet, and many of the animals were being fed by their keepers, so we could get a close up view, particularly of our favourite red pandas. These beautiful animals are often resting high in their trees, so what a joy it was to see them enjoying their breakfast only a

Book now

DATE

23 November 2019 - 8 March 2020

TIMES

6pm - 9pm

LOCATION

Werribee Open Range Zoo

PRICE

\$109 per adult

\$72 per child (1-15 years)

\$308 per family (two adults and two children)

MEMBER PRICE

\$98 per member adult

\$65 per member child

\$277 per member family



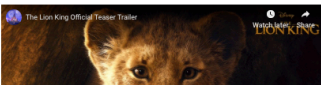
Now playing the brand new live action remake of The Lion King!

In a first for Werribee Open Range Zoo, the new live action remake of The Lion King will be coming to the zoo!

For one night only, experience the 2019 live action remake of The Lion King under the stars in the beautiful expanse of Werribee Open Range Zoo.

New to ZooVie Night, this year there will be fun pre-show entertainment including singalongs, games and activities for all, and a special prize for the best dressed member who comes as their favourite character or animal. Delicious treats and a selection of food and drinks will be available for purchase.

Enjoy exclusive access to walk around the Zoo before the screening, and settle in for a night of The Lion King as you've never seen it before.



Buy tickets

DATE

Saturday 21 September 2019

TIME

5.30pm - 9.30pm

COST

\$16 adult member

\$12 child member

FREE child 0-2

\$25 adult and child non-member\*

\*Non-member tickets are only available for pre-purchase by

MELBOURNE Zoo’s inhabitants and keepers are urging visitors to join them for breakfast this summer and get a glimpse of what happens behind the scenes.

Until January 29 the zoo will be open at an earlier time of 8am, giving patrons the opportunity of an informal meet and greet with keepers to see what they do to get the zoo ready.



Lemur’s at Melbourne Zoo getting their early morning breakfast. Picture: Stephen Harman

With usually no more than 300 people in the complex, early risers are able to beat the crowds and enjoy the peaceful surrounds while watching keepers clean, feed and count the animals.

The Lemurs are particularly excited about the earlier opening time and love to bask their bellies in the morning sun.

Penguins are fed from 8.30am and adorable Red Pandas are given an early feed of their favourite bamboo, while the coffee kiosk is also open early, giving peckish visitors and chance to grab a bite alongside their favourite animals.

# WILDLIFE SYDNEY ZOO (10AM – 5PM)

## Enjoy Breakfast with the Koalas

WILD LIFE Sydney Zoo offers the unique opportunity to meet our iconic Australian koalas, all while enjoying a delicious hot buffet breakfast.

Running daily from 7.15 am\*, you will have the chance to escape the crowds for a highlights tour of WILD LIFE Sydney Zoo and see the animals at their most active time.

Also included is a delicious buffet breakfast in the company of our adorable koalas and an informative koala keeper talk. Best of all, included is a Koala Photo, your chance to get up close with our koalas for a photo to take home!

Pre-booking is essential and must be

BOOK NOW >

\* Times subject to change



## PRIVATE DINING AFTER HOURS EXPERIENCE

## PRIVATE DINING

A truly memorable after hours experience

Dine in the heart of the Australian Outback surrounded by our kangaroos and wallabies, all without leaving Sydney's CBD.

Begin your evening with an after-hours guided tour of WILD LIFE Sydney Zoo, where a passionate and knowledgeable animal keeper will be able to answer all of your questions about the animals that call Australia home. You will then head into our Kangaroo Walkabout exhibit, where you will meet our friendly kangaroos Dot, Dawn and Dusk!

Finally, as the sunsets, you'll head inside again to enjoy an intimate dinner for two from our kangaroo viewing area. After dinner, you will continue your journey to our Koala Rooftop, where dessert will be

# FEATHERDALE (8AM - 5PM)



JAN  
26

## Australia Day Wake Up With the Wildlife Breakfast

Public · Hosted by Blacktown City Council and Featherdale Wildlife Park

★ Interested

✓ Going

...

Saturday, January 26, 2019 at 7 AM – 12 PM  
about 7 months ago

Featherdale Wildlife Park  
217 Kildare Road, Doonside, New South Wales, Australia 2767

Show Map

About

Discussion



30 November 2018

Ms. Chloe Dunlop  
Senior Planning Officer  
Industry Assessment  
Department of Planning and Environment  
GPO Box 39  
Sydney NSW 2001

Dear Ms. Dunlop,

**Re: Letter of Support – ‘Sydney Zoo’ Attraction in Western Sydney**

We refer to the above matter and on behalf of Destination NSW; I wish to provide this letter of support for the Sydney Zoo attraction in Western Sydney.

Sydney Zoo will support the Western Sydney Visitor Economy by providing a world class attraction and visitor content in the Western Sydney region.

Destination NSW supports this attraction which would be an advantage for our tourism and major events industry in Western Sydney and NSW.

Sydney Zoo is seen by the Western Sydney community as an outstanding opportunity for the Western Sydney Visitor Economy. Sydney Zoo will also deliver a number of related economic benefits that will help the region prosper at this important time being:

- Raising the profile of Western Sydney through offering a high quality tourism product,
- Contributing to the positive perception of Western Sydney to attract further direct investment in the Western Sydney Visitor Economy,
- Contributing to improved liveability for the residents by providing affordable access to a world class facility,
- Deliver a year-round supply of a wide range of jobs including youth, and
- Provide education outcomes for schools.

If you have any questions, please contact Stephen Mahoney – General Manager – Regional NSW on [stephen.mahoney@dnsnsw.com.au](mailto:stephen.mahoney@dnsnsw.com.au).

Yours sincerely,



Sandra Chipchase  
**Chief Executive Officer**