

9.3.14 Residential care facility and retirement facility code

9.3.14.1 Application

- (1) This code applies to assessable development identified as requiring assessment against the Residential care facility and retirement facility code by the tables of assessment in **Part 5 (Tables of assessment)**.
- (2) All provisions in this code are assessment benchmarks for applicable assessable development.

9.3.14.2 Purpose and overall outcomes

- (1) The purpose of the Residential care facility and retirement facility code is to ensure *residential care facilities* and *retirement facilities*:
 - (a) are appropriately located and integrated with the surrounding community;
 - (b) are designed in a manner which meets the needs of and provides a comfortable, adaptable and safe environment for residents; and
 - (c) protect the neighbourhood character and amenity of surrounding premises.
- (2) The purpose of the Residential care facility and retirement facility code will be achieved through the following overall outcomes:-
 - (a) a *residential care facility* or *retirement facility* is conveniently located and provides for residents to have easy and direct access to public transport and community services and facilities;
 - (b) a *residential care facility* or *retirement facility* provides a home-like, non-institutional environment that promotes individuality, sense of belonging and independence;
 - (c) a *residential care facility* or *retirement facility* achieves a balance between providing specialised housing for residents whilst providing the opportunity for residents to participate in the wider community;
 - (d) a *residential care facility* or *retirement facility* is designed to be integrated with the surrounding community;
 - (e) a *residential care facility* or *retirement facility* exceeding the predominant height of surrounding residential development minimises adverse impacts to neighbourhood character and amenity, through appropriate building design and physical separation;
 - (f) a *residential care facility* or *retirement facility* is sited such that there is ease of movement, safety and legibility for residents and visitors; and
 - (g) a *residential care facility* or *retirement facility* is designed such that the comfort, safety, security, individuality, privacy and wellbeing of residents are promoted.

9.3.14.3 Performance outcomes and acceptable outcomes

Table 9.3.14.3.1 Performance outcomes and acceptable outcomes for assessable development

Performance Outcomes		Acceptable Outcomes	
<i>Location and Site Suitability</i>			
PO1	The <i>residential care facility</i> or <i>retirement facility</i> is conveniently located and provides for able bodied residents to have convenient access to:- (a) everyday commercial facilities; (b) community facilities and social services; and	AO1	The <i>residential care facility</i> or <i>retirement facility</i> is located:- (a) on a <i>site</i> within 800 metres walking distance of an activity centre; or (b) on a <i>site</i> within 400 metres walking distance of a transit station or public transport stop.

Performance Outcomes		Acceptable Outcomes	
	(c) regular public transport services.		
Site Area and Dimensions			
PO2	The <i>residential care facility</i> or <i>retirement facility</i> is located on a <i>site</i> which has an area and dimensions suitable to enable the development of a well-designed and integrated facility that incorporates:- (a) accommodation and support facilities; (b) vehicle access, parking and manoeuvring; (c) stormwater treatment areas; (d) open space areas and landscapes; and (e) any necessary buffering to adjoining uses or other elements.	AO2	No acceptable outcome provided.
Integration of Large Sites with Neighbourhoods and Street Networks			
PO3	The <i>residential care facility</i> or <i>retirement facility</i> is integrated with the surrounding neighbourhood and local transport, community facility and open space <i>infrastructure</i> networks.	AO3	The <i>residential care facility</i> or <i>retirement facility</i> :- (a) is connected to and forms part of the surrounding neighbourhood rather than establishing as a separate, semi-private enclave; (b) is integrated with and extends the existing or proposed <i>local transport network</i> ; (c) provides for legible and direct pedestrian, bicycle and vehicular access for all residents to nearby existing and planned future activity centres, community facilities and <i>public open space</i> ; and (d) clearly defines public, communal and <i>private open space</i> .
Residential Density for Retirement Facility			
PO4	A <i>retirement facility</i> has a <i>residential density</i> that is compatible with the intent of the zone and the preferred character for the local area in which it is located.	AO4	Except where otherwise specified in a structure plan or local plan code, the site density for a <i>retirement facility</i> :- (a) does not exceed 30 <i>equivalent dwellings</i> per hectare where in the Low density residential zone; (b) is between 30 and 50 <i>equivalent dwellings</i> per hectare where in the Medium density residential zone, District centre zone, Local centre zone or Community facilities zone and the Height of buildings and structures overlay provides for a <i>building height</i> of 8.5 metres; (c) is between 50 and 80 <i>equivalent dwellings</i> per hectare where in the Medium density residential zone, District centre zone, Local centre zone or Community facilities zone and the Height of buildings and structures overlay provides for a building height exceeding 8.5 metres; and (d) is not less than 80 <i>equivalent dwellings</i> per hectare where in the High density residential zone, Major centre zone or Principal centre zone.

Performance Outcomes		Acceptable Outcomes	
Building Scale, Bulk and Streetscape Appearance			
PO5 The <i>residential care facility</i> or <i>retirement facility</i> is sited and designed in a manner which:- (a) results in a building scale that is compatible with surrounding development; (b) does not represent an appearance of excessive bulk to adjacent premises, the <i>streetscape</i> or other areas external to the <i>site</i> ; (c) maximises the retention of existing <i>vegetation</i> and allows for spaces and landscapes between buildings; (d) allows sufficient area at ground level for private and communal open space, site facilities, resident and visitor parking, landscapes and maintenance of a residential <i>streetscape</i> ; and (e) facilitates on-site stormwater management and vehicle access.	AO5.1 AO5.2	Except where otherwise specified in a structure plan or local plan code, the <i>site cover</i> of a building or buildings does not exceed:- (a) 50% where a single <i>storey</i> form of development; or (b) 40% where a multi-storey form of development. Building bulk is reduced by incorporating a combination of the following elements in building design:- (a) verandahs; (b) recesses; (c) variation in materials, colours, and/or textures, including between levels; and (d) variation/graduation in building form.	
	AO5.3 AO5.4	The length of any unarticulated elevation of a building, fence or other structure visible from the street does not exceed 15 metres. Any building does not exceed 40 metres in length, with separation of at least 6 metres between buildings, for the purposes of cross ventilation, minimising bulk and scale, articulation and access to light.	
	AO6.1 AO6.2 AO6.3	The <i>residential care facility</i> or <i>retirement facility</i> incorporates a high standard of facility design that is responsive to the specific needs of its residents. Buildings are oriented to the street and provide casual surveillance of the street. Buildings and structures are <i>setback</i> a minimum of:- (a) 6 metres from the road boundary of the <i>site</i> ; and (b) 3 metres from the side and rear boundaries of the <i>site</i> ; or (c) where a building greater than 2 <i>storeys</i> in height is proposed, a distance equal to the height of the building, from the side and rear boundaries of the <i>site</i> . Note—where located in the High density residential zone, Principal centre zone, Major centre zone or District centre zone and where a building greater than 2 <i>storeys</i> is proposed, <i>setbacks</i> are in accordance with the Multi-unit residential uses code.	
	AO6.4 AO6.5	Screening of balconies is limited to the side and rear boundaries, and the sides of balconies where needed, to prevent noise and overlooking of other <i>rooming units</i> or <i>dwellings</i> and recreation areas. Services structures and mechanical plant are screened or designed as part of the	
PO6 The <i>residential care facility</i> or <i>retirement facility</i> is designed to:- (a) take account of its setting and site context; (b) create an attractive living environment for residents; (c) provide generous <i>setbacks</i> for multi-storey development, to protect the neighbourhood character and amenity of surrounding residential development; and (d) make a positive contribution to the character of the street and local area.	AO6.1 AO6.2 AO6.3 AO6.4 AO6.5	The <i>residential care facility</i> or <i>retirement facility</i> incorporates a high standard of facility design that is responsive to the specific needs of its residents. Buildings are oriented to the street and provide casual surveillance of the street. Buildings and structures are <i>setback</i> a minimum of:- (a) 6 metres from the road boundary of the <i>site</i> ; and (b) 3 metres from the side and rear boundaries of the <i>site</i> ; or (c) where a building greater than 2 <i>storeys</i> in height is proposed, a distance equal to the height of the building, from the side and rear boundaries of the <i>site</i> . Note—where located in the High density residential zone, Principal centre zone, Major centre zone or District centre zone and where a building greater than 2 <i>storeys</i> is proposed, <i>setbacks</i> are in accordance with the Multi-unit residential uses code. Screening of balconies is limited to the side and rear boundaries, and the sides of balconies where needed, to prevent noise and overlooking of other <i>rooming units</i> or <i>dwellings</i> and recreation areas. Services structures and mechanical plant are screened or designed as part of the	

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PO7	The site layout and design of buildings forming part of the residential care facility or <i>retirement facility</i> promotes legibility, individuality and sense of belonging.	AO7.1	building. <i>Rooming units</i> and <i>dwelling</i> s are configured in clusters with each cluster having a clearly defined street address or access corridor and each <i>rooming unit</i> and <i>dwelling</i> having clearly defined <i>private open space</i> and a prominent front door.
		AO7.2	Clusters of <i>rooming units</i> and <i>dwelling</i> s are supported by unique design features that help identify and individualise them and assist residents and visitors to easily find their way.
		AO7.3	Logical, direct and separated pedestrian and vehicle routes are provided between <i>rooming units</i> and <i>dwelling</i> s, communal buildings and other on-site facilities and facilities in the neighbourhood.
Open Space and Landscapes			
PO8	The <i>residential care facility</i> or <i>retirement facility</i> incorporates communal and <i>private open space</i> areas and landscapes that provides:- (a) sufficient spaces, including a range in type and scale of spaces, for residents to engage in and enjoy outdoor activities; (b) community gardens and or edible landscape elements; and (c) an attractive sub-tropical setting for the development that is able to be appreciated by residents.	AO8.1	At least 20% of the area of the <i>site</i> is provided as communal and <i>private open space</i> , exclusive of required <i>setbacks</i> and <i>buffers</i> , with:- (a) each ground floor <i>dwelling</i> having a courtyard or similar <i>private open space</i> area, not less than 20m ² and with a minimum dimension of 3 metres, directly accessible from the living area of the <i>dwelling</i> ; (b) each <i>dwelling</i> above ground level having a balcony or similar <i>private open space</i> area, not less than 10m ² and with a minimum dimension of 2.5 metres, directly accessible from the living area of the <i>dwelling</i> ; and (c) each nursing care <i>rooming unit</i> having direct access to, or a view of, a landscape communal open space area.
		AO8.2	A landscape strip at least 3 metres wide is provided within the boundaries of the <i>site</i> , adjacent to the full <i>frontage</i> of the <i>site</i> .
		AO8.3	Landscapes incorporate community gardens, edible landscape elements and a range of plant species that provide interest through variations in colour, texture and form, seasonal changes, and the creation of spectacular floral displays.
PO9	Fences and walls used in landscapes for the <i>residential care facility</i> or <i>retirement facility</i> :- (a) assist the development to address the street; (b) enable the use of <i>private open space</i> abutting the street; (c) provide an acoustic barrier for traffic noise; (d) highlight <i>site</i> and building entrances; (e) maintain safety and opportunities for casual surveillance; and	AO9.1	A 1.8 metre high solid screen fence is provided along the full length of all side and rear boundaries of the <i>site</i> .
		AO9.2	Unless required to ameliorate traffic noise or headlight glare, high solid fences or walls are avoided along street <i>frontages</i> .
		AO9.3	Front fences and walls have a maximum height of not more than:- (a) 1.8 metres if 50% transparent; or (b) 1.2 metres if solid.

Performance Outcomes		Acceptable Outcomes	
	(f) do not unduly impact upon the amenity of the <i>site</i> or surrounding premises.	AO9.4	Front fences and walls are setback behind the 3 metre wide landscape strip.
Management, Social and Care Facilities			
PO10	The <i>residential care facility</i> or <i>retirement facility</i> provides appropriate management, supervised care and social and recreational facilities to support and meet the needs of residents of the facility.	AO10.1	The <i>residential care facility</i> or <i>retirement facility</i> provides management facilities, supervised care facilities and social and recreational facilities in the form of:- (a) a live-in manager's residence and office; (b) 24 hour nursing station and/or 24 hour monitored alert system; (c) communal dining room; (d) communal indoor social/recreation space; and (e) a diversity of informal indoor and outdoor social spaces (including spaces suitable for entertaining visiting family members and friends).
		AO10.2	Communal buildings are easily accessible and centrally located, and residents are able to easily navigate the <i>site</i> on foot or with the assistance of mobility aids.
Accessibility			
PO11	The <i>residential care facility</i> or <i>retirement facility</i> incorporates easy and safe pedestrian access and movement.	AO11.1	No <i>dwelling</i> or <i>rooming unit</i> is more than 250 metres walking distance from a site entry or exit point, or any central community facilities building.
		AO11.2	All pathways and land used for outdoor recreation have grades of 5% or less, with paths having hard, slip resistant surfaces.
		AO11.3	Internal paths, ramps and hallways are capable of accommodating two wheelchairs (side by side) at any one time.
		AO11.4	Buildings exceeding one <i>storey</i> in height incorporate lifts to each level.
Disaster Resilience			
PO12	The <i>residential care facility</i> or <i>retirement facility</i> is able to withstand the effect of severe weather, flooding, bushfire, a period of isolation or essential service <i>infrastructure</i> failure. Note—the preferred approach is to avoid the establishment of <i>residential care facilities</i> and <i>retirement facilities</i> in areas at risk from natural hazards.	AO12.1	The <i>residential care facility</i> or <i>retirement facility</i> has access to a reliable alternative power supply in the event of prolonged power outage or disconnection from grid supplied electricity.
		AO12.2	The <i>residential care facility</i> or <i>retirement facility</i> is designed, constructed and operated so as to allow mobility impaired residents and staff to take shelter on site during a cyclone, severe storm, flood event or any other event interfering with the normal operations for a period of up to seven (7) days.
		AO12.3	Within a <i>retirement facility</i> , there is a designated community safe place which is designed so that residents can take shelter from severe weather, cyclones, floods or bushfire.
		AO12.4	There are alternative accesses to a

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		AO12.5	<p><i>residential care facility</i> or <i>retirement facility</i> for emergency services in the event of flood or fire.</p> <p>A Site Evacuation Plan with practical and reliable arrangements for the evacuation of all persons on-site to the nearest activity centre is prepared.</p>
<i>Caravan/Recreation Vehicle (RV)/Boat Storage</i>			
PO13	The <i>retirement facility</i> provides sufficient dedicated storage area to accommodate residents' caravans, recreational vehicles (RVs), boats and the like.	AO13	Where located on a <i>site</i> exceeding one (1) hectare, <i>retirement facilities</i> provide a caravan/recreational vehicle (RV)/boat storage area capable of accommodating one (1) caravan/RV/boat space per 5 <i>dwelling</i> s.