

Planning Scheme Policy Centre and Neighbourhood Hub Design



Table of amendments

Date of adoption and effective date	Amendment type	Summary of amendments
Adopted 27 June 2017. Effective 3 July 2017.	Alignment amendment.	Amendment to reflect the terminology used in the <i>Planning Act 2016</i> , the <i>Planning Regulation 2017</i> and related state planning instruments.
Adoption 12 December 2019. Effective 29 January 2020.	Major Amendment No. 1.	The overall purpose and general effect of the adopted amendments to the existing planning scheme policies are to provide better guidance by including more examples and illustrations.

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Adoption

Moreton Bay Regional Council adopted this planning scheme policy on 24 November 2015.

Commencement

This planning scheme policy will take effect from 1 February 2016. Amendments to this planning scheme are included at **Table of Amendments** (inside front cover).

1. Introduction

This policy supports the Moreton Bay Regional Council Planning Scheme and has been made by Council in accordance with Chapter 2, Part 3, Division 2 of the *Planning Act 2016*.

1.1 Purpose

The purpose of this planning scheme policy is to:

- provide additional information in the form of images and explanatory text to provide guidance about satisfying assessment benchmarks identified in the planning scheme;
- encouraging more innovative and site specific design solutions and less 'cookie cutter' development.

1.2 Application

This planning scheme policy may be applied to development in centres or neighbourhood hubs in all applicable zones.

1.3 Interpretation

Terms used in this planning scheme policy are defined in Schedule 1 – Definitions of the planning scheme. Where a term is not defined in Schedule 1, section 1.3 Interpretation of the planning scheme applies.

For the ease of interpreting this planning scheme policy, the following terms and meanings are reproduced from Schedule 1.

Term	Definition
Bulky goods retail	<p>A building or place used primarily for the sale by retail, wholesale or auction, or hire or display of, goods that are of a size or weight which requires:</p> <ol style="list-style-type: none">a. a large area for handling, display or storage; orb. direct vehicular access to the site by members of the public for the purpose of loading or unloading goods into or from vehicles after purchase or hire, but does not include a building or place used for the sale of foodstuffs or clothing unless their sale is ancillary to the sale, hire or display of bulky goods. <p>Note: In interpreting the above, 'primarily' is considered to be a use where 50% or more of the total GFA is used to store or display bulky goods.</p> <p>Note: In interpreting the above a 'bulky good' is considered to be a good or item (including any associated packaging for that good or item) having at least one dimension of 1m or greater. This does not include the packaging or delivery method of multiple goods or items e.g. on a pallet etc.</p>

1.4 Who should use the Centre and neighbourhood hub design PSP

This planning scheme policy is intended to be used by developers and designers, development assessment planners, development and building professionals.

This document may be referred to in information requests.

1.5 How to read the Centre and neighbourhood hub design PSP

This planning scheme policy is not a prescriptive tool, it is intended to raise general awareness about centre and neighbourhood hub design and initiate innovative ideas and solutions.

1.6 Disclaimer

Diagrams and photos used in the planning scheme policy may not comply with all components of the planning scheme. Some diagrams and photos have been used to illustrate a particular element and should be used as such.

Where conflict between the planning scheme and the content, diagrams or images in this policy, the planning scheme prevails.

2. Centres network

Moreton Bay will have a strong network of centres that provide a focal point for compact, self-contained and diverse communities. Residents will have convenient access to an appropriate mix of commercial, retail, social and recreation opportunities.

2.1 Higher order centres

Higher order centres are the main centres for administration, business, shopping and civic investment in the region. Higher order centres provide the greatest mix of land uses and the highest development densities. Higher order centres 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. Higher order centres are located around a significant transit node, and are at the centre of feeder transport networks serving the surrounding communities. These centres, provide the largest number and range of employment opportunities to serve the region's population.

2.2 District centres

District centres provide a wide range of services and facilities at a significantly lower scale and intensity than higher order centres. District centres serve a smaller catchment population than higher order centres (generally 20,000 – 50,000 people). District centres provide a focal point for inter-suburban transport networks and for surrounding 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.

2.3 Local centres

Local centres provide a limited range of services, including convenience and weekly retail activities, to a cluster of local neighbourhoods. They have high local accessibility, particularly for pedestrian and cycle traffic and act as a focal point and meeting place for the local community. Local centres serve a small catchment (generally 5,000-10,000) and are generally defined by the presence of a full-line supermarket or a fully functioning main street that caters for a catchment of the same size.

2.4 Specialised centres

Specialised centres provide for the establishment of retail uses which have specific location or land requirements that are difficult to achieve within higher order, district or local centres. For example bulky goods retail often need a large area for the handling, display or storage of goods or direct vehicular access by members of the public to the site to load or unload goods. Over time these uses have tended to locate on the fringe of existing centre and incorporate uses not of a specialised or bulky nature, creating specialised centres servicing a sub-regional population. In the future these centres will form individual precincts and destinations in their own right, rather than being located at the periphery of a higher order, district or local centre. The precinct mapping will reflect the existing specialised centres.

Specialised centres will strictly cater for uses such as bulky goods retails, showrooms, hardware and trade supplies, garden supply centres and similar uses. Specialty shops, office uses and supermarket uses that are preferred in higher order, district and local centres are not supported in specialised centres. It should be noted that the establishment of showrooms within existing higher order and district centres will be supported by the planning scheme, provided they are designed to provide active street frontages and compliment the intended character of the centre.

Note: Refer to interpretation section 1.3 of this Planning scheme policy for definition of Bulky goods retail.

3. What is a neighbourhood hub?

Previously a large number of local and neighbourhood centres were included within the centre zone. The planning scheme recognises the limited impact these small scale centres have on the larger centres and recognise their importance in terms of forming the heart of communities and walkable neighbourhoods. This is further emphasised in the vision for residential place types within the Strategic framework. Residential place types, especially suburban and next generation, should expect to see retail, commercial and community uses that meet convenience, day-to-day needs and provide informal and safe meeting places for residents. Providing for the incidental shopping needs of people within a walkable catchment will also contribute to a decrease in daily car use and increase the use of active and public transport.

Accordingly, all centres that are not of a size and scale to be considered a local centre (those with a full-line supermarket or a fully functioning main street) as described above will be contained in the surrounding zone and precinct e.g. General residential zone, Next generation neighbourhood precinct. Provisions to guide the type, size, location and design of these non-residential uses and the formation of neighbourhood hubs is contained in the relevant residential precinct of the General residential zone code.

Neighbourhood hubs are similar to centres in that they are walkable, pedestrian focused and concentrate activity at the street level through providing active frontages, and streets that are not dominated by car parking etc. Neighbourhood hubs are to be of a small scale and are ideally located adjoining park, public open space or a civic space or forecourt as these increase the level of activity, provide areas for interaction, improving amenity and casual surveillance. Neighbourhood hubs should be located on the corner of a sub-arterial or collector road to maximise the movement economy for small businesses. The length of the main street in a neighbourhood hub should generally not exceed 200m to remain compact and walkable, they should be located in the center of a 10min (800m) walkable catchment. To maintain economic competitiveness, the location of neighbourhood hubs should reduce catchment overlap and establish a defined neighbourhood, therefore neighbourhood hubs and the catchments they serve should be clearly separated from other neighbourhood hubs and centres.



(Landsborough)

4. Out of centre development

The management of out of centre development is vital to achieving the objectives and vision described in the Strategic framework. At the same time it is acknowledged that to remain economically viable, vibrant and attractive centres will continue to evolve with time. The planning scheme needs to cater for that evolution. For the life of this planning scheme it is intended that specialised and higher order centres within the region do not expand in land area. New higher order and specialised centres are not to occur. Accordingly, consolidation and redevelopment of existing specialised and higher order centres is encouraged.

The expansion of the land area of district centres in to land not within the centre zone will be considered based on how the planning scheme outcomes and examples are met. Economic factors contribute to, but are not the sole factor in this assessment. The expansion of a district centre must also maintain the scale and function of a district centre. New district scale centres, other than those identified in the Strategic framework, are not to establish in the life of this planning scheme.

Local centres and neighbourhood hubs, are considered to be essential elements in the establishment of walkable neighbourhoods. Accordingly, the planning scheme allows for the expansion and the establishment of new local centres and neighbourhood hubs provided they are well designed, located and distributed within the region. New local centres and neighbourhood hubs should not impact on existing centres. New local centres and neighbourhood hubs should be provided centrally within the residential neighbourhood and not on the urban fringe.

5. Urban structure



(Bulimba)

5.1 Location

While the scale of centres and neighbourhood hubs vary greatly in function, activities and scale, the principles behind the ideal location for centres and neighbourhood hubs is relatively similar.

The right location for a centre or hub in its broader context contributes greatly to a centre's ability to function and produce the desired outcomes and examples specified in the Planning scheme codes and Strategic framework.



(Coolum)

Close to frequent public transport.

Centres (other than specialised centres) and neighbourhood hubs should establish where they:

1. have convenient and proximate access to public transport;
2. adjoin or contain areas of public open space, whether natural or recreational;
3. concentrate and focus activity to the street, creating a 'main street';
4. are centred around a main street, that is a primary or secondary through street (this will vary depending on the context) with a grid street pattern beyond;
5. are centrally located within the catchment they are serving;
6. contain or are adjoined by higher residential densities than other areas of the region.



(Peregian)

Close to public open space.



(Cotton Tree)

Close to higher density residential uses.



(Bulimba)

5.2 Connectivity

Connectivity is a measure of the permeability of an urban environment for pedestrian, cyclists and vehicles. High connectivity is important for a centre as it makes it easier for visitors to access and navigate their way around and to reach key destinations.

To establish good connectivity streets and buildings are to be designed to:

- a. establish and maintain clear sightlines;
- b. facilitate the most direct route options for pedestrians and cyclists;
- c. allow for alternative routes via lanes and through block links;
- d. provide street environments that are safe and interesting.

Cul-de-sacs are to be avoided as they make walking and cycling journeys longer and reduce route choices. If it is not possible to extend a road or lane to the road network a pedestrian and cycle link may be viable, provided these links are safe to use. Blocks within centres should be smaller in size, length and shape. The redevelopment of existing centres should consider:

- a. the breaking down of larger blocks;
- b. the realignment of irregular shaped blocks;
- c. the provision of direct pedestrian through-block links to increase permeability.



(Noosa)
Multiple Shared zones across a main street



(Kawana)



(Kawana)
Mid-block pedestrian connection



(Kawana)
Pedestrian connection through site onto major road

5.3 Main street

The planning scheme places a high importance on main streets forming the core of centres within the MBRC region. This shift in focus from previous planning schemes is aimed at creating places for people. With the intent being that this will then flow on to increased productivity, and economic and community benefits. A main street usually refers to a vibrant and active street with a continuous row of shops, small office spaces and restaurants. Main streets are usually located along a recognised major thoroughfare that can also be a significant public transport route, though preferably not an arterial or sub-arterial road. Main streets often run perpendicular to a sub-arterial road, with these forming the ends of main streets. Residential uses are located above or behind active, commercial uses.

In district and higher order centres main streets generally consist of active retail and commercial uses built on both sides of the street, while local centres or neighbourhood hubs would generally only contain active retail and commercial use buildings on one side of the street with a public transport node, park, or medium density residential uses on the other side.

Main streets rely on high volumes of vehicular traffic, pedestrians, and frequent public transport to support active land uses. Traffic should be calmed along the main street to improve pedestrian safety and amenity. Refer to Planning scheme policy – integrated design for traffic calming measures.

A successful main street should:	
Buildings and uses	Street
<ul style="list-style-type: none"> • contain continuous active frontages along the main street; • ensure that the main street is the most pleasant experience for pedestrians with protection from the weather; • include a diversity of uses along the main street that operate at different times of the day and days of the week, to create continuous activity and vibrancy to the centre; • include residential uses that increase the viability of convenience shopping, retail and restaurants and increase safety within a centre. Residential uses in centres, especially on main streets should be contained within mixed-use buildings with residential uses above or behind commercial uses. 	<ul style="list-style-type: none"> • Include high-quality public domain finishes, including generous footpath widths for greater pedestrian volumes and space for outdoor dining, public art and street furniture; • design the street to support active and public transport such as cycle lanes and bus stops; • priorities pedestrians and cyclists; • incorporate on-street parking to support local business, encourage a turnover of visitors and activity through the main street. This can also assist with traffic calming; • include build-outs for street trees and street furniture etc.



(Cotton Tree)
Accessible public transport, bus stop.



(Noosa)
Build outs with landscaping and street furniture.



(Maroochydore)

Wide foot paths, ramps and street trees



(Redcliffe)

Outdoor dining, slow traffic



(Noosa)

Two sided main street.



(Landsborough)

One sided main street.



(Ascot)

On-street parking.

5.4 Lanes

The main function of a lane in a centre is to provide a service access to buildings, such as deliveries and waste collection. The aim traditionally has been to conceal service areas from main streets and public thoroughfares. Development on land adjoining a lane (secondary frontage) should be designed to ensure buildings backing onto the lane incorporate windows at ground level and above ground level and balconies that overlook the lane to allow passive surveillance.

The design and location of lanes should support the pedestrian network, provide access and servicing areas. The use of materials and signage in the lane should be implemented to clearly show pedestrian and vehicle usage, and that although lanes are different, they are still part of the overall street network. It is important that lanes run parallel to the main street and have a straight alignment. This is to ensure visibility, safety and legibility at each end, it also reduces vehicle crossings and disruption to pedestrians and traffic flow on main streets. Redevelopment of existing lanes should include the connection of any dead-end lanes to the street network to improve access, servicing and safety.



(Redcliffe)

Pedestrian lane providing connectivity to the main street



(Coolum)

View from a lane through to a main street.
Windows overlooking lane.



(Peregian)

Pedestrian lane providing connectivity



(Coolum)

6. Maintaining and establishing character and a sense of place



(Redcliffe)

6.1 Key sites

Key sites are locations within a centre that have a high degree of visibility and have the opportunity to contribute to the visual interest and character of the place taking on elements of the locational character e.g. coastal, urban, traditional or heritage etc. Key sites are often located on corners within a centre or are located at the entrance to the centre. Key sites should be carefully developed to contribute to the character and richness of the centre through the inclusion of landmark elements and careful design.

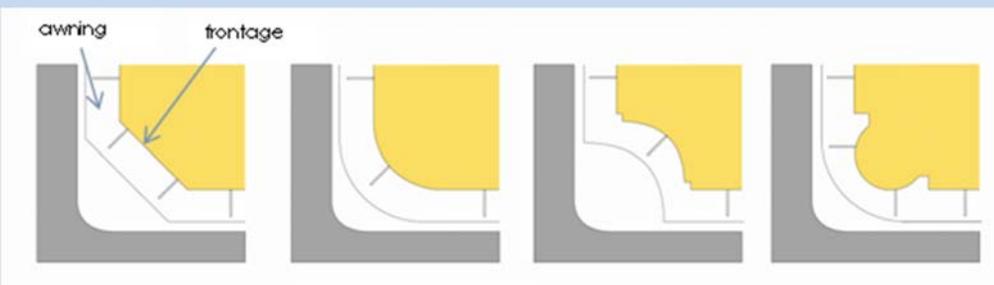
Key sites are most common on prominent and feature corners. On prominent corners, buildings must have attractive active frontage facing both directions. On feature corners, buildings will have an elevation directly addressing the corner with a door opening directly out onto it. Feature corners are often located on busy junctions where a lot of people are present both in cars and on foot. By addressing the junction directly, they create interesting space.



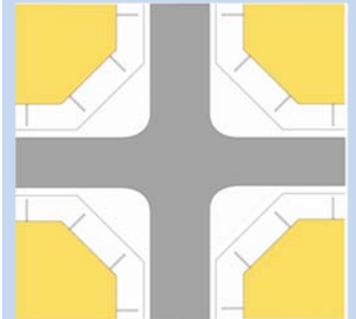
(Ascot)
Key Site



(Bulimba)
Junction



Some corner treatment forms



Junction



(Kelvin Grove)
Junction



(Kelvin Grove)
Junction



(Kelvin Grove)
Key site



(Kelvin Grove)
Junction



(Kelvin Grove)
Key site

6.2 Views and vistas

A view is a range of vision. Vistas are a view seen through a boarder, for example along a narrow avenue or between a row of trees, or a distant scene or panorama. Views or vistas can be directed to water, open space, natural areas such as mountains, across a centre or to a landmark; they can be a discrete view down an alley or as grand as a city skyline. A view or vista can announce the arrival to a place or reinforce a sense of location and emphasise a sense of place. Views and vistas should align to highlight the context or surrounds of a place and to improve legibility.

Views of both the urban and natural environments should be identified and analysed before designing site layouts to take advantage of them. This is primarily achieved by maintaining the sightlines between places, preserving the ability to see a landmark as a focus of the view for example.



(North Lakes)



(Morayfield)



(Noosa)

View down a main street.



(Coolum)

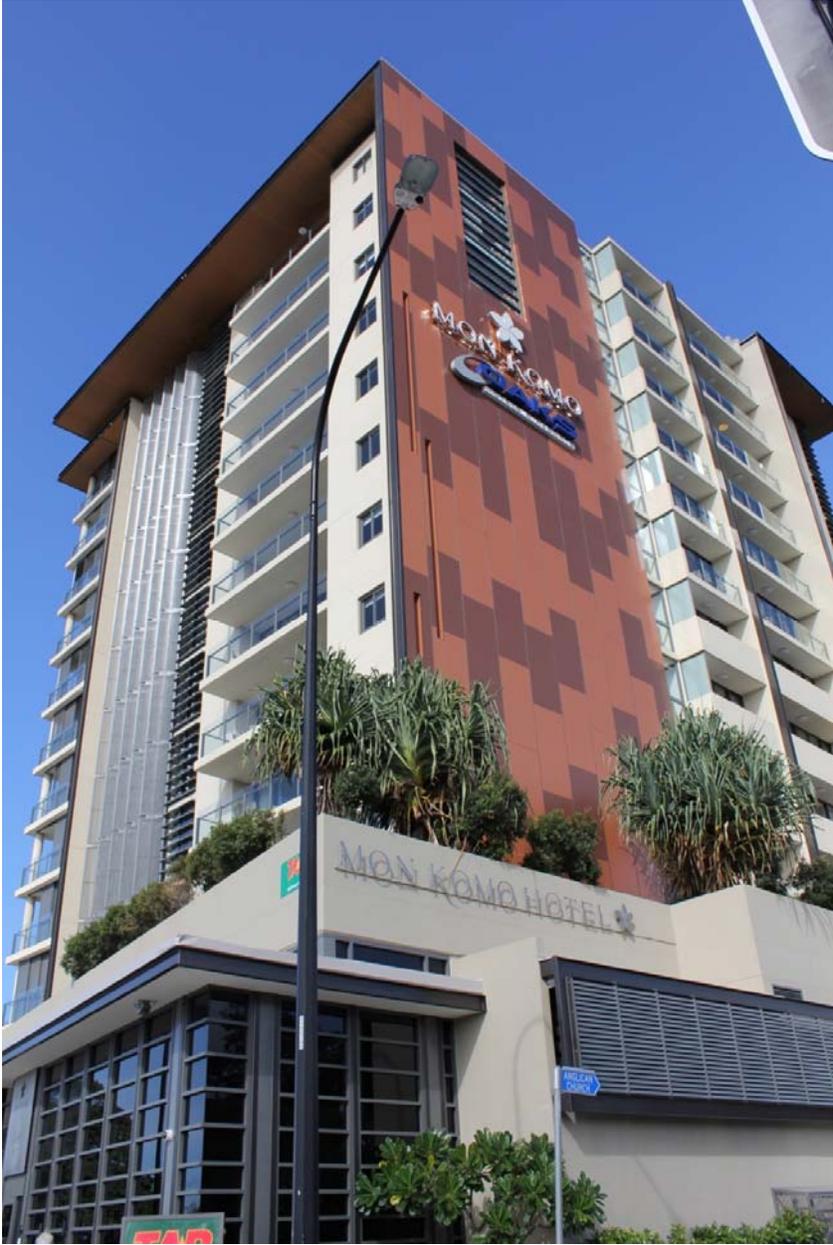
View from a lane through to a main street.



(Buderim)

View from a supermarket through a break in buildings to the main street.

7. Urban form



(Redcliffe)

7.1 Building form and design

The design and form of buildings within a centre or neighbourhood hub needs to be carefully considered. Buildings have the ability to achieve many objective of a centre such as; adding to the character and appearance of a centre, providing pedestrian comfort, increasing the use or usability of a centre, make public spaces interesting and encourage people to stay, increase the safety (casual surveillance) of a centre as well as providing visual interest. To effectively achieve all of these objectives building design requires a number of factors to be considered with the most appropriate design response implemented, depending on the sites context. Factors to consider and examples of design responses are listed below (this list is not exhaustive):

Factors to consider	Building design response examples
Consistent building alignments and a defined public domain	Build to the street frontage, unless setbacks are required for on street dining or a public plaza or public open space.
Proportions	Vertical articulation - podiums, tall buildings provide architectural variation through a distinct top, middle and base section. Horizontal – sleeving.
Human scale	Incorporate podiums and setback taller parts of buildings, awnings.
Modulation	Breaking up the building into modules with the use of windows or balconies that are grouped or separated to create a pattern or rhythm. Ground floors are very active and are divided into modules with a width of 5-10m to be interesting for passers-by. Upper floors are viewed from further away and should be divided into modules 10-20m wide, to break up the building façade.
Active frontages at the ground floor and upper floors	Glazing, openings (doors and windows) and balconies.
Pedestrian activity and comfort	Awnings.
Avoiding large expanses of any single material. Consider maintenance, glare and heat load provided by some materials.	Building type, materials and finishes used.
Conceal service areas and equipment (e.g. lift overruns, service plants, vent stacks, telecommunication infrastructure, gutters, downpipes and signage) from primary frontages.	Screening and integration of services and equipment into the design of the building.
Emphasising important corners.	Active frontages are wrapped around corners and corner treatments applied.



(Chermside)

Variation in finishes and materials.



(Buderim)

Active uses and glazing.



(Maroochydore)
Top, middle, base sections.



(Buderim)
Consistent alignment at the street.



(Chermside)
Top, middle, base sections.



(Noosa)
Variation in materials and finishes.



(Kelvin Grove)
Modulation and awnings.



(Maroochydore)
Modulation and awnings.



(Maroochydore)
Awning and visually interesting feature.

7.2 Integration - Shopping centres and large format uses

Traditional shopping centres conflict with the type of centres the Strategic framework and planning scheme are trying to create.

Centres under the Planning scheme	Traditional shopping centres
Diversity of activities (office, retail, entertainment, residential, community, social). Broad spectrum of hours of operation and activity (18-24 hrs/day).	Retail with limited entertainment or community activities. Hours of operation are limited (9am – 5pm) Insular focus, with large blank walls to external streets and a sea of at grade car parking.
Permeable environments. Smaller compact centres offering diversity.	Controlled movement through centre, non-permeable after hours. Large single purpose site.
Internal and external pedestrian environments.	Focus on internal pedestrian environment and external vehicular environments.
Public and active transport priorities over private motor vehicle. Reliant on connections to surrounding neighbourhoods for their success.	Car reliant. Poor connections to surrounding neighbourhoods.

Large format use buildings, or 'big-box' developments (e.g. shopping centres, retail stores, cinemas), are only supported in centres where the building design meets the objectives of the Planning scheme, including but not limited to activation of streets, designing for climatic conditions, mixed use outcomes and architectural design that contributes to the character of the centre. Re-development of sites within existing centres are expected to incorporate the same architectural and activity features as new developments



(Kelvin Grove)



Ashgrove Ave, Ashgrove

Centre development (new and re-development of existing centres and sites) should consider the following:

1. integrate the internal and external layout of stand-alone shopping centres with the existing street network to improve walkability and legibility. Ensure pedestrian and cycle connections between the street network and the shopping centre are clear, direct, safe and attractive links that are well lit, with good signage and meet access requirements;
2. buildings should be designed to better define and enhance streets and the public domain by reducing setbacks from the street, through consistent building alignments, active frontages and streetscape elements such as awnings;
3. increase pedestrian access to shopping centres with entries that align with the street and existing connections filtering out into the surrounding neighbourhood. Pedestrian entries should be highly visible, connected to the public domain and easy to find; design pedestrian entrances, pathways and way finding signage to improve access, orientation and connections to and within the centre. This includes signage to direct visitors to transport, public buildings, other services and points of interest outside the centre;
4. enhance the look of new or existing large format buildings, by including smaller tenancies (sleeving) with active uses (retail, restaurants, cafes etc) to foster and increase activity. This will usually result in big-box uses being located mid-block or on upper levels;
5. new development can create a transition between the shopping centre, the street and surrounding neighbourhood with the inclusion of both enclosed and open-air shopping areas;
6. incorporate active frontages to facilitate natural surveillance of footpaths, bus stops and taxi ranks. Avoid long expanses of blank walls along street frontages or other public areas;
7. provide a diverse range of tenancy sizes, uses and activities with a variety of open hours or peak periods of activity to be located within or close to the shopping centre,
8. orientate intensive and extended-hour uses towards the street and around public spaces to ensure these areas around the centre have natural surveillance day and night;
9. utilise the roof above large format uses, to contribute to the mix of uses e.g. commercial suites, childcare centres or rooftop parking;
10. capitalise on well-designed public spaces that blend with the shopping centre designed to create a sense of place. These spaces will encourage shoppers to linger and interact. These spaces should be of a high standard and include landscaping, wide footpaths with high quality paving



(Bulimba)

- and plenty of street furniture such as seating, bicycle racks and bins;
11. provide end of trip facilities (e.g. bicycle parking) close to shopping centre entries;
 12. service areas including loading and delivery areas, storage and loading bays are located away from public spaces, streets and housing;
 13. large format uses are to be co-located within centres in proximity to other main attractions, shopping streets and public transport to reduce the need for large expanses of car parking, to reduce the number of vehicle trips, the number of car parking spaces needed and vehicle travel time.



(Ascot)



(Ascot)

8.1 Walkable – prioritising pedestrians and cyclists

Walkability is an important feature of successful centres. Walkable centres are generally defined by their:

- connected/permeable pattern of public and private spaces;
- mix of activities that provide opportunities for multi-purpose trips;
- an attractive and interesting journey;
- safe, navigable and attractive walking environments.



(Coolum)

Developments within centres should incorporate the following:

1. consider details such as directness, lighting, shade, places to stop and rest, landscaping, pavement and direction signs;
2. a mix of uses near each other such as shops, childcare centres, parks, public transport interchanges and community facilities to encourage multi-purpose trips;
3. safe places for people to walk and cycle, by ensuring public areas are overlooked by buildings and have clear sightlines, good lighting and are activated;
4. stimulating and attractive routes with a variety of path types, lanes, arcades, share ways or promenades to increase choice, enrich the urban experience and encourage repeated use;
5. clearly located end of trip facilities;
6. access points to cater for all users, including; older people, children and people with disabilities;
7. emphasise public transport hubs in the design of a centre and make public transport an easy option for commuter through signage, lighting and safe direct routes between destinations and the public transport hub.



(Coolum)



(Kawana)

Easy to access end of trip facilities.



(Bulimba)

Pedestrian access to rear car park



(Maroochydore)

8.2 Public parks, squares and plazas

Successful centres create opportunities for social interaction. Parks, squares and plazas are important in the context of centres and neighbourhood hubs as they provide a focal point for this social interaction.

Parks, squares and plazas:

- are often the defining feature of a centre and their quality and success draw people from a vast catchment. A busy square in a centre often symbolises a successful centre;
- range in size, form, function and setting.
- have local economic benefits by increasing property values and the success of businesses that use their proximity to the space wisely.

The success of a park, square or plaza within a centre is often defined by the buildings and activities that frame the space. In this regard it is important to ensure that buildings and activities fronting these spaces invite people to spend time in the space. For example a square is the ideal place for outdoor dining, away from the noise of busy roads. People in restaurants and cafes spilling out into the square will make the square a more exciting place to be. The edges of a public square are also important for people to stop and see what is happening and have more protection from inclement weather. The buildings around the edge of these spaces must be interesting and encourage people to linger outside, providing places and reasons to stop.



(Peregian)

The design and location of parks, squares and plazas within centres or development adjoining a park, square or plaza should include the following design elements:

1. parks, squares and plazas within a centre should be located near transport nodes or public buildings (e.g. libraries or places of worship);
2. park and squares should provide a high standard of amenity and safety for visitors, with well-designed street furniture, shaded areas and lighting;
3. include multiple attractions and activities within or adjoin parks and squares to appeal to a wide range of people throughout the day and night (e.g. outdoor cafes, places to sit, fountains, playgrounds and artworks);
4. parks and squares should have an element of flexibility to host other activities (e.g. markets and festivals) this includes the provision of power, loading and temporary storage areas etc;
5. the edges of parks and squares should be activated (e.g. outdoor dining), especially at ground floor as spill out onto public spaces will add vitality and provide passive surveillance during the day and night;
6. parks and squares should be framed through strong building definition and addressing the public space. Buildings that front onto and overlooking parks and squares should incorporate openings, such as balconies and terraces to allow passive surveillance and improve internal outlook;
7. parks and squares should be easy to access for all abilities. Access can be improved with short distance road crossings, that are well marked, the availability of public transport etc;
8. ensure outdoor dining areas have a high standard of amenity, landscape, and outlook, solar access in winter and shading in summer and are not adversely affected by traffic through the use of traffic calming measures.



(Coolum)



(Peregian)



(Kelvin Grove)



(Noosa)



(Kelvin Grove)



(Kelvin Grove)

8.3 Active frontages and orientation

An active frontage is a concentration of activity or goings-on at the front of a site or building, adjoining a public area such as a street or park. Active frontages make a public space interesting and encourages people to linger and stay. To be an active frontage, many elements must be combined to ensure the space is interesting, inviting, walkable and safe. A key component to active frontages is the use itself, activities such as shops, small offices and cafes promote the most active street fronts. Residential buildings can also activate the street by providing a clear address, direct access from the street and direct outlook over the street.

Generally, buildings in centres, where active frontages are highly desirable, should be built to align with the street as a way of reinforcing the urban character and improving pedestrian amenity and activity at the street level. In some cases, buildings could be setback from the street alignment to create a square or a forecourt or to provide outdoor dining. Where an existing building is being utilised it is important to orientate the use or activity towards the street and/or public space to contribute to the level of activity in the public place. This can be achieved by ensuring the access is clear and welcoming with direct footpaths, landscaping, outdoor dining, and even incorporate streetscape elements such as artwork and street furniture.



(Noosa)



(Buderim)

Development or re-development within a centre should incorporate the following design and activity features:

1. active ground-floor uses are best located at the same general level as the footpath where they are directly accessible from the street;
2. the use of clear glazing in building fronts for all non-residential ground-floor uses will increase passive surveillance and add to the sense of street activity;
3. building frontages are to orientate and run generally parallel to the street alignment or public open space they adjoin;
4. building design and form should be carefully considered and include appropriate design responses to facilitate active frontages as previously discussed;
5. provision of a clear street address and direct pedestrian access from the primary street front for all residential developments;
6. multiple entrances for larger developments including at least an entrance per street frontage;
7. a 'fine grain' of uses and smaller tenancies that will allow for a greater diversity in activities and add to the character, such as smaller retail spaces, 'hole in the wall' shops/cafes, temporary stands, pop-up retail, performance spaces and other innovative uses of space.



(Coolum)



(Kelvin Grove))



(Kelvin Grove)



(Kelvin Grove)



(Ascot)



(Ascot)



(Bulimba)



(Noosa)

8.4 Crime prevention through environmental design (CPTED)

The aim of CPTED is to make the design of the built environment within centres safer and encourage user confidence. There are a number of things to consider when designing for safety and crime prevention.



(Bulimba)
Rear car parking area overlooked by dwellings.

Development and re-development within a centre should include the following design outcomes:

1. buildings and spaces are to be designed to allow for passive surveillance of public areas to reduce the likelihood of crime. Improving an area's safety can promote user confidence, leading to higher pedestrian activity and improved economic viability of a centre;
2. provide activity and surveillance throughout the day and night by incorporating a mix of uses that extend the opening hours of the centre;
3. incorporate residential uses in to centres;
4. provide a high degree of legibility in the centre, especially for pedestrians and cyclists. This can be achieved through highly-visible public spaces, maintaining view corridors and sightlines, ensuring spaces are well lit at night, and have a clear pedestrian network;
5. clearly define where private and public spaces meet to differentiate ownership and promote the safety of all users of the built environment. It is noted that there is a balance between privacy and allowing for passive surveillance to ensure safety in public areas.



(Kelvin grove)
Residential uses in centres.



(Noosa)
Outdoor dining increases activity at the street at night.

8.5 Water sensitive urban design (WSUD)

Water Sensitive Urban Design (WSUD) is a multi-disciplinary approach to water management and restoring water balance in the urban environment. It incorporates water infrastructure, landscape design and built form that is more sympathetic to natural hydrological and ecological processes.

Urban development reduces the areas in catchments where water can filter and seep into the soil. This leads to increases in the volume and velocity of stormwater flows, which in turn results in erosion of downstream waterways and increased levels of pollutants released into natural waterways.

WSUD reduces these impacts as it captures stormwater flows for re-use, controls stormwater release into the water cycle and filters pollutants. This can help reduce demand for potable water through water re-use and also protect and enhance natural water systems. Additionally, WSUD elements such as bioswales, detention basins, rain gardens and permeable pavement materials can be included in the built environment to create public open spaces that also beautify the area.

In centres WSUD should be integrated into the streetscape, public and private places. New devices such as tree pits and rain gardens can be used to irrigate vegetation within centres whilst reducing the quantity of flows and improving the quality of run-off into rivers and streams.

For further information on water sensitive urban design measures refer to Planning scheme policy – Integrated design.



(Hamilton)



(Hamilton)



(Hamilton)

8.6 Mixed use

A diverse mix of uses is essential in delivering a successful centre (excluding specialised centres). The compactness and diversity of uses in centres can significantly reduce the number and distance of trips dependent on private motor vehicles. Effective mixed use centres create opportunities for people to conduct one trip to cater for multiple purposes (i.e. shopping, banking, libraries, entertainment and dining). Effective mixed-use centres provide the opportunity for people to access these centres without the need for a private motor vehicle, through integrated public and active transport networks and the location of residential living options throughout and surrounding a centre.

Centres with a diverse mix of uses can also provide more opportunities for social interaction, improved safety and economic and social diversity that lead to greater economic resilience. The appropriate mix of uses can vary from centre to centre and is dependent on the location or context, market demand and the scale of development.

Mixing uses may be achieved vertically, in a mixed use building (such as providing offices or residential space over retail uses) or horizontally along a street. The planning scheme focuses on vertical mixing of uses as a preferred option as it is more likely to increase activity through the day and night, is more resource efficient and can improve passive surveillance of the public domain.



(Cotton Tree)

When developing or planning for mixed-use the following design outcomes should be achieved:

1. the day-to-day needs of the local community should be provided for. Providing what is an appropriate mix of community facilities including health care, social services and cultural spaces for the particular centre;
2. higher order and district centres should include residential uses in centres, including Dwelling units (live-work buildings), to increase safety and activity during the night;
3. entries to residential uses should be distinguishable from retail and commercial uses, including separate pedestrian entries from vehicle entries that are accessible from the street and other public areas;
4. uses that extend activity within centres after hours and on weekends add diversity, activity and casual surveillance.



(Buderim)



(Ascot)



(Maroochydore)
Mixed use buildings with separate residential entrance



(Cotton Tree)



(Maroochydore)



(Ascot)



(Kelvin Grove)

9. Transport access and parking



(Redcliffe)

9.1 Car parking

9.1.1 On-site car parking

Car parking needs to be carefully considered to ensure it does not prevent the achievement of compact, active and walkable centres. Centres rely heavily on the appropriate (not necessarily high) number of car parking spaces and the careful location and design of car parking areas. On-site parking includes those located underground (basement), those at ground level (at-grade) and in multi-storey buildings or roof tops. Four possible design solutions for on-site car parking areas are discussed below:

1. **At-grade parking:**
At-grade parking should be located to reduce negative impacts on the streetscape by maintaining active uses at the street and areas of public realm. Therefore at-grade car parking areas should be located to the rear of the site, away from the street frontage. At-grade parking should be well screened and landscaped with plantings between parking bays to provide screening and improve the appearance as well as reduce heat loads from the car park surface and reflectivity from cars. Access to on-site parking from rear service lanes or side streets should be provided so as to avoid interrupting pedestrian flows on the main street.
2. **Underground and semi-underground parking:**
Underground and semi-underground parking reduces the visual impact of car parking and is a more efficient use of the site as the surface area can then be used to increase gross floor area and public open space areas such as parks, squares and plazas.
3. **Multi-storey or roof top car parking:**
Multi-story or roof top car parking reduces the visual impact of car parking and is a more efficient use of land compare to at-grade parking for example.



(Kawana)

Keep 'back of house' areas tidy.



(Cotton Tree)

Clustered/shared car park.



(Coolum)
Rear parking with connection through to main street.



(Coolum)
Access to rear car park from main street.



(Coolum)
Access to main street from rear car park.



(Coolum)
Car parking area at rear.



(Kawana)
Screen at grade parking with landscaping to reduce visual dominance.



(Maroochydore)
At grade and multi-storey parking located behind the building.



(Maroochydore)

Screened at grade parking.



(Ascot)

Using slope to reduce the visual dominance of at grade parking.



(Buderim)

Car parking at the rear allows for a continuous active frontage and pedestrian safety.



(Bulimba)

Shared driveway providing access to shared car parking area at the rear



(Bulimba)

Car parking and servicing area at rear.

9.1.2 Reduction measures for on-site parking numbers

In order for development to provide parking below the specified minimums set in the planning scheme a reduction should only be considered when coupled with a demand reduction measure as described below:

Shared parking

In mixed use centres there are opportunities to share car parking between uses with different peak trading times. The advantage of shared parking facilities is that they are more efficient. Each space can be used more hours during the day, week or month. There are no significant operating and management constraints to preclude the development of shared parking facilities. However, a number of factors must be considered to ensure efficient design, operation and management of shared parking facilities. These include local peak times of demand, availability of access by a number of different users, clear information about appropriate use and availability, and a good pedestrian (or public transport) access between the facility and the destination it serves. In order for this to be accomplished land owner cooperation is essential as it often requires easements. Careful design of car parking areas should allow for breaks in fencing, landscaping adjoining side and rear boundaries to accommodate shared parking.

Unbundled parking

Unbundled parking refers to the strategy of separating the costs of purchasing or leasing residential and commercial property from parking resources. For example, in a medium density residential development, dwellings may be purchased separately from the car park. This “unbundles” the cost of parking from the cost of living and supports the principle of consumer choice. For example, unbundled car-parks associated with residential development in centres can cost an additional 20-25% of the total purchase price of small dwellings.

Green Travel Plans

Green travel plans are a management tool designed to assist all types of developments (particularly commercial and residential) reduce travel demands associated with various types of everyday trips such as the journey to work. Travel plans help to address issues affecting how people choose to travel, such as company cars and free parking in commercial environments. In many situations some changes may catalyst large reductions in vehicle use, including, parking car cash-out provides commuters who normally receive free parking to take cash instead, PT passes – involves providing employees or new residents with a substantial public transport pass in place of a car park, provisions of transport information and personalised travel planning services for new residents or employees and end of trip facilities for cyclists, including showers and locker. Travel plans thus support other parking strategies undertaking a detailed assessment of the barriers to shifting mode. It is important to realise, however that the motivation to conduct travel plans is best provided by the accurate realisation of the costs associated with vehicle travel. For this reason, the use of travel plans is expected to increase when the perceived value of parking reflects its underlying costs.

The below table outlines the indicative impact the above demand reduction measures will have on the specified parking minimums:

Demand reduction measure	Indicative reduction
Shared parking	Every 4 spaces shared with another use reduces required provision by 1 space.
Unbundled parking	For every 2 spaces unbundled, the minimum provision can be reduced by 1 space up to a maximum reduction of 20%.
Green travel plans	Provision of satisfactory green travel plan can reduce the minimum parking requirement up to a maximum of 15%.
Motorcycle parking	A motorcycle space can replace 1 car space up to 15% of the parking requirement.
Bicycle parking	Every 2 additional bicycle spaces (above minimum required) offsets 1 car space, up to 15% of the minimum parking requirements.

9.1.3 On-street parking

In the design and development of new centres and neighbourhood hubs on-street parking should be integrated into the overall design of the street. Refer to street types in Planning scheme policy – Integrated design for cross sections. On-street car parking is popular and convenient for retail and essential services. It can benefit local businesses and is likely to be well used at all times. Poorly designed on-street car parking can look unattractive, be visually intrusive and make an area less pleasant for pedestrians.

On-street car parking can be used to slow traffic, provide a protective buffer between pedestrians and moving vehicles, and add activity to the street. On-street car parking in centres can reduce demand for on-site parking and pressure on small sites and businesses to provide parking on their premises.

In designing a centre or neighbourhood hub the following should be considered:

- provide parallel parking on all streets through and surrounding centres as it is the most legible for vehicles and pedestrians. Other types of parking layouts may be suitable on some streets;
- reduce the visual impact of on-street parking by breaking a line of cars with kerb build-outs for landscaping, street furniture, outdoor dining or street trees;
- improve on-street car parking efficiency with clearly marked parking spaces on the road or with changes in pavement material.



(Redcliffe)
Parallel parking



(Kawana)
Clearly mark parking spaces on the road or utilised changes in pavement material.



(Cotton Tree)
Breaking a line of cars with kerb build-outs for landscaping, street furniture, outdoor dining or street trees.

9.2 Access, driveways and loading

To establish walkable centres, where the pedestrian is prioritised the location, size and design of vehicle access and loading areas needs to be carefully considered.

Vehicle crossings over footpaths can disrupt pedestrian movement and threaten safety. The design of vehicle access to buildings also influences the quality of the public domain. Overly wide vehicle access points detract from the streetscape and limit the active use of street frontages. The design and location of vehicle access to developments should minimise conflicts between pedestrians and vehicles on footpaths, particularly along pedestrian priority places. There should also be the least visual intrusion and disruption of the streetscape, and no disruption to the function of major roads.

The design of developments within centres should carefully consider the size and quantity of vehicle and service crossings within the centre as well as what is required for their development to maintain pedestrian movement and streetscape continuity, and reinforce a high-quality public domain. Vehicle access from lanes and minor streets should be maximised wherever possible, preserving continuity of the streetscape and prioritising pedestrian movement and safety and minimising impacts on major roads. Where vehicle entry points must be via a main street the crossover must be integrated into building design to reduce their impact on the streetscape and public domain. For this same reason combining or sharing vehicle access points is encouraged in centres. Front loading bays, contained within the road reserve may be considered in some locations to service small tenancies.

The design and location of driveways including drive thru facilities should not run parallel to the street frontage, instead they should be located mid-block (not on a corner) and run behind the building.



(Kawana)
Combine vehicle access points for adjoining buildings.



(Maroochydore)
Shared driveway to rear servicing area.



(Caloundra)
Drive through running behind the building not along the street frontage.



(Caloundra)
Drive through running behind the building not along the street frontage.



(Coolum)

Drive through running behind the building not along the street frontage.



(Coolum)

Drive through running behind the building not along the street frontage.



(Bulimba)

Single driveway to shared rear car parking and servicing area.



(Redcliffe)

Reduced vehicle crossovers maintain an uninterrupted active frontage.

9.3 End-of-trip facilities

End-of-trip facilities are broadly described as dedicated places that support people using non-motorised ways to travel to and from their destination rather than driving a car or relying solely on public transport. They include an area to park and secure bicycles, and provides lockers and change rooms where cyclists, joggers and walkers can shower, change and securely store their belongings.

Providing end-of-trip facilities encourages people to use non-motorised transport options and promote a healthy, more active population. End-of-trip can also support transport options by increasing cycling and walking trips, thereby reducing reliance on cars.

Studies indicate that building owners and tenants can also expect significant benefits from providing end-of-trip facilities for workplaces. This can include a healthier workforce, increased staff well-being, higher productivity, an improved corporate image and reduced demand for car parking.

The end-of-trip facilities, as prescribed in the MBRC Planning Scheme, should be easily accessible to users so that it is located either within the building or on-site within 100m of a main entrance to the building.



Staff lockers



Staff lockers, bike parking and clothes drying facility

10. References / Resources / Acknowledgements

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End Notes

Amendment Number: Adopted: 27 June 2017 Effective from: 3 July 2017	
Planning Scheme Policy Reference	Summary of amendment
-	<ul style="list-style-type: none"> Amendment to reflect the terminology used in the <i>Planning Act 2016</i>, the <i>Planning Regulation 2017</i> and related state planning instruments.
Amendment Number: 3 Adopted: 12 December 2019 Effective from: 29 January 2020	
Planning Scheme Policy Reference	Summary of amendment
-	<ul style="list-style-type: none"> The overall purpose and general effect of the adopted amendments to the existing planning scheme policies are to provide better guidance by including more examples and illustrations.