

9.3.4 Commercial design code



Photograph 9.3.4-1
Example of a commercial design outcome located at Varsity Lakes. Photograph by Remco Jansen.

9.3.4.1 Application

This code applies to assessing material change of use for non-residential uses where indicated within **Part 5 Tables of assessment** and where there is no use code contained in **Part 9 Development codes**.

Note: Where development involves multiple land uses, each use is to be assessed against the applicable use code (e.g. for a mixed use building comprising residential uses, the residential component shall be assessed against the applicable residential use code in addition to this code).

When using this code, reference should be made to **Section 5.3.2** and, where applicable, **Section 5.3.3**, in **Part 5**.

9.3.4.2 Purpose

- (1) The purpose of the Commercial design code is to ensure that non-residential development is responsive, connected, engaged, subtropical, attractive and adaptable to deliver well designed non-residential activities that are reflective of the role and function of the local area in which they are located and reinforce the planned character of that area.
- (2) The purpose of the code will be achieved through the following overall outcomes:
 - (a) Built form, design, operation and scale of development:
 - (i) considers the subtropical environment, with an orientation and design that optimises a comfortable and pleasant pedestrian environment at the ground level;
 - (ii) creates highly activated frontages that engage with the street to promote a safe and thriving street life;
 - (iii) ensures that any large format retail premises are sleeved by smaller tenancies that are integrated with the streetscape;
 - (iv) provides adaptable and flexible space at the lower levels of a building to support use and activity changes over time;

Note: To facilitate the flexible re-use of the ground floor, Council recommends an internal floor to ceiling height of 4.5m. Above the ground floor, within a [building tower](#)-base, Council recommends an internal floor to ceiling height of 3.5m.

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- (v) incorporates glazing or screening of windows to create opportunities for visual interest and casual surveillance
 - (vi) provides a legible, safe and comfortable pedestrian experience by providing continuous shading along building frontages; and
 - (vii) is responsive to site characteristics and planned character.
- (b) Off-street parking areas –
- Mixed use centres**
- (i) are located behind or within the built form to promote street activation.
- Neighbourhood centres**
- (ii) are located to minimise impacts on adjoining sensitive land uses, improve safety and are treated to minimise their visual impact from the street; and
- In all other areas**
- (iii) are located behind or within the built form to maintain and improve the amenity of the street and are treated to minimise their visual impact from the street; and
- (c) Service and loading areas –
- (i) are located behind the building, underneath the building or in areas where they are screened from the public view to maintain the amenity of the street.

9.3.4.3 Specific benchmarks for assessment

When using this code, reference should be made to **Section 5.3.2** and, where applicable, **Section 5.3.3**, in **Part 5**.

When this code is referred to in a table of assessment in **Part 5**:

- (1) **Part A** applies to accepted development subject to requirements.
- (2) **Part B** applies to assessable development as follows:
 - (a) **Table 9.3.4-2** applies to any non-residential use (excluding that described in point (b)); and
 - (b) **Table 9.3.4-3** applies to any non-residential use that is a stand-alone small scale use up to 150m².

PART A – ACCEPTED DEVELOPMENT SUBJECT TO REQUIREMENTS

Table 9.3.4-1: Commercial design code – for accepted development subject to requirements

Required outcomes	
Built form and design	RO1 Development is orientated to address streets and public open spaces.
	RO2 Windows and balconies located above ground floor overlook the street and public open spaces to provide opportunities for casual surveillance.
	RO3 Building entrances are clearly visible from the street.
	RO4 A minimum of 80% of the ground floor facade is windowed.
	RO5 The maximum screening of ground floor windows is 50%.
	RO6 Ground floor windows are no more than 900mm above ground level.
Off-street parking areas	RO7 Mixed use centres Off-street parking areas are located behind or within the building.
	RO8 Neighbourhood centres Off-street parking areas are located in front, beside, behind or within the building.
	RO9 All other areas Off-street parking areas are located beside, behind or within the building.
Service and loading areas	RO10 Service and loading areas are: <ul style="list-style-type: none"> (a) located underground; (b) behind the use; or (c) visually screened from public areas.

Advisory note

Accepted development identified in the assessment tables as subject to requirements must comply with all the nominated requirements in this and other applicable codes.

PART B – ASSESSABLE DEVELOPMENT BENCHMARKS

Table 9.3.4-2: Commercial design code – for assessable development

Performance outcomes	Acceptable outcomes
Built form and design	
PO1 Development creates a contextually responsive built form to reinforce the planned character of the area.	AO1 No acceptable outcome provided.
PO2 To support changing community and business needs, ground floor spaces are designed to allow flexible reuse of the tenancies by: <ul style="list-style-type: none"> (a) providing a mix of adaptable floor plates; and (b) floor-to-ceiling heights capable of accommodating commercial, retail or other non-residential uses at 	AO2 No acceptable outcome provided.

Performance outcomes	Acceptable outcomes
<p>different stages of the building's life cycle.</p> <p>Note: To facilitate the flexible re-use of the ground floor, Council recommends an internal floor to ceiling height of 4.5m.</p>	
<p>PO3</p> <p>Development creates an attractive, safe, active and engaging frontage to all streets through:</p> <p>(a) incorporating doorways, entrances and windows at frequent intervals to the street;</p> <p>(b) providing opportunities for casual surveillance;</p> <p>(c) clearly defined building entrances; and</p> <p>(d) visually integrating services and utilities.</p>	<p>AO3.1</p> <p>Windows and balconies located above the ground floor overlook the street and public open spaces to provide opportunities for casual surveillance.</p> <p>AO3.2</p> <p>Building entrances are clearly visible from the street.</p> <p>AO3.3</p> <p>A minimum of 80% of the ground floor facade is windowed.</p> <p>AO3.4</p> <p>The maximum screening of ground floor windows is 50%.</p> <p>AO3.5</p> <p>Ground floor windows are no more than 900mm above ground level.</p> <p>AO3.6</p> <p>Service and utilities are visually integrated into building facades.</p>



Figure 9.3.4-1
Example of large scale commercial development incorporating AO3.1 – AO3.6

<p>PO4</p> <p>Buildings are visually interesting through a combination of:</p> <p>(a) variation in materials, colours, or textures;</p> <p>(b) recessions and projections in the roof and wall plane;</p> <p>(c) variations in the building form; or</p> <p>(d) landscaping, at and above ground level.</p>	<p>AO4</p> <p>No acceptable outcome is provided.</p>
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Performance outcomes	Acceptable outcomes
PO5 Large scale uses are sleeved by smaller tenancies or provide a shopfront presentation to the street.	AO5 No acceptable outcome is provided.
PO6 Roof forms provide a clean appearance where plant and equipment is integrated into the roof design.	AO6 Roof top plant and equipment are: (a) contained within roof forms; (b) grouped together in one area; and (c) screened.
PO7 Development provides weather protection to pedestrians in the public realm and for pedestrian entrances to the development.	AO7 Development provides: (a) awnings; (b) overhanging first floor balconies; or (c) shade sails.
Off-street parking areas	
PO8 Mixed use centres Off-street parking areas are located behind the building or fully integrated into the built form so it is not visible from the street.	AO8 Mixed use centres No acceptable outcome provided.
PO9 Neighbourhood centres Off-street parking areas: (a) have an attractive street interface; (b) minimise impacts on adjoining sensitive land uses; (c) are safe and accessible; and (d) incorporate high quality landscaping.	AO9 Neighbourhood centres No acceptable outcome provided.
PO10 All other areas Off-street parking areas are located behind the building or fully integrated into the built form so it is not visible from the street.	AO10 All other areas No acceptable outcome provided.
Service and loading areas	
PO11 Services and loading areas are: (a) located underground; (b) behind the built form; or (c) integrated into the built form.	AO11 No acceptable outcome provided.

Table 9.3.4-3: Commercial design code – for assessable development for stand-alone small scale uses up to 150m²

Performance outcomes	Acceptable outcomes
Design and appearance	
PO12 Development maintains a compatible form and scale to nearby development, having regard to the role and function of the local area in which they are located and planned character of that area.	AO12 No acceptable outcome provided.