12.7.1 Commercial and Industrial Code

The provisions in this division comprise the Commercial and Industrial Code. They are—

- compliance with the Commercial and Industrial Code (section 12.7.2);
- overall outcomes for the Commercial and Industrial Code (section 12.7.3); and
- specific outcomes and probable solutions as follows—
  - commercial and industrial uses — effects of development — general (section 12.7.4);
  - commercial uses — effects of development — general (section 12.7.5);
  - effects of development for specific commercial uses (section 12.7.6);
  - industrial uses — effects of development — general (section 12.7.7);
  - effects of development for specific industrial uses (section 12.7.8).

12.7.2 Compliance with the Commercial and Industrial Code

Development that, in the local government’s opinion is consistent with the specific outcomes in sections 12.7.4 to 12.7.8 complies with the Commercial and Industrial Code.

12.7.3 Overall Outcomes for the Commercial and Industrial Code

(1) The overall outcomes are the purpose of the Commercial and Industrial Code.

NOTE 12.7.3A

Sub-section (1) provides the link between the overall outcomes sought for the code and the IPA code assessment rules which refer to the ‘purpose’ of the code [see IPA s.3.5.13(2)].

(2) The overall outcomes sought for the Commercial and Industrial Code are the following—

(a) commercial and industrial uses and works—

(i) are undertaken in a manner which does not cause a nuisance or disturbance to the occupiers or users of other nearby land, particularly nearby residents and other sensitive receptors;
(ii) are compatible with the physical characteristics of the site where they are located and the character of the local area;
(iii) create a pleasant environment by establishing attractive buildings and landscaped areas adjoining the street frontages of development, railways, watercourses or other major public thoroughfares;
(iv) screen unsightly elements;
(v) provide reasonable buffers between incompatible uses and zones, Sub Areas or precincts;
(vi) provide for convenient, safe and efficient movement of vehicles and pedestrians within the site as well as to and from the site;
(vii) maintain a scale and height of development commensurate with the intent of the zone, Sub Area or precinct in which the development is located and which is generally compatible with surrounding development and operational airspace for RAAF Base Amberley and Archerfield Aerodrome;
(viii) ensure adequate on-site facilities are provided including public toilets, recreation space, child minding facilities and the like, where the size or type of the development warrants this approach;
(ix) conserve places of cultural significance or streetscape value;
(x) provide a safe and secure environment;
(xi) do not adversely affect the operational airspace for RAAF Base Amberley or Archerfield Aerodrome;

(xii) minimise the risk of exposure to harmful elements, or harmful concentrations of elements which may be produced as a result of Commercial and Industrial activities, with a particular emphasis on protection of residential areas situated in close proximity to Commercial and Industrial activities; and

(xiii) ensure adequate provision is made for waste storage, treatment and disposal.

(b) Commercial and Industrial uses and works are developed and managed in accordance with acceptable environmental standards.

### 12.7.4 Effects of Development – General Commercial and Industrial Provisions

#### NOTE 12.7.4A
The specific outcomes which are sought to apply generally to commercial and industrial uses are set out below.

#### Effects on Amenity and Public Utilities

**Specific Outcome**

The establishment of a commercial or industrial use has no significant detrimental effect on the amenity and general well-being of the area and does not impose a load on any public utility beyond its capability to service the use or works.

#### Removal of Dwellings

**Specific Outcome**

An existing dwelling on the site of a commercial or industrial use is removed prior to the commencement of the commercial or industrial use, unless—

(a) the building is listed as a Character Place in Schedule 2; or

(b) approval has been obtained from the local government to use the building for a non-residential use.

#### Site Amalgamation

**Specific Outcome**

Where the site for the proposed development comprises more than one lot, all lots are amalgamated by survey into one parcel prior to the submission of an application for the approval of building works.

#### Overshadowing and Wind Turbulence

**Specific Outcome**

The height and placement of buildings is designed to ensure that there is minimal overshadowing and creation of wind turbulence on adjoining properties, particularly where containing public spaces, which would have a detrimental impact upon the amenity of those properties.

#### NOTE 12.7.4B

(1) The local government may require a wind analysis or a shadow analysis.

(2) Refer to Planning Scheme Policy 2—Information Local Government May Request.

#### Hazards and Risks

**Specific Outcomes**

(a) Hazards are controlled where appropriate by—

(i) elimination of hazardous substances and processes which are not necessary to the overall functioning of the development;

(ii) reduction of quantities of hazardous substances so that potential adverse effects are minimised;

(iii) substitution of highly hazardous substances with less hazardous materials to reduce potential effects;

(iv) attenuation of hazardous processes by designing operating conditions and procedures to lower potential impacts; and

(v) simplification of designs and operating policies to reduce potential for human error.

(b) Hazards are controlled by—

(i) an appropriate safety management system; and

(ii) an effective emergency planning program; and
(iii) a regular, high quality auditing system.

(c) Where there is potential for stored material to escape and pollute nearby waters—

(i) storage areas containing chemicals or potential pollutants are sealed and bunded;

(ii) outdoor storage areas are located above the adopted flood level; and

(iii) on-site stormwater detention ponds are used to provide sediment and litter traps as a means of containing accidental spillages and preventing them from entering drainage systems.

NOTE 12.7.4C
(1) The local government may require a Hazard and Risk Assessment to be undertaken in response to a development proposal.

(2) Refer to Planning Scheme Policy 2—Information Local Government May Request.

Lighting

NOTE 12.7.4D
(1) The local government may request a lighting plan be prepared in response to a development proposal.

(2) Refer to Planning Scheme Policy 2—Information Local Government May Request.

Specific Outcomes

(a) Lighting is—

(i) provided in public streets and spaces, along pedestrian and cyclist paths and car parking areas;

(ii) located such that mature planting does not reduce its effectiveness;

(iii) integrated into the total design with building, landscaping, signage, streetscape and public space design;

(iv) used to illuminate buildings, public and communal areas and other areas that may be susceptible to criminal activity but avoids 'light spill' which would detract from the amenity of nearby areas (particularly residential uses) or contribute to hazardous traffic conditions;

(v) appropriately placed to avoid shadows and glare which might put pedestrians at risk. (i.e. shielded light at eye level);

(vi) not directed onto nearby properties;

(vii) downward directed;

(viii) appropriately shielded at its source;

(ix) provided to vehicular and pedestrian movement areas, including roads, paths and carparks, in order to provide visibility and safety at night; and

(x) provided for entry ways, and includes point-to-point lighting for pedestrian walkways.

(b) Wall mounted light fittings or ground mounted uplights of hidden source, are used to illuminate feature buildings and structures.

(c) Particular attention is given to the lighting of sites which are situated within 6km of the Amberley Air Base runway, so as not to cause distraction or interference with a pilot's visibility while in control of approaching or departing aircraft.

NOTE 12.7.4E
Refer to—

(a) Table 11.4.2, section 11.4.9 (Defence Facilities), Part 11 (Overlays) of this planning scheme; and

(b) State Planning Policy 1/02 – Development in the Vicinity of Certain Airports and Aviation Facilities.

Probable Solution – for sub-section (6)

(a) Illumination levels parallel to and at a distance of 1.5 m outside the boundary of the lot do not exceed 8 lux in either the vertical or horizontal plane for a height of 10 m above ground level.
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(b) Security lighting is consistent with Australian Standard AS 4282 (1997) the Control of Obtrusive Effects of Outdoor Lighting.

(c) Principal pedestrian and bicycle movement routes, public spaces and outdoor signage in public spaces is lit to the minimum Australian Standard of AS1158 (Public Lighting Code) so that these areas become the focus of legitimate pedestrian activity after dark.

(d) Areas which are heavily used by pedestrians, such as major pedestrian routes, entries to buildings and entries to public toilets are lit with the power of 50 – 100 lux (lumens).

(e) Configurations of lights in straight parallel lines 500m –1000m long, flare plumes, upward shining lights and flashing or sodium (yellow) lighting are avoided within 6km of the RAAF Base Amberley runway.

NOTE 12.7.4F
For advice on how to meet aviation safety requirements refer to CASA Guideline — “Lighting in the Vicinity of Aerodromes, Advice to Lighting Designers”.

Noise

Specific Outcomes

(8) Noise from activities do not cause an environmental nuisance at noise sensitive places, including existing and future residential areas.

Noise

(b) A reduction in noise impacts is achieved by—

(i) regulating the hours of operation;

(ii) locating noisy operations at sufficient distance from noise sensitive areas;

(iii) incorporating noise attenuating features into the design and layout of buildings and development sites; and

(iv) enclosing or erecting acoustic screens around machinery, including air conditioning equipment.

NOTE 12.7.4G
(1) The Local Government may require a noise report to be prepared.

(2) Refer to Planning Scheme Policy 2— Information Local Government May Request.

Offensive Odour and Air Pollution

Specific Outcomes

(9) Specific Outcomes

(a) No odour, air or dust pollutants are emitted which will cause a nuisance to surrounding sensitive areas and land uses.

(b) Any activity on land abutting residential or other sensitive receptors which may result in the emission of dust, is carried out within a building or undercover, in a manner so as to prevent the emission of dust beyond the site.

Probable Solutions for sub-section (9)

(a) The development complies with the Environmental Protection (Air) Policy 1997, in particular Schedule 1 Air Quality Indicators and Goals.

(b) All trafficable areas are sealed.

(c) Unsealed areas are treated when required, with application of water or an environmentally friendly chemical to limit dust emissions.

Landscaping

Specific Outcomes

(10) Probable Solutions for sub-section (9)

(a) Landscaping for commercial and industrial uses and works is designed, established and maintained to—

(i) an appropriate scale relative to the street reserve width, the size and nature of the development and the intended function of the landscaping;

(ii) incorporate significant existing vegetation, particularly remnant native vegetation, where possible;

(iii) use appropriate, (desirably) local, native, plant species;

(iv) be sensitive to site attributes, such as streetscape character, natural landform, existing vegetation, views and drainage;

(v) consistently use distinctive vegetation to clearly identify major routes;

(f) provide adequate lighting and pedestrian and vehicular safety;
(g) effectively screen storage and service areas from views from outside the site;

(h) be climatically responsive through maximising summer shade and protection from winter winds, with particular attention to westerly aspects and providing shade within open car parks; and

(i) achieve easy and cost effective maintenance, which is not overly dependent on the City’s reticulated water supply and utilises stored rainwater and recycled treated wastewater where practicable.

NOTE 12.7.4H

(1) The Local Government may require a Landscaping Plan to be prepared.

(2) Refer to Planning Scheme Policy 2—Information Local Government May Request.

Fences and Walls

Specific Outcomes

(a) Fences and walls are designed, constructed and maintained to—

(i) be visually attractive and to contribute to or blend with the site’s landscaping;

(ii) provide visual interest to the streetscape;

(iii) comprise materials and colours which are compatible with the buildings and landscaping on the site;

(iv) provide effective screening from nearby residential or other incompatible uses; and

(v) assist in highlighting entrances and paths in order to increase pedestrian security and safety.

(b) Retaining walls are terraced and landscaped, or otherwise detailed, to be visually attractive and not to appear to be overbearing.

NOTE 12.7.4I

(1) The Local Government may require a Landscaping Plan to be prepared.

(2) Refer to Planning Scheme Policy 2—Information Local Government May Request.

(3) Fencing should be—

(a) erected along the building line rather than the street frontage;

(b) screened and softened by landscaping; or

(c) recessed and staggered.

(4) Solid fencing or walls should be provided to screen unsightly views or buffer noise to nearby residential or other sensitive uses where earth mounding is not practical or suitable.

(5) Fences and walls should deter climbing and trespassing but not impede surveillance of security risk areas (e.g. entrances).

Climatic Design and Energy Efficiency

Specific Outcomes

(a) Uses and works are sited, designed and constructed to respond to Ipswich’s climate in a manner which minimises reliance on non-renewable energy sources for heating, cooling or ventilation.

(b) Habitable rooms, occupants, streets and public/communal spaces are capable of receiving adequate daylight and ventilation which maximises access to winter sunshine and summer breezes.

(c) Windows and doors in buildings are located, sized and shaded and the building layout and materials chosen to facilitate energy conservation.

(d) Building design incorporates architectural features such as extended eaves, awnings, pergolas and verandahs to protect windows and doorways from summer sun, glare and rain.
Safety and Security

Specific Outcomes

(a) Overall Design/Legibility

(i) Uses and works are designed and managed to ensure that users are aware of how to safely gain access to, around and within the premises, with a particular emphasis on vulnerable groups, vulnerable elements and vulnerable settings.

(ii) The design increases people’s awareness of their environment and potential risks to their safety.

(iii) The design promotes the use, construction and maintenance of an urban environment which is user friendly and safe to live, work and move in at any time of day or night.

(iv) Where possible, the use or works improves the opportunities to be seen through reduction in isolation, improved mix and intensity of land use and increased legitimate use of spaces.

(v) Buildings, spaces and infrastructure are designed to assist legibility (i.e. orientation and navigation through a site or area) reducing the need to depend on signs in order for a person to find their way around.

(vi) The layout minimises the potential for crime, vandalism and fear and enhances personal safety and the individual’s perception of personal safety.

(vii) An easy to understand pedestrian network is provided so that people can easily find their way through, and connections to, important destinations.

(viii) The design of areas, buildings, accessways and spaces enables people to find building entrances and exits as well as services such as public transport, phones and public toilets without undue signage.

(b) Surveillance and Sightlines

(i) The development provides unimpeded sightlines, particularly along pedestrian/bicycle routes.

(ii) The development encourages informal surveillance from surrounding buildings and land uses.

(iii) Front fences and walls enable some outlook from buildings to the street to achieve safety and surveillance.

(iv) Visibility is provided into spaces where risk to personal safety is perceived to be high, including stairwells, elevators, car parks, lobby entrances and bicycle parking facilities.

(v) The design of the use or works avoids—

(A) ‘blind’ corners (including on stairs, in corridors or other situations where movement can be predicted);

(B) sudden changes of grade on pathways which reduce sightlines;

(C) concealment points (unless they can be secured after hours); and

(D) pedestrian tunnels, excepting that where unimpeded sightlines or the absence of concealment points cannot be reasonably achieved, hardware (such as security mirrors) and good lighting is provided to restore visibility.

(vi) All barriers (including landscaping features) along principal bicycle and pedestrian routes are visually permeable (i.e. can be easily seen through) to reduce concealment points.
(vii) Windows, verandahs, balconies and activities in buildings are directed (where possible) to overlook pedestrian routes, open space areas and carparks.

(viii) Signposted emergency telephones or alarms are provided along identified vulnerable or isolated bicycle and pedestrian routes.

(ix) Street level windows and ground level uses (e.g. cafes or shops) are provided in buildings fronting onto public spaces and movement routes.

NOTE 12.7.4J

(1) Organised or mechanical surveillance may be appropriate in some circumstances as an adjunct to (but not as a substitute for) informal surveillance.

(2) Organised or mechanical surveillance would generally only be considered appropriate in connection with vulnerable uses, features or areas as defined in this planning scheme.

(c) Laneways

(i) The design, location and management of laneways and alleyways promotes community safety.

(ii) Laneways are straight and have more than one entrance.

(iii) Where practical, laneways are transformed into pedestrian streets or linear parks.

(iv) Unnecessary access to buildings from laneways is avoided.

(v) Non preferred routes and laneways remain unlit and are locked at night to discourage use.

(d) Signage

(i) Adequate, legible signage is provided to assist pedestrians, particularly older people and people with disabilities, to find their way safely.

(ii) Signage is legible and uses strong colours, clear contrast, standard international pictograms and symbols and simple graphics.

(iii) Where appropriate, signage is provided that indicates where to go for assistance and the location of telephones, taxis and bus stops.

(iv) Clearly visible street numbers and the name of businesses are provided.

(v) Signs are located at entrances and near activity nodes and so that they are not obscured by growing vegetation.

(vi) Clear, recognisable signage is provided at bus stops, taxi ranks and other public facilities.

(vii) Signs intended for night use are illuminated.

(viii) Maps are provided in large, public open space areas and public buildings, to assist with way finding.

(e) Clear Definition of Ownership/Boundaries

(i) Development promotes the security of property by clearly defining ownership, boundaries and legitimate use of private, public and community space.

(ii) Landscaping, building features, changes of level and low to medium height fencing are used to delineate ownership boundaries.

(iii) Street names and building identification (e.g. numbers) are clearly displayed using reflective materials, with numbers clearly located on the kerb, and building frontage.

(iv) Identification is maintained free from foliage and other obstructions and is large enough to be read from the street after dark.

(f) Activity Mix and Generation

(i) Where possible, round-the-clock informal surveillance is promoted through a mix of uses which are compatible with neighbouring land uses.

(ii) Development promotes uses that are activity generators, especially at ground level.
(iii) Potential crime generating activities (e.g. automatic teller machines and hotels) are balanced with other uses, such as restaurants and entertainment facilities for a range of age and user groups.

(iv) Concentrations of vulnerable uses are avoided.

(v) Ground level facades to buildings are highly interactive and provide interest through windows, displays and visible indoor activity.

(vi) Street facades to buildings are designed—

(A) to discourage passive frontages;

(B) with high quality materials and refined details;

(C) with depth and relief in the building surface; and

(D) with a range of functions.

(g) Concealment Reduction

(i) Potential concealment points adjacent to main pedestrian routes are eliminated.

(ii) Where a concealment point is unavoidable, aids to visibility such as convex mirrors and good lighting are provided.

(iii) The design of the development avoids the creation of concealment points such as—

(A) dark areas adjacent to a main/designated pedestrian route;

(B) dead-end alleyways;

(C) indentation in fencing or walls;

(D) gaps in the streets such as entrances to interior courtyards and recessed doorways; and

(E) areas that are isolated after dark.

(iv) Security lighting is provided along principal movement routes, in building entrances, site entries, car parking areas and other movement areas used after dark.

(v) Access to loading docks, storage areas and other restricted areas is controlled by—

(A) solid, secure materials; and

(B) locking the facilities after hours.

(h) Streetscape Design

(i) Streetscape design—

(A) creates safe public places;

(B) encourages pedestrian flow; and

(C) designates safe resting places.

(ii) Paving materials, surfaces and spaces are free of trip hazards and obstructions for the safe movement of the elderly and people with mobility difficulties.

(iii) Where appropriate, street furniture is provided which—

(A) does not obscure the views of users, obstruct sightlines along the street or provide opportunities for concealment; and

(B) provides shade and encourages use and informal surveillance.

 Building Design for Public Safety

(i) Building design removes, as much as is possible, the opportunity and incentive to commit crime and improves personal perception and the physical reality of a useable, comfortable and safe environment.

(ii) Buildings are designed and constructed, including through the location of windows, verandahs and balconies to support informal surveillance of the street reserve, nearby open space and other vulnerable areas.
(iii) Building entrances are designed so that they—
(A) are clearly defined;
(B) well lit and face the street;
(C) do not create concealment points;
(D) provide clear sightlines from the building foyer so that occupants can see outside before leaving the building;
(E) have lobbies visible from the exterior; and
(F) have staff entrances, if separate, which are well lit and maximise opportunities for informal surveillance and for clear sightlines.

(iv) Ramps and elevator entrances are provided in areas which are not isolated.

(v) Windows at street level, are secured.

NOTE 12.7.4K
Security measures should be incorporated into the design of buildings and sites but should not be overt in creating a ‘fortress-like’ appearance.

(15) Probable Solutions
(a) For sub-section (14)(b) (Surveillance and Sightlines)—
   (i) No blank building facade is presented to any street frontage.
   (ii) Front fences and walls are no more than 1.2 metre high if solid, or up to 1.8m if the fence has openings or materials which make it not less than 50% transparent.

(b) For sub-section (14)(c) (Laneways)—
   Where only one entrance can be provided, the laneway is locked after hours.

(c) For sub-section (14)(d) (Signage)—
   Signage is provided in accordance with the provisions of Australian Standard AS1428.1 – Design for Access and Mobility.

(d) For sub-section (14)(g) (Concealment Reduction)—
   Potential concealment areas (i.e. dead-end alleys) are locked after hours.

Waste Storage and Removal
Specific Outcomes
Areas and receptacles for the storage and removal of waste are—

(a) designed, located and screened, where necessary, so as not to present an unsightly appearance, when viewed from a street or public ‘right of way’;

(b) designed and located to facilitate access by the Local Government’s waste removal vehicles; and

(c) covered, contained and managed so as not to create an attraction for wildlife, particularly where the site is within 8km of the Amberley Air Base runway and the use may attract birds.

NOTE 12.7.4L
Refer to—
(a) Map OV7B;
(b) State Planning Policy 1/02 – Development in the Vicinity of Certain Airports and Aviation Facilities; and
(c) Table 11.4.2, section 11.4.9 (Defence Facilities), Part 11 (Overlays) of this planning scheme.

Putrescible Waste Disposal or Processing
Specific Outcomes
Putrescible waste disposal or processing is managed to avoid creating an attraction for wildlife that may interfere with operational airspace within 13km of RAAF Base Amberley and Archerfield Aerodrome.
Airborne Particulates and Gaseous Plumes

Specific Outcomes

Uses and works do not emit airborne particulates (e.g. smoke, dust, ash, steam or gaseous plumes) that could impair the visual or flying conditions and affect a pilot's visibility or aircraft operations within the operational airspace of RAAF Base Amberley as identified on Map OV7A.

Building Setbacks

Specific Outcomes

Buildings are designed and located—

(a) to provide a spacious/transitional character between low impact uses (e.g. residential) and higher impact uses (e.g. retail or commercial activities);
(b) to ensure that the use has no significant amenity or environmental impacts outside of the zone.

Probable Solutions – for sub-section (2)

(a) Building setbacks for commercial uses and works conform to those, as specified for the relevant zone, Sub Area or precinct.
(b) Where no setback provisions are specified—
   (i) the frontage setback of buildings is consistent with that of buildings on adjoining sites; or
   (ii) where there is no obvious building setback reference, the frontage setback is six (6) metres or half the height of the building, whichever is the greater; or
   (iii) where new uses and works do not have a detrimental impact on the amenity and character of adjacent sensitive land uses, buildings are either built up to the side and rear boundaries or have a minimum setback of four (4) metres.

Building Height

Specific Outcome

The height of buildings and other structures for commercial uses and works conform to those as specified for the relevant zone, Sub Area or precinct.
(5) Probable Solution – for sub-section (4)
Where no building height provisions are specified, buildings are limited to one (1) storey in height, unless appropriate with—
(a) the scale of adjoining development; and
(b) the extent of fall across the site; and
(c) the character and amenity of the area and the overall townscape; and
(d) the operational airspace of RAAF Base Amberley and the Archerfield Aerodrome.

Building Articulation

(6) Specific Outcomes
(a) Where appropriate, the design composition of new buildings clearly exhibit design elements comprising a base (or podium), a middle and a top.
(b) Multi-storey buildings with no variation in architectural treatment from bottom to top are avoided.
(c) At the street alignment, buildings are highly detailed.
(d) Buildings are designed to be attractive.
(e) Large expanses of blank walls are avoided, particularly in situations where such walls are likely to be visually prominent.
(f) Facade design and detailing complement traditional proportioning and avoid the use of reflective glass.
(g) New buildings incorporate features for solar control which reinterpret traditional features such as verandahs, balconies, deep reveals, covered shades, blinds, awnings and lattice.
(h) The size of recurring features such as windows and doors does not distract from the overall scale of the building.
(i) New buildings take into account the image presented by the backs and sides of buildings so as to ensure an attractive townscape.

Building Entrances

(7) Specific Outcomes
(a) Entries to buildings are exposed to the main street frontage and are clearly delineated/legible.
(b) Ground floor activities are used to facilitate informal surveillance, where possible.
(c) Staff entrances are not located in side access ways but on the main street frontage.
(d) Commercial premises are well-lit internally and externally to encourage informal surveillance with well-placed, low wattage lighting to minimise ‘blind spots’ on the perimeters of buildings.
(e) Building identification and numbering is prominent, clearly identifiable at night and large enough to be read by vehicles from the street.
(f) Entrances to buildings are emphasised by—
   (i) a size of entrance of an appropriate scale and presence on the street;
   (ii) use of high quality materials and high levels of detailing around the entrance;
   (iii) use of individual canopy elements over the entrance; and
   (iv) avoiding stairs to building entrances.

Building Orientation

(8) Specific Outcomes
(a) Buildings address the street frontage or frontages rather than being aligned at right angles or diagonal to the street.
(b) Buildings are designed so that overlooking and opportunities for casual surveillance of public spaces, pedestrian paths and car parking areas are provided.

Corner Sites

(9) Specific Outcomes
(a) Buildings on corner sites—
   (i) contribute to the clear definition of the street intersection and entrances to the building;

NOTE 12.7.5B
(1) Corner sites are of particular importance owing to their visual prominence within the grid pattern of streets.
(2) Accordingly, the quality of the design of buildings on corner sites will have a significant impact on the achievement of the City’s desired character.
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(ii) are built to both street frontages and parallel to the street alignment;

(iii) are higher, or at least as high, as those buildings adjacent;

(iv) provide detailing on corner facades including prominent building entrances and windows;

(v) use high quality appropriate materials;

(vi) utilise a short splay or chamfered edge to the corner of the building closest to the intersection; or

(vii) include other focal points such as a tower clock, visual display, or artwork.

(b) As a general principle, at active intersections there is no major indentation of the building at the corner to create a plaza or the like.

Skyline Elements/Rooftop Design

Specific Outcomes

The design of roof forms ensure that—

(a) plant rooms and equipment are appropriately concealed; and

(b) appropriately coloured roof treatments are used and contrasting coloured roof treatments are avoided.

NOTE 12.7.5C

(1) Careful attention to design details is required if the unique skyline and visual character of the City is to evolve sympathetically.

(2) Special attention needs to be given to the design of roof forms and the location and concealing of plant and equipment.

(3) The design of rooftops and projections is to be treated as an integral part of the building envelope design.

Street Awnings

Specific Outcomes

Street awnings—

(a) provide continuous weather protection for pedestrians where buildings adjoin a street alignment;

(b) are designed to maintain the continuity and character of adjacent awnings, especially in relation to height and facia depth;

(c) within historic streetscapes, are designed to complement historic style awnings (e.g. post supported awnings); and

(d) do not break the continuity of the edge facia (e.g. with strongly geometrical forms, such as triangular or barrel vaulted shapes).

Integrated Development

Specific Outcomes

Commercial uses or works are designed, constructed and operated to provide an integrated approach to—

(a) the servicing of the site and adjacent land;

(b) the loading and unloading of goods and materials;

(c) the movement of vehicles and pedestrians, both within and between sites;

(d) the parking of vehicles;

(e) the provision of light and ventilation; and

(f) the likely pattern of development in the vicinity of the site.

External Materials and Finishes

Specific Outcomes

(a) External materials used in the construction of commercial uses and works are high quality, attractive, durable and need minimal maintenance.

(b) Use of highly reflective materials in facades is avoided or limited to locations where they do not detract from the amenity and character of adjacent development and public or semi-public spaces.

(c) Colours are used to unify buildings which form part of a group, and colour schemes are appropriate to the style of the building.

(d) Previously unpainted surfaces are not painted where the original finish (e.g. face brickwork) is an important part of the building’s character.

Paving Materials and Street Furniture

Specific Outcomes

The materials and colours used for footpath paving and street furniture are consistent with those identified in the local government’s adopted standards.
Design Legibility

Specific Outcomes

(15) Significant public, civic, community and institutional buildings are sited in prominent locations and are designed to be attractive and memorable landmarks which reinforce the urban character, create a sense of place in localities and suburbs and assist people to find their way around.

(b) The design of buildings and adjacent spaces is appropriate to, and clearly indicates the purpose of the building or space.

(c) The design of buildings facilitates convenient and safe access.

(d) Main entrances and public areas address adjacent street frontages and are clearly distinguishable from private spaces and service areas.

(e) Landscaping, signage, lighting, access paths and car parking areas are designed in a complementary manner.

(f) Mixed use commercial developments, incorporating residential accommodation (for short or long term residents) are designed to ensure that resident and visitor pedestrian and vehicular access and car parking are conveniently located, easily identifiable, safe and secure.

(g) Access from dwellings to the street and to car parking areas is provided separately to access from the other components of the development.

Public Toilets and Public Telephones

Specific Outcomes

(16) The design and construction of public toilet facilities and public telephones—

(i) ensures safety for all people using them;

(ii) takes advantage of informal surveillance in well illuminated areas to discourage non-legitimate uses;

(iii) for public toilets in or near playgrounds – entrances are clearly visible from the playground;

(iv) for other public toilets and public telephones – entrances are visible from the street, mall areas, footpath or corridor and, where possible, close to other compatible activities;

(v) are lockable only by a legitimate key holder and target hardened where the setting is likely to expose users to risk;

(vi) do not encourage or legitimise loitering (i.e. seating is not located in proximity to toilet entrances or public telephones);

(vii) are located in high traffic areas and away from—

(A) isolated areas such as on the edges of development;

(B) carparks or alleyways;

(C) long corridor approaches or blind corners;

(viii) have organised surveillance (such as regular security patrols) to ensure that the facilities are only being used for legitimate uses.

(b) Public toilet facilities are provided and designed for use by all members of the community, including people with disabilities, parents and young children.

Probable Solutions – for sub-section (16)(b)

(a) Public toilet facilities are provided in accordance with the provisions of the Standard Building Regulation.

(b) Where wall hung urinals are provided, at least one such urinal is to be designed for use by young children and installed in accordance with the manufacturer’s specification.

(c) At least one wash basin, with a rim height not exceeding 600mm, is provided per room for use by young children.

(d) Where the use involves a shopping centre, a separate parents’ room is provided with chairs and a table for use for the feeding and changing of infants.

Recreation Space

Specific Outcomes

Provision is made for recreation space in any commercial development which has a proposed gross floor area in excess of 500m².
Probable Solutions – for sub-section (18)

Recreation space—

(a) may be covered or uncovered, and is set aside for the recreational use of members of the public and employees utilising the site;

(b) has minimum dimensions of five (5) metres;

(c) is provided at the rate of 50 square metres for every 1000 square metres or part thereof of gross floor area of the proposed development;

(d) is furnished, landscaped and maintained for recreational purposes;

(e) may form part of the landscaped boundary setbacks for the development;

(f) is easily visible from the street;

(g) has multiple entry/exit points, especially when fenced;

(h) has paths with unimpeded sightlines;

(i) avoids below-grade pathways and underpasses;

(j) has clustered activities within or on the edge of the recreation space to take advantage of activity generated by restaurants, cinemas or other compatible uses in adjacent streets;

(k) has the edges being overlooked by housing or commercial or other development with active frontages that can provide effective informal surveillance, rather than adjoining the rear of uses or activities;

(l) provides signage at entrances giving clear orientation to major points of interest such as the location of public toilets, telephones, safe routes and recreation activities;

(m) provides a range of street furniture and in particular adequate shaded seating in different arrangements with views onto public spaces;

(n) provides comfortable outdoor spaces with well-placed public seats, well-placed outdoor activities and widespread secondary seating, such as steps and planter box edges; and

(o) does not create unsafe environments such as ‘dead end’ areas or concealment spaces.

Effects of Development – Specific Commercial Uses

AUTOMATIC TELLER MACHINES

Specific Outcomes

(a) Automatic teller machines are located in well lit, highly visible locations, adjacent to after hours facilities and are designed to reduce concealment opportunities by—

(i) providing card access to enclosed areas;

(ii) installing good lighting;

(iii) providing clear sight-lines; and

(iv) not being located in vulnerable areas or places, confined spaces, remote locations or adjacent to licensed premises.

(b) Entrances to automatic teller machines are located to facilitate casual surveillance, within direct view of pedestrian paths and surrounding activities so that they can be overlooked from vantage points.

(c) If located in vulnerable areas, automatic teller machines are located in association with mechanical surveillance devices such as overt closed circuit security cameras.

GENERAL STORES

Location

Specific Outcomes

(a) The general store is located on a site with sufficient area and dimensions to accommodate the building or buildings, associated parking area, service vehicle provisions, and landscaping.

(b) The general store is on a site which is conveniently accessible to the population of the catchment area it is intended to serve, i.e. either a residential neighbourhood, a town, or a surrounding rural community.

Probable Solution – for sub-section (2)(b)

(c) The general store is—

(i) on a site within or adjoining existing shopping facilities;

(ii) on a site adjoining existing community facilities (including schools, community, halls, churches);

(iii) where otherwise located—
(A) on a site within convenient walking distance (i.e. not more than 500m) of most surrounding residences; and
(B) at least 800 metres from an existing local shopping facility.

**Building Height**

**Specific Outcome**

(d) General stores in residential areas are of a building scale and height that contribute positively to a coherent and residential scale environment.

**Probable Solution — for sub-section (2)(d)**

(e) The general store is a single storey and does not exceed 4.5 metres in height (to the highest point of the structure) in any residential zone, Sub Area or precinct.

**Building Setbacks**

**Specific Outcome**

(f) The general store building is integrated into the existing or proposed streetscape in such a way that respects the desired character and amenity of the locality but maintains a visually appropriate form.

**Probable Solutions — for sub-section (2)(f)**

(g) The building is—

(i) setback from the road frontage a minimum of 6 metres; or

(ii) built to the front boundary alignment and a footpath awning provided.

(h) Where the proposed General Store abuts land within a residential zone or which is used for residential purposes, the general store building is set back a minimum of 1.5 metres from the side and rear boundaries.

(i) Walls facing adjoining properties included within a residential zone or used for residential purposes are constructed of brick or masonry without openings.

**Landscaping and Fencing**

**Specific Outcomes**

(j) Landscaping is provided along all frontages and the side and rear boundaries of the site such that the visual amenity of the locality is enhanced by presenting an attractive streetscape and overall setting.

(k) A minimum of 10% of the site is landscaped.

(l) The area between the building line and all site boundaries is landscaped.

(m) A minimum area of 1.5 metres in depth to side and rear boundaries is screened with landscaping or fencing.

**NOTE 12.7.6A**

(1) The Local Government may require a Landscaping Plan to be prepared.

(2) Refer to Planning Scheme Policy 2— Information Local Government May Request.

**Open Storage Areas**

**Specific Outcome**

(n) Garbage bin areas, loading/unloading areas and outdoor storage areas are—

(i) of sufficient size;

(ii) suitably located for convenient use; and

(iii) designed to be visually attractive or screened.

**HOTELS**

**Specific Outcomes**

(a) Hotels are located and designed—

(i) to service the needs of the intended users with convenient and safe vehicle access;

(ii) to be compatible with other nearby uses and particularly such that the existing or future residential amenity of the locality is maintained;

(iii) away from, or buffered from any development that is incompatible with the hotel use; and

(iv) to minimise the extent of noise generated beyond the site boundaries, such that the noise levels are not a nuisance to nearby land uses.

**Probable Solutions — for sub-section (3)(a)**

(b) Vehicle ingress and egress points are at least fifteen (15) metres from any road intersection.

(c) A minimum of twenty percent (20%) of the site is landscaped.

(d) Where the site abuts a residential zone or Sub Area, a four (4) metre wide screen fencing is provided.
NOTE 12.7.6B
(1) The Local Government may require a Landscaping Plan to be prepared.
(2) Refer to Planning Scheme Policy 2—Information Local Government May Request.

SHOPPING CENTRES

Design and Safety

Specific Outcomes

(a) Shopping centres are designed and constructed to provide an integrated building design, incorporating land use, urban design and social considerations to facilitate a safe and security conscious environment not only within the site but also for access to and from the site and areas surrounding the site.

(b) Car parks in shopping centres are designed with—

(i) good clear signage so that users can locate their cars quickly;

(ii) separate car parks in well defined areas;

(iii) emergency telephones;

(iv) monitoring of car parks by mechanical or organised surveillance; and

(v) a network of designated, well-lit and signposted pedestrian routes throughout car parks linking users to the main entrances of the development.

(c) Bus stops and taxi ranks are located near the main entrance to the shopping centre rather than on the edge of car parks.

(d) Drinking fountains for the use of the general public are provided in public areas.

(e) Delivery and waste removal areas, air conditioners, refrigeration units, exhaust systems and the like are located away from sensitive receptors (particularly nearby dwellings) or adequate shielding is provided for noise and odour attenuation.

(f) Centres provide a balance in the mix and range of land uses for the community with selective concentration of night-time uses such as outdoor cafes, late trading stores, cinemas, and other retail and recreation facilities in safe, easily accessible locations on external walls of centres overlooking community spaces and carparks.

(g) Sites for youth activities and for recreational and leisure facilities for young people are provided in an integrated manner close to the shopping centre, public transport and pedestrian routes.

(h) Street front buildings are built up to a continuous setback line to avoid the incorporation of concealment areas and to incorporate opportunities for casual street surveillance.

SERVICE STATIONS

Safety and Security

Specific Outcomes

(a) Service stations are designed to provide maximum surveillance from adjacent streets and other activities, with an emphasis on vulnerable elements and vulnerable settings within service stations.

(b) The service station and commonly associated facilities, including convenience shopping, toilets, telephones, automatic teller machines, rest areas and car parking areas are well-lit and clearly visible from areas of activity within the site, as well as from adjacent uses and the street.

Design and Location

Specific Outcomes

(c) The site has sufficient area and dimensions to accommodate the building(s), other structures, vehicle access and movement areas, and landscaping.

(d) Delivery and waste removal areas, air conditioners, refrigeration units, exhaust systems and the like are located away from sensitive receptors (particularly nearby dwellings) or shielding is provided for noise and odour attenuation.
(e) Service stations are designed and constructed to provide continuous weather protection between refuelling areas and the points of sale to service the all weather needs of customers.

Probable Solutions – for sub-section (5)(c), (d) and (e)

(f) The minimum area of a parcel of land to be used for a Service Station is one thousand (1000) square metres.

(g) The minimum frontage to any road is thirty-five (35) metres.

(h) The maximum number of entrances to any frontage is two (2).

(i) Any entrance is located not less than twenty (20) metres from any intersection.

(j) All vehicular parking and manoeuvring areas are paved, sealed, drained, line-marked and maintained.

(k) Reinforced concrete industrial crossings are provided at all ingress and egress points to the property alignment.

(l) Storage areas for tyres, etc, are screened from view from the road and any adjoining land.

(m) Side and rear boundary fences are constructed of solid materials to a height of not less than 1.8 metres, where the site abuts a residential use or land in a residential zone.

(n) Canopies are provided to cover all refuelling areas on the premises and are designed to extend to all points of sale to ensure continuous all weather protection.

(o) The location of buildings, pumps and open storage areas comply with at least the minimum setback requirements in the zone, providing the location of structures permits the free flow of traffic on and off the site.

(p) Bunting and other similar lightweight coloured material in continuous lengths is not erected on the site of any Service Station.

Vehicular Ingress and Egress

Specific Outcome

(q) The site layout provides safe and convenient vehicle access, including provision for access—

(i) from a road other than a local residential street;

(ii) by way of separate entrance to and exit from the site;

(iii) by way of adequately spaced, sized and located vehicle crossings;

(iv) where warranted by local traffic conditions, by way of a deceleration or an acceleration lane, or right-turn only lane facilities.

Probable Solutions – for sub-section (5)(o)

(r) The site is situated not more than 100m from the intersection of 2 or more roads, one of which is an Arterial Road or Sub Arterial Road.

(s) The site is provided with not less than 2 vehicle crossings, each not more than 9m in width and not closer than 10m to—

(i) any other vehicle crossing; or

(ii) any road intersection.

Fuel Pumps

Specific Outcome

(t) All proposed fuel pumps are located—

(i) wholly within the site, such that vehicles while fuelling are standing wholly within the site; and

(ii) a safe distance from all site boundaries.

Probable Solutions – for sub-section (5)(r)

(u) All fuel pumps are situated wholly within the site and located a minimum of 7.5m to any boundary of the site.

(v) All proposed inlets to bulk fuel storage tanks are situated so that fuel delivery vehicles are standing wholly within the site when filling the tanks.
(6) VEHICLE SALES PREMISES
Site Requirements
Specific Outcome
(a) The site has sufficient area and dimensions to accommodate the building(s), other structures, vehicle display, access and movement areas, and landscaping.

Probable Solutions – for sub-section (6)(a)
(b) The minimum area of the site is two thousand (2000) square metres.
(c) The minimum frontage to any road is forty (40) metres.
(d) No vehicles are parked within the minimum landscaped area required to all street frontages.

Landscaping and Fencing
Specific Outcome
(e) Landscaping must be provided along all frontages of the site such that the visual amenity of the locality is enhanced by presenting an attractive streetscape.

Probable Solutions – for sub-section (6)(e)
(f) A minimum of 10% of the site is landscaped.
(g) Low landscaping (generally below 600mm in height) is provided which allows visibility of vehicles for sale from the road frontages.
(h) Grassed areas comprise no more than 30% of the total landscape requirement for the site.
(i) Where security fences are proposed such fencing is setback from the street frontages behind the minimum landscaped area required to all street frontages.
(j) With the exception of access points, landscaped areas are provided as follows—
   (i) six (6) metres wide along the full frontage to any road;
   (ii) four (4) metres wide along the boundary to a lot zoned, designated or used for residential purposes;
   (iii) two (2) metres wide along all other boundaries;
   (iv) no vehicles are parked or stored on the landscaped areas.
(k) Bunting, and other similar lightweight coloured material in continuous lengths, is not erected on the site.

NOTE 12.7.6C
(1) The Local Government may require a Landscaping Plan to be prepared.
(2) Refer to Planning Scheme Policy 2—Information Local Government May Request.

Detailing and Cleaning of Vehicles
Specific Outcome
(l) Any area or building used for preparation, detailing, cleaning, etc of vehicles is screened from view from the road or adjacent land by means of a fence, wall or landscaping.

VETERINARY CLINICS AND VETERINARY HOSPITALS
Specific Outcomes
(a) Veterinary Clinics and Veterinary Hospitals are designed and operated in a manner which ensures that adjoining sensitive land uses (such as residential areas or uses) are not adversely affected.
(b) Animal holding areas are sound insulated and screened.
(c) A dwelling or caretaker’s residence is provided on site to enable full time supervision of animals which are kept overnight.


NOTE 12.7.7A
(1) The specific outcomes which are sought to apply generally to industrial uses are set out below.
(2) These outcomes should be read in conjunction with sections 12.7.4 and 12.7.8.
(3) Some industrial uses may, in addition to a planning approval for a material change of use, also require an environmental authority under the Environmental Protection Act.

Density and Character
Specific Outcome
Uses and works maintain the amenity of nearby residential areas and adjoining business premises and protect and enhance important townscape and landscape elements, having regard to—
(a) boundary clearances and the provision of space around buildings;
(b) access to natural light and ventilation;
(c) privacy;
(d) noise attenuation;
Part 12, Div 7—Commercial and Industrial Code

Streetscape and Visual/Aesthetic Considerations

(2) Specific Outcomes

(a) New uses and works—
   (i) avoid large expanses of blank walls, particularly where visually prominent;
   (ii) are designed and located in a manner which is sympathetic and respectful of places of cultural significance or streetscape value;
   (iii) provide high quality, attractive street facades, which incorporate appropriate materials, colours and architectural details of a high standard;
   (iv) provide appropriate landscaped treatment, including street trees; and
   (v) conserve existing large/mature vegetation, where possible.

(b) Landscaping is designed, constructed and maintained to—
   (i) soften the view of large areas of hard paving when viewed from adjoining streets; and
   (ii) soften or screen the view into unsightly storage or work areas; and
   (iii) incorporate shade planting to parking areas; and
   (iv) provide buffers to improve amenity or environmental impacts particularly where industrial uses adjoin residential areas or riparian corridors.

Probable Solutions

(a) for sub-section (2)(a)
   Street facades of buildings are constructed of brick or painted masonry, non-reflective glass, or a combination of these materials.

(b) for sub-section (2)(b)
   (i) A minimum ten (10) metre wide densely planted landscaped buffer is provided where the use abuts land included in a zone in which the use is listed as an inconsistent use.
   (ii) A screen fence is provided to a height of 2 metres along all common property boundaries to an adjoining site which is zoned or used for residential purposes.

Building Setbacks

Specific Outcomes

Buildings are designed and located—

(a) to provide a spacious/transitional character between sensitive uses e.g. residential and higher impact uses e.g. industrial;

(b) to ensure that the use has no significant amenity or environmental impacts outside of the Zone.

Probable Solutions – for sub-section (4)

(a) Building setbacks for industrial uses and works conform to those, as specified for the relevant zone, Sub Area or precinct.

(b) Where no setback provisions are specified—
   (i) the frontage setback of buildings is—
      (A) consistent with that of buildings on adjoining sites; or
      (B) where there is no obvious building setback reference, the frontage setback is six (6) metres or half the height of the building, whichever is the greater;
(ii) where new uses and works do not have a detrimental impact on the amenity and character of adjacent land uses, buildings are either built up to the side and rear boundaries or have a minimum setback of four (4) metres;

(iii) a minimum ten (10) metre wide densely planted landscaped buffer is provided where the use abuts land included in a zone in which the use is listed as an inconsistent use.

### Building Height

#### Specific Outcomes

(a) The height of buildings and other structures for industrial uses and works conform to those, as specified for the relevant zone, Sub Area or precinct.

(b) Where no height provisions are specified, buildings and other structures are generally to be no more than one storey, unless appropriate with—

(i) the scale of adjoining development; and

(ii) the extent of fall across the site; and

(iii) the character and amenity of the area and the overall townscape; and

(iv) the operational airspace of RAAF Base Amberley and Archerfield Aerodrome.

### Building Orientation

#### Specific Outcomes

(a) Buildings generally address the street frontage or frontages by—

(i) being aligned parallel to the street, rather than at an angle to the street; and

(ii) providing clear, legible entry points.

(b) Buildings are designed so that overlooking and opportunities for casual surveillance of public spaces, car parking areas and pedestrian paths are provided.

### Skyline Elements/Rooftop Design

#### Specific Outcome

**NOTE 12.7.7B**

1. Special attention needs to be given to the design of roof forms and the location and concealing of plant and equipment for sites which—

   (a) adjoin major thoroughfares or residential areas; or

   (b) are readily overlooked from nearby areas or vantage points.

2. The design of rooftops and projections is to be treated as an integral part of the building envelope design.

The design of roof forms ensure that plant rooms and equipment—

(a) are appropriately concealed; and

(b) do not detract from the overall character and amenity of the area.

### Safety and Security

#### Specific Outcomes

The site layout contributes to the safety and security of people and property by design incorporating—

(a) movement within and through industrial areas that is safe for workers and visitors and security for property in industrial areas;

(b) lighting which is focused to illuminate concealment areas, such as entrances to loading docks;

(c) loading docks and parking areas which are overlooked by office or work area windows;

(d) parking areas that are visible from the street;

(e) parking areas and pedestrian routes to parking areas and public transport stops that are visible from industrial buildings and public areas;

(f) landscaping that does not inhibit sight-lines at frontages, property boundaries and parking areas;

(g) ‘after hours’ staff parking which is well-lit and in close proximity to staff access points; and

(h) enhanced visibility by open fencing, lighting and building design which allows surveillance of main thoroughfares.
Recreation Space

Specific Outcome

Recreation space is provided for the use and benefit of employees and visitors as part of the overall design of industrial sites.

Probable Solutions – for sub-section (10)

(a) Where the development comprises 5 or more factory units or tenancies or the proposed number of employees is 20 or more, recreation space is provided as outlined below—

(i) has a minimum area of 2 square metres per employee and minimum dimensions of five (5) metres;

(ii) is available for the recreational use of all employees on the site and may be covered or uncovered;

(iii) is accessible via properly constructed pedestrian pathways or covered walkways from all factory units or tenancies on the site; and

(iv) where possible, has a northerly aspect.

(b) Recreation space is provided separately to landscaped areas as required in this code.

12.7.8 Effects of Development – Specific Industrial Uses

(1) FUEL DEPOT

Specific Outcome

(a) Fuel depots are located on sites of sufficient size to incorporate—

(i) the use and any associated facilities;

(ii) sufficient buffering to adjoining uses to prevent the spread of fire in an emergency;

(iii) safety measures necessary to prevent environmental contamination in the event of spillage; and

(iv) landscaping measures which reduce the use’s visual impact on the locality.

Probable Solutions – for sub-section (1)(a)

(b) The minimum site area is five thousand square metres (5000m²).

(c) A minimum of twenty-five percent (25%) of the site is landscaped.

(d) A minimum width of ten (10) metres from any site boundary, is landscaped and used exclusively for landscape purposes.

(e) Where there is potential for stored material to escape and pollute nearby waters, the use is designed so that—

(i) storage areas containing chemicals or potential pollutants are sealed and bunded;

(ii) outdoor storage areas are above the adopted flood level; and

(iii) on-site stormwater detention ponds are used to provide sediment and litter traps as a means of containing accidental spillages from entering drainage systems.

RECYCLING PREMISES

Site Appearance

Specific Outcome

(a) Recycling Premises are designed to minimise possible adverse visual and noise impacts on local amenity.

Probable Solutions – for sub-section (2)(a)

(b) All buildings, structures, car parking and storage areas are setback a minimum of 10 metres from all street frontages and side and rear boundaries.

(c) Such setbacks are landscaped, with dense planting.

(d) A two (2) metre high screen fence is erected around the perimeter of any outdoor storage area.

(e) No stack of material exceeds two (2) metres in height.

(f) Vehicle wrecking or dismantling takes place in a covered building which is sound insulated.