



Googong DCP

Part 10

Town Centre and Neighbourhood Centres

Principal Plan adopted by Council:	13 October 2010
Document:	1961997

Offices: 144 Wallace St, Braidwood
10 Majara St, Bungendore
256 Crawford St, Queanbeyan

Contact: Ph: 1300 735 025
E: council@qprc.nsw.gov.au
W: www.qprc.nsw.gov.au

PART 10 - GOOGONG TOWN CENTRE AND NEIGHBOURHOOD CENTRE CONTROLS AND PRINCIPLES

10.1. Introduction

There will be two types of commercial/civic centres in Googong; a Town Centre and four Neighbourhood Centres; all to be readily accessible by public transport as shown in the Googong Master Plan Map at Appendix 2 of this *Development Control Plan (DCP)*.

This section outlines the objectives, key controls and design principles relating to areas that require further design attention within the Town Centre and the Neighbourhood Centres.

Before most types of development can be undertaken within these areas, more detailed planning and design controls will be required to be implemented in the form of an amendment to this DCP. Neighbourhood structure plans will be required to be developed and submitted for the Town Centre and each Neighbourhood Centre. The requirement for neighbourhood structure plans are set out in Part 3 of this *DCP*.

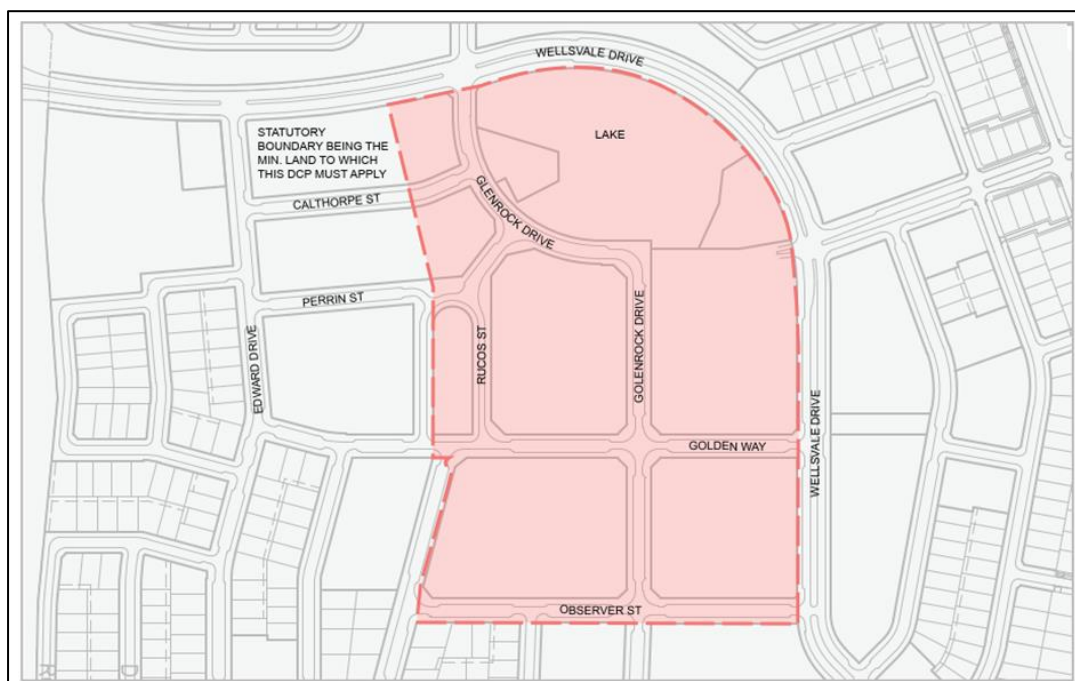
10.2. Googong Town Centre Controls and Structure Plans

This Section contains the applicable planning controls and structure plans for the Googong Town Centre. Development applications for the Town Centre must consider the following objectives and controls and be consistent with the respective structure plans.

10.2.1 Googong Town Centre Location

The Town Centre precinct is approximately 16.5ha and will form the civic, commercial and cultural heart of the new community. The Town Centre is located within Neighbourhood 2 (NH2) of the Googong Township and is bounded by Wellsvale Drive to the north and east, Observer Street to the south and James Street to the south-west, as shown on **Structure Plan Map 1 below**.

Structure Plan Map 1: Land to which this DCP applies



Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

Desired Future Character

In line with the overall vision for the township, Googong Town Centre is to reflect and interpret its rural past and natural setting and take on the character of a modern township.

Googong Town Centre needs to be designed with the community in mind. It should be influenced by and respond positively to:

- environmental considerations;
- natural site attributes;
- the growth and social needs of the surrounding community; and
- the needs of key commercial tenants.

Googong Town Centre is to form the civic, commercial and cultural heart of the new Googong Township. A civic open space is to be located within the centre to create township identity and allow for active and passive recreation and/or 'spill-out zone' from adjoining retail, commercial and service uses.

The design of Googong Town Centre should reflect a 'village approach' rather than a static shopping mall approach. This can be achieved through building design and placement and the juxtaposition of building forms to create a variety of 'people-places' in and around the Town Centre. This should result in creating a dynamic experience, and a series of:

- 'places' that cater for different sections of the Googong community at different times of the day and during different times of the year; and
- activated spaces that are valued by the Googong community and relate to the surrounding open space with a series of pedestrian focused laneways.

Googong Town Centre should seek to benefit from its proximity to the existing lake - a unique feature that provides connectivity to Bunyip Park. A variety of spaces for the community to gather (including urban parks, seating, footpaths, cafes and food outlets) should be provided to help animate this important edge.

Googong Town Centre should also envelop around – and focus on - a 'main street' (Glenrock Drive) running north-south that links the key open spaces and civic areas adjacent to the lake in the north to the residential areas and educational facilities in the south.

A secondary east-west road (Golden Way) will connect the Wellsvale Drive in the east with Rucos Street in the west and help define the four quadrants that comprise the Town Centre. Enabling a high degree of walkability and dedicated bicycle infrastructure around the Town Centre, is critical for promoting activation of the public domain and a vibrant main street environment, creating linkages to key nodes of activity both within and out-with the centre.

At its core, Googong Town Centre should provide for higher order retail and commercial, community and entertainment uses for residents and visitors. There is to be a broad variety of convenience retailing for customers, with access to sufficient car parking; click and collect pick-up points; electrical vehicle charging points; as well as public and active transport options and facilities.

Service areas and loading docks should be covered or screened, and all surface level 'at grade' parking areas should seek to create an open landscape environment. Major car parking areas should be conveniently located for Town Centre visitors and staff, but not be directly visible from the lake or civic public spaces.

The village approach to urban design and architecture should be reinforced by the integration of a variety of two storey building forms, each promoting their own character and providing a human scale and activity to the building edge. Vertical elements should be incorporated into the

Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

design to provide a visual marker for the Town Centre when entering Googong, reinforced through signage and wayfinding.

Higher density development and a greater range of allotment sizes with and around the Town Centre will assist in creating a sense of arrival. This finer urban grain of development within 200m around the Town Centre core will support greater population density, social activity and provide passive surveillance of the public realm.

Landscaping should be a foundation element, not just in terms of creating an attractive streetscape but taking a biophilic approach to integration with built form and public spaces to provide shade, to direct air movement and to soften the 'urban' feel of the Town Centre and encourage the community to dwell and make Googong Town Centre their own. Landscape embellishments to Old Cooma Road will also add to the broader framework and sense of arrival into the Town Centre.

Development in the Town Centre is to create interest, vitality and variety. Special attention is to be paid to the various entrances and 'gateways' into Town Centre; the transition with the surrounding residential areas; visual and physical links with the broader township; hill tops and Googong Common. The design of the Town Centre is to retain and utilise significant views of the lake and to the hill tops and Googong Common (as identified in Part 5 of the *DCP*).

The total maximum Gross Floor Area for the Town Centre will be between 15,000sqm and 35,000sqm, with the final area be confirmed and agreed by Council prior to determining the long-term preferred landuses for those areas shown as 'Future Uses' on Structure Plan Map 2.

10.2.2 Sustainable Development

Objectives

- 1) To establish best-practice environmentally sustainable practices within new developments to minimise the environmental footprint.
- 2) To provide energy efficiency, water efficiency and waste management in all buildings.
- 3) To provide development that supports a vibrant and resilient community.
- 4) To ensure development applications incorporate opportunities for renewable energy where practicable.

Controls

- a) All buildings or substantial alterations to existing buildings must achieve a minimum Green Star certification rating of 5 or equivalent recognised rating tools. Development applications are to include an assessment report prepared by a suitably qualified person demonstrating that the building is capable of achieving a minimum green star certification rating of 5 star rating.
- b) All new development must connect into the Googong Township recycled water reticulation network for non-potable uses such as irrigation and toilet flushing.
- c) Development applications that include car parking should include provision of electric vehicle charging consistent with Council's *Public Electric Vehicle Charging Infrastructure Policy*.
- d) All new Council buildings are to implement the performance standards set out in Council's *Sustainable Design for Council Building Policy*.

10.2.3 Land Use and Indicative Layout

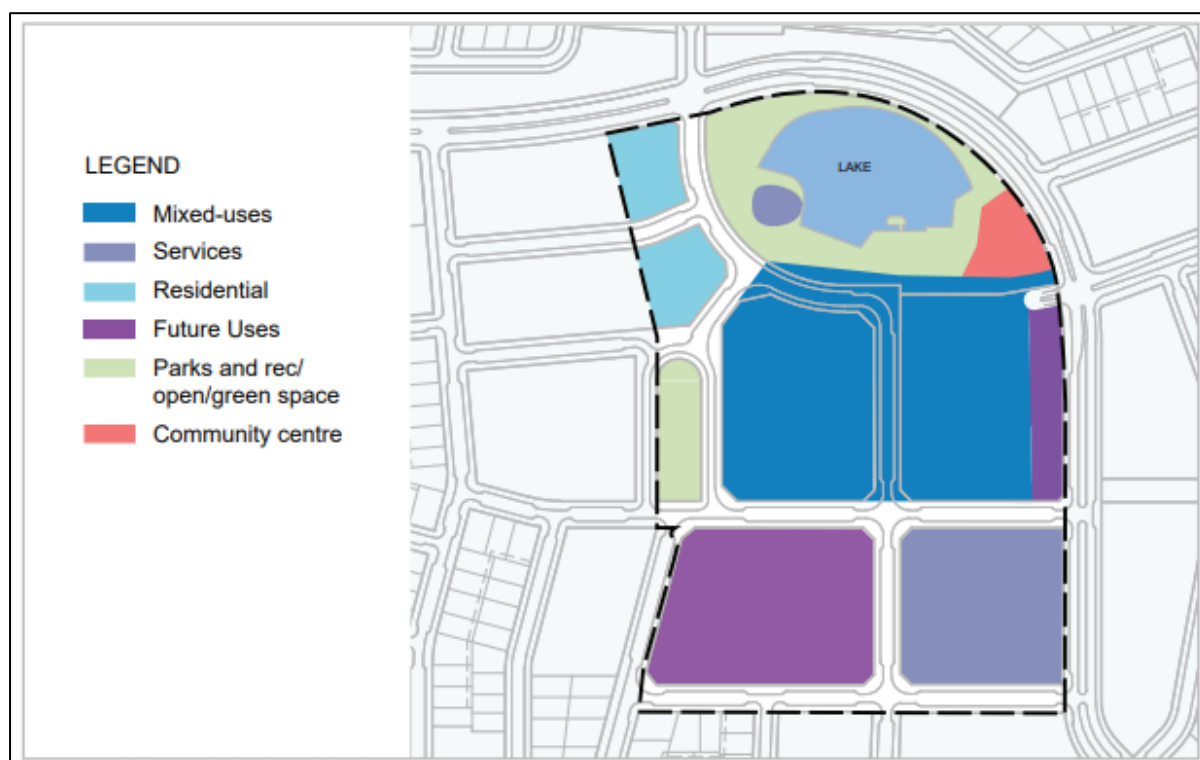
Objectives

- 1) To provide a mixture of compatible land uses that provide services and facilities to meet the day-to-day needs of local residents.
- 2) To provide for a range of uses within the B2 Local Centre Zone that ensure the Town Centre delivers a vibrant and safe village feel to the future residents and visitors.
- 3) To provide public open space that will act as a focal point for community gatherings and activities.
- 4) To maximise the exposure of the Town Centre to the surrounding street network to reinforce its purpose as a focal point for the community and its prominent, elevated position within the Googong Township.

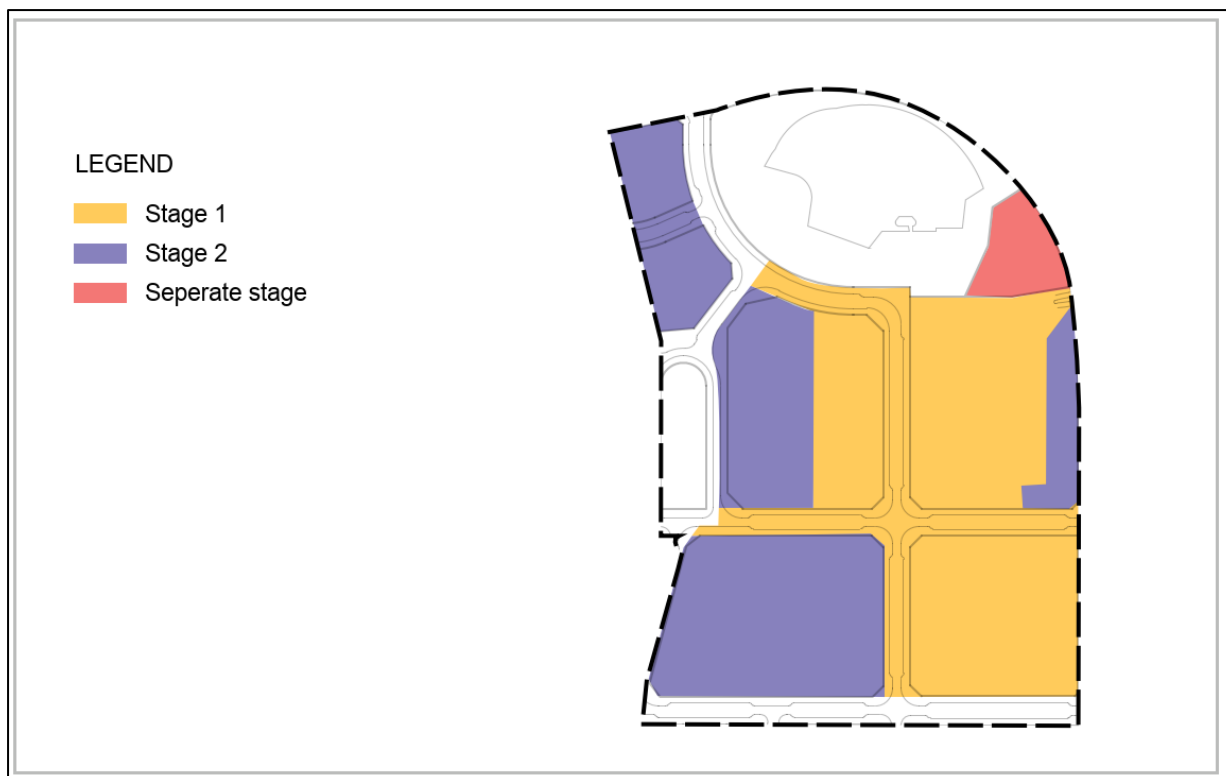
Controls

- a) Development is to be generally consistent with the indicative land uses and street layouts shown in **Structure Plan Map 2, Structure Plan Map 4.**
- b) The development of land identified as “Future Uses” in **Structure Plan Map 2** are to be the subject of further consideration by Council in the future. This *DCP* is to be updated to confirm those uses, and include any additional controls, when agreed.
- c) Development of Googong Town Centre is to be undertaken in stages as shown in **Structure Plan Map 3.**

Structure Plan Map 2: Indicative Land Uses



Structure Plan Map 3: Development Staging



10.2.4 Access and Movement

Objectives

- 1) To provide a hierarchy of interconnected streets that give safe, convenient, and legible access within and beyond the Googong Town Centre.
- 2) To ensure the hierarchy of the street network is clearly discernible through variations in carriageway width, on street parking, incorporation of water sensitive urban design measures, street tree planting and pedestrian amenities.
- 3) To provide a safe and convenient public transport, pedestrian, and cycleway network.
- 4) To ensure a high quality, functional, safe, legible, and visually attractive public domain.
- 5) Establish a clear hierarchy of different road types which cater for different types of traffic movement.

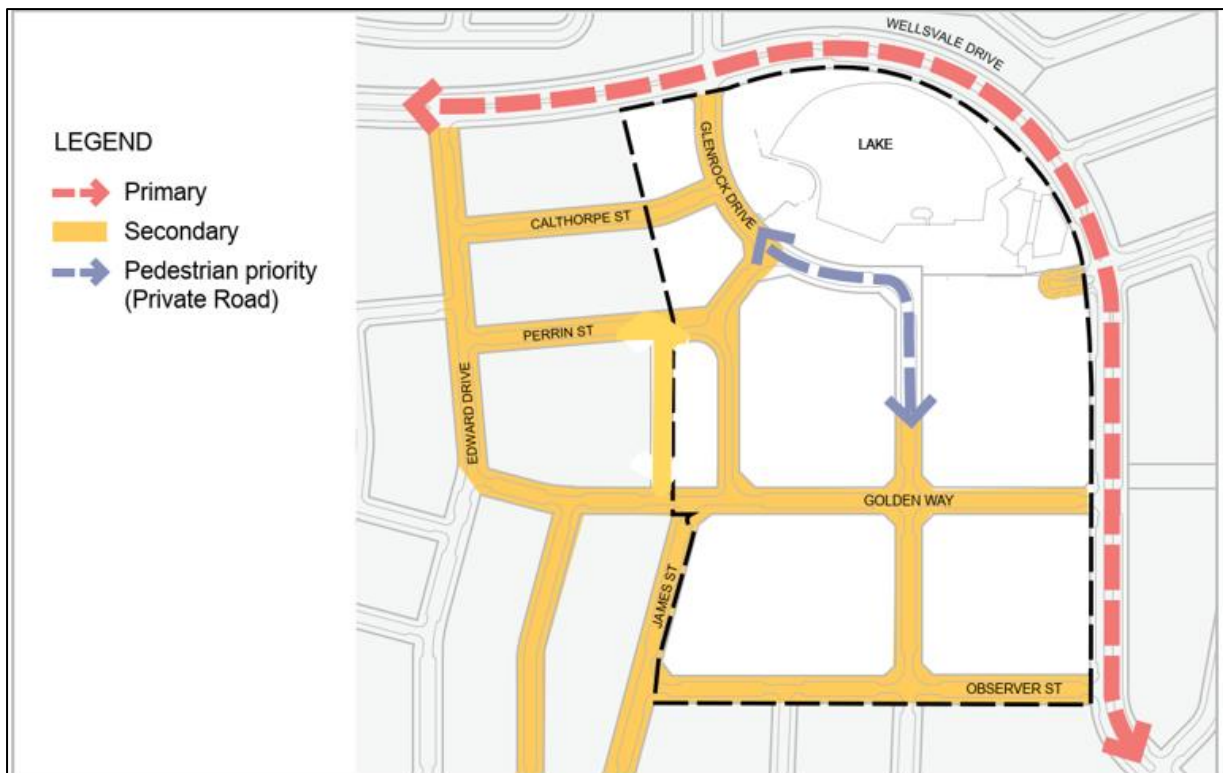
Controls

- a) The street network is to be provided generally in accordance with **Structure Plan Map 4**. Where any variation to the street network indicated in **Structure Plan Map 4** is proposed, the alternative street network is to be designed to achieve the following principles:
 - (i) Establish a permeable network that is based on a modified grid system,
 - (ii) Encourage walking and cycling and reduce travel distances,
 - (iii) Maximise connectivity between community facilities and open space,
 - (iv) Take account of topography
 - (v) Provide frontage to and maximise surveillance of open space and public domain,
 - (vi) Provide views and vistas to landscape features and visual connections to nodal points and centres,
 - (vii) Maximise the use of water sensitive urban design measures, and
 - (viii) Minimise the use of cul-de-sacs.

Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

- b) Public streets are to be designed and constructed in accordance with the *QPRC Engineering Design Specifications*.
- c) All development applications are to be supported by a Traffic Impact Assessment confirming anticipated traffic movements and parking requirements can be accommodated at the proposed site for the proposed use.
- d) All streets and roundabouts are to be designed and constructed in accordance with the minimum requirements set out in *QPRC's Engineering Design Specification*.
- e) For all local streets and access ways, traffic calming treatments are to be used to produce a low-speed traffic environment not exceeding 40km. Such traffic management devices are to be identified at the development application stage.
- f) Intersection spacing and design should be consistent with the following best practice guidelines:
 - (i) Direct vehicular access from commercial sites to Arterial/Sub-Arterial roads will not be permitted where alternate access is available except where agreed to by Council.
 - (ii) In commercial areas, service lanes should be designed so as to discourage their use as short-cut routes. Ensure service lanes include measures to calm traffic. Provide special paving to designate safe pedestrian linkages between parking and shopping areas.
- g) An acoustic report prepared by a suitably qualified consultant is to be submitted with all residential development applications for land adjacent to existing or proposed Arterial/Sub-Arterial roads or public transport corridors and should comply with the *NSW Road Policy (2011)*.

Structure Plan Map 4: Road Layout and Hierarchy Map



Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

10.2.4.1 Public Transport

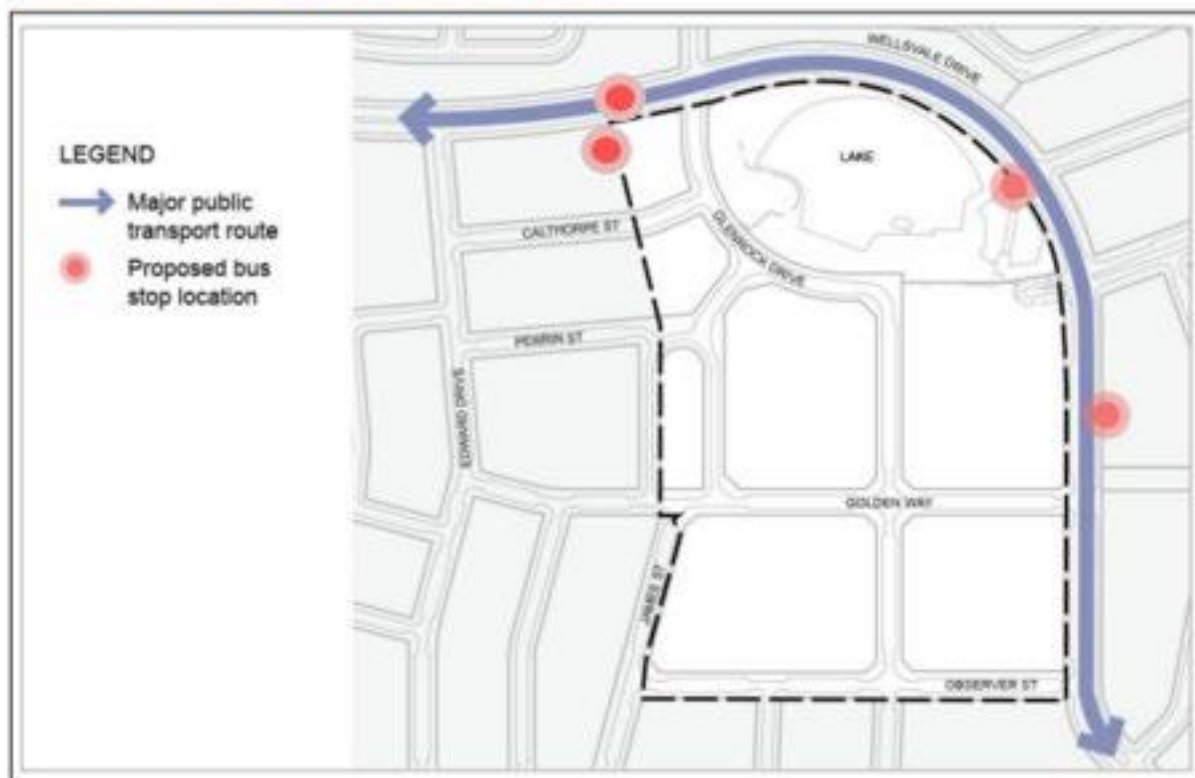
Objectives

- 1) To encourage the provision and use of public transport within the Googong Town Centre.
- 2) To ensure clear, safe pedestrian links to public transport stops.

Controls

- a) Bus stops are to be provided generally in accordance with **Structure Plan Map 5** and, where the bus route is known, be indicated on any Development Application drawings. The final location of bus stops will be determined by Council's Local Traffic Committee.
- b) The road network including bus routes are to be designed in accordance with the QPRC Engineering Design Specification.
- c) Bus routes are to be agreed with the local bus operator and are to be finally determined by Council's Local Traffic Committee.
- d) Roundabouts on bus routes are to be designed to accommodate bus manoeuvrability.

Structure Plan Map 5: Public Transport



10.2.4.2 Active Transport

Objectives

- 1) To promote sustainable transport options for new and existing development.
- 2) To improve walking, cycling, active transport options and public transport use.

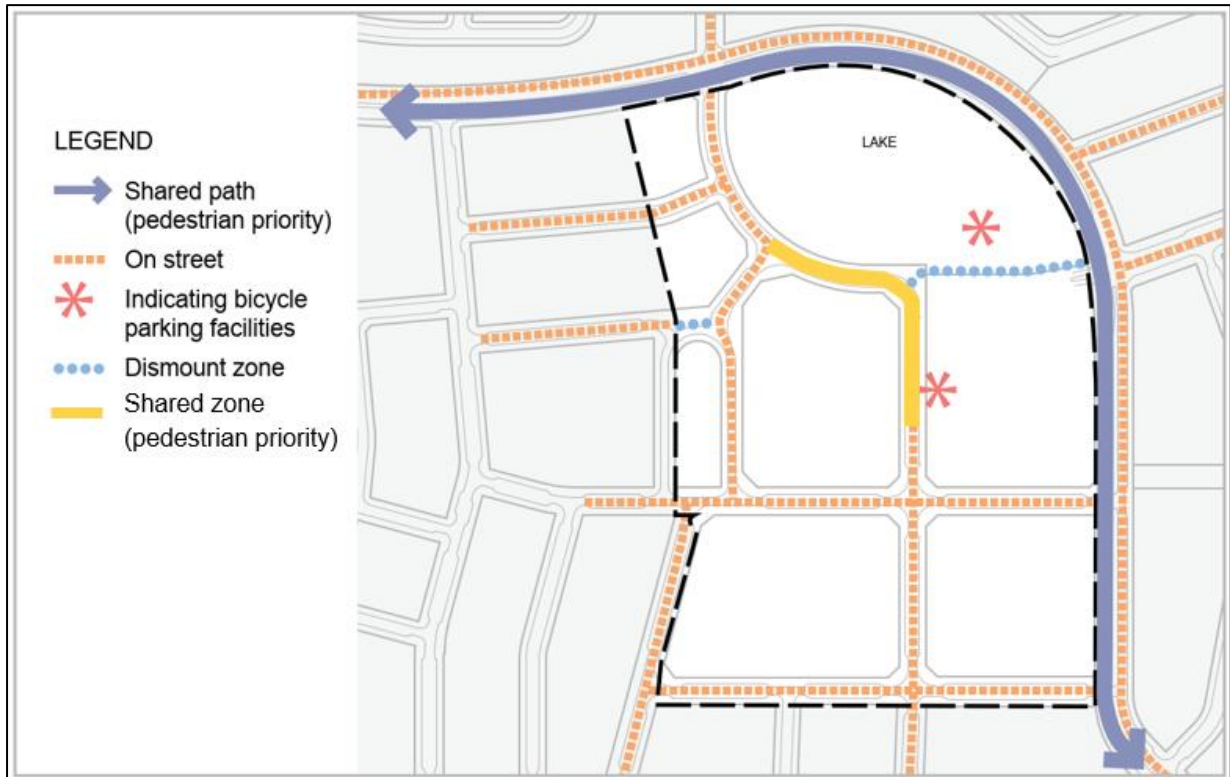
Controls

- a) Provision for bicycle storage is encouraged within the Googong Town Centre, particularly at transport nodes.
- b) All cycling paths and facilities is to be provided in accordance with **Structure Plan Map 6**.

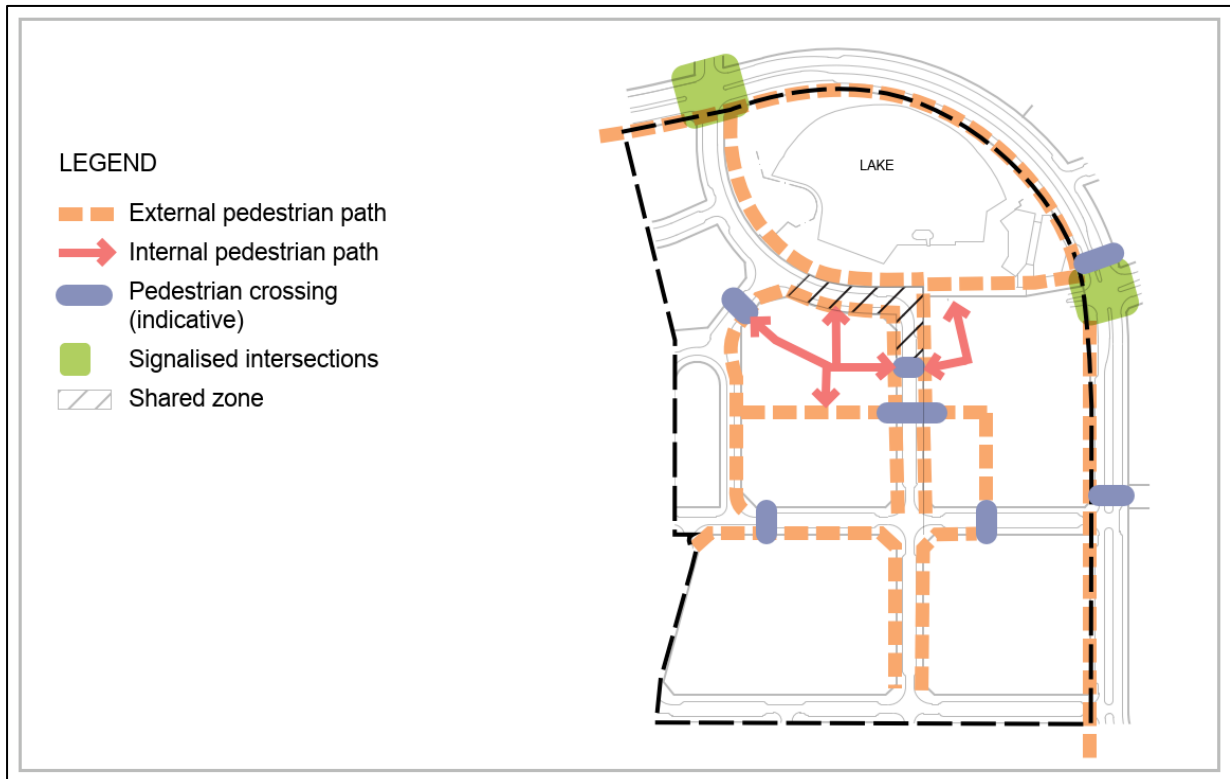
Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

- c) All pedestrian paths, crossings and intersections are to be provided in accordance with **Structure Plan Map 7** (noting the pedestrian crossings are indicative and will be informed by detailed design).

Structure Plan Map 6: Active Transport - Cycling



Structure Plan Map 7: Active Transport - Pedestrian



10.2.4.3 Parking and Loading

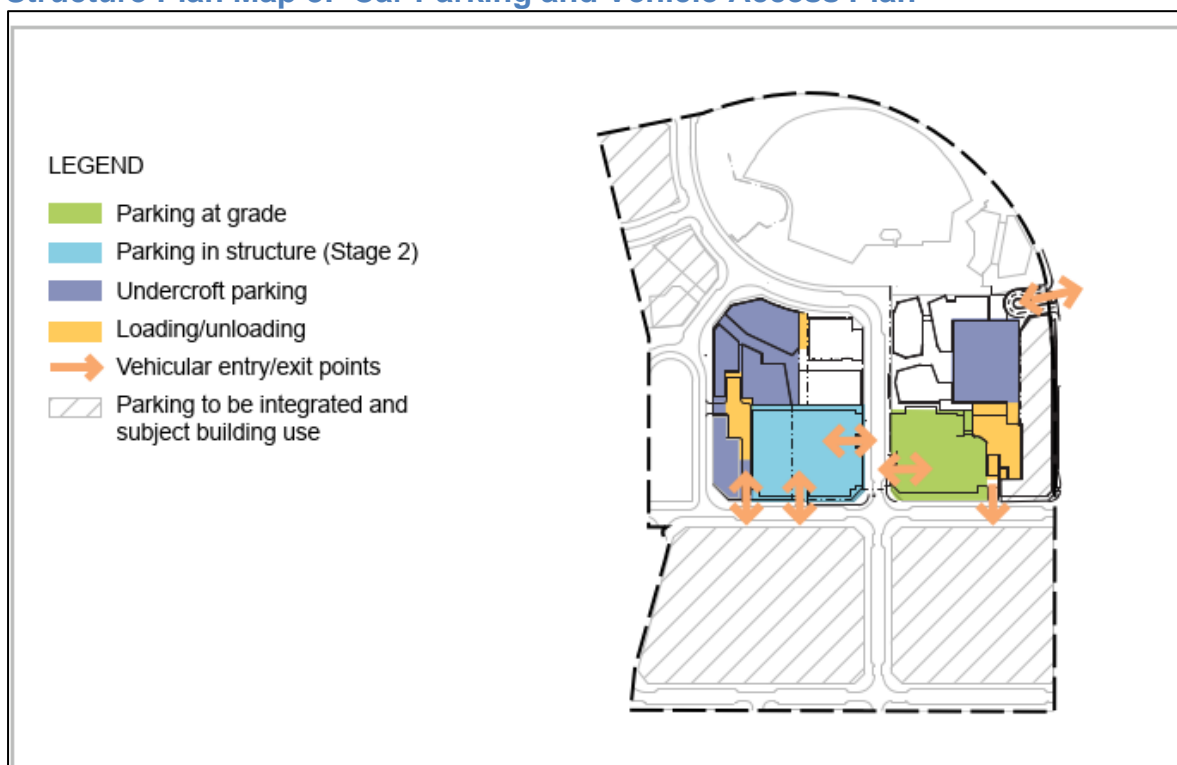
Objectives

- 1) To ensure parking requirements comply with the relevant objectives of Part 2 of the *Queanbeyan Development Control Plan 2012*.
- 2) To ensure appropriate and sufficient vehicular access is provided to service the Town Centre.
- 3) To ensure sufficient car parking is provided within the Town Centre to cater for the demand generated by its development.
- 4) To minimise the impact of car parking areas on the appearance and amenity of the Town Centre.
- 5) To ensure site servicing and loading facilities have minimal visual impact on the public domain, and any nearby sensitive uses.

Controls

- a) Parking is to be provided consistent with the relevant controls at Part 2 of the *Queanbeyan Development Control Plan 2012*.
- b) All development applications are to be supported by a Traffic Impact Assessment justifying parking rates associated with the proposed use.
- c) Vehicular access points and loading services associated with the Town Centre are to be provided from the locations shown in **Structure Plan Map 8**.
- d) Vehicular access points are to be minimised to limit pedestrian/vehicle conflicts.
- e) A mix of at grade and in structure parking is to be provided in accordance with **Structure Plan Map 8**.
- f) Loading/unloading areas is to be provided in accordance with **Structure Plan Map 8**.
- g) On-street car parking should be provided for convenience, and to contribute to street life and surveillance.
- h) Lanes should be used to provide access to parking areas and loading docks.

Structure Plan Map 8: Car Parking and Vehicle Access Plan



10.2.5 Built Form

Objectives

- 1) To ensure development in the Googong Town Centre is of high quality and energy efficient built form.
- 2) To create safe and lively streets which encourage pedestrian movement, and services to meet the needs of residents.
- 3) To ensure development responds to the local context and environmental conditions.
- 4) To ensure development proposals respond to the local context and environmental conditions.
- 5) To allow for outlook and surveillance towards the street and public realm.
- 6) To provide planning controls for the Town Centre that maximise employment generation and economic prosperity.

Controls

10.2.5.1 Design Considerations

- a) Buildings should have a similar mass and scale to create a sense of consistency. Generally there will be a graduation of massing from a dense inner core to a less dense outer edge to provide an appropriate interface with land uses in the adjoining zone and symmetry to the building.
- b) Building wall planes must contain variations and architectural design features in their front façades in order to provide visual interest.
- c) Site facilities such as loading, waste storage, servicing and other infrastructure must be designed to minimise visual impact on the public domain and impacts on neighbours.
- d) Development is to incorporate appropriate measures for convenient, weather sheltered access for pedestrians. Consideration is to be given to the interface where the building and awning abuts an adjoining development to ensure compatibility.
- e) Where a building addresses a public space, buildings must always address that public and landscaped open space.
- f) New development must not detract from significant existing views or vistas to and from the Googong Town Centre.
- g) Buildings fronting streets are to have a consistent street wall height with a minimum height of 2 storeys.
- h) Roofs shall be an integral part of the building design and not appear as an 'ad hoc' addition to the overall façade. Visual interest and variation through architectural articulation is provided to parapets or rooftops and may include sloping roofs. Flat roofs or parapets will not achieve visual interest and are not acceptable.
- i) Service infrastructure such as air conditioning and other plant equipment must be screened from public view and must be incorporated into the design of the building.
- j) The setbacks required are to be measured from the lot boundary fronting the public roads created by future subdivision and development.
- k) Buildings shall generally be located on the front property boundary to provide for a continuous façade along retail and commercial streets.
- l) Residences are to have a high level of amenity, with privacy matters addressed within building design. Such measures may include screening, a minimum separation of 12m offsetting/staggering of windows to provide oblique views only, or highest windows.
- m) Rear boundary setbacks result from building design that takes account of cross ventilation, privacy, and solar access, both to the development itself and to adjoining buildings.

Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

10.2.5.2 Materials Selection

Objectives

- 1) To provide a configuration that reinforces the objectives and desired future character of the Googong Town Centre.
- 2) To provide an amenity and landscape setting for development within the Googong Town Centre.

Controls

- a) All development applications for the construction of new buildings are to include a proposed schedule of materials and finishes. Any schedule of materials and finishes is to demonstrate that the following concepts are achieved:
 - (i) Tripartite satisfaction of building elements (e.g., base, middle, top-roof); and
 - (ii) Distinct identities for retail/community uses as compared with residential uses.
- b) Large expanses of unarticulated walls should be avoided or treated in a sympathetic way to add value to the town centre.
- c) Highly reflective materials are to be avoided.
- d) Lighting and signage to be sensitively integrated with the building form and not unreasonably impact on adjoining land uses.

10.2.5.3 Solar Access

Objectives

- 1) To ensure public and private open spaces in the Town Centre enjoy suitable solar access.
- 2) To provide adequate solar access to key pedestrian streets.
- 3) To ensure buildings within the Town Centre do not significantly over-shadow public open spaces or the private open spaces of any residential dwellings, or the north-facing windows of the living areas of any residential dwellings.
- 4) To ensure residential dwellings have adequate solar access.

Controls

- a) Buildings adjacent to potential future residential areas are to be designed in a manner that ensures future development on that adjacent land can comply with the over-shadowing controls for residential development contained within Sections 6 and 7 of this DCP.
- b) Shadow diagrams are to be submitted with any development application for buildings that are two storeys or greater in height.
- c) Residential dwellings within the Town Centre should be provided with the following solar access between 9.00 am and 3.00 pm at the winter solstice (21 June):
 - (i) 50% of private open space areas should have a minimum of 3 hours solar access;
 - (ii) At least 70% of dwellings should have living room windows which receive a minimum of 3 hours direct sunlight into primary window surfaces; and,
 - (iii) The living room windows and private open space areas of neighbouring properties should have a minimum of 3 hours solar access.

10.2.6 Waste Management

Objectives

- 1) To minimise waste generation and disposal to landfill with careful source separation, reuse and recycling.
- 2) To minimise the generation of waste through design, material selection, building and best waste management practices.
- 3) To ensure efficient storage and collection of waste and quality design of facilities.

Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

Controls

- a) A detailed Waste Management Plan (WMP) must be submitted for the ongoing use of the site during the construction phase of the build. This should include details of an onsite Manager. A WMP must outline the waste that will be generated from the site and proposed arrangements for managing waste onsite and for collection using best practice waste diversion and reuse.
 - i) For residential and mixed-use developments (MUDs) refer to the NSW guidelines at: <https://www.epa.nsw.gov.au/-/media/epa/corporate-site/resources/warrlocal/19p1559-resource-recovery-in-residential-developments.pdf>
 - ii) The WMP must show how bin storage areas in mixed use developments (residential and commercial) are separated and serviced separately. For residential MUDS details are to be provided showing space within each unit for each waste type (garbage, recycling, organics).
 - iii) If using chutes for residential developments, separate chutes for each waste stream are required.
 - iv) Appropriate signage is required in each waste area as well as in common areas.
- b) For commercial developments provision is to be made for food and garden organic collection.
- c) Development must include designated communal general waste and recycling storage area/s.
- d) Onsite collection must be provided for commercial development. The development must be designed:
 - i) To provide safe access and manoeuvrability for a Heavy Rigid Vehicle in accordance with *AS2890.2 Parking facilities: Off-street commercial vehicle facilities*.
 - ii) Allow waste collection vehicles to enter and exit the site in a forward direction, without impeding access for other users. Reversing onsite must only be done in the vicinity of a turning bay as private driveways or car parks are not permitted to be used as turning areas.
- e) In exceptional circumstances where onsite collection cannot be achieved, waste/recycling containers should be collected from a kerbside, rear laneway or service passage. Waste collection should not be provided along shop frontages.

10.2.7 Landscaping

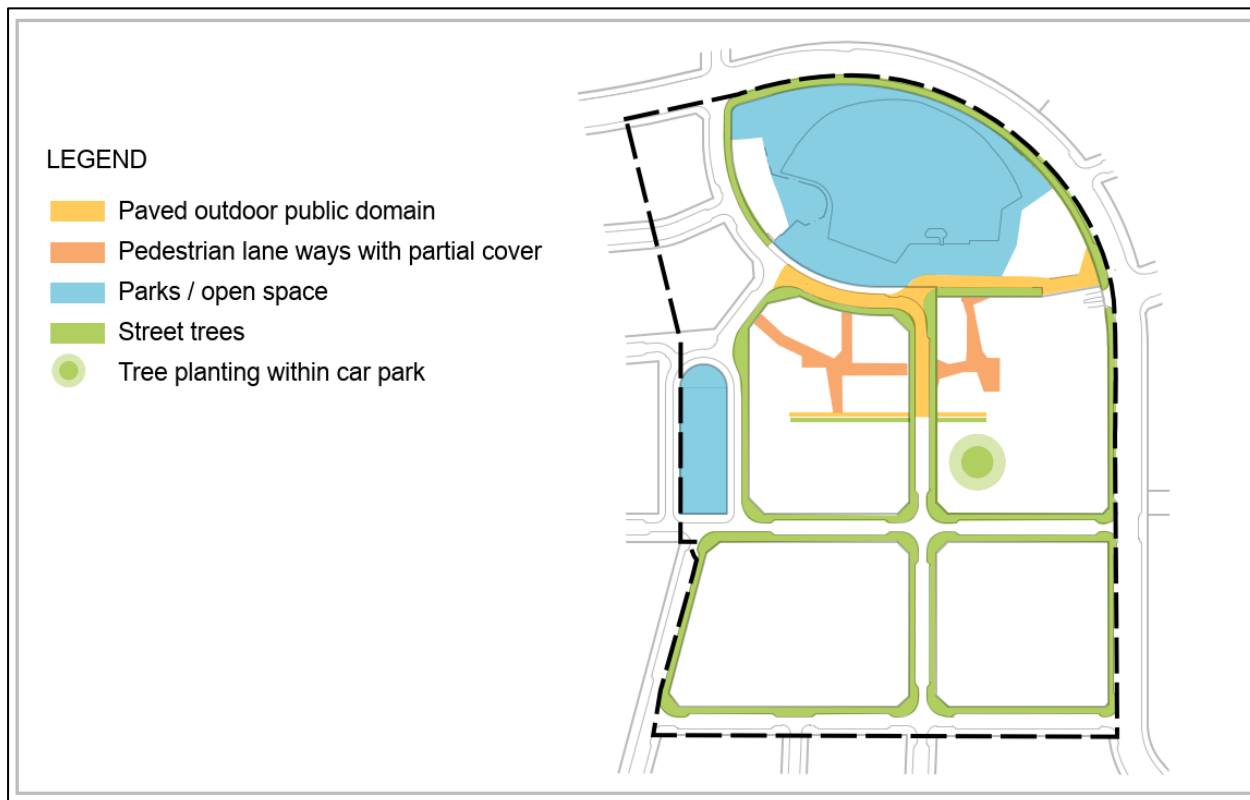
Objectives

- 1) Landscaping within the Googong Town centre should reinforce the hierarchy of street and provide for attractive and vibrant streetscapes.
- 2) To provide a suite of structures, furniture, materials, planting and lighting to enhance local character and support the offering of enticing experiences, community events.
- 3) To provide landscaping in accordance with the QPRC *Urban Forest Cooling Strategy*.

Controls

- a) Provide a high-quality landscape design, including a co-ordinated palette of street furniture, paving, lighting and planting that enhances the character of Googong Town Centre in accordance with **Structure Plan Map 9**.
- b) A Landscape Plan prepared by a suitably accredited landscape consultant is to be submitted with any development application which meets the intent of the QPRC Urban Forest Cooling Strategy. This Landscape Plan is to provide details of proposed street tree and open space planting, seating, shade structures, any art work and landscaping of car parks.

Structure Plan Map 9: Open Space and Landscaping



10.2.8 Public Domain and Active Frontages

Objectives

- 1) To provide attractive streetscapes with a high-level of pedestrian amenity within the Town Centre.
- 2) To ensure areas within the Town Centre are designed in a way that minimise opportunities for crime.
- 3) To provide active frontages to all retail, commercial and mixed use buildings facing the public domain in order to maintain and enhance the vibrancy of local businesses.
- 4) To ensure ground floor retail or business premises provide direct access to/from the streets with direct visual sights into each premise.

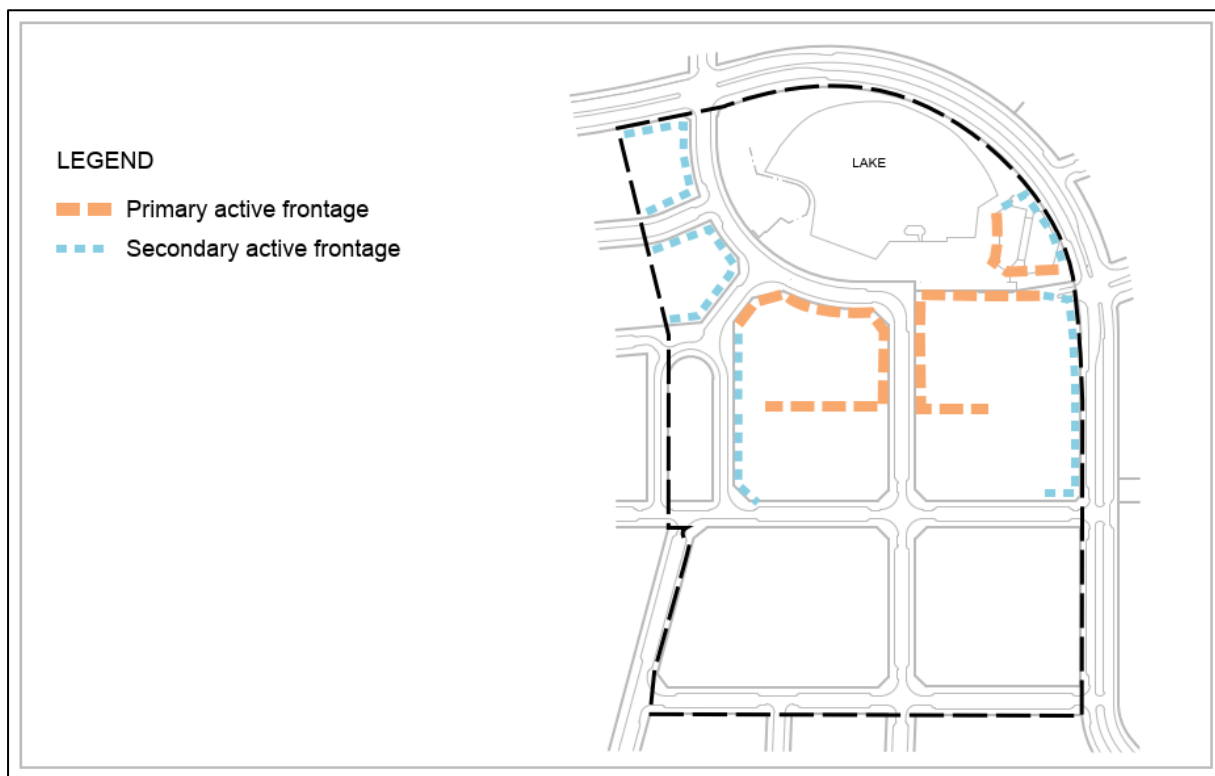
Controls

- a) A Landscape Plan prepared by a suitably accredited landscape consultant is to be submitted with any development application which meets the intent of the *QPRC Urban Forest Cooling Strategy*. This Landscape Plan is to provide details of proposed street tree and open space planting, seating, shade structures, any art work and landscaping of car parks.
- b) Active frontages should be provided in accordance with **Structure Plan Map 10** (where: 'primary frontages' are locations where active frontages are expected; and 'secondary frontages' are locations where active frontages are encouraged).
- c) Development at ground level should maximise at grade access points to the surrounding streets.
- d) Entry points to buildings shall be visible from the public domain.

Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

- e) Provide meeting areas, 'break out' spaces, outdoor cafes and the like at ground level to encourage pedestrian activity.
- f) Building facades at ground level are to consist mostly of glass or similar transparent or translucent material and should incorporate a variety of architectural features.
- g) Pedestrian comfort is provided through safe, well-lit, and sheltered street frontages.
- h) Residential buildings with minimal ground floor activity should maximise pedestrian entries, preferably to individual ground floor residence, or encourage casual surveillance through semi-transparent fencing and landscaping, or carefully located windows.

Structure Plan Map 10: Active Street Frontages



10.2.9 Safety and Security

Objectives

- 1) To ensure development is designed in a way which minimises opportunities for crime.
- 2) To ensure development is designed in a way that creates a feeling of safety.
- 3) To provide safe ground-level access to buildings at all times of the day and night.
- 4) To provide opportunities for casual surveillance of the public domain.

Controls

- a) Buildings and public open space areas, including landscaping, shall be designed in accordance with the principles of *Crime Prevention Through Environmental Design* (CPTED).
- b) A CPTED statement detailing how the design of a development addresses safety and crime prevention is to be submitted with any development application.

10.2.10 Stormwater Strategy

Objectives

- 1) To incorporate best practice stormwater management principles and strategies in development proposals.
- 2) To mitigate the impacts of urban development on stormwater quality.
- 3) To prevent stormwater damage to properties.
- 4) To contain nuisance flows to a level which is acceptable to the community and ensure street system operated adequately during and after major storm events.

Controls

- a) All development in Googong Town Centre is to comply with Part 8 Environmental Management of *Googong Development Control Plan 2010* in relation to stormwater and flooding.
- b) All pipes to be dedicated to Council are to be located within public land or in easements in Council's favour.
- c) Water quality
 - (i) Soil erosion and sediment control measures are to be provided for all developments in accordance with the Department of Housing manual 'Managing Urban Stormwater: Soils and Construction'.
 - (ii) Soil and Water Management Plans are to be submitted with all residential subdivisions and are to be designed in accordance with the Department of Housing manual, 'Managing Urban Stormwater: Soils and Construction'.
- d) All development is to incorporate water sensitive urban design (WSUD). A WSUD Strategy is to be submitted as part of any development application.

10.2.11 Signage and Advertising

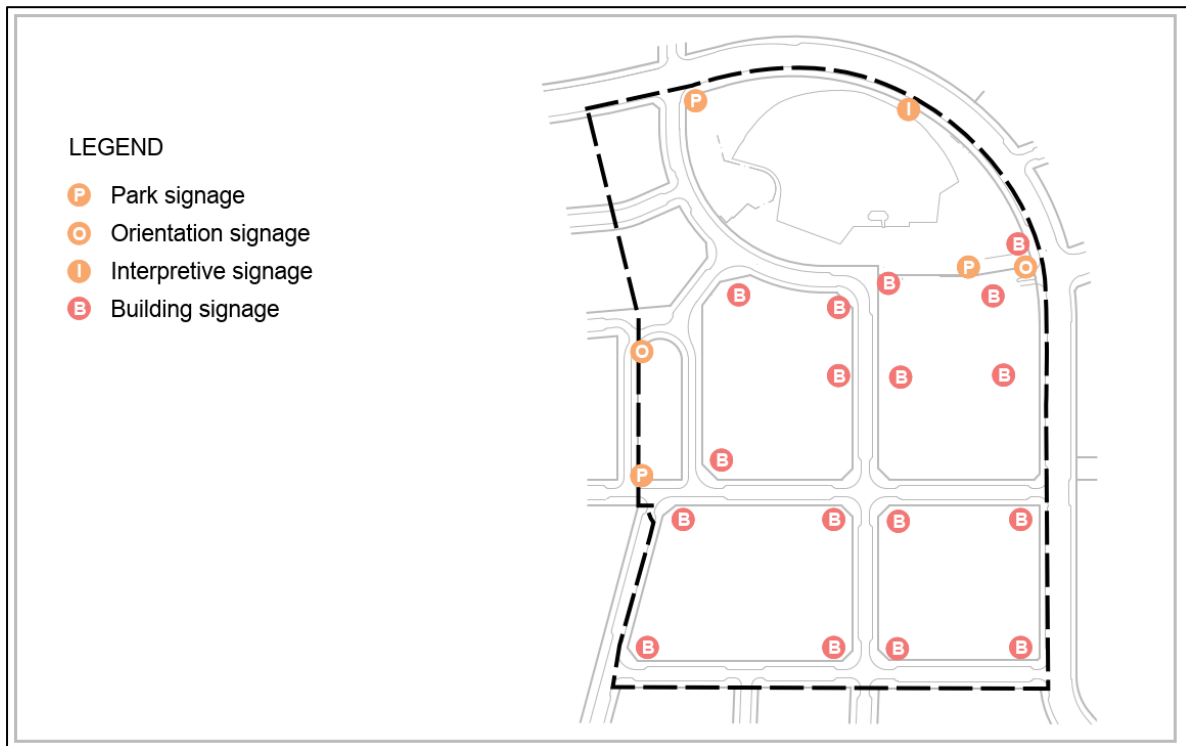
Objectives

- 1) Signage shall be discrete, not dominate the building and not create an over-crowded visual appearance and shall convey clear messages.
- 2) Signage shall be of high quality in terms of its relationship to the building and streetscape.

Controls

- a) The location of signage within the centres shall be positioned generally in accordance with **Structure Plan Map 11**.
- b) Fascia signs or under-awning signs are preferred.
- c) Signage shall relate directly to the uses within the building or nearby buildings.
- d) Signs must not be placed on prominent architectural features of buildings gables, the roofs of awnings or on structures extending above the awning.
- e) Flashing neon signs, billboards, and above awning signs are not appropriate within Googong Town Centre.
- f) Where sites contain multiple occupancies, directory boards must be utilised to reduce the number of signs.
- g) Details of signage are to be submitted with any development application.

Structure Plan Map 11: Signage Location



Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

10.3. Neighbourhood Centres

This section contains controls for the Neighbourhood Centres at Googong. Development applications for the Neighbourhood Centres must consider the following objectives and controls.

10.3.1 Desired Future Character

The desired future character is of a low scale node of activity that meets the daily needs of the surrounding residential catchment, reflective of the rural location of the place. (Refer to Table 1).

The neighbourhood centre will provide for convenience retailing, and other accessible convenient shopping, community and business services to meet the daily needs of local residents. Above shop apartments will be encouraged, and will reflect the dominant scale and height of the surrounding residential area.

Development within the local centre shall be sensitive to the character of the local area and shall enhance the local residential and environmental amenity through appropriate and sustainable urban design.

The built form in the neighbourhood centre shall be of a scale which supports the integration of appropriate retail and commercial uses with residential uses. Shops shall address the street in order to create a sense of place. Facades shall be clearly identifiable from the street and internal shop facades or mall style developments are not encouraged. Centres will be designed as walkable neighbourhoods which are attractive to pedestrians.

Public spaces shall be landscaped and articulated with street furniture and lighting.



Googong DCP – Part 10 – Town Centre and Neighbourhood Centres



Objectives:

- 1) To create vibrant, mixed use neighbourhood centres that provide a range of retail and community facilities that serve the local population as well as higher density housing options.
- 2) To ensure that the detailed design of the neighbourhood centres is undertaken in a coordinated manner in order to achieve a high quality urban design outcome.

Controls:

- a) The neighbourhood centres are to be located generally in accordance with the Googong Master Plan and relevant Neighbourhood Structure Plans. Council shall not grant consent for any development other than development for the purposes of remediation, subdivision, site preparation, infrastructure and road works and environmental landscape works within the neighbourhood centres unless it is satisfied that more detailed development controls are in force in the form of a DCP Amendment –“Neighbourhood Structure Plan”.

Such Neighbourhood Structure Plans are to be consistent with the following design principles:

- b) Function and Uses:
 - i. Provide for a maximum GFA of retail premises within each neighbourhood centre to cater for the needs of the local population as follows:
 - Neighbourhood Centre 1 – 3,000m²
 - Neighbourhood Centre 2 – 2,500m²
 - Neighbourhood Centre 3 – 1,000m²
 - Neighbourhood Centre 4 – 1,000m²
 - ii. Incorporate a range of local convenience retail, commercial, childcare and community uses to serve the needs of the local community.
 - iii. Incorporate transport interchanges which accommodate bicycle parking and park and ride facilities.
 - iv. Provide for the daily needs of residents with active uses at street level.
 - v. Incorporate residential and shop top housing adjacent to public open space areas or the main street.
 - vi. Medium density dwellings such as attached and small lot housing will be clustered around neighbourhood centres and apartments and shop top dwellings are to be developed within the centres.
- c) Layout:
 - i. Maximise exposure of the centres whilst incorporating a vibrant and active focal point in the form of a civic square, plaza or main street.
- d) Built Form:

Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

- i. Allow a range of building heights (up to a maximum of 3 storeys and 12m) with a transition in heights to surrounding residential areas.
 - ii. Buildings at street level to be a maximum 2 storeys with a 3m setback for the 3rd storey.
 - iii. Buildings are to define the entry to the residential areas and the open spaces adjacent to the neighbourhood centres and to be generally built to the street edge.
 - iv. All larger retail premises are to provide active uses to the street frontages. Blank walls visible from the public domain are not acceptable.
 - v. Footpaths shall be wide enough to encourage bicycle storage, outdoor dining and other community activities.
 - vi. Residential and mixed-use development within the neighbourhood is to be consistent with the guidelines and principles outlined in *SEPP 65 – Design Quality of Residential Apartment Development*.
 - vii. Establish a high-quality built form and energy efficient architectural design that promotes a 'sense of place' and modern character for the neighbourhood centres.
- e) Pedestrian Amenity:
- i. Provide high amenity pedestrian streetscapes to and within the neighbourhood centres.
 - ii. Walking and cycling leading to and within the neighbourhood centres is to take priority over traffic circulation.
 - iii. Provide continuous weather protection for pedestrians on all commercial and mixed-use buildings and in key locations.
 - iv. Provide adequate solar access to key pedestrian streets.
 - v. Design site servicing and loading facilities, waste storage and other infrastructure so as to minimise visual impact on the public domain and impacts on neighbours.
- f) Public Domain:
- i. Incorporate the principles of *Crime Prevention Through Environmental Design* (CPTED) and the *Safer by Design* (NSW Police) into all development within the neighbourhood centres.
 - ii. Security measures such as roller doors, security grills and other similar devices which close down shopfronts on street frontages are not acceptable as they deactivate the street frontage.
 - iii. Provide a high-quality landscape design including a coordinated package of street furniture and lighting that enhances the character of the neighbourhood centres.
 - iv. Provide street tree and open space planting to provide generous shade for pedestrians.
 - v. Provide bicycle storage at convenient and appropriate locations.
- g) Pedestrian Amenity:
- i. Provide high amenity pedestrian streetscapes to and within the neighbourhood centres.
 - ii. Walking and cycling leading to and within the neighbourhood centres is to take priority over traffic circulation.
 - iii. Provide continuous weather protection for pedestrians on all commercial and mixed-use buildings and in key locations.
 - iv. Provide adequate solar access to key pedestrian streets.
 - v. Design site servicing and loading facilities, waste storage and other infrastructure so as to minimise visual impact on the public domain and impacts on neighbours.

- h) Public Domain:
- i. Incorporate the principles of *Crime Prevention Through Environmental Design* (CPTED) and the *Safer by Design* (NSW Police) into all development within the neighbourhood centres.
 - ii. Security measures such as roller doors, security grills and other similar devices which close down shopfronts on street frontages are not acceptable as they deactivate the street frontage.
 - iii. Provide a high quality landscape design including a coordinated package of street furniture and lighting that enhances the character of the neighbourhood centres.
 - iv. Provide street tree and open space planting to provide generous shade for pedestrians.
 - v. Provide bicycle storage at convenient and appropriate locations.

10.3.2 Built Form

Development in the centres shall be of high architectural quality and shall ensure that massing, scale, colours and materials used for buildings result in harmonious and high quality urban design outcomes.

The built form character of centres shall promote development that supports the function of the centre in terms of the centres hierarchy and that creates a diverse, lively and attractive character.

Objectives:

- 1) To create safe and lively streets which encourage pedestrian movement, and services to meet the needs of residents.
- 2) To ensure that developments have facades which define and enhance the public domain and desired street character.
- 3) Development shall respond to the local context and environmental conditions.
- 4) To ensure that shop top housing provides for residential amenity and compatibility of land uses.
- 5) To allow for outlook and surveillance towards the street and public realm.

Controls:

- a) Development should feature highly articulated facades in order to add visual interest to a building. Such architectural treatment may be provided through stepping built form, emphasized entries, separation of the façade into separate sections by means of columns, windows and other vertical elements, or other similar architectural treatments.
- b) Building heights will be highest in the centre of the town and neighbourhood centres and tapering down towards residential areas adjoining.
- c) Horizontal elements shall be incorporated into the design of each level to give a sense of legible scale to the building.
- d) Openings such as windows shall be recessed rather than being on the same plane as the main façade.
- e) Glazing areas shall be maximized for retail uses, but shall be broken into sections to avoid large expanses of glass.
- f) Roofs shall be an integral part of the building design and not appear as an 'ad hoc' addition to the overall façade. Visual interest and variation through architectural articulation is provided to parapets or rooftops and may include sloping roofs. Flat roofs or parapets will not achieve visual interest and are not acceptable.

- g) Plant equipment and other rooftop necessities are disguised within the rooftop structure and/or are not visible from the street.
- h) Blank and opaque walls of greater than 10m or 30% of the site frontage, whichever is lesser are not acceptable in retail streets.
- i) Unsightly streetscape elements such as garage doors and other service infrastructure should generally not be visible from the street/footpath.

10.3.3 Setbacks

Buildings shall be designed to provide a sense of scale comfortable to pedestrians and not be visually dominant while having an inherent legibility and contributing to people's understanding of the centres. Buildings shall not overshadow civic spaces or residential development for long periods of time, or intrude upon residential privacy.

Objectives:

- 1) Development shall be compact and maximise opportunities of the site and so minimise the need to unnecessarily project beyond the site.
- 2) The public domain shall be framed by strong building lines that frame the street. A continuous and cohesive building façade is provided along the street.
- 3) Corner sites shall be clearly defined, with architectural features or design elements such as verandahs, awnings or colonnades that wrap around the corner and address the street on all frontages.

Controls:

- a) To define the spatial proportions of the street and define the street edge.
- b) To provide a transition between the public and private domain.
- c) Buildings shall be located on the front property boundary to provide for a continuous façade along retail and commercial streets.
- d) At ground level buildings are generally built-to-boundary at side boundaries to provide a compact and urban frame to the street without gaps in the alignment. Where buildings (generally residential buildings) are not built to the side and front boundaries, these setbacks are used for deep planting and landscaping.
- e) Residences are to have a high level of amenity, with privacy matters addressed within building design. Such measures may include screening, a minimum separation of 12m offsetting/staggering of windows to provide oblique views only, or highest windows.
- f) Rear boundary setbacks result from building design that takes account of cross-ventilation, privacy, and solar access, both to the development itself and to adjoining buildings.

Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

Typical Australian rural market town centre scenes



10.3.4 Active Street Frontages

It is important that the centre design facilitate the development of a vibrant, safe and enjoyable focal point for community life.

Objectives:

- 1) To provide active street frontages to all retail, commercial and mixed use buildings in order to maintain or enhance the vibrancy of local businesses.
- 2) To ensure ground floor level retail or business premises provide direct access to/from the streets with direct visual inspection into each premise.

Controls:

- a) All retail or commercial development shall provide ground level active street frontages.
- b) Development shall address the street frontages with numerous at grade access points to the street.
- c) Entry points to buildings shall be contiguous with the public domain.
- d) Develop frontages along main pedestrian routes to provide interest at pedestrian level by providing meeting areas, 'break out' spaces, outdoor cafes and the like.
- e) Buildings shall contain no more than 5m of ground floor wall without a door or window. Windows shall make up at least 50% of the ground floor wall.

Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

- f) Pedestrian comfort is provided through safe, well-lit, and sheltered street frontages.
- g) The interface between the street and internal spaces of buildings are blurred through windows, displays, entries, public artwork and similar features. Buildings are to have minimum expanses that are not activated, and directly address the street front.
- h) Where car parking is proposed at ground floor level, it is to be located behind active uses, such as shops.
- i) Vehicular entrances are minimised and promote pedestrian safety awareness.
- j) Residential buildings with minimal ground floor activity shall have a number of pedestrian entries, preferably to individual ground floor residence, or encourage casual surveillance through semi-transparent fencing and landscaping, or carefully located windows.

10.3.5 Lightweight Elements (Awnings/Verandahs)

Objectives:

- 1) To provide for pedestrian comfort, streetscape continuity and legibility.

Controls:

- a) Awnings (or overhangs or verandahs) are provided to shape the pedestrian space on the street.
- b) Awnings are consistent in height to adjoining existing awnings, and of a complementary design, colour, or material.
- c) As an indicative standard, where no awning line has yet been established, awnings should be a minimum of 3.3m above ground level (consistent with the minimum ground floor height) and a minimum setback of 600mm from the curblines.
- d) Two storey verandahs are appropriate where suitable to the proposed building use and location.
- e) Posts used to support the lightweight elements shall not be dominant.
- f) The second storey balcony/verandah may not be permanently or fully enclosed, except temporary and transparent materials if required for weather protection.

10.3.6 Parking and Access

Objectives:

- 1) Comply with the relevant objectives of Part 2 of the *Queanbeyan City Council Development Control Plan 2012*.

Controls:

- a) Compliance with the relevant controls of Part 2 of the *Queanbeyan City Council Development Control Plan 2012*.

10.3.7 Vehicular Access and Loading/Unloading

Objectives:

- 1) Comply with the relevant objectives of Part 2 of the *Queanbeyan City Council Development Control Plan 2012*.

Controls:

- a) Compliance with the relevant controls in clause 10.6 of this development control plan.
- b) Locate at grade parking areas behind building lines and screened from streets and public open space.
- c) Provide parking in accordance with Part 2 of the *Queanbeyan City Council Development Control Plan*. Opportunities for shared parking provision for compatible uses within the neighbourhood centres are to be provided.

Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

- d) Provide on street parking for convenience and to contribute to street life and surveillance.

10.3.8 Access and Car Parking

Objectives:

- 1) Car parking is to be provided on-site which will cater for the increased demand brought about by the development of the site.
- 2) Adequate car parking for people with disabilities.
- 3) The provision of car parking which is functional, safe and attractive.
- 4) Functional loading and unloading facilities are provided to cater for the development of the site.
- 5) The construction of car parking areas, service areas and associated areas to be in accordance with good engineering practice.
- 6) To provide general standards for car parking
- 7) To maintain the amenity of Queanbeyan by ensuring adequate parking is provided for.

Controls:

- a) In determining the car parking requirements for a development proposal the following principles shall be followed:
- b) The minimum standards as set out in this plan and in accordance with Part 2 of the *Queanbeyan Development Control Plan 2012*.
- c) The likely demand for onsite parking to be generated by the development.
- d) The availability of public transport in the vicinity to service the likely demands to be generated by the development.
- e) Traffic volumes on the surrounding street network, including, where relevant, likely future traffic volumes.
- f) The probable mode of transport of the users of the development.
- g) The likely peak usage times of the development.
- h) The provision of alternative private transport arrangements (e.g. courtesy buses to licensed premises at no charge to users).

10.3.9 Signage

Signage shall be designed into the overall building, and be complementary to the architectural features, design lines and style of the building.

Objectives:

- 1) Signage shall be discreet, not dominate the building and not create an over-crowded visual appearance and shall convey clear messages.
- 2) Signage shall be of high quality in terms of its relationship to the building and streetscape.

Controls:

- a) The location of signage within the centres shall be generally in accordance with Figure 14
- b) Fascia signs or under-awning signs are preferred.
- c) Signage shall relate directly to the uses within the building or nearby buildings.
- d) Signs must not be placed on prominent architectural features of buildings such as gables, the roofs of awnings or on structures extending above the awning.
- e) Flashing neon signs, billboards, and above awning signs are not considered appropriate within the Googong centres.
- f) Reduce the number of total advertising signs and structures by using common directory boards in multi occupancy development.
- g) Details of signage are to be submitted with a development proposal.

Figure 14: Signage Locations



Source: Annand Alcock

10.3.10 Solar Access

It is important that public and private spaces in the centres enjoy good access to sunlight.

Objectives:

- 1) Ensure buildings do not significantly overshadow public open spaces, private open spaces and north facing windows of any living area.

Controls:

- a) Development shall not overshadow more than 50% of adjacent public spaces (not including footpaths) including parks and recreation facilities between 9.00am and 3.00pm on 21 June (winter solstice).
- b) Buildings adjacent to residential areas are to comply with the overshadowing controls for residential development contained in Sections 6 and 7 of this DCP.
- c) Shadow diagrams are to be submitted with any application for buildings two or more storeys in height.

10.3.11 Safety and Security

It is envisaged that the neighbourhood centres become vibrant, active safe places. Design of the built environment can have a significant impact on perceptions of safety as well as actual opportunities for crime. A development which provides safe ground level entry 24 hours a day will serve to minimize levels of crime.

The CPTED or 'Safer by Design' principles, developed by the Department of Planning and NSW Police are based on designing to enable casual surveillance, reinforcement of territory, controlling access and managing space.

Objectives:

- 1) Provide safe ground-level entry and exit during all times of the day and night.
- 2) Provide opportunities for casual surveillance of the public domain.

Controls:

- a) Design buildings and landscaping in accordance with the CPTED principle to minimise unsafe places.
- b) Ensure all development addresses and overlooks streets, civic spaces and where relevant rear parking areas.

Googong DCP – Part 10 – Town Centre and Neighbourhood Centres

- c) Provide a CPTED statement detailing safety and crime prevention design approach with development proposals in centres.
- d) Create entries at ground level activities from the street where possible, as opposed to internal lobbies.
- e) Ensure that ownership of different spaces is clear and unambiguous, whether public or private.
- f) Any pedestrian space to have at least two access points, preferably more.
- g) All pedestrian spaces are to be lit at night to ASA standard.

Matters to be addressed in Preparing the “Neighbourhood Centres Plans”

The following table sets out the matters to be addressed (non exhaustive list) for both the Googong Neighbourhood Centres. The DCP will be amended to incorporate the final plans approved by Council.

Table 1: Matters to be addressed

Special Area	Matters to be Addressed
Neighbourhood Centres – Prepared as part of Neighbourhood Structure Plan	Block layout illustrating built form and land uses, building form, envelope and siting guidelines, vehicular access and parking areas and design treatment, illustrative design treatment of civic spaces and open space, pedestrian and cycle routes and facilities, mandatory and preferred active frontages, building articulation, roofscapes, architectural expression, preferred palette of materials and colours, signage and advertising controls, landscaping guidelines (i.e. species), streetscape controls (i.e. cross sections, planting, paving materials, street furniture), and water cycle management.