

## 6.2. Centre category zone codes

### 6.2.1. Neighbourhood centre zone code

#### 6.2.1.1. Application

This code applies to the assessment of development if it is identified as an applicable code for development, as specified in the assessment benchmarks column in the tables of assessment located in Part 5 of the planning scheme.

When using this code, reference should be made to section 5.3.2 and where applicable, section 5.3.3 located in Part 5 of the planning scheme.

All subject matter in this code is applicable to the development assessment, unless the following circumstance arises:

- (1) The heading of a specific benchmarks for assessment table specifies otherwise; or
- (2) A heading within a specific benchmarks for assessment table specifies that the outcomes apply to a specific type of development or to development at a specific location; or
- (3) A performance outcome or acceptable outcome specifies that the outcomes apply to a specific type of development or to development at a specific location.

In the circumstance where point (2) or point (3) above arises the following applies:

- (1) the development assessment outcomes apply only to the type of development specified or only to development at the location specified; and
- (2) the development must still be assessed against all other general subject matter of the code (for example, assessment benchmarks including but not limited to those relating to built form, appearance, or general land use).

#### 6.2.1.2. Purpose

The purpose of the neighbourhood centre zone code is:

- (1) to identify the desired character and amenity for the zone and to protect it from incompatible development;
- (2) to provide for the development of highly accessible small scale neighbourhood centres which service a trade catchment of approximately 1500 households;
- (3) to provide for the development of neighbourhood centres as places comprising small-scale uses from within the centre activities group (where they serve the convenience needs of the immediate residential area);
- (4) to provide for the development of a limited range and mixture of other uses where they are compatible with preferred uses and they support the needs of the immediate residential area;
- (5) to provide for the management of impacts on adjoining sensitive land use; and
- (6) to facilitate the achievement of the overall outcomes sought for the zone.

#### 6.2.1.3. Overall outcomes

The purpose of the code will be achieved through the following overall outcomes:

- (1) the development is:
  - (a) a use within the centre activities group which:
    - (i) is small in scale; and
    - (ii) services only the convenience (day to day) needs of residents of the immediate area; or
  - (b) a use that is not within the centre activities group which:
    - (i) is small in scale;

- (ii) has low impacts;
  - (iii) is compatible with preferred uses from within the centre activities group;
  - (iv) does not limit or compromise the development preferred uses from within the centre activities group within the centre; and
  - (v) services only the convenience (day to day) needs of residents of the immediate area;
- (2) the development of a use within the centre activities group is a preferred use within the zone in the following circumstances:
  - (a) it is a food and drink outlet and it does not involve a drive through facility; or
  - (b) it is an office; or
  - (c) it is health care services; or
  - (d) it is a shop; or
  - (e) it is a shopping centre; and
- (3) if the development is a use within the centre activities group and it is an office, the development occurs within the zone only if it is small in scale and it does not result in there being a proliferation of offices in the neighbourhood centre; and
- (4) if the development is a use within the centre activities group and it is a shop or a shopping centre, the development occurs within the zone only if it is small in scale and it provides only goods and services of a convenience nature (for example, a hairdresser, small scale liquor store, small scale supermarket); and
- (5) the development of a use that is not within the centre activities group occurs within the zone only in the following circumstance:
  - (a) it is small in scale;
  - (b) it has low impacts;
  - (c) it is compatible with other uses in the neighbourhood centre;
  - (d) it is designed to integrate with development in the immediate area;
  - (e) it does not compromise the role of the neighbourhood centre which is to primarily provide for convenience (day to day) needs of residents in the immediate area; and
  - (f) the use:
    - (a) is a caretaker's accommodation; or
    - (b) is a child care centre; or
    - (c) is a club; or
    - (d) is a community care centre; or
    - (e) is a community use; or
    - (f) is a dwelling unit; or
    - (g) is an environment facility; or
    - (h) is indoor sport and recreation; or
    - (i) is a park; or
    - (j) is a place of worship; or
    - (k) is a sales office; or
    - (l) is a service industry; or
    - (m) is from within the special activities group and it is an essential component of infrastructure servicing the community;

- (6) the development of any use which is likely to have high impact on sensitive land use in the immediate area does not occur;
- (7) development within the neighbourhood centre zone does not undermine the viability, role or function of established local centres, district centres or major centres;
- (8) development within the neighbourhood centre zone contributes to a high level of amenity and integrates appropriately with the form and design of any established residential neighbourhood in the immediate area;
- (9) the development is compatible with an urban form that is characterised by:
  - (a) low rise buildings;
  - (b) low site cover;
  - (c) appealing streetscapes and public places; and
- (10) the appearance of development provides visual interest and contributes to a high level of visual amenity when viewed from the street, public places, and the surrounding area; and
- (11) the development is provided with adequate infrastructure and essential services.

#### 6.2.1.4. Specific benchmarks for assessment

**Table 6.2.1.4.1 — Outcomes for development that is accepted subject to requirements and assessable development**

Performance outcomes		Acceptable outcomes	
Land use			
If an office			
<b>PO1</b> The development of an office occurs only if: (a) it does not compromise the purpose of the neighbourhood centre which is to provide predominantly for convenience shopping needs; (b) it is small in scale; and (c) it does not contribute to a proliferation of offices in the centre.		<b>AO1.1</b> The individual office is a size which does not exceed the following: (a) one-hundred (100) square metres in gross floor area; or (b) twenty (20) per cent of the total gross floor area of the neighbourhood centre.  <b>AO1.2</b> The office occurs only if the total cumulative space in the neighbourhood centre for all offices does not exceed twenty (20) per cent of the total gross floor area of the neighbourhood centre.	
Built form			
<b>PO2</b> The height and bulk of buildings and structures are consistent with the intended character of the zone and they result in the following outcomes: (a) they do not adversely impact the character or amenity of the streetscape, adjoining sites and surrounding area; (b) they are low-rise and are consistent with the height of development in any adjoining residential neighbourhood; and (c) they are human scale at street level.		<b>AO2.1</b> Building height and the height of structures does not exceed the following: (a) two (2) storeys and 8.5 metres above ground level where the ground has a slope less than fifteen (15) per cent; or (b) two (2) storeys and ten (10) metres above ground level where the ground has a slope equal to or greater than fifteen (15) per cent.  <b>AO2.2</b> Site cover does not exceed fifty (50) per cent.	

Performance outcomes	Acceptable outcomes
<p><b>PO3</b></p> <p>The design and siting of buildings and structures does not adversely impact the amenity of the streetscape or adjoining sites having regard to the following:</p> <ul style="list-style-type: none"> <li>(a) minimisation of potential sources of nuisance;</li> <li>(b) provision of and maintenance of access to natural light and ventilation;</li> <li>(c) integration with and consideration of the design and siting of any buildings and structures located on adjoining sites (particularly those associated with a sensitive land use) or public places; and</li> <li>(d) provision of and maintenance of privacy for any habitable buildings.</li> </ul>	<p><b>AO3.1</b></p> <p>There is a 1.8 metre high acoustic screen fence located along all common lot boundaries with a residential category zone or other adjoining sensitive land use.</p> <p><b>AO3.2</b></p> <p>Buildings or structures having an 'outermost projection height' exceeding two (2) metres have a setback from road frontage lot boundaries of at least six (6) metres.</p> <p><b>AO3.3</b></p> <p>Buildings or structures have a setback from all common lot boundaries with a lot located in a residential category zone in accordance with the following:</p> <ul style="list-style-type: none"> <li>(a) at any point where the 'outermost projection height' is between two (2) metres and 4.5 metres, a setback of at least five (5) metres; or</li> <li>(b) at any point where the 'outermost projection height' is greater than 4.5 metres, a setback of at least five (5) metres plus 0.3 of a metre for every additional metre or part thereof in height over 4.5 metres.</li> </ul> <p><b>AO3.4</b></p> <p>If the distance separating a window of a habitable room, a balcony or a patio is less than three (3) metres at ground level or nine (9) metres at levels above ground level, of a window of a habitable room or a balcony or a patio of an adjacent building, privacy is protected by utilising the following:</p> <ul style="list-style-type: none"> <li>(a) window sill heights a minimum of 1.5 metres above floor level; or</li> <li>(b) fixed opaque glazing in any part of the window below 1.5 metres above floor level; or</li> <li>(c) fixed external screens; or</li> <li>(d) in the case of screening for a ground floor level, fencing to a height of 1.5 metres above ground floor level.</li> </ul>
<b>Appearance</b>	
<p><b>PO4</b></p> <p>The development is designed in a manner that contributes to a high level of visual amenity when viewed from the street, public places, and the surrounding area by incorporating elements including but not limited to the following:</p> <ul style="list-style-type: none"> <li>(a) emphasis on entry points;</li> </ul>	<p><b>AO4.1</b></p> <p>The development has a pedestrian entry point at or visible from the primary road frontage.</p> <p><b>AO4.2</b></p>

Performance outcomes	Acceptable outcomes
<p>(b) orientation to the street and any public places;</p> <p>(c) use of buildings, structures or vegetation to screen any waste storage areas and building plant from view of the street;</p> <p>(d) inclusion of vegetation to screen any large unarticulated building walls;</p> <p>(e) inclusion of vegetation at appropriate locations to enhance public streets and places and to provide shading for pedestrian comfort.</p>	<p>Any waste storage areas are screened from view of the street by one or more of the following:</p> <ul style="list-style-type: none"> <li>(a) a solid screen fence; or</li> <li>(b) a wall; or</li> <li>(c) dense vegetation.</li> </ul> <p><b>AO4.3</b> Any building plant:</p> <ul style="list-style-type: none"> <li>(a) is screened from view of the street by one or more of the following: <ul style="list-style-type: none"> <li>(i) a solid screen fence, or</li> <li>(ii) a roof design feature; or</li> <li>(iii) a wall; or</li> <li>(iv) dense vegetation; or</li> </ul> </li> <li>(b) is located within, underneath or central to the building so as to not be visible from the street.</li> </ul> <p><b>AO4.4</b> There is a densely vegetated area having a depth of at least five (5) metres from the lot boundary, located along all common lot boundaries where adjoining any residential category zone.</p> <p><b>AO4.5</b> The densely vegetated area specified in AO4.4 complies with the following:</p> <ul style="list-style-type: none"> <li>(a) there is a minimum of two (2) rounded canopy trees for every five (5) linear metres or part thereof of the length of the lot boundary; and</li> <li>(b) any established native tree species having a height exceeding two (2) metres, or a trunk diameter of thirty (30) centimetres are retained within vegetation area.</li> </ul> <p><b>AO4.6</b> Where buildings have a setback from a road frontage lot boundary, a landscape planting bed having a minimum depth of one (1) metre is provided along the full frontage (excluding vehicle and pedestrian access ways).</p> <p><b>AO4.7</b> The landscape planting bed specified in AO4.6 complies with the following:</p> <ul style="list-style-type: none"> <li>(a) there is a minimum of two (2) rounded canopy trees for every five (5) linear metres</li> </ul>

Performance outcomes	Acceptable outcomes
	<p>or part thereof of the length of the road frontage lot boundary; and</p> <p>(b) there is a minimum of two (2) shrubs for every three (3) linear metres or part thereof of the length of the road frontage lot boundary.</p>

Table 6.2.1.4.2 – Additional outcomes for assessable development

Performance outcomes	Acceptable outcomes												
<b>Land use</b>													
<p><b>PO5</b></p> <p>The use:</p> <p>(a) is a preferred use for the zone (as identified in the overall outcomes for the zone); or</p> <p>(b) is another use that is identified in the overall outcomes for the zone and is compatible with and does not limit or compromise the development of a preferred use for the zone.</p>	<p>No acceptable outcome is nominated.</p>												
<p><b>PO6</b></p> <p>Each individual use within the neighbourhood centre and the neighbourhood centre as a whole:</p> <p>(a) is small in scale;</p> <p>(b) provides only a daily convenience function (day to day needs) serving the residents of the immediate area; and</p> <p>(c) does not detract from the role and function of the higher order local, district and major centres.</p>	<p><b>AO6.1</b></p> <p>The uses within the neighbourhood centre are small in scale, provide predominantly for convenience needs, and do not exceed the size nominated below:</p> <table> <tr> <th>Use</th><th>Size (gross floor area per tenancy)</th></tr> <tr> <td>Food and drink outlet</td><td>One-hundred (100) square metres</td></tr> <tr> <td>Health care services</td><td>Two-hundred (200) square metres or no more than twenty (20) per cent of the gross floor area of a neighbourhood centre</td></tr> <tr> <td>Office (where not associated with another use)</td><td>One-hundred (100) square metres or no more than twenty (20) per cent of the gross floor area of a neighbourhood centre</td></tr> <tr> <td>Shop</td><td>Three-hundred (300) square metres</td></tr> <tr> <td> <ul style="list-style-type: none"> <li>▪ Child care centre; or</li> <li>▪ Club; or</li> <li>▪ Community care centre; or</li> </ul> </td><td>Two-hundred (200) square metres</td></tr> </table>	Use	Size (gross floor area per tenancy)	Food and drink outlet	One-hundred (100) square metres	Health care services	Two-hundred (200) square metres or no more than twenty (20) per cent of the gross floor area of a neighbourhood centre	Office (where not associated with another use)	One-hundred (100) square metres or no more than twenty (20) per cent of the gross floor area of a neighbourhood centre	Shop	Three-hundred (300) square metres	<ul style="list-style-type: none"> <li>▪ Child care centre; or</li> <li>▪ Club; or</li> <li>▪ Community care centre; or</li> </ul>	Two-hundred (200) square metres
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Performance outcomes	Acceptable outcomes				
	<table> <tr> <td> <ul style="list-style-type: none"> <li>Community use; or</li> <li>Place of worship</li> <li>Indoor sport and recreation</li> </ul> </td><td></td></tr> <tr> <td>Service industry</td><td>Fifty (50) square metres</td></tr> </table> <p><b>AO6.2</b> An office occurs only if the total cumulative space in the neighbourhood centre for all offices does not exceed twenty (20) per cent of the total gross floor area of the neighbourhood centre.</p> <p><b>AO6.3</b> A use within the community activities group occurs only if the total cumulative space in the neighbourhood centre for all community activities does not exceed twenty (20) per cent of the total gross floor area of the neighbourhood centre.</p> <p><b>AO6.4</b> The neighbourhood centre as a whole is a scale that is necessary only to service a trade catchment of 1500 households.</p>	<ul style="list-style-type: none"> <li>Community use; or</li> <li>Place of worship</li> <li>Indoor sport and recreation</li> </ul>		Service industry	Fifty (50) square metres
<ul style="list-style-type: none"> <li>Community use; or</li> <li>Place of worship</li> <li>Indoor sport and recreation</li> </ul>					
Service industry	Fifty (50) square metres				
<b>PO7</b> Each individual use within the neighbourhood centre and the neighbourhood centre as a whole appropriately integrate with any established uses in the immediate area.	No acceptable outcome is nominated.				
<b>PO8</b> If the use is a food and drink outlet, it does not involve a drive through facility.	No acceptable outcome is nominated.				
<b>PO9</b> If the use is a food and drink outlet, the food and drink outlet is incorporated into the neighbourhood centre and is not a stand-alone structure.	No acceptable outcome is nominated.				
<b>Built form</b>					
<b>PO10</b> Buildings are designed to: <ul style="list-style-type: none"> <li>(a) fit responsibly into the streetscape;</li> <li>(b) activate and engage with the street and important public spaces;</li> <li>(c) create a safe pedestrian environment at street level;</li> <li>(d) create interesting street level façades which avoid expanses of blank walls oriented to the street; and</li> </ul>	<b>AO10.1</b> New developments: <ul style="list-style-type: none"> <li>(a) are oriented to the street and on-site customer parking areas;</li> <li>(b) at ground level, include display windows for a minimum of eighty (80) per cent of the façade area; and</li> <li>(c) result in ground floor tenancies which do not exceed ten (10) metres in width, or the ground floor tenancies are punctuated at</li> </ul>				



Performance outcomes	Acceptable outcomes
<p>(e) provide an awning over pedestrian areas, or shade trees where an awning would conflict with the streetscape (for example, heritage buildings).</p>	<p>least every fifteen (15) metres by a vertical design feature or shop window displays.</p> <p><b>AO10.2</b> Where fronting a street or public space, any part of a building above ground floor level includes design features, windows or balconies to at least thirty (30) per cent of the façade area of each floor level.</p> <p><b>AO10.3</b> Buildings have awnings over external pedestrian footpath areas and the awnings:</p> <ul style="list-style-type: none"> <li>(a) provide continuous weather protection;</li> <li>(b) are not higher than 7.5 metres from the constructed pavement or footpath to the soffit of the awning; and</li> <li>(c) extend from the building over the pedestrian footpath area the greater of the following: <ul style="list-style-type: none"> <li>(i) three (3) metres; or</li> <li>(ii) a distance which finishes 0.5 of a metre before any roadside kerb or vehicle parking area.</li> </ul> </li> </ul> <p><b>AO10.4</b> Buildings or structures have a setback of at least three (3) metres from side, rear and road frontage lot boundaries at any point where the 'outermost projection height' exceeds 8.5 metres.</p>
Appearance	
<p><b>PO11</b> Buildings have an appearance which provides visual interest and contributes to a high level of visual amenity when viewed from the street, public places, and the surrounding area by use of the following:</p> <ul style="list-style-type: none"> <li>(a) vertical and horizontal articulation to create shadow and break up the built form by use of fenestration, recesses, wall offsets, balconies, projections, splays or other building design features;</li> <li>(b) external building walls having variations in textures, materials and colours; and</li> <li>(c) external building materials which are unlikely to create a nuisance, discomfort or hazard due to solar reflection.</li> </ul>	<p><b>AO11.1</b> Buildings have a maximum unarticulated length of fifteen (15) metres to the street frontage.</p> <p><b>AO11.2</b> External building walls have at least three (3) variations, with the variations consisting of one or more of the following:</p> <ul style="list-style-type: none"> <li>(a) changes in surface textures; or</li> <li>(b) changes in materials; or</li> <li>(c) changes in colours.</li> </ul> <p><b>AO11.3</b> The design of the building does not include glass or surfaces that are likely to:</p> <ul style="list-style-type: none"> <li>(a) reflect solar rays for prolonged periods due to exterior finishes and design elements, or</li> </ul>



Performance outcomes	Acceptable outcomes
	(b) create undue nuisance, discomfort or hazards to any part of the surrounding locality.
<b>PO12</b> The roof of a building is designed in a manner that creates visual interest and can conceal any plant equipment.	No acceptable outcome is nominated.
<b>PO13</b> The location of street trees, seating, waste bins, drinking fountains, public transport stops and public art and the like are: <ul style="list-style-type: none"> <li>(a) provided at a scale and location appropriate to the siting and design of the centre;</li> <li>(b) co-ordinated to create cohesive streetscapes and movement areas to soften the built form and provide increased user amenity; and</li> <li>(c) located so as to retain at least a 1.5 metre wide clear pedestrian zone.</li> </ul>	No acceptable outcome is nominated.
<b>Vehicle Parking Areas</b>	
<b>PO14</b> Parking areas are designed to minimise impacts on sensitive land use due to noise, car park lighting, vehicle lighting, and loss of privacy.	No acceptable outcome is nominated.
<b>Infrastructure</b>	
<b>PO15</b> Safe, accessible, robust and reliable infrastructure relating to access and parking, energy supply, roads, roof and allotment drainage, sewage and wastewater treatment and disposal, stormwater management, telecommunications, and water supply, is adequately provided for the development in accordance with best practice and endorsed standards for the location, and relative to the needs of the development.	<b>AO15.1</b> The development complies with the requirements of the Development Works Code.