Preface

Using this state interest guideline

The Queensland Government established the State Planning Policy (SPP) to define the specific matters of state interest in land use planning and development. To support the implementation of the SPP, each state interest in the SPP is supported by a state interest guideline such as this one.

This state interest guideline must be read in conjunction with the SPP.

The SPP does not prioritise one state interest over another and thus provides flexibility for local governments to respond to specific regional and local contexts. This allows for the state interests to be considered as an entirety rather than as individual competing or conflicting priorities.

The SPP guiding principles carry equal weight with the state interests and must be considered by local government as part of the integration of state interests as an entirety rather than as individual policies. This supports decision making which integrates and balances the economic, environmental and social needs of current and future generations, promotes innovative approaches to design and development where consistent with the strategic intent of a planning scheme and enables flexible and performance-based decisions as part of the assessment process.

Where text in this guideline is in a coloured text box, it is an excerpt from the SPP and is the state’s policy about a matter of state interest.

In relation to making or amending a planning scheme, the SPP quoted text defines what a local government should do in preparing or amending a planning scheme (i.e. the state prefers this policy but will consider alternative approaches based on specific local context or issues).

Where interim development assessment requirements apply for a state interest (because the relevant planning scheme has not yet integrated the state interest or an amendment to the SPP has occurred subsequent to the scheme), the SPP quoted text defines requirements that must be applied in the assessment of applicable development applications.

Content within this state interest guideline that is not an excerpt from the SPP provides further context and explains how the SPP policies can be applied. It does not introduce or define any new policies which do not exist in the SPP itself.

The use of such guidance material is optional—it does not form a statutory component of the SPP and hence is not a mandatory requirement of the state.
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PART A: Background and core concepts

State interest—liveable communities

Planning delivers liveable, well-designed and serviced communities that support wellbeing and enhance quality of life.

Background

The Queensland Government is committed to a planning system that supports growth in the Queensland economy and provides quality, liveable communities for the enjoyment of all. Planning schemes are required to support this commitment through the inclusion of provisions that support all facets of a liveable community, including quality built form and urban design, equitable access to services and good quality public spaces, appropriate land use planning and efficient and integrated transport and infrastructure planning.

Core concepts

Why plan for liveable communities?
Liveable communities are those that are vibrant, prosperous, diverse, inclusive, accessible, attractive, healthy and safe. These communities can exist from a neighbourhood level, to a town, city or region and can be established in both infill and greenfield areas. Creating well-functioning, successful communities in this context requires a long-term commitment to a combination of land use, investment and community development strategies.

Planning and designing for liveable communities offers significant benefits to residents, businesses, workers and visitors to these communities, while advancing the health and prosperity of the state. Quality of life and wellbeing are key features of liveable communities. A successful community entices new residents, businesses and visitors, further driving growth and prosperity. Planning for a liveable community, including making allowances for future growth, will help to ensure the long-term success of the community.

Best practice urban design and built form
People are strongly influenced by their physical environment with the form, shape and pattern of land use providing the setting for human behaviour for many years to come. The scale, intensity, legibility and aesthetics of a place will influence how well people connect to the place, who is attracted to the area and the sociability, safety, health and wellbeing of residents and workers.

Quality public realm and open space
The quality of the public realm is vital to creating successful communities and attracting people to live, work and visit. A quality public realm offers a series of diverse spaces that accommodate a range of different uses, users and needs, and allow for different activities at different times of the day and in different seasons.

Quality public open spaces improve amenity and also provide the accessible and affordable spaces people need to meet, exercise and play sport, further improving community health and cohesion.
Land use planning meeting the needs of a diverse community

Liveable communities are most successful when they have a diverse social mix, are inclusive and sociable and where all members feel a strong sense of belonging and cultural relevance. The success of these communities is advanced when physical and social connectivity is achieved with adjoining communities. For instance, how well a community is woven into the physical and social fabric of the existing surrounding neighbourhoods will impact on how cohesive and liveable the overall community will be, generating either a sense of unity or segregation.

Transport integration and accessibility

Prosperous and liveable communities need convenient, efficient and available transport to ensure access to and interconnectivity between neighbourhoods, employment nodes, commercial, retail and social services, open space, and community facilities. A liveable community should be easy to move around in and be well connected to other destinations by a range of different travel modes including public transport, walking, cycling and private vehicles. It should also cater to the needs of people with restricted mobility in order to provide a fully accessible environment.

Planning for infrastructure and community facilities

Community health and wellbeing is vital to the economic prosperity of cities, regions and the state due to the impact that poor health and a lack of social cohesion can place on healthcare systems. Social infrastructure, community services and facilities, as well as the social networks they help foster, are fundamental to community wellbeing. Social infrastructure encourages people to take part in community life, builds a sense of place, reduces social isolation and helps meet basic individual and family needs and therefore should form a key element of any local government planning scheme.

Social infrastructure needs to be available to communities early in their formation to support the practical needs of residents and workers. This infrastructure should be available to all (e.g. education, health, arts, culture and community facilities), designed to be inclusive of people in different stages of life (e.g. children, young people and older people) and include a focus on groups with special needs (e.g. families, people with a disability and Indigenous and culturally and linguistically diverse people).
Quality urban form increases the quality of life and wellbeing of communities and encourages residents, workers and visitors to the area. Heritage buildings and areas of historical importance may act as a focal point to a precinct or neighbourhood and help to establish or maintain local identity and stimulate community spirit.

How to appropriately integrate the policy

1.1 Incorporate measures throughout the planning scheme (from the strategic framework downwards) which will facilitate good urban design and built form which respects and highlights local character and history. As appropriate to the local area, these measures should:

- consider the inclusion of provisions around streetscaping and public areas which support development to respond to local character and promote legibility and amenity.
- recognise and encourage local character and protect items, buildings and areas that demonstrate local heritage value.

1.2 Include contemporary approaches to crime prevention that address design and social development principles, including social inclusion, legibility and territoriality of space and community activation, as articulated in crime prevention through environmental design (CPTED) principles.

REFER TO: PART E: Supporting information
1. Built form and urban design.
Policy 2

Providing attractive and accessible natural environments and public open space by:

a) maintaining or enhancing areas of high scenic amenity, and important views and vistas that contribute to natural and visual amenity, and

b) maintaining or enhancing opportunities for public access and use of natural areas, rivers, dams and creeks, and

c) planning for public open space that:

i. is functional, accessible and connected, and

ii. supports a range of formal and informal sporting, recreational and community activities.

How to appropriately integrate the policy

2.1 Include a range of open space areas (including local, district and regional open space areas) to serve the different needs of the community. Local government is encouraged to identify these open space networks spatially.

2.2 Consider the identification of areas of high scenic amenity and important views and vistas and include provisions to protect these areas from development which would detract from these values. This could include identification in the strategic framework (including mapping) and inclusion of development requirements in zone codes/local plans or an overlay.

2.3 Incorporate measures that maximise the benefits of open space, such as:

- protection of natural areas of high natural and scenic amenity;
- provisions of quality public spaces in new developments; and
- optimising the visual amenity of open spaces.

2.4 Include provisions which support the development of a network of flexible and versatile spaces which promote diverse activities and experiences and connect natural and recreation spaces to expand their use and accessibility, encouraging more physical activity. These spaces should support:

- social activities; and
- connection with nature.

2.5 Ensure levels of assessment and planning requirements support the integration of indoor sporting and recreation facilities in neighbourhoods and any district or local area planning.

2.6 Ensure overly restrictive provisions and risk-averse levels of assessment do not inadvertently prohibit the innovative use of available space, for example, spaces between buildings and on roof tops, or restricting compatible after-hours uses.

2.7 Prepare an open space strategy and incorporate the provisions of this strategy into the planning scheme’s strategic framework, land use planning and open space provisions and codes. Ensure planning provisions protect the right of the public to access and enjoy public open space.

REFER TO: PART E: Supporting information

2. Public open space and quality public realm.
Policy 3

Facilitating vibrant places and spaces, diverse communities, and good neighbourhood planning and centres design that meets lifestyle needs by:

a) providing a mix of land uses to meet the diverse demographic, social, cultural, economic and lifestyle needs of the community

b) facilitating the consolidation of urban development in and around existing settlements and maximising the use of established infrastructure and services.

How to appropriately integrate the policy

3.1 Respect and respond to local conditions including the local market, physical features, cultural heritage significance, views and vistas and connections to existing facilities and movement networks through good neighbourhood layout and design.

3.2 Include provisions for neighbourhood design that reflects the local needs and character of a neighbourhood and integrates appropriately with surrounding neighbourhoods. Consider the use of precincts or local plans to accentuate the character and identity of a community through tailored planning provisions.

3.3 Ensure planning for centres meets the needs of the local community. New developments can be encouraged within existing centres by appropriately zoning land and prescribing levels of assessment that maximise development potential and promote the efficient use of existing infrastructure. Scheme provisions should support a centre’s role and function through provisions in local plans/precinct plans.

3.4 Respond to the changing needs of society by including zoning provisions that allow for flexible and adaptive retail and commercial spaces, cafés and public places to be located within all neighbourhoods, precincts and centres.

A vibrant community accommodates diversity in housing, employment and a range of complementary uses (e.g. retail, offices, services, education, dining, entertainment and community and health facilities) which allow people to satisfy many of their daily needs in one place. Land use planning needs to manage the compatibility between different uses and activities in communities while promoting residential amenity, after-hours safety and access to appropriate services.

Successful communities include centres of activity which promote economic and cultural development. Centres are locations where a wide range of activities including shops, offices, community and cultural facilities are clustered together and usually co-located with residential developments of high-density. The clustering of activities in centres reduces the need for separate trips, makes it easier to provide access by public transport and active transport modes and encourages social and economic interaction.

The inclusion of a mix of uses within neighbourhoods, where appropriate, will increase vibrancy and encourage a high-quality of life within communities while reducing the distance residents must travel to access a variety of goods and services.

Refer to Part E: Supporting information 3. Planning for diverse centres and neighbourhoods.
Policy 4
Facilitating the provision of pedestrian, cycling and public transport infrastructure and connectivity within and between these networks.

The provision of pedestrian, cycling and public transport infrastructure and connectivity of these networks between suburbs/localities is crucial to the success of a community. Access to quality transport networks increases transport efficiency, productivity and quality of life. Conversely, the inability of residents to travel safely, quickly and efficiently between destinations (such as home, work, schools, and shops) wastes time and resources, adds to stress and reduces the wellbeing of a community.

Providing for pedestrian, cycling and public transport infrastructure requires a permeable street network, accessible to all users and with the capacity for multiple transport modes.

How to appropriately integrate the policy

4.1 Include strategic and specific outcomes within the strategic framework for a coherent and legible streetscape that is oriented to pedestrian and cyclist movement and offers safety, connectivity, legibility and permeability. Ensure code provisions support the strategic framework.

4.2 Ensure that relevant code provisions support the delivery of direct, attractive and safe pedestrian, cycle and public transport links. This should prioritise the provision or improvement of links to public transport facilities, as well as between neighbourhoods and employment centres and community facilities. Local plans can be used to identify priority routes.

4.3 Where available, or likely to be available in the future, integrate public transport infrastructure cohesively into neighbourhoods and, where possible, encourage activation by collocating transit stops with civic, retail and commercial uses. This can be supported by allowing appropriate mixed use development in close proximity to transport nodes.

4.4 Ensure that equitable access for people with disabilities or restricted mobility is provided, particularly along continuous paths of travel.

REFER TO: PART E: Supporting information
4. Transport integration and accessibility.
Policy 5

Planning for cost-effective, well-located and efficient use of community facilities and utilities by:

a) considering the location of infrastructure within the local government area including education facilities, health facilities, emergency services, arts and cultural infrastructure, and sport, recreation and cultural facilities, and:
   i. locating complementary development in areas with a high level of access to infrastructure and associated services, and
   ii. protecting existing and known planned infrastructure from development that would compromise the ability of infrastructure and associated services to function safely and efficiently, and

b) locating development in areas currently serviced by state infrastructure, and where this cannot be achieved, facilitating development in a logical and orderly sequence to enable the cost-effective delivery of state infrastructure to service development, and

c) including provisions that support the efficient location and assessment of education infrastructure (catering for both state and non-state education providers), and

d) including provisions to ensure that development is designed to support connection to fibre telecommunications infrastructure (i.e. broadband) in greenfield areas, and

e) including the SPP code: Fire services in developments accessed by common private title (Appendix 1), or similar development requirements for urban developments, where not located on a public access road and not covered in other legislation or planning provisions mandating fire hydrants.

Providing quality infrastructure sufficient to meet the current and future needs of a community is the cornerstone to achieving a prosperous economy and cohesive society. Leading practice infrastructure planning will not only focus on the quantity of infrastructure being provided to the community, but also the location, efficiency, quality and cost-effectiveness of the infrastructure. Inefficient provision of infrastructure with little regard for strengthening community connections and prosperity will add to the cost of living and unnecessarily increase local and state government debt.

How to appropriately integrate the policy

5.1 Within the strategic framework, identify valuable existing and planned community infrastructure and include provisions to protect, support, enhance, expand and further connect this infrastructure as appropriate. Infrastructure planning should consider both hard and soft infrastructure requirements (as defined in Part E section 5 - Planning for infrastructure and community facilities), as both forms are vital to the vibrancy, diversity, cohesion and quality of life. To meet the needs of a successful, resilient and prosperous community, infrastructure planning should:

- make efficient use of existing assets;
- focus on fixing critical points of stress in existing infrastructure systems;
- avoid excessive focus on large-scale long-term projects and encourage incremental improvement to networks and services;
- support targeted investment, ensuring that investments which are given priority provide the highest level of benefit for the community;
- establish a pipeline of infrastructure projects to assist in network planning and projections, and to encourage private sector investment; and
- recognise shifts in the needs of the community and plan for the provision of appropriate infrastructure (e.g. change in worker habits coinciding with growth in emerging technologies, resulting in a change in movement patterns and an increasing need for

1. The Queensland Schools Planning Commission has prepared school infrastructure planning data and mapping which is available at http://education.qld.gov.au/schools/schools-planning-commission/
access to world-class digital infrastructure).

5.2 The existing or intended catchment of users for infrastructure should be recognised within the strategic framework and applicable zoning to help determine the need for expansion of services or the requirement for new infrastructure. Local governments need to determine the appropriate zoning and density of the locality, particularly around large community infrastructure, which often serve as ‘anchors’ to the community. Zone requirements should consider the growth of the primary facilities, support of major infrastructure from complementary uses and the expansion of interconnecting networks between related infrastructure.

5.3 Identify and appropriately zone sites that have been secured for community infrastructure through the community infrastructure designation process, or by other means. Communities require cultural facilities appropriate to the population, including performance spaces and libraries, galleries, cafes, live music and youth spaces. Planning schemes should encourage flexible, multi-purpose community facilities capable of supporting a range of functions.

5.4 To ensure the needs of communities are being met, a base level of both hard and soft infrastructure is required at the outset of new developments to support the early stages of the development (e.g. childcare centres, schools, community centre, transport, telecommunications and utilities). Provision of this infrastructure early in the development can then be complemented by the staged provision of infrastructure as the population grows. To encourage the efficient use of infrastructure and staging of infrastructure investment, planning schemes should:

- identify the location and capacity of existing hard infrastructure networks including projections for known-planned development and potential pinch points in network service;
- where possible, locate development in areas currently serviced by state infrastructure;
- encourage staging of the delivery of new infrastructure, in both infill and greenfield areas; and
- identify in large new development and on greenfield sites, infrastructure requirements as well as the staging of the delivery of necessary infrastructure investments. These provisions could be included within a general development code or a reconfiguring a lot code.

5.5 For soft infrastructure, the identification of existing and planned assets creates the opportunity to recognise gaps in the service of communities, develop initiatives for improvements in their community value and plan accordingly to avoid incompatible development and encourage complementary development. Examples of complementary development include:

- the co-location of hospitals with supporting healthcare facilities (medical clinics, pharmacists), emergency services, retail (cafés, florists) and short-term accommodation;
- the adjacent development of schools and childcare facilities;
- the development of tertiary education facilities in close proximity to work placement opportunities (commercial, retail, clinical), youth services, boarding options and learning portals such as community libraries; and
- the integration of parks, cultural precincts and public spaces with recreational facilities, dining and retail.

5.6 Planning schemes should consider the known locations of future schools and make zoning provisions for complementary development. The Queensland Schools Planning Commission has prepared school infrastructure planning data and mapping. The maps show projected change in school age population and will help to determine where new primary and secondary schools may need to be built, or existing schools expanded, over the next 20 years. The mapping is available at education.qld.gov.au/schools/schools-planning-commission. The school infrastructure planning data can be used to efficiently identify and allocate land within a local government planning area for a future school. Planning schemes can support the development of schools when on land that has been identified as part of this process by minimising the assessment requirements of compatible and appropriate school facilities.

5.7 Access to information and communication technology (ICT) provides opportunities for improved connection, economic growth and social capital. Planning schemes should include strategic framework and code provisions which ensure development is able to connect to fibre telecommunications infrastructure.

REFER TO: PART E: Supporting information
2. Public open space and quality public realm
5. Planning for infrastructure and community facilities.
The SPP requires that where a planning scheme has not yet appropriately integrated a state interest that the interim development assessment provisions apply. The state interest—liveable communities—has interim development assessment requirements.

These SPP interim development assessment requirements must be considered by local government in relation to the assessment of development applications mentioned in Part E of the SPP and apply in addition to any other relevant requirements in a local government planning scheme.

### Development assessment requirement 1

1. **Development:**
   1. **(a) complies with the SPP code: Fire services in developments accessed by common private title (Appendix 1).**

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**How a development application may demonstrate compliance with the assessment requirement**

In complying with the SPP code: Fire services in developments accessed by common private title, applicable development applications for a material change of use or reconfiguring a lot in an urban area are required to demonstrate that the development accessed by common private title (such as a community title subdivision) has appropriate fire hydrant infrastructure and unimpeded access to emergency services vehicles for the protection of people, property and the environment from fire and chemical incidents.

Refer to the SPP code Fire services in developments accessed by common private title located at Appendix 1 of the SPP.
PART D: Model code provisions

Example model code provisions for the liveable communities guidance material have been prepared below that may be adapted by a local government when making or amending a planning scheme. Where a local government seeks to adopt model code provisions, it should ensure the provisions are suitable to local circumstances prior to adoption. It is not intended that a local government would use all of these model provisions verbatim, as local context and tailoring is an essential part of adopting the SPP.

1. Strategic framework—housing and liveable communities theme

Strategic outcome
Enhance social diversity, choice and accessibility.

Specific outcomes
• Integration—new development that integrates with existing development.
• Social diversity—development that supports a wide social and cultural mix and the ageing population within the community.
• Accessibility—equitable access to centres, services, facilities, electronic service information, transport and green space.

Strategic outcome
Protect and enhance the scenic landscape and promote the city’s unique subtropical character.

Specific outcomes
• Scenic landscapes—protecting landscapes that enhance amenity and character, rivers, other waterways and wetlands, foreshores, forested hills and rural and semi-rural areas.
• Views—protecting significant views of important natural and cultural character elements as seen from high public use areas and from movement networks.
• Visual boundaries—establishing and/or maintaining visual boundaries between individual areas and along major movement networks to add to scenic diversity and enhance visual appeal.
• Visual buffering—buffering or screening to separate visually incompatible land uses.
• Sympathetic development—buildings, structures and landscaping that complement the surrounding character and style in both urban and rural areas.

Strategic outcome
Achieve a safe, secure, equitable and comfortable community.

Specific outcomes
• Design for safety—designing buildings, public places, pedestrian walkways and bikeways to facilitate casual surveillance and help reduce the risk and fear of crime.
• Equitable access—providing non-discriminatory access to public and private development and open space.
• Light—adequate natural light and sun penetration in buildings and public spaces.
• Shelter—providing shelter from the adverse effects of sun and rain.
Strategic outcome

Ensure a continuous supply and cater for a balanced range of community facilities—cultural, recreational and sporting opportunities, natural environments and attractive landscapes—to meet community needs.

Specific outcomes

- Parks and facilities—a wide range and equitable distribution of high-quality, useable parks and recreational facilities.
- Park diversity—parks and recreational facilities of different types and scales, containing different landforms, fauna communities, vegetation types and features and maximising opportunities to protect cultural, recreational, ecological and aesthetic values.
- Facilities and infrastructure—high quality park facilities that respect each park’s character and are appropriate for potential users.
- Privately-owned community, cultural, open space and recreation facilities—developing and maintaining privately-owned and operated community facilities, open space or recreation venues that preferably integrate with the green space network and/or the public transport system.
- Contributions—contributions of parkland as part of the development process that are suitable for their intended purpose and cater for population growth and change.

Strategic outcome

Provide for effective community consultation and participation in projects of significance to the community or local area.

Specific outcomes

- Plan formulation—consulting and facilitating participation early in plan formulation.
- Information—informing communities and stakeholders about proposals and how to participate in the planning and development process.
- Development proposals—consulting the community on significant development proposals.
- Impact mitigation—consulting on a proposal’s potential impacts and reasonable measures to relieve likely negative impacts.
- Feedback—community feedback on policy and development outcomes.
2. Model code provisions for built form (medium- to higher-density urban localities)

Performance outcomes to address built form requirements can be adapted into many planning scheme codes, particularly those that are used in assessing material change of use applications. The purpose of including built form requirements in various codes is to:

• encourage building and landscape design that reflects and reinforces the character of the town, city or region;

• encourage developments that integrate into their surroundings and incorporate quality urban design;

• establish minimum standards for building height, building form and gross floor area within various parts of the local government area (e.g. neighbourhoods, centres, etc.);

• achieve and maintain a high level of amenity for surrounding land uses; and

• ensure the development of safe and well-lit sites and pedestrian environments that are accessible to and useable by a person with a disability.

Example code provisions, intended to be broad and adapted as required are provided below.
## Assessment criteria

<table>
<thead>
<tr>
<th>Performance outcomes</th>
<th>Acceptable outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gross floor area, building height and building form</strong></td>
<td></td>
</tr>
</tbody>
</table>
| **P01** The height, scale and bulk of buildings must be consistent with buildings in the locality. | **A01.1** The height of buildings must be consistent with buildings in the locality or planned for the site.  
**A01.2** The maximum gross floor area is in accordance with limits set in a local plan or centre concept plan applying to the centre. If not specified:  
- the maximum gross floor area complies with the requirements provided in ‘use/zone or local plan’  
OR  
- in a mixed residential/non-residential development, the gross floor area of the residential component is a minimum of 30% of the total gross floor area. |
| **P02** Buildings must present a continuous pedestrian-friendly façade at human scale. | **A02.1** The podium height is no more than 15 metres above the mid-point of the main frontage of the site except where this is the best match to the existing streetscape and to neighbouring buildings. |
| **P03** Building design and continuity and connectivity of streetscape, pedestrian paths and street front spaces must promote integration with the surrounding area. | **A03.1** Buildings address the street with main entrances fronting the street or outdoor squares or plazas that constitute the focal point of the centre, rather than to internal spaces or parking areas.  
**A03.2** Easements are created over vehicular, bicycle and pedestrian access ways to all adjoining owners and council parties to the easement where council determines these are to serve more than an individual development or property. |
| **P04** Buildings are designed to incorporate graffiti prevention measures. | **A04.1** Building design and layout provide for development, structures and layout that prevent graffiti by incorporating the following features where practical:  
- access control measures of vegetation, fencing, lighting or sprinklers  
- designs with an absence of ‘natural ladders’  
- minimal unbroken vertical surface areas  
- graffiti deterrent surface treatments. |
| **P05** Buildings must be well lit internally and externally. | **A05.1** Internal areas are lit to a minimum of 200 lux.  
**A05.2** External areas are lit according to AS4282—Control of the obtrusive effects of outdoor lighting while still being a minimum 20 lux at footpath level. |
PART E: Supporting information

Note: Local government must consider their local and regional context in the interpretation of this supporting material. It is intended to be considered and applied as locally appropriate taking into account demographic factors, development activity and existing built form.

1. Built form and urban design

Planning and design principles

**Built form**
Planning schemes should ensure that development features good urban design, reflective of the local environment (e.g. subtropical or tropical design), that maximises amenity, street activity and pedestrian connectivity.

To achieve a quality built form through best-practice urban design:

- Ensure every building in a neighbourhood precinct or centre contributes to positive outcomes through appropriate design and functionality.
- Cluster taller buildings at central nodes and close to transit stations.
- Arrange buildings to preserve views and vistas.
- Respond to local context in building design, finding innovative ways to reflect but not duplicate traditional character.
- Design at a human scale with pedestrian-level detail.
- Avoid blank walls and long, single-purpose buildings.
- Activate street frontages with pedestrian entrances, active land uses (e.g. shops and cafes) and windows.
- Ensure entrances to buildings are well-defined and in the main facade of the building, with multiple entrances for multi-unit complexes.
- Activate upper-floor facades with windows, verandas and balconies.
- Maximise the development potential of sites in large centres to stimulate vibrant places. This can be supported through limiting setbacks and encouraging flexible and appropriate design of buildings, particularly in the core of precincts where urban density is high.
- Use setbacks sparingly in large centres and avoid them in the core of precincts.
- Design for the climate.

**Development intensity**
Planning schemes should allow for and encourage built form that can support a concentration and mix of employment opportunities.

To achieve development and employment intensity:

- Allow increased commercial densities in appropriate areas (see Table A—Indicative commercial densities).
- Ensure employment diversity by providing a range of employment opportunities and business premises of varying sizes.
- Seek to avoid an over-dominance of residential components in the early stages of development projects, compromising future employment diversity.
- Allow the design of ground floors of buildings to convert to commercial uses in response to demand.

Intensive commercial uses should be located in the core of centres and achieve densities (measured by commercial plot ratio) above the average for the surrounding precinct.

Commercial developments in major employment locations (e.g. activity centres identified in the planning scheme) should aim to achieve plot ratios no less than 3:1 to make the best use of land in these locations (see Figure 1 for advice on how to calculate plot ratio for mixed use developments). The ability to achieve this will depend on the context, mix of uses and the type of surrounding precinct.
Adaptability
Planning schemes should ensure development delivers a built form that is robust and flexible, allowing development to be adapted or redeveloped over time to vary uses, increase densities or increase employment intensity.

To achieve adaptability in built form:
- Specify the requirements for new developments to ensure buildings have durable, adaptable design features.
- Ensure entrances, windows and ceilings can accommodate different uses over time.
- Ensure the ground floor of mixed use developments have a ceiling height of at least 3.5 metres to allow a shop to be adapted to a restaurant or office.
- Where applicable, ensure that car parking, including podium car parking, is constructed with sufficient height to enable adaptation to different uses in the future.

Continuity of activity
Planning schemes should encourage continuous activity in major centres or precincts to provide a sense of vitality and safety.

To achieve continuity of activity:
- Position different land uses to maximise the vitality of the precinct core.
- Arrange complementary uses for mutual support and to reinforce the convenience of walking.
- Aim for 18 hours a day of activity in precinct core and mixed use areas.
- Locate evening activities along key pedestrian routes and at intersections to maximise passive surveillance and vitality.
- Ensure buildings on key routes have active frontages to create a safe pedestrian environment.

Table A—Indicative commercial densities

<table>
<thead>
<tr>
<th>Type</th>
<th>Commercial plot ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>City centre</td>
<td>&gt;5:1</td>
</tr>
<tr>
<td>Activity centre</td>
<td>&gt;3:1</td>
</tr>
<tr>
<td>Specialist activity centre</td>
<td>&gt;2:1</td>
</tr>
<tr>
<td>Urban</td>
<td>&gt;3:1</td>
</tr>
<tr>
<td>Suburban</td>
<td>&gt;2:1</td>
</tr>
<tr>
<td>Neighbourhood</td>
<td>&gt;1:1</td>
</tr>
</tbody>
</table>

Figure 1—Calculating plot ratio in a mixed use development
Planning and design principles for safety

Safety and accessibility
Planning schemes should ensure that development promotes a high sense of personal and community safety and equitable access to all public areas.

To achieve safety and accessibility:
• Incorporate CPTED principles in precinct planning.
• Include provisions that support the safe use of and accessibility to public spaces for children, the elderly and the mobility-impaired.

Crime prevention through environmental design (CPTED) principles:
• Casual surveillance and sightlines—ensure public spaces are overlooked by active street frontages, windows and balconies and sightlines extend beyond the immediate environs. Avoid blank or ‘dead’ frontages wherever possible.
• Land-use mix and activity generators—ensure that a mix of land uses fronts public space and key thoroughfares and generates activity throughout the day and evening.
• Definition of use and ownership—clearly demarcate boundaries between public and private space to limit trespassing and create distinct public domains.
• Basic exterior building design—ensure active/permeable building frontages with clearly identified entry and exit points that are visible from public areas. Ensure building articulation does not create recesses capable of concealing potential assailants.
• Lighting—ensure lighting is sufficient to see both the immediate surrounds and approaches to the chosen route. Elevated lighting allows approaching people or vehicles to be seen at distance.
• Way-finding—create legible routes that are well signed with clear pathways to important or frequently visited destinations.
• Choice of routes—predictable pedestrian routes offer more potential for planned criminal activity than permeable street layouts with route choice. Similarly, dead-end streets can be potential danger zones.
• Avoid ‘entrapment’ locations—consider the safety of all pedestrian and cycle routes. Avoid blank areas, concealed areas or unlit areas that could leave users exposed to danger.
2. Public open space and quality public realm

The public domain includes public open space, public plazas and other pedestrianised areas, including publicly accessible but privately-owned civic spaces (e.g. shopping malls and building setbacks). The quality of the public domain is influenced by its availability, diversity, utility and meaning to users and the contact it offers with nature.

Vitality in the public domain is a key to creating successful communities (particularly in neighbourhoods, precincts, and centres) attracting people to live, work and visit. Vital places also confer a sense of safety and are socially inclusive. The public domain connects people with the place, each other and nature. It must offer a series of diverse spaces that accommodate a range of different uses, users and needs and allow for different activities at different times of the day and in different seasons.

In planning higher-density neighbourhoods, the public domain takes on a more significant role as the outdoor living room of the neighbourhood than in a suburban setting. Access to basic environmental amenities is important to the wellbeing of both residents and workers, providing places for recreation and sport, social interaction, physical activity, getting around and leisure. Safe and convenient access to parks and other green spaces also has significant health benefits, by encouraging greater physical activity and reducing stress levels.

Privatised space (e.g. outdoor cafes, private malls and plazas) can be associated with social exclusion. For example, the dominance of outdoor cafes can exclude those without the financial means to participate. Care is needed to ensure that the management of other private spaces does not make any social groups (e.g. elderly people, teenagers or Indigenous people) feel unwelcome—nor should these spaces replace the traditional role of publicly-owned space.

Planning for public open space

The objective for public open space is to achieve a network of diverse, accessible, quality parks and recreational facilities that are sustainable, contribute to the attractiveness and vitality of communities, and enhance people’s health and wellbeing by meeting their needs for outdoor recreation in urban settings now and into the future.

The primary purpose of public open space is that it is intentionally set aside to provide for a range of sporting, recreation, leisure, cultural and educational activities.

Examples of ‘public open space’ are:

- laying fields for formal outdoor sports,
- recreation parks for informal, unstructured play and playgrounds,
- amenity parks for rest, contemplation, enjoyment of nature and respite from the urban environment, and
- parks and civic spaces for community gatherings and events.

There exists a variety of other open spaces that, while perceived and used as public open space, do not meet the primary purpose of public open space. The ‘other spaces’ include riparian corridors, areas set aside to protect environmental and heritage values, beach and coastal dune areas, drainage reserves and spaces within education facilities.

Consequently, as public open space is not the primary purpose of these ‘other spaces’, they are generally not included within the definition of ‘public open space’ or count towards the overall quantum of public open space. However, the importance of these other spaces as sites for passive recreation, pedestrian and cycle linkages and amenity should be considered in the local planning context.

The following principles should be used to guide the public open space planning and design process within local government planning schemes.
Diverse spaces

The public open space network should provide a diverse range of settings and opportunities that cater for the varied recreational needs of residents and visitors of all ages and abilities. These settings may include both active spaces, primarily designed for users to participate in physical and social activity, and passive spaces that are primarily designed for their natural or created amenity or views. All but the smallest parks should be designed to provide a variety of settings ranging from places for group activities and events to active play areas and places for quiet contemplation.

Public open spaces that also focus on the interaction between different activity areas are more interesting places that can also be more convenient to users. The interactions between different park users and activities create animation and interest through activation synergies, rather than a series of isolated events.

Diversity should be addressed at all levels of planning and design.

To achieve diverse spaces:

- Provide a range of public open space settings at the broad networks level from natural and semi-natural places to highly modified areas for organised sports.
- Locate and design open space to highlight significant local features such as waterways, hills and ridgelines.
- Plan and design open spaces to provide a variety of settings and opportunities for formal sports and active and passive recreational opportunities.
- Ensure that public open space that is primarily for sports activities should also include informal recreational opportunities to cater for diverse user groups.
- Designate high activity uses in convenient locations close to park access points.
- Encourage activation synergies including:
  - locating shelters to overlook a playground or other active recreation space,
  - designing pathways to travel between activity nodes and lookouts to destination, or
  - situating a large open area for active recreation next to areas of natural bushland and associated trails.

For recreation parks it is important to achieve a balance between active and passive recreation spaces. Table B shows the minimum level of active recreation spaces that should be provided for each type of recreation park. Sport parks should also include a variety of informal and passive recreation opportunities to complement the sports areas and facilities.

<table>
<thead>
<tr>
<th>Park type</th>
<th>Active recreation spaces required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Linear park</td>
<td>No specific requirement except must be provided with walking and cycling path.</td>
</tr>
<tr>
<td>Local recreation park</td>
<td>No specific requirement.</td>
</tr>
<tr>
<td>Neighbourhood recreation park</td>
<td>At least three active recreation spaces including at least one of suitable size for kick-a-bout and other group activities (minimum dimensions 50 metres x 30 metres).</td>
</tr>
<tr>
<td>District recreation park</td>
<td>Multiple active recreation spaces including multiple large spaces for active group recreation commensurate with scale and nature of park.</td>
</tr>
<tr>
<td>Major recreation park</td>
<td>Multiple active recreation spaces including multiple large spaces for active group recreation commensurate with scale and nature of park.</td>
</tr>
</tbody>
</table>

Integration and accessibility

Public open space should be distributed and located to provide high levels of accessibility and form part of an integrated parks network, however should be designed to prevent illegal access by motor vehicles from external streets, internal streets and parking areas.

To achieve integration and accessibility:

- Ensure that public open space is readily accessible and free to use, with the exception of occasions when community access must be controlled or restricted (e.g. when a formal sporting event is being held).
- Plan residential zoning so that dwellings are within a comfortable walking distance of a neighbourhood recreation park or public open space that provides active and passive recreation opportunities.
- Ensure that district and major parks are highly visible and accessible to their catchments and located on major connector or arterial roads with public transport access. Civic parks should be at central, prominent and accessible locations within centres.
• Where possible, integrate public open spaces into the overall green space network to facilitate access by active transport.

• Provide walking and cycling paths for linear parks and use existing natural features such as waterways and ridgelines to connect to other elements of the parks network and key destinations including centres and schools.

• Provide at least one controlled access point (through the use of removable bollards, a locking rail type gate or otherwise) for maintenance, service and emergency vehicles at strategic locations along road frontage or from internal roads or car parks.

• Except for local recreation parks, provide a driveway to the main access point for occasional access by an industrial refuse collection vehicle, a medium rigid vehicle with trailer and emergency vehicles.

Positive and safe spaces

Public open space should respond positively to the natural environment and to local community values and needs, playing a major role in the creation of the identity or sense of place for a community. In addition, public open space should be located and designed to provide a safe environment, enhance physical and mental health by encouraging physical and social activities, and provide opportunities for respite from the surrounding built environment.

To achieve positive and safe spaces:

• Design spaces to take advantage of natural features, provide opportunities for social interaction and community events, be lively, attractive and interesting places about which the community feels a sense of pride and ownership.

• Incorporate the principles of CPTED including clear sightlines from nearby buildings and roads and appropriate lighting.

• Encourage a variety of recreational opportunities and facilities that attract a range of users to ensure high levels of activity for extended periods.

• Identify and appropriately treat potentially unsafe areas such as those close to as busy roads or unsecured water bodies.

Cost-effectiveness of public open space

Public open space should be planned and designed to balance capital costs with ongoing maintenance and operational costs.

To achieve cost-effectiveness:

• Design spaces to take advantage of natural features, provide opportunities for social interaction and community events, be lively, attractive and interesting places about which the community feels a sense of pride and ownership.

• Encourage the multiple use of public open space and shared use of facilities, where the proposed uses are safe and compatible, as a means of reducing initial development costs (including cost of land acquisition) and the ongoing costs of the parks network to the community.

• Integrate flood and stormwater management elements, utility corridors and active transport links into parkland.

• Co-locate recreation, sporting and community facilities such as state and non-state school ovals and use of natural and semi-natural areas for compatible recreation purposes.

• Consider the specification of open space embellishments that are long-lasting, require limited maintenance and incorporate sustainability principles.

• Group facilities that require high maintenance together in accessible locations to reduce overall maintenance effort.

In all cases, the inclusion of multiple use elements should not diminish the functionality of the park or its recreational use values.

Flexibility and fitness for purpose

Public open space should be fit for purpose and capable of adaption to cater for changing recreational demands.

To achieve flexibility and fitness for purpose:

• Plan for the appropriate location, size, shape, physical characteristics and facilities to accommodate the intended range of activities and compatibility with adjoining land uses.
• Include, as a significant proportion of the parks network, larger and more regularly shaped parks that are inherently more flexible.

• Limit the proportion of land with steep slopes or other significant constraints in the parks network although encourage some degree of varied topography.

• Design public open space to respond to the local climate including the provision of shade, locally endemic species, passive cooling and the availability of water in hot climates.

• Ensure that public open space is comfortable and attractive for the intended activities (e.g. areas with high noise levels may be acceptable for short duration sports activities but would not be appropriate for walking trails, picnicking and other quieter activities).

Planning for the public realm

Planning schemes should provide for a high-quality public realm that meets the needs of the surrounding community, including open space, pedestrian areas and transit access. Planning schemes should encourage public realm design that promotes social interaction and inclusion, physical activity and the development of a sense of place and identity.

For public realm at a local scale and/or in built form:

• Ensure public realm improvement is an integral part of private sector developments.

• Encourage a reduction in the width of road carriageways and enable street trees and landscaping space for outdoor dining or street furniture.

• Introduce traffic-calming measures, where appropriate, to disperse motor vehicles and reduce speeds.

• In high-density urban areas consider the use of green walls and rooftop gardens where site cover constrains tree planting.

• Allow for large shade trees in public and private spaces. Preference the planting of native trees extensively throughout the built environment and preserve existing trees during new construction, particularly in greenfield areas.

For land use planning and neighbourhood design of public realm:

• Encourage the design of places for people that reflects the needs of each neighbourhood—when people have less access to private open space, the quality of the streets and public realm is more important.

• Provide a range of open spaces and recreational opportunities, arranged to optimise efficient use of space in each neighbourhood or precinct.

• Connect pocket parks with linear parks, landscaped streets and stormwater easements to create a network of public spaces.

• For high-density residential neighbourhoods, ensure new multi-unit developments provide at least 20 to 30 square metres combined of private and communal open space per dwelling.

• Require shaded streets and median strips as part of new developments.

• Provide a continuous canopy of trees or awnings over footpaths along key pedestrian routes.

• Use public art and streetscape features to promote a sense of place and local identity.

REFER TO: PART E: Supporting information
3. Planning for diverse centres and neighbourhoods, for further information regarding land use planning, neighbourhood design and centre design.

For high-quality transport infrastructure in public realm:

• Design streets and public spaces around transit nodes, such as train or bus stations, at a human scale and with the pedestrian uppermost in mind.

• Ensure transit stations are highly accessible from surrounding areas and visible from the local road network.

• Bear in mind when planning station access arrangements that pedestrians tend to take the shortest route to their destination and will only be deterred by major obstacles, particularly if the destination is in their sight.

• Ensure routes to transit stations through joint development are direct and convenient for pedestrians and cyclists, and not obstructed by internal roads, slip lanes, vehicular cross-overs or car parking.
• Ensure routes to transit stations through joint development are publicly accessible 24/7 and provide clear and legible access through the development to the station and to amenities such as bicycle storage.

• Include code provisions for uses around transit stations to optimise activity and passive surveillance of through routes to the station.

• Create safe connections across transit corridors in situations where the transit infrastructure acts as a barrier to pedestrian and cycle movement.

• Consider on-street bus lanes and/or light-rail corridors (where travel demand and distances warrant these modes) as these are more permeable, allowing interaction and movement across transit corridors.

• Ensure station entrances are easy to identify and not secondary to other premises or fully embedded within a building—the station should have a presence in the public domain and ideally be supported by public space such as a forecourt.

**REFER TO: PART E: Supporting information**

4. Transport integration and accessibility, for further information regarding the provision of transport infrastructure.
3. Planning for diverse centres and neighbourhoods

Land use planning

Density
Where appropriate to the local area, the planning scheme should incorporate higher-density residential uses in appropriate precincts (centres, areas around transit nodes, etc.) to increase vitality and provide convenient access to services and transport. Use the following baseline density guidelines:

- activity centres: 40–120 dwellings per hectare (net) or greater
- suburban and neighbourhood locations: 30–80 dwellings per hectare (net) or greater.

To achieve appropriate density promoting vitality in a medium to high-density urban context:

- Prioritise higher-density activities in centres and around transit nodes, appropriate to the type of precinct or centre and its role. Match density to accessibility—the higher the accessibility, the higher the density.
- Intensify the core or precincts and centres—consolidate density in the core of the precinct/centre and taper off towards the outer areas of the precinct/centre.
- Optimise the density potential of available developable land and balance the non-usable and open space components (e.g. use minimal setbacks, minimise reliance on surface car parking).
- Encourage site amalgamation in higher-density areas where possible to enable development of appropriate scale and intensity to occur (e.g. by using development allowances or incentives for larger properties).
- Respond to local context and character—high-density doesn’t necessarily mean high rise.
- Ensure good design reflects the climate and respects local character through design codes.
- Ensure public buildings establish a quality benchmark.
- Consider using an independent design review panel to ensure high-quality design.

Mix of land uses
Planning schemes should provide for and integrate a mix of uses to create a greater variety of services catering for the diverse needs of a vibrant community. Planning schemes should ensure the timely and convenient access to services and facilities required to support people’s daily needs, including an appropriate mix of commercial and retail services, jobs, community infrastructure and open space relevant to the context of the surrounding area.

To achieve an appropriate mix of uses, promoting a vibrant community:

- Co-locate a range of residential, commercial, retail and other uses.
- Allocate the split of residential, commercial and retail uses according to the precinct type.
- Emphasise uses that complement the role of a precinct or centre in the broader network or particular function.
- Include land uses that meet the daily needs of the local community.
- Integrate education, health care and social services within high-density, mixed use environments.
- Encourage site and context analyses for new developments to reveal particular uses lacking in a precinct (e.g. affordable housing in an urban precinct or childcare in a neighbourhood precinct) and perform similar analyses when developing neighbourhood plans.
- Ensure uses in the core of major centres or precincts offer active street frontages and are not overly car reliant.
Diversity

The importance of community diversity
Community diversity adds to vitality. Vibrant places attract people, are great places to live and are economically successful. Cultural diversity is a recognised factor contributing to creative and innovative economies where people mix social, business and cultural activities. Ready access to interesting, well-designed and diverse open spaces supporting a range of different activities adds to the overall lifestyle appeal, bringing with it significant health benefits and increased social contact and sense of community. This will increase the appeal of the precinct and help it retain this appeal over time.

Nine key factors have been identified as most influential in promoting community diversity:

- urban form and land use,
- housing,
- access to diverse jobs,
- retail diversity,
- social infrastructure,
- access and movement,
- open space, recreation and the public domain,
- community engagement and collaboration, and
- community and cultural development.

Supporting social diversity and inclusion
Planning schemes should ensure that new development creates an environment that supports social inclusion and diversity, including different age, cultural, employment and income groups.

To encourage social diversity and inclusion:

- Provide for a range of housing types, tenures and sizes to cater for different ages, household sizes and socio-economic groups.
- Set goals for the provision of non-market affordable housing and consider mechanisms to incorporate affordable housing into private development.
- Provide community services and facilities that respond to community needs and comply with precinct design and density principles.
- Forecast population growth and work with human services and emergency agencies to plan for future community services and facilities which are inclusive and flexible.
- Locate facilities for convenient access to pedestrian and cycle networks and public transport stations, and to help contribute to the creation of a sense of community (e.g. a community focal point or hub).
- Provide a network of flexible and versatile spaces offering a diversity of activities and experiences, including social activities (e.g. meeting, talking, markets, community events), recreation activities (e.g. pleasure, exercise, play, sport), connection with nature (e.g. stimulation of the senses), as well as pedestrian and cycle paths. A network of spaces will expand their utility and accessibility and encourage more physical activity.

REFER TO: PART E: Supporting information
2. Public open space and quality public realm for further information regarding the provision of public open space and public realm.
Access to diverse jobs

Employment diversity enables people to live and work in the same neighbourhood, while also attracting a diversity of workers into the area. Creating precincts and centres which provide for a diversity of land uses, and therefore jobs, expands local employment opportunities and contributes to the mix of people, adding to overall vitality and identity of a community. Jobs, business and cultural diversity are interdependent, helping to foster a more resilient and creative local economy.

However, the establishment of centres or precincts in low-rent areas can also lead to the displacement of existing small businesses that are reliant on low rents, reducing employment diversity and opportunities for small and starter businesses. Specific strategies are needed to reduce this effect.

Supporting community diversity through employment

Diversity in jobs is dependent on the range of businesses and organisations operating in and around the precincts and centres within a community. There are a number of ways that job diversity can be stimulated:

- Include strategies in the strategic objectives of the planning scheme to strengthen and diversify the local economy and employment opportunities.
- Encourage local skill development through the provision of land for education and training, preferably in locations accessible to on-the-job training.
- Ensure that land use measures support the creation of diversity by enabling a range of land uses and building footprint sizes to support operations of varying scales.
- Allow housing to be designed to support the operation of home-based businesses incorporating features such as flexibility in the use of rooms, internet wiring and the location of office space near the front door and away from living spaces.

Neighbourhood design

Integrating new neighbourhoods with existing neighbourhoods

All sites need to be designed in a way which recognises the existing neighbourhood pattern, if any, and the creation of new neighbourhoods. This consideration should be initially assessed as part of the preparation of the brief and incorporated into the vision for the project.

There are no absolute rules for the size, shape and design of a neighbourhood. However, it is at the local level where the sense of ‘neighbourliness’ has the greatest potential to emerge. The neighbourhood is often defined by how far you want to take a short stroll or cycle, whether it is to visit friends, buy a loaf of bread or go to the local park. It takes some time for a neighbourhood community to emerge, and respect should be given to the quality of life in existing neighbourhoods where new neighbourhoods are proposed.

Where possible, all new development should be planned, designed and delivered to facilitate the creation of new neighbourhoods and contribute to the enhancement of existing neighbourhoods.

Respecting local conditions in the neighbourhood plan

The neighbourhood layout and design should respect and respond appropriately to local conditions, including:

- the local market and need for housing and business,
- physical features such as topography, natural drainage systems and vegetation,
- places of cultural heritage significance,
- opportunities for views and vistas and other elements that will clearly identify and form a commercial perspective, i.e. ‘brand’ the neighbourhood, and
- providing connections to existing facilities, services and movement networks in the surrounding area.
Making the neighbourhood work as a community
To help achieve a healthy community, a new neighbourhood will typically be created with:

- defined entries and legible neighbourhood boundaries to foster a sense of identity,
- a highly permeable, legible street pattern,
- a variety of multi-use parks,
- a safe, attractive and efficient pedestrian and cycle network,
- a distribution of land uses, layout of streets and building densities that support public transport use,
- a mix of lot sizes providing wide choice in affordable and accessible housing, and
- lots of a size to allow small-scale, compatible land uses such as childcare, aged care, retirement living, local shops and home-based businesses.

Model centres design for larger urban areas
The scale and nature of centres vary depending on each centre’s particular attributes and the size and characteristics of its catchment. Individual centres form part of a network of centres. For the purposes of this guideline, the hierarchy of centres is considered to comprise the following types:

Major centres
Major centres (also town centres or sub-regional centres) are located around a significant transit node, and at the centre of the transport networks serving the community. These are relatively large centres that typically service a catchment population of 50 000–150 000 people, and provide a large number and range of employment opportunities. They contain the greatest mix of land uses and the highest development densities and are the principal focus of the community.

Major centres usually have a central, highly accessible core which contains the highest density of development, and accommodates land uses such as major and specialist retail, professional and other specialist services and civic, education, health and cultural facilities that benefit from a highly accessible location.

The major centre frame has a lower intensity of development and accommodates uses that support the activities in the major centre core or serve a similarly large catchment but do not require the same high level of accessibility.

District centres
District centres (or secondary centres) also provide a wide range of services and facilities but are significantly smaller in scale and lower in development intensity than major centres, serving a catchment population of 40 000–80 000. District centres provide a focal point for inter-suburban transport networks and for surrounding medium-density neighbourhoods. District centres provide health, education and community facilities, and a range of shops, including full-line supermarkets and specialist stores to cater for weekly shopping needs.

Neighbourhood centres
Neighbourhood centres provide a limited range of services, including convenience retail, to a cluster of local neighbourhoods. Neighbourhood centres attract frequent trips from within their catchments. They have good local accessibility, particularly by active transport, and act as a focal point and meeting place for the local community. Neighbourhood centres generally serve a catchment population of 10 000–15 000.

In addition to those centres a community can also contain small local groups of shop and offices. However, these are small-scale, stand-alone developments rather than centres and are not addressed in the following guidance material.

Centre layout
The layout of each centre needs to respond to its particular setting and characteristics, including such matters as existing natural features, role in the centre’s network and relationship to transport networks. However there are certain basic principles that underpin the structure of successful centres, and should provide the initial starting point for any centre design activities.

Detailed guidance regarding centre layout and design, including built form, public realm, street networks and parking, are provided in section 3.1 below.
3.1 Detailed centre design and planning

### Centre design

<table>
<thead>
<tr>
<th>Major centre</th>
<th>District centre</th>
<th>Neighbourhood centre</th>
</tr>
</thead>
</table>

#### Structure

<table>
<thead>
<tr>
<th>Major centre</th>
<th>District centre</th>
<th>Neighbourhood centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail</td>
<td>Park</td>
<td></td>
</tr>
<tr>
<td>Community</td>
<td>Train line</td>
<td></td>
</tr>
<tr>
<td>Commercial</td>
<td>Plaza</td>
<td>Bus route</td>
</tr>
<tr>
<td>Mixed use</td>
<td>Transit interchange</td>
<td>400 metre / 800 metre walkable catchments</td>
</tr>
<tr>
<td>High/medium density residential</td>
<td>Medium/low density residential</td>
<td></td>
</tr>
</tbody>
</table>

Comprised of a high-density, walkable core, generally occupying the primary walking catchment (approximately 400 metre radius) around the focal point, and a less dense frame occupying the secondary catchment between 400–800/1000 metres from the focal point.

Medium to high-density core (400 metre radius), depending on the size of the centre may be accompanied by a lower-density frame.

Compact and walkable usually not extending more than 400 metres from focal point.

#### Focal point

<table>
<thead>
<tr>
<th>Major centre</th>
<th>District centre</th>
<th>Neighbourhood centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Significant public space such as a plaza or square suitable for community events and located adjacent to transit interchange.</td>
<td>Public plaza or square, preferably co-located with local public transport hub.</td>
<td>Plaza, square or local park located close to public transport stop.</td>
</tr>
</tbody>
</table>
### Land use mix

| Core—wide range of land uses including retail, business, residential, education and community/civic facilities with main street precinct focus. Substantial retail with high degree of vertical separation with active uses on ground floors and commercial/residential uses above. |
| Frame—wide range of activities including lower intensity retails uses such as showrooms, light and services industry and short-term accommodation. Can also include neighbourhoods of predominantly medium–high-density residential. |
| Wide range of land uses focused around a main street retail precinct with at least one full-time supermarket. Some vertical mixing of land uses with residential/business uses above active ground floor uses, particularly in the main streets. |
| Lower intensity development towards edge of centre or in centre frame. |

| Predominantly retail and community uses at ground level, with residential/office activities above. |
| Retail to include a supermarket which may not be full-time, depending on centre catchment. |

### Community facilities

| Locate community facilities requiring high levels of accessibility within or adjoining centres. Refer to Supporting information 5 - Planning for infrastructure and community facilities, for more guidance on locating community facilities. |

### Height and density

| Tallest buildings and highest development density in its catchment area. Height and density should be highest in the core and generally decrease with distance from the core. |
| Significantly lower building height and development intensity than the major centre. Density should be highest near the focal point and generally transition to match surrounding heights and densities. |
| Commensurate with surrounding development. Usually no more than 3 storeys in suburban neighbourhoods. |

### Transition

| Incorporate residential into mixed use developments near residential neighbourhoods to provide a transition between residential and non-residential uses. |

### Public transport

| Focused on a major transport interchange based around a line haul transit station (usually rail or busway). |
| Local public transport hub—can be rail/bus or connection of inter-suburban bus routes. |
| One or more local bus routes linking catchment neighbourhoods to centre. |

### Relationship to transit node

| Integrate transit station entries/forecourts into the centre’s public realm/open space network. Ensure areas around transit station entries are developed for retail and other active uses that stay open for extended periods to provide activity and improve personal safety. |
| Locate bus stops close to focal point and retail core. |

### Development staging

| Higher-density buildings may not be visible until the community reaches certain development thresholds. Key, highly accessible lots should be retained for longer-term development when these thresholds are achieved. Staging of development to replace initial lower intensity development with more intense development over the longer term is also acceptable. |

### Interim uses

| Depending on the specific context, a range of interim uses may be acceptable within a centre. The key tests to determine acceptability are whether the interim use would be compatible with existing and proposed centre activities and whether the interim use would be likely to prejudice or delay the ultimate development of the site and adjoining areas. Interim uses should be low intensity in nature and characterised by a low investment in buildings and infrastructure relative to the value of the site. Examples of uses that could pass the test include: bulk landscape supplies, garden centre, market, outdoor sales, wholesale nursery, indoor or outdoor sports and recreation. |

### CPTED

| Ensure that the centre layout achieved the CPTED principles for the design of centres*. |

* Refer to the CPTED guidelines for Queensland.
## Streets and lots within a centre

A fine-grained street network encourages pedestrian movements and street activity, contributing to the vitality of the centre.

<table>
<thead>
<tr>
<th>Major centre</th>
<th>District centre</th>
<th>Neighbourhood centre</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Street network (internal)</strong></td>
<td>Highly connected, legible and permeable grid. Network promotes safe movements and provides direct pedestrian and cyclist access to the centre's focal point/transit opportunities.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All streets should accommodate multiple transport modes to encourage activity and personal safety.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Streets should accommodate on-street parking and vehicle movements without compromising walking and cycling safety and amenity.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The street network should provide sufficient capacity for service vehicles, taxis and public transport stops and layovers as required.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Focus internal street design around achieving a safe and attractive main street as the heart of the retail, entertainment and civic/cultural uses.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Development on main streets with active frontages are provided with access from rear lane or other access streets for service vehicles and to parking areas to reduce potential conflicts with pedestrians and cyclists.</td>
<td></td>
</tr>
<tr>
<td><strong>Internal street types and design</strong></td>
<td>Grid network of main streets, connector streets and access streets and lanes.</td>
<td>Main street located parallel to and adjacent to connector street where necessary to maintain pedestrian amenity due to traffic volumes. Rear lane to service centre.</td>
</tr>
<tr>
<td></td>
<td>Streets should be designed to accommodate all activities that take place in the street (such as outdoor dining, landscaping, bus stops, cycle lanes and on-street parking), not just the roadway or vehicle movements.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ensure streets provide access for emergency vehicles.</td>
<td></td>
</tr>
<tr>
<td><strong>Preferred block size</strong></td>
<td>Parallel streets not more than 100 metres, and total block perimeter no greater than 600 metres.</td>
<td></td>
</tr>
<tr>
<td><strong>Maximum block size</strong></td>
<td>200 metres x 120 metres</td>
<td>180 metres x 80 metres</td>
</tr>
<tr>
<td><strong>Pedestrian links</strong></td>
<td>Where block lengths exceed 120 metres, a mid-block pedestrian and cycle connection with a minimum width of 6 metres, constant public access incorporating CPTED principles should be provided.</td>
<td></td>
</tr>
<tr>
<td><strong>Active transport links</strong></td>
<td>Provide direct links from the centre street network to the main pedestrian and cycle network.</td>
<td></td>
</tr>
<tr>
<td><strong>Weather protection</strong></td>
<td>All streets (except lanes) are provided with awnings where buildings are built to the street frontages and/or street trees to provide weather protection and visual amenity.</td>
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</tr>
</tbody>
</table>
### Built form within a centre

Building in centres play an important role in defining the streetscape and public realm, and determining the character and amenity of a centre.

<table>
<thead>
<tr>
<th></th>
<th>Major centre</th>
<th>District centre</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Streetscape</strong></td>
<td>Buildings on main streets in the centre core and along major movement corridors such as connector streets in the frame should be built to the street alignment for at least 75% of the street frontage. Initial development stage should achieve at least a partial main street retail precinct.</td>
<td>Building on a main street or connector street should be built to the street alignment for at least two-thirds of the street frontage.</td>
<td></td>
</tr>
<tr>
<td><strong>Building scale</strong></td>
<td>Buildings built to the street alignment are commensurate in scale with the width of the street. The minimum height for buildings built to the street alignment is 2 storeys.</td>
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</tr>
<tr>
<td><strong>Ground level</strong></td>
<td>Built to street alignment, buildings provide an awning over the footpath for weather protection. Awnings may need to be set back from the kerb or include cut-outs to allow for street trees. The ground floor of buildings on active frontages (including mid-block pedestrian walkways) should accommodate high activity uses such as retail, entertainment or community activities, present an interesting façade with extensive use of windows and doors. Long single use frontages should be avoided. Large format retail uses such as supermarkets or discount department stores should be sleeved by smaller retail and similar uses along active street frontages.</td>
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<tr>
<td><strong>CPTED</strong></td>
<td>Ensure that built form incorporates CPTED principles for the design of buildings. In particular, buildings fronting public realm such as streets, parks, plazas, walkways and the like should be designed to provide significant opportunities for passive surveillance of the public realm.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Building typology</strong></td>
<td>Within centre cores and along street frontages, podium and tower building forms are preferred for taller buildings. This allows podiums to address the street frontages and towers to be appropriately oriented to take advantage of solar access, views and breezes. Perimeter built forms with zero side and rear setbacks for podiums.</td>
<td>Generally low-rise buildings.</td>
<td></td>
</tr>
<tr>
<td><strong>Upper levels</strong></td>
<td>Upper levels of buildings have visually interesting facades and roof forms.</td>
<td></td>
<td>Not applicable.</td>
</tr>
<tr>
<td><strong>Corners</strong></td>
<td>Buildings on corners must address both street frontages. Corners should be expressed as stronger visual elements, including feature building entries.</td>
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</tbody>
</table>
Public realm within a centre
The public realm includes both public and privately-owned land to which the public has access. It includes parks, plazas and squares and pedestrian areas along footpaths and around and through buildings. A high-quality public realm is an essential component of a successful centre.

<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Network</strong></td>
<td>Each centre provides a variety of public space commensurate with its size and function. Public spaces should provide a variety of low intensity recreational opportunities including seating, eating, resting and play areas. Each centre should include a public space designed to accommodate community activities such as markets or outdoor concerts. Footpaths are a significant element of the public realm and should be provided with shade and seating.</td>
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<tr>
<td><strong>Types of spaces</strong></td>
<td>Significant range of spaces ranging from the main civic space for the entire community, which may take the form of a large plaza or square, to small local parks catering to a local catchment of workers and residents.</td>
<td>Significant range of spaces including a plaza or square and small pocket parks.</td>
<td>Limited range of public spaces—may simply comprise a local park, depending on size of centre.</td>
</tr>
<tr>
<td><strong>Design</strong></td>
<td>Public spaces should be designed as an integral part of the centre, and defined by and integrated with the street network and surrounding buildings. Simply designed, well-proportioned public spaces that can accommodate a variety of spaces, facilities and activities that meet the needs of all ages, abilities and cultures are preferred. Larger public spaces should be provided with appropriate facilities including water bubblers and toilets.</td>
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<tr>
<td><strong>Landscaping</strong></td>
<td>Public spaces and footpaths are to be provided with shade trees and furniture. Each centre should have a consistent landscape theme using a limited palette of vegetation species, furniture and signage to contribute to the identity of the centre. Use of endemic species is supported where practicable.</td>
<td></td>
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<tr>
<td><strong>Lighting and signage</strong></td>
<td>Public realm should be provided with adequate lighting and signage for way finding and safety. Care should be taken with lighting design to ensure that nearby residents are not affected by 'overspill'.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CPTED</strong></td>
<td>All areas of the public realm should be designed to support the CPTED principles for public realm.</td>
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</table>
## Car parking/service areas within centres

Adequate car parking must be available for a centre to be economically viable. The location and design of car parks strongly influences the walkability and amenity of centres.

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</table>
| **Number of spaces**   | The local government planning scheme should set out specific requirement for car parking for particular uses. Development that reduces the total number of on-site spaces required should be encouraged. These approaches include:  
  • sharing of car parking between activities with different patterns of parking use in mixed use developments  
  • provision of on-street spaces  
  • maximising accessibility by public and active transport  
  • matching provision to specific demands. |                                                                                   |                                                                                  |
| **Location/design**    | On-site parking and service areas are either integrated within or under buildings and sleeved by useable floor space, or are located away from the public realm behind buildings. |                                                                                   |                                                                                  |
| **Ground level parking** | Ground level car parking areas are screened from the public realm by buildings or landscaping, are provided with night lighting, and have at least one shade tree per six parking spaces with 15 sqm of deep soil and permeable surface per tree. |                                                                                   |                                                                                  |

2. This may not be achievable for all site frontages in the initial stages of development. Where at-grade car parking adjoins the public realm, an appropriately landscaped interface should be provided to minimise visual impact of parking and provide a sense of enclosure and definition for the public realm.
4. Transport integration and accessibility

High-quality transport infrastructure, networks and connections for a liveable community

Integration and accessibility
To address transport integration and accessibility, planning schemes should:

- Incorporate direct, attractive and safe pedestrian links to transit stations and between neighbourhoods and employment centres, transit interchanges and community facilities.
- Develop a coherent and legible streetscape that is oriented to pedestrian and/or cyclist movement that offers safety, connectivity, legibility and permeability. The network should be supported by clear directional signage.
- Emphasise public safety in the design of all transit modes and routes so that all groups feel confident in using the mode of transport of their choice.
- Provide equitable access for people with disabilities or restricted mobility along continuous paths of travel in the public domain and to all parts of premises to which the public is entitled access.

Transport efficiency
Planning schemes should facilitate a high level of intermodal connection.

To achieve transport efficiency:
- Where possible, design precincts around transit stations, with the station located at the core of the precinct.
- Ensure safe, attractive and easy interchange between different transport modes.
- Provide bicycle storage and lockers at transit nodes.
- Locate ticket offices and vending machines conveniently for all modes.
- Install real-time service information.
- Ensure passive surveillance of all waiting areas and links between modes.
- Provide good pedestrian and/or cycle access as a higher priority than vehicle access.

Integration
Local government planning schemes should ensure that design seamlessly integrates transit nodes and the community.

To maximise transport integration:
- When undertaking neighbourhood, precinct or centre planning, identify transport movements and prepare an integrated transport plan.
- Manage place vs. node conflicts by putting the needs of the local community ahead of car-based commuters, visitors and through-traffic.
- Plan and manage access for commuters.
- Ensure there are clear transitions from higher-density centres or precincts to residential neighbourhoods.
- Provide high-quality intermodal connections with links between trains, buses, taxis and other forms of transport.
- Allow for increasing levels of pedestrian movement and use of public transport as fuel costs rise. Provide sufficient public space at transit stops, activated with civic, retail and commercial functions for growth.
- Protect and enhance pedestrian and cycle connectivity in the construction of new transit infrastructure.
- Achieve an improved balance between vehicular, cyclist and pedestrian use of the public domain by reducing car dominance and increasing access for pedestrians and cyclists.

Mode share
Local government planning schemes should maximise mode share for walking, cycling and public transport by providing high levels of accessibility and public amenity within precincts to stations and surrounding areas for cyclists and pedestrians, with priority for pedestrians.

To maximise mode share:
- Where possible in new developments or greenfield development, create a permeable and interconnected street network such as a traditional grid pattern or modified grid.
- Where possible in new developments or greenfield development, use street lengths between 80 and 200 metres and mid-block connections to improve pedestrian movement.
- Make direct and legible connections between key destinations.
Street design

The function of streets is an extremely important part of planning, as they provide the main linkages within and between neighbourhoods, centres, industrial and other areas of a community. A brief overview of the functions and uses of streets will be detailed below.

Complete streets, produced by the Institute of Public Works Engineering Australia 2010, [http://engicom.com.au/complete-streets](http://engicom.com.au/complete-streets) outlines the importance and functions of street design with urban, residential and industrial development, identifying the following principal functions that a street must include:

- provision of routes for vehicles and public transport,
- accommodation of utility services and drainage systems,
- provision of pedestrian and cyclist movement,
- street tree planting and water sensitive features, and
- space for parking.


In low- to medium-density residential development the movement network should be designed to encourage walking and cycling by:

- ensuring a highly interconnected and permeable street network,
- establishing good linkages to surrounding development and features, and
- providing a well-located, legible and convenient to use pathway network.

Creating a highly legible and well-connected street pattern

The development of new areas should provide a high level of connectivity within and to surrounding areas. Connected neighbourhoods should continue existing desire lines and provide access for existing and new residents through neighbourhoods. The street pattern and design should prioritise walking/cycling opportunities.

To achieve legibility and connectivity and encourage walking and cycling:

- connect new streets with existing street systems where appropriate,
- provide clearly defined cycle/pedestrian connections,
- provide for potential bus routes and ensure that these routes can be comfortably accessed by foot from most dwellings,
- minimise cul-de-sacs, and where they are used:
  - limit their length so the end point is visible from the access point to prevent drivers inadvertently turning into a dead-end,
  - provide access to a maximum of 10 houses,
  - ensure turning heads are capable of accommodating a three-point turn by a medium-rigid vehicle (e.g. garbage and fire trucks), and
  - ensure pedestrian and cyclist connections through to other streets are provided.
- avoid roundabouts, particularly on local streets if they are likely to be a barrier to pedestrian movement,
- use traffic signals, street marking and signs where required,
- use tight kerb radii at intersections to shorten pedestrian crossing distances and reduce vehicle speeds,
- avoid splitter islands wherever possible,
- ensure driveways are kept to a minimum width required so as to avoid barriers to pedestrian and cycle movement and safety, and
- use rear laneways to minimise driveways on high order streets.

Creating comfortable, safe, convenient and accessible streets

Streets in low- to medium-density residential developments should provide comfort and safety and be conveniently accessible to all potential users, especially pedestrians and cyclists. To achieve a pedestrian and cyclist-friendly neighbourhood, particular attention needs to be given to design for low vehicle speed, priority pedestrian and cycle routes and street reserves and gently sloping pedestrian and cycle paths.
To achieve comfortable, safe, convenient and accessible streets:

- Design reduced traffic speeds for the safety of pedestrians, cyclists and all vehicle users by:
  - using short block lengths (less than 100 metres),
  - using narrowed carriageways in select locations,
  - extending verges to narrow the carriageway at the intersection (creating ‘pinch points’),
  - using appropriate street markings and signage, and
  - using differently textured materials on the carriageway across the throat of intersections.

- Design direct, continuous and well-lit pedestrian and bicycle routes which will allow cyclists and pedestrians, including those with prams and ambulant people with disabilities, to walk two abreast or to comfortably pass each other.

- Provide appropriate street crossings and indicate separated cycle paths with street marking or clearly displayed and well-designed signage.

- Provide footpaths on at least one side of every street, including in cul-de-sacs that provide through routes for pedestrians and cyclists.

- Provide footpaths on both sides of:
  - connector or collector streets
  - every street to and from key focal points and destinations, and
  - every street when the neighbourhood density approaches 30 dwellings per hectare.

- Design street carriageways for a minimum comfortable width to allow vehicles to pass safely and provide sufficient lane width and corner splays on streets that are to be used for bus routes.

- Design street carriageways to include a consideration of neighbourhoods with higher densities (e.g. 20–30 dwellings per hectare) where a wider carriageway width of 7.5 metres is preferred to account for the greater incidence of on-street parking likely to occur.

- Design streets in response to topography and natural features to celebrate desirable views, help to enhance the character of the neighbourhood and assist in way-finding throughout the neighbourhood.

- Align streets and cycle/pathways to be perpendicular to the contours of land slopes with a grade of six per cent or more.

Pedestrian and people activity

Pedestrian activity encourages healthy living, social interaction and is an environmentally-friendly travel option. It has a positive impact on communities and neighbourhoods, promoting vibrancy and street activities. Providing space for pedestrians alongside streets, to facilitate pedestrian movement and create activity opportunity is essential in modern street design.

Pedestrians can use streets to commute, for fitness and health activities or to access adjacent land uses, such as public parks or commercial precincts. However, people do not use streets exclusively for travelling. Other activities undertaken by people in streets include street-side dining, shopping, sitting to rest, busking and entertaining, waiting for public transport, exercising and recreation, playing and social interaction.

To achieve successful pedestrian networks:

- Provide supporting infrastructure including seating, bus stops and shelters, play space, shade structures, drinking fountains, gathering space, public artwork and outdoor dining.

- Design continuous accessible paths to ensure equitable access for people with disabilities including appropriate path widths for wheelchairs, motorised mobility modes and guide animals.

- Provide wayfaring in the form of mobility aids and vision-impaired guidance.

Refer to AS/NZS 1148.4.1:2009 for detailed guidance on design for access for people with a disability.

Cycle activity

Encouraging active transport modes such as cycling should be priority, by providing a safe and comfortable environment for cyclists, providing network connections and by managing interactions with other street users.

There are three general types of cyclists: commuter, long distance and local area cyclists. Commuter and long distance cyclists typically travel at higher speeds. Therefore, it is easier to incorporate their needs on busy streets. Local area cyclists generally have lower skill levels and as such, require wider cycle lanes, separated paths and slower vehicle traffic flows. All three groups have different requirements, and in order to encourage this mode of active transport, provisions should be made while designing streets to incorporate safe and efficient cycle routes.
To achieve successful cycling networks:

- Cycle infrastructure and lanes to be designed in accordance with Austroads’ *Guide to road design*, Part 6A—Pedestrian and cyclist paths to meet the requirements of the expected user.
- The layout of new streets should consider and link with existing cycle networks and provide an efficient and appropriate hierarchy of infrastructure.
- Provide supporting infrastructure such as end-of-trip facilities including secure parking, showers and bike lockers and bicycle-parking facilities.

**Public transport activity**

Public transport is a key activity in successful street networks and provides a more environmentally-friendly transportation option than private vehicle transport. Bus services will be the predominant public transport mode using the street network, however provisions should be made for taxi services in appropriate locations such as centres.

Street design should provide public transport routes that integrate with the greater public transport network and with local pedestrian and cycle networks to increase use of public transport. Service coverage and access needs to be integrated into the street and movement design of neighbourhoods, to enable effective public transport use.

To achieve successful public transport networks:

- Provide maximised service coverage and include, as a minimum, peak-hour bus lanes on key routes (where applicable to the local context).
- Design streetscapes to incorporate space for bus stopping bays and indent stops to decrease the conflict between buses and other vehicles.
- Include supporting infrastructure including signage, stops and shelters.
- Integrate with other transport modes including access to taxi services where appropriate and through the provision of bike parking facilities.

**Motor vehicle activity**

Street design for motor vehicle activity must provide for the safe movement of motor vehicles and access to property while managing traffic speed to ensure the safety of all street users.

Providing adequate capacity for anticipated use is a major design consideration, as well as designing streets to passively control the speed of motor vehicle traffic and reduce unnecessary motor vehicle movements (i.e. rat running).

Motor vehicles travelling at lower speeds are more safely able to integrate with other street users and transport modes. Speed control is achieved through speed limits and, where appropriate, should be built into street geometry by designing streets and networks to have short straights and short distances between intersections, lane widths, streetscaping and on-street parking. Refer to the section on creating comfortable, safe, convenient and accessible streets above.

A key objective of street design is to provide access to adjoining properties. Access must be controlled in certain environments (such as streets with high levels of pedestrian activity) where it is desirable to reduce the interaction between turning vehicles and other street users.

For detailed guidance refer to Austroads’ *Guide to road design*.

**Parking**

Parking for motor vehicles is a major consideration for street design. Key objectives include: avoid obstructing other street users, balance supply and demand of parking requirements, provide accessible parking, managing parking zones and time limits to impact positively on the street vibrancy and on other street users.

Parking can be classified into two categories:

- on-street parking
- on-site parking.

On-street parking can be uncontrolled, or controlled via time limits or metering, influencing vehicle turn over. On-site parking is required to be provided in accordance with the local government regulations.

In high activity areas and other appropriate locations, parking lane space should also accommodate taxi stands. Motorcycle and motor scooter parking spaces may be provided at locations according to forecast demand. Provision must be made for commercial loading/delivery vehicles as well as waste collection vehicles.

Parking lane widths must be sufficient to avoid obstruction of other street users, such as cyclists in adjoining cycle lanes.

5. Planning for infrastructure and community facilities

**Types of Infrastructure**

‘Hard’ infrastructure is commonly known as the physical networks necessary for a community to function, including:

- transportation infrastructure (e.g. airports, ports, roads, rail, public transport, pedestrian and cycle networks and facilities),
- utilities (e.g. water, energy, sewerage), and
- telecommunication infrastructure (e.g. high-speed internet, telephone, radio and television).

‘Soft’ infrastructure is commonly known as the facilities and institutions necessary for a community to prosper and thrive, including:

- education (e.g. schools, universities and training institutions),
- health (e.g. private and public hospitals, emergency services and retirement and geriatric facilities),
- justice and correctional facilities, and
- sports and recreation facilities (parks, sporting grounds, stadiums, and cultural facilities).

**The need for social infrastructure, and community services and facilities**

Social infrastructure, community services and facilities and the social networks they help foster, is fundamental to the wellbeing of communities. Social infrastructure encourages people to take part in community life, builds belonging, reduces social isolation and meets basic individual and family needs.

It includes infrastructure that is available to all (e.g. education, health, arts, culture and community facilities), infrastructure targeted at people in different stages of life (e.g. children, young people and older people), and infrastructure targeted at groups with special needs (e.g. families, people with a disability and Indigenous and culturally and linguistically diverse people). In a high-density setting, community facilities can also supplement the role of the private home by providing places for celebrations and gatherings (e.g. affordable venues for children’s birthday parties).

Social infrastructure needs to be available to communities early in their formation to support the practical needs of residents and workers including access to childcare or venues for fitness, craft and other recreational activities.

The planning and provision of social infrastructure in neighbourhoods and communities plays an important role in the development of new communities, and supporting the needs of residents and workers.

**Providing community facilities**

A local government may require a developer to prepare a community development strategy in conjunction with a large-scale development application. The community development strategy may include a:

- community facilities plan and program to guide future development decisions and implementation, including the early provision and longer term sequencing of community facilities and services and exploration of alternative and innovative solutions such as schools as community hubs, or
- community development program including key objectives, initiatives and targets, and implementation mechanisms and resources.

**Supporting community diversity through provision of infrastructure**

To help achieve community diversity:

- Where a social infrastructure plan is required as part of the planning process, identifying for both the existing and new communities:
  - the type of built infrastructure required, its size and location, preferred timing and the agency responsible for its development,
  - the community services which need to be established in built facilities, and cultural and community development strategies required to support the emerging community, and
  - performance outcomes or standards of provision to ensure appropriateness for the intended purpose, including design, land use compatibility and function.
- Provide a base level of community infrastructure at the outset to support the early stages of the development (e.g. childcare centres, schools, community centre, information and welcoming program), complemented by the staged provision of infrastructure as the population grows.
Principles of providing community facilities

1. Innovation and value for money
Demonstrate how innovation, efficiency and value for money will maximise the use of resources required to meet community needs and deliver sustainable outcomes, through:

- utilising the partnerships and formal agreements between public, private and community organisations and landowners including state and non-state education providers,
- facilitating early delivery of facilities and services (as opposed to contributing land only),
- co-locating facilities and sharing resources and space including sports facilities for state and non-state schools,
- multi-purpose and multi-functional spaces and places that can be used for a wide range of community uses and can be adapted to changing uses over time,
- efficient use of land, and
- innovative design.

2. Early provision of facilities
Meet the needs of incoming residents through early provision of facilities in the formative stages of the community in order to contribute to a sense of place and belonging. This is particularly important in greenfield areas and in locations where there is limited access to existing facilities and services.

3. Community hubs and precincts
Consider the co-location of facilities including open space in hubs and precincts to provide the community access to multiple services in a single location that facilitates enhanced and integrated service delivery and provides a focus for community activity.

4. Optimising accessibility
Locate community facilities in a highly visible location in centres within walkable catchments, with good access to public transport, shops and meeting places and spaces to encourage social gathering and community building. The design, location and management of these community facilities will ensure safe, inclusive and convenient access for communities and individuals of all user groups and levels of ability.

5. A network that meets identified needs
Community facilities contribute to a broader network and hierarchy of facilities. The nature and distribution of facilities in a local government area should:

- contribute to equitable provision across the network,
- be provided at an appropriate scale in a hierarchy of centres,
- address deficiencies, needs and priorities in the local government and its surrounding community, and
- re-use under-utilised spaces and places, where available, as focal points for community activity.

6. Design
The design of community facilities will be guided by the function, the place, and the requirements of government and community organisations. A community facility should also be guided by its location, the make-up of its community, the physical environment, climate and local culture. Some factors to consider are:

- contribution to the public domain and sense of place—integration with streets and footpaths, connection with adjoining buildings and spaces, creation of small public spaces to avoid unused spaces, contribution to public safety,
- response to the environmental context—incorporate or reflect local cultural places or natural features, enhance local landscape, reflect vernacular built form, materials,
- visibility and accessibility—connectivity signage for way-finding, signage to identify uses of a facility, adequate lighting, and
- function—flexible design that also considers the needs of people with disabilities, children, young people and older people, adequate storage for multiple uses, car parking, bicycle storage.