

His Worship the Mayor  
Councillors  
CITY OF MARION

## NOTICE OF URBAN PLANNING COMMITTEE MEETING

Committee Room 1  
245 Sturt Road, Sturt

Tuesday, 01 October 2019 at 06:30 PM

The CEO hereby gives Notice pursuant to the provisions under Section 83 of the Local Government Act 1999 that a Urban Planning Committee meeting will be held.

A copy of the Agenda for this meeting is attached in accordance with Section 83 of the Act.

Meetings of the Council are open to the public and interested members of this community are welcome to attend. Access to the Committee Rooms is via the main entrance to the Administration Centre on Sturt Road, Sturt.



Adrian Skull  
Chief Executive Officer



## TABLE OF CONTENTS

|   |           |
|---|-----------|
| <b>OPEN MEETING .....</b>   | <b>3</b>  |
| <b>KAURNA ACKNOWLEDGEMENT .....</b>   | <b>3</b>  |
| <b>ELECTED MEMBERS DECLARATION (if any) .....</b>   | <b>3</b>  |
| <b>CONFIRMATION OF MINUTES .....</b>  | <b>3</b>  |
| Confirmation of the minutes for the Special Urban Planning Committee Meeting .....<br>held on 03 September 2019 | 3         |
| <b>BUSINESS ARISING .....</b>   | <b>8</b>  |
| <b>CONFIDENTIAL ITEMS - Nil .....</b>   | <b>8</b>  |
| <b>REPORTS FOR DISCUSSION .....</b>   | <b>8</b>  |
| Non Residential Zones Review (Edwardstown focus) .....  | 8         |
| <b>REPORTS FOR NOTING .....</b>   | <b>59</b> |
| Development Delegations .....   | 59        |
| Development Services - Voice of the Customer .....  | 60        |
| <b>WORKSHOP / PRESENTATION ITEMS - Nil .....</b>  | <b>68</b> |
| <b>OTHER BUSINESS .....</b>   | <b>68</b> |
| <b>MEETING CLOSURE .....</b>  | <b>68</b> |

**OPEN MEETING****KAURNA ACKNOWLEDGEMENT**

We acknowledge the Kurna people, the traditional custodians of this land and pay our respects to their elders past and present.

**ELECTED MEMBERS DECLARATION (if any)****CONFIRMATION OF MINUTES****Confirmation of the minutes for the Special Urban Planning Committee Meeting held on 03 September 2019**

**Originating Officer** Governance Officer - Angela Porter

**Corporate Manager** Manager Corporate Governance - Kate McKenzie

**Report Reference:** UPC191001R01

**RECOMMENDATION:**

That the minutes of the Special Urban Planning Committee Meeting held on 03 September 2019 be taken as read and confirmed.

**ATTACHMENTS:**

| # | Attachment                 | Type     |
|---|----------------------------|----------|
| 1 | SUPC190903 - Final Minutes | PDF File |

**MINUTES OF THE SUPC190903 - SPECIAL URBAN PLANNING COMMITTEE MEETING**

**Tuesday, 03 September 2019 at 06:30 PM**

**Council Administration Centre, 245 Sturt Road, Sturt**





## **PRESENT :**

### **Elected Members**

Mayor - Kris Hanna, Councillor - Nathan Prior (Presiding Member), Councillor - Raelene Telfer, Councillor - Maggie Duncan

### **In Attendance**

Councillor - Tim Gard  
Acting General Manager City Development - Fiona Harvey  
Unit Manager Economic Development - Donna Griffiths  
Team Leader - Planning - Alex Wright  
Senior Policy Planner - David Melhuish  
Development Officer - Planning - Kai Wardle

## **OPEN MEETING**

Councillor Prior opened the meeting at 06:32 PM

## **KAURNA ACKNOWLEDGEMENT**

We acknowledge the Kaurna people, the traditional custodians of this land and pay our respects to their elders past and present.

## **ELECTED MEMBERS DECLARATION (if any)**

The Chair asked if any Member wished to disclose an interest in relation to any item being considered at the meeting.

No declarations were made.

06:35 PM Councillor Telfer entered the meeting.

## **CONFIRMATION OF MINUTES**

**Confirmation of the minutes for the Special Urban Planning Committee Meeting held on 6 August 2019**

**Report Reference:** SPUC190903R01

**Moved Mayor - Kris Hanna**

**Seconded Councillor - Maggie Duncan**

1. That the minutes of the Special Urban Planning Committee Meeting held on 6 August 2019 be taken as read and confirmed.

**Carried Unanimously**

**BUSINESS ARISING - Nil**

**CONFIDENTIAL ITEMS - Nil**

## REPORTS FOR DISCUSSION

### Development Delegations Policy Review

Report Reference SUPC190903R02

Moved Mayor - Kris Hanna

Seconded Councillor - Maggie Duncan

The Urban Planning Committee requests that:

1. Administration staff devise an alternative wording which addresses the discrepancy raised in the report, while safeguarding against rorting (i.e. lodging future land use applications without associated land division applications to achieve lower site area requirements), to be circulated to Committee members via email.

**Carried Unanimously**

### Housing Diversity DPA

Report Reference SUPC190903R03

Moved Mayor - Kris Hanna

Seconded Councillor - Raelene Telfer

The Urban Planning Committee recommends that Council:

1. Notes
  - (a) the decision of the Minister for Planning to approve the Housing Diversity DPA (Part 1); and
  - (b) the decision of the Minister for Planning not to proceed at this time with the proposed Housing Diversity DPA (Part 2) in relation to the suburbs of Darlington, Marino, Seacliff Park, Seacombe Heights and Seaview Downs, and the Urban Corridor Zone along Marion Road (Plympton Park, South Plympton, Park Holme, Ascot Park, Marion and Mitchell Park).
2. Waits for the transition to the Planning and Design Code before taking any further action in relation to the Housing Diversity DPA.

**Carried Unanimously**

## REPORTS FOR NOTING

### Commercial and Industrial Zoning

Report Reference SUPC190903R04

Moved Councillor - Raelene Telfer

Seconded Mayor - Kris Hanna

The Urban Planning Committee notes:

1. The current development zoning as described in the Edwardstown Precinct analysis document in Attachment 1;
2. Members of the Development Services team are involved in the working group for the Edwardstown Action Plan and will report back to the UPC with any further updates in regards to the development zoning for Edwardstown;

3. Administration will bring back to the next UPC meeting detailed zoning and aerial maps of Edwardstown, together with relevant data about use (eg. vacancies, derelict buildings, Castle Plaza precinct approved plans etc.), in order for the UPC to consider the current uses and potential opportunities throughout the area.

The Committee made these recommendations in relation to Edwardstown as the first step in a review of non-residential zones throughout the City of Marion generally.

**Carried Unanimously**

**Seacliff Park DPA  
Report Reference**

SUPC190903R05

**Moved Councillor - Maggie Duncan**

**Seconded Councillor - Raelene Telfer**

1. That the Urban Planning Committee note this report.

**Carried Unanimously**

**WORKSHOP / PRESENTATION ITEMS - Nil**

**OTHER BUSINESS**

**Voice of the Customer Report**

The Urban Planning Committee requests that the Voice of the Customer report be provided at the next UPC meeting.

**New Planning and Design Code (Code) Implementation: Implementation Phase Allocation and Next Steps**

**Moved Mayor - Kris Hanna**

**Seconded Councillor - Maggie Duncan**

That the Urban Planning Committee:

1. Notes the Letter from the Chair, State Planning Commission regarding the release of the draft Planning and Design (Code) (a copy of which will be attached to the minutes of this meeting).

**Carried Unanimously**

**MEETING CLOSURE** - Meeting Declared Closed at 8:35 PM

**CONFIRMED THIS 1ST DAY OF OCTOBER 2019**

.....

**CHAIRPERSON**

## BUSINESS ARISING

## CONFIDENTIAL ITEMS - Nil

## REPORTS FOR DISCUSSION

### Non Residential Zones Review (Edwardstown focus)

|                            |   |
|----------------------------|---|
| <b>Originating Officer</b> | Manager Development and Regulatory Services - Warwick Deller-Coombs |
| <b>Corporate Manager</b>   | Manager Development and Regulatory Services - Warwick Deller-Coombs |
| <b>General Manager</b>     | Acting General Manager City Development - Fiona Harvey              |
| <b>Report Reference</b>    | UPC191001R02  |

### REPORT OBJECTIVE

The objective of this report is to give Urban Planning Committee members some information about the current non-residential zones of Marion, starting with Edwardstown which contains the bulk of Council's non-residential areas.

### EXECUTIVE SUMMARY

The Urban Planning Committee (UPC) requested staff to review the non-residential zones in Marion.

Noting the time constraints, staff have provided an overview of Edwardstown (which contains the bulk of Council's non-residential zoning) as a starting point for the review.

It is anticipated that over the next few months, other zones and other areas of Council will be provided to the UPC for input. Staff will seek feedback on the information provided and look for improvements to the next UPC meeting.

### RECOMMENDATION

It is recommended that the Urban Planning Committee Notes this report.

### DISCUSSION

Edwardstown contains Mixed Use, Industrial and Commercial Zones as well as an Interface Area which seeks to transition from the commercial and industrial areas into the neighbouring Residential Zones.

The relevant zones have been extracted from the Development Plan and provided for your reference (Attachments 1-3).

The Planning and Design (P&D) Code will transition Council's existing zone framework to newly developed zones that will be more standardised across South Australia.

The P&D Code is due to be released Tuesday 1 October 2019 for consultation and will be brought to UPC when available.

A copy of the likely zone transition tables is provided for your reference (Attachment 4).

Importantly, the Commercial and Industrial Zones are changing to new zones called "Employment Zone" and "Suburban Employment Zone". The Employment Zone is generally where we would expect the heavier industry type activities and the Suburban Employment Zone is more of the commercial and light industrial activity area. The full detail of what and where these new zones are due to apply should be known when the P&D Code is released.

Both aerial mapping and zone mapping has been included for the UPC in Attachments 5-11.

It is anticipated that UPC can provide input to the zone review by considering:

- the boundaries on where the existing zones apply
- whether any known anomalies exist
- the extent, location and relevance of the transition zone
- the suitability of the current interaction between residential and non-residential uses
- whether any business groups are seeking relocation in the area.

The Economic Development team are leading the Edwardstown Precinct Activation project, which will quantify the nature of businesses in the Edwardstown area and the amount of land needed for future business needs. The data collected and analysed by the activation project will inform any zone review.

## Attachment

| #  | Attachment                         | Type     |
|----|------------------------------------|----------|
| 1  | Mixed Use Zone                     | PDF File |
| 2  | Industry Zone                      | PDF File |
| 3  | Commercial Zone                    | PDF File |
| 4  | Marion Zone Transition Table       | PDF File |
| 5  | ETown Map 1                        | PDF File |
| 6  | ETown Map 2                        | PDF File |
| 7  | ETown Map 3                        | PDF File |
| 8  | ETown Map 4                        | PDF File |
| 9  | ETown Map 5                        | PDF File |
| 10 | ETown Map 6                        | PDF File |
| 11 | Zone - Policy Area - Precinct Maps | PDF File |

## Mixed Use Zone

Refer to the [Map Reference Tables](#) for a list of the maps that relate to this zone.

### OBJECTIVES

- 1 A mixed use zone accommodating a mix of employment generating land uses and medium to high density residential development and short term accommodation in close proximity to a high frequency public transport corridor.
- 2 Retail, commercial, community, civic and residential uses within a mixed use environment that are compatible with surrounding development and do not compromise the amenity of surrounding residential areas.
- 3 Smaller dwellings, including innovative housing designs located close to local services and public transit stations.
- 4 Mixed use development integrated with a high quality public realm that promotes walking, cycling, public transport patronage and positive social interaction.
- 5 A zone that provides a spatial separation, or transitions down, in scale and intensity to adjacent lower density residential zones.
- 6 Creation of a network of pedestrian and cycle routes linking retail, employment and residential activities with each other and public transport nodes and connection to cycling and walking networks outside the zone including the proposed 'Greenway' along the Adelaide - Seaford Railway Line.
- 7 Development that contributes to the desired character of the zone.

### DESIRED CHARACTER

The **Mixed Use Zone** is intended to facilitate the redevelopment and expansion of an existing traditional retail centre into a more vibrant, compact and intensely developed mixed use activity centre with a focus on integration and connectivity between land uses and public transport facilities.

While the zone will continue to accommodate the weekly shopping and comparison goods needs of the surrounding community, it is envisaged that development will progressively expand the community and employment role of the zone through the provision of a range of appropriate and compatible commercial, cultural, entertainment, educational, civic and community uses.

The provision of high density housing will contribute to the creation of a vibrant and accessible place during both business hours and after business hours. Vitality and sense of place will be facilitated by the creation of attractive, safe and accessible public spaces that are enclosed by buildings that form a cohesive and continuous built form edge, reinforcing public spaces as key spatial elements within the built fabric.

Coordinated redevelopment of large and amalgamated sites that are developed to their full potential is strongly encouraged. Amalgamation of allotments into larger sites will enable the achievement of optimum uses of land through the development of multi-storey buildings containing a mixture of retail, commercial and community activities at ground and lower levels, with residential apartments generally located above ground level. Other than within Area 2 as shown in [Concept Plan Map Mar/9 – Mixed Use Zone](#), buildings will be provided with base podiums of at least two storeys.

The substantial redevelopment of the zone allows for the creation of a new character to the locality, with bold, high quality and contemporary architectural styles encouraged. The use of iconic built form and scale is appropriate at key road intersections within the zone to emphasise major arrival focal points, accentuate key corners and terminate vistas. Building scale will take account of the lower scale residential areas located to the south of the zone.

Development will make provision for the proposed future North-South Road Corridor.

Development will respond to the need for a high quality pedestrian environment through the retention of human scale at key frontages, and setbacks of higher elements of buildings that prevent uncomfortable micro-climatic conditions at ground level.

Public environments will become integrated with the spaces in the private realm in a manner that creates interconnected streets and paths, with architectural features and outdoor activities that will encourage pedestrian activity. These high quality spaces will incorporate landscaping and public art, together with high quality paving, street furniture and lighting that foster a sense of place and belonging for residents, workers and visitors.

It is expected that any development of Area 2 between Ackland Street and Raglan Street will set aside land to allow for the future road connection between Raglan Avenue and Ackland Street, as shown in [Concept Plan Map Mar/9 – Mixed Use Zone](#). The future connection road will be created, along with the widening and upgrade of Ackland Street, upon the development of the land north of Ackland Street, so as to provide for the principal vehicular connection between Raglan Avenue, west of the rail line and Edward Street / South Road. All roadways within the zone will ensure the ease of pedestrian and bicycle movements throughout the zone and adjacent areas through their location and design.

The eastern portion of Raglan Avenue, as shown in [Concept Plan Map Mar/9 – Mixed Use Zone](#) will be transformed into a pedestrian friendly main street that reinforces a strong pedestrian connection between the northern and southern sides of the street. It is envisaged that land uses fronting the proposed main street will be a focus for after-hours activities in the form of cafes and restaurants as well as other activities that achieve vibrancy in this location.

Development will provide for the potential future provision of a train station and bus stops adjacent the rail line and ensure any future development adjacent this area, as shown on [Concept Plan Map Mar/9 – Mixed Use Zone](#), can be integrated with such a facility. Given the provision of a train station is uncertain at this stage, development needs to also ensure linkages to existing train and bus services are provided until such time that the station location is finalised.

Development will consolidate and coordinate car parking and service vehicle access points in order to reduce conflicts with key pedestrian paths. For retail development, at grade parking areas may be appropriate if located to the side or rear of buildings and broken up with extensive landscaping. Car parking associated with commercial, residential and mixed use development will, where feasible, be integrated below and/or within buildings in order to reduce the amount of car parking areas visible from street and other public areas. It is expected that existing large car park areas will be progressively redeveloped with buildings over time. Multi-storey parking stations are appropriate provided they are sleeved with active uses to street frontages and / or provided with attractive screens to facades that are visible from streets and other public places.

Land adjacent to the zone includes a range of commercial and industrial activities. Residential and other environmentally sensitive development within the zone will need to acknowledge and respond to the function of existing and potential non-residential land uses through solutions that mitigate adverse impacts without affecting the long term viability of those uses.

## Precinct 12 Castle Plaza Environmental Assessment Area

Some areas within **Precinct 12 Environmental Assessment Area** have been identified as possibly being affected by contaminating land uses and activities. To minimize risk of harm to human health and the environment it is expected that development involving a change of land use, or land division, for a sensitive use will occur on a precautionary basis. This will include the appropriate level of site contamination investigation and, if necessary, auditing be applied prior to the development proceeding.

## Precinct 13 Limited Residential Development

Land within **Precinct 13 Limited Residential Development** has been remediated following historic use as part of the Hills Industries manufacturing site. The site has been assessed by an accredited Auditor under the *Environment Protection Act 1993* with recommendations made for limitations on future residential development. It is expected that no habitable rooms<sup>1</sup> within dwellings will be established at either basement or ground level within the Precinct, in accordance with the recommendations of the auditor. It is important that future development occur in accordance with the requirements set out within the Groundwater Monitoring and Management Plan, Construction Environment Management Plan and Site Management Plan prepared for this location.

## PRINCIPLES OF DEVELOPMENT CONTROL

### Land Use

- 1 The following forms of development are envisaged in the zone:
  - affordable housing
  - community centre
  - consulting room
  - entertainment venue
  - hotel
  - library
  - office
  - residential flat building
  - row dwelling
  - serviced apartment
  - shop or group of shops (other than bulky goods retailing)
  - student accommodation
  - supported accommodation.
- 2 The following additional forms of development, or combination thereof, are only envisaged within Area 2 of the zone, identified on [Concept Plan Map Mar/9 – Mixed Use Zone](#):
  - discount department store
  - mini-major tenancy
  - supermarket.
- 3 Retail land uses should:
  - (a) provide convenience goods and a range of comparison goods to serve the major weekly shopping needs of residents, workers and visitors of the surrounding district and in the zone
  - (b) be located principally at ground level with activation of public spaces
  - (c) where comprising discount department stores, supermarkets or mini-major tenancies, only be within Area 2 identified in [Concept Plan Map Mar/9 – Mixed Use Zone](#).
- 4 Residential development should only be established outside of Area 1 identified within [Concept Plan Map Mar/9 – Mixed Use Zone](#).
- 5 Land uses that generate high levels of pedestrian activity should be located at ground level to contribute to the enlivening and surveillance of the public realm.

---

<sup>1</sup> Habitable rooms has the same meaning as defined within the Building Code of Australia, and includes a bedroom, living room, music room, television room, dining room, sewing room, study, play room, family room, home theatre, and sunroom, but does not include a bathroom, laundry, toilet, pantry, walk-in-wardrobe, corridor/hallway, lobby / entry foyer, clothes drying room, and other spaces of a specialised nature occupied neither frequently nor for extended periods.



- 6 Land uses should be established with a view to promoting after-hours use to reinforce the centre as the focus of social activity in the district.
- 7 Development listed as non-complying is generally inappropriate.

#### Form and Character

- 8 Development should not be undertaken unless it is consistent with the desired character for the zone.
- 9 Development should be in accordance with relevant [Concept Plan Map Mar/9 – Mixed Use Zone](#).
- 10 Dwellings should achieve a minimum net residential site density of 67 dwellings per hectare.
- 11 Development should be designed to ensure that:
  - (a) the building fronting the street or public space forms the base podium of no less than two storeys and no greater than four storeys with the highest scale of development, being four storeys or greater, in the centre of the site
  - (b) the development enables an adequate level of daylight, sunlight, privacy and suitable wind patterns in relation to surrounding development and pedestrian environments
  - (c) vehicle access is integrated into the design of the development
  - (d) pedestrian access is safe and convenient through buildings and surrounding spaces
- 12 Development along the southern side of Raglan Avenue, west of Brooks Street should be a maximum of four storeys or 16.5 metres in height and set back in the following manner:
  - (a) buildings no greater than 3 metres in height located on the southern boundary
  - (b) buildings greater than 3 metres in height set back from the southern boundary an additional 2 metres for every 1 metre height above 3 metres.

#### Design and Appearance

- 13 Other than within Area 2, as shown in [Concept Plan Map Mar/9 – Mixed Use Zone](#), buildings should be built to the property boundary of public roads and open spaces in order to:
  - (a) create a continuity of frontage along streets and public spaces
  - (b) provide definition, enclosure and interaction with the public realm
  - (c) promote an active, interesting and vibrant frontage and streetscape
  - (d) contribute to the safety and security of the pedestrian environment.

#### Environmental

- 14 Public open spaces in the form of landscaped plazas and small parks should be provided in accordance with [Concept Plan Map Mar/9 – Mixed Use Zone](#) and should:
  - (a) incorporate landscaped settings, shelter and recreational activities suitable for residents of dwellings within the zone
  - (b) take advantage of existing mature vegetation including significant trees
  - (c) provide an attractive focal point where residents, workers and visitors can stop, view, socialise and rest

- (d) enable views from nearby streets and other public places to encourage active use by all residents and visitors
- (e) be accessible and usable for all ages and for people with disabilities
- (f) provide an appropriate setting for dwellings at higher densities, particularly taller buildings, whilst encouraging a sense of place for residents and visitors
- (g) incorporate landscaping which includes local indigenous plantings and other treatments to complement surrounding buildings and soften built form
- (h) be designed to facilitate passive surveillance
- (i) incorporate high quality paving treatments, street furniture, lighting and public art to foster a sense of place and belonging
- (j) provide for water sensitive urban design measures.

### Dwelling Configuration

- 15 Dwellings should provide a high quality living environment by ensuring the following minimum internal floor areas:

| Dwelling configuration                      | Minimum internal floor area (including internal storage but excluding car parking or open space) requirement (square metres) |
|---|--|
| Studio (where there is no separate bedroom) | 37 square metres   |
| 1 bedroom dwelling                          | 50 square metres   |
| 2 bedroom dwelling                          | 75 square metres   |
| 3 + bedroom dwelling                        | 100 square metres  |

### Adaptability

- 16 Multi-storey buildings should include a variety of internal designs that will facilitate adaptive reuse, including the conversion of ground floor residential to future commercial use (i.e. by including floor to ceiling heights suitable for commercial use).

### Movement Systems and Access

- 17 Development should provide for the following road connections and treatments as shown in [Concept Plan Map Mar/9 – Mixed Use Zone](#):
- (a) a new connection road between Raglan Avenue and Ackland Street
  - (b) the development of a pedestrian friendly main street environment of part of Raglan Avenue
  - (c) the widening and upgrading of Ackland Street and its junction with South Road.
- 18 Ackland Street should comprise an attractive, tree lined boulevard with wide footpaths and high quality pedestrian amenity and safety along its length.
- 19 Development should facilitate appropriate vehicular and pedestrian/bicycle movement linkages through the zone as shown in [Concept Plan Map Mar/9 – Mixed Use Zone](#) through generous footpaths along the tree lined streets, the allocation of public open space and shared private and public open spaces.

- 20 Movement networks for vehicular, pedestrian and bicycle traffic within, through and entering/exiting the zone and surrounding areas should:
- (a) connect any areas of open space within the zone
  - (b) provide safe and easy access to public transport routes
  - (c) ensure bicycle and pedestrian pathways are designed and landscaped so as to be easily identifiable, accessible and safe
  - (d) minimise potential conflicts between vehicular traffic, service vehicles and bicycle/pedestrian pathways
  - (e) connect with existing paths and the bicycle network in surrounding locations.

### Vehicle and Bicycle Parking

- 21 Vehicle parking should be provided in accordance with the rates set out in [Table Mar/2A - Off Street Vehicle Parking Requirements for Designated Areas](#).
- 22 Secure bicycle parking facilities should be provided at the rate set out in [Table Mar/5 - Off-street Bicycle Parking Requirements for Designated Areas](#).
- 23 Development should provide coordinated car parking between land uses and should be arranged to provide orderly and convenient vehicular movement within and adjacent to the zone.
- 24 Other than in public streets and within Area 2, as shown on [Concept Plan Map Mar/9 – Mixed Use Zone](#), the provision of additional at grade parking should be minimised, and where provided, should be located behind buildings which front public streets.
- 25 Existing hard paved at grade car parks should be progressively redeveloped with buildings containing a mixture of land uses complementary to the retail focus of this location.

### Land Division

- 26 Land division should amalgamate allotments and facilitate the provision of a broad range of development options, with allotments capable of accommodating:
- (a) multi-storey buildings comprising a mixture of land uses
  - (b) movement networks, as identified in [Concept Plan Map Mar/9 – Mixed Use Zone](#) that provide for strong connections and safe and convenient access to public facilities, public transport stops and adjacent future development sites.

## PRECINCT SPECIFIC PROVISIONS

Refer to the [Map Reference Tables](#) for a list of the maps that relate to the following precinct(s).

### Precinct 12 Castle Plaza Environmental Assessment Area

- 27 Development should not be undertaken unless it is consistent with the desired character for the precinct.
- 28 Development should not occur on land where potentially contaminating activities have occurred unless an appropriate site investigation report and, if necessary remediation plan, has been prepared by a suitably qualified site contamination consultant to ensure that the site is suitable or could be made suitable, for its intended use.

## Precinct 13 Limited Residential Development

- 29 Development should not be undertaken unless it is consistent with the desired character for the precinct.
- 30 Development should not occur within the precinct where it involves a dwelling with habitable rooms located at ground level or in a basement.
- 31 Development involving ground level private or communal open space and landscaping should be completed with a surface layer of at least 500 millimetres depth of clean soil.
- 32 Development should not include the extraction of groundwater from aquifers for any purpose.

## PROCEDURAL MATTERS

### Complying Development

Complying developments are prescribed in Schedule 4 of the *Development Regulations 2008*.

In addition, the following forms of development (except where the development is non-complying) are complying:

A change of use to a shop, office, consulting room or any combination of these uses where all of the following are achieved:

- (a) the area to be occupied by the proposed development is located in an existing building and is currently used as a shop, office, consulting room or any combination of these uses
- (b) the building is not a State heritage place
- (c) it will not involve any alterations or additions to the external appearance of a local heritage place as viewed from a public road or public space
- (d) if the proposed change of use is for a shop that primarily involves the handling and sale of foodstuffs, it achieves either (i) or (ii):
  - (i) all of the following:
    - (A) areas used for the storage and collection of refuse are sited at least 10 metres from any **Residential Zone** boundary or a dwelling (other than a dwelling directly associated with the proposed shop)
    - (B) if the shop involves the heating and cooking of foodstuffs in a commercial kitchen and is within 30 metres of any **Residential Zone** boundary or a dwelling (other than a dwelling directly associated with the proposed shop), an exhaust duct and stack (chimney) exists or is capable of being installed for discharging exhaust emissions
  - (ii) the development is the same or substantially the same as a development, which has previously been granted development approval under the *Development Act 1993* or any subsequent Act and Regulations, and the development is to be undertaken and operated in accordance with the conditions attached to the previously approved development
- (e) if the change in use is for a shop with a gross leasable floor area greater than 250 square metres and has direct frontage to an arterial road, it achieves either (i), (ii) or (iii):
  - (i) the primary vehicle access (being the access where the majority of vehicles access / egress the site of the proposed development) is from a road that is not an arterial road

- (ii) the development is located on a site that operates as an integrated complex containing two or more tenancies (and which may comprise more than one building) where facilities for off-street vehicle parking, vehicle loading and unloading, and the storage and collection of refuse are shared
- (iii) it is located within Area 2, as shown within [Concept Plan Map Mar/9 – Mixed Use Zone](#)
- (f) off-street vehicular parking is provided in accordance with the rate(s) specified in [Table Mar/2A - Off Street Vehicle Parking Requirements for Designated Areas](#) to the nearest whole number, except in any one or more of the following circumstances:
  - (i) the building is a local heritage place
  - (ii) the development is the same or substantially the same as a development, which has previously been granted development approval under the *Development Act 1993* or any subsequent Act and Regulations, and the number and location of parking spaces is the same or substantially the same as that which was previously approved
  - (iii) the development is located on a site that operates as an integrated complex containing two or more tenancies (and which may comprise more than one building) where facilities for off-street vehicle parking, vehicle loading and unloading, and the storage and collection of refuse are shared.

### Non-complying Development

Development (including building work, a change in the use of land, or division of an allotment) for the following is non-complying:

| Form of development   | Exceptions                 |
|---|----------------------------|
| <b>Bulky goods outlet</b>   |                            |
| Dwelling within <b>Precinct 13 Limited Residential Development</b> that includes habitable rooms located at ground level or basement. |                            |
| Fuel depot  |                            |
| Horse keeping   |                            |
| Horticulture  |                            |
| Industry  | Except a service industry. |
| Intensive animal keeping  |                            |
| Prescribed mining operations  |                            |
| Road transport terminal   |                            |
| <b>Service trade premises</b>   |                            |
| Stock sales yard  |                            |
| Stock slaughter works   |                            |
| Waste reception, storage, treatment or disposal   |                            |
| Wrecking yard   |                            |

## Public Notification

Categories of public notification are prescribed in Schedule 9 of the *Development Regulations 2008*.

Further, the following forms of development (except where the development is non-complying) are designated:

| Category 1   | Category 2   |
|--|--|
| All kinds of development, except where the site of the development is adjacent land to land in another zone. | All kinds of development where the site of the development is adjacent land to land in another zone. |

## Industry Zone

Refer to the [Map Reference Tables](#) for a list of the maps that relate to this zone.

### OBJECTIVES

- 1 A zone primarily accommodating a wide range of industrial, warehouse, storage and transport land uses.

### PRINCIPLES OF DEVELOPMENT CONTROL

#### Land Use

- 1 The following forms of development are envisaged in the zone:
  - industry
  - transport distribution
  - warehouse.
- 2 Development listed as non-complying is generally inappropriate.

#### Form and Character

- 3 Development should not be undertaken unless it is consistent with the desired character for the zone.
- 4 In areas where a uniform street setback pattern has not been established, buildings should be setback in accordance with the following criteria (subject to adequate provision of car parking spaces and landscaping between buildings and the road):
  - (a) buildings up to a height of 6 metres should be sited at least 8 metres from the primary street alignment
  - (b) buildings exceeding a height of 6 metres should be sited at least 10 metres from the primary street alignment
  - (c) where an allotment has two street frontages, no building should be erected within 3 metres of the secondary street alignment.
- 5 Building facades facing land zoned for residential purposes should not contain openings or entrance ways that would result in the transmission of noise that would adversely affect the residential amenity.
- 6 Any external plant and equipment (including a chimney stack or air-conditioning plant) should be sited as far as possible from adjoining non-industrially zoned allotments, and should be designed to minimise its effect on the amenity of the locality.
- 7 Advertisements and advertising hoardings should not include any of the following:
  - (a) flashing or animated signs
  - (b) bunting, streamers, flags, or wind vanes
  - (c) roof-mounted advertisements projected above the roofline
  - (d) parapet-mounted advertisements projecting above the top of the parapet.

## Land Division

8 Land division should create allotments that:

- (a) are of a size and shape suitable for the intended use
- (b) have an area of 1500 square metres or more, unless intended for a specific purpose consistent with the zone provisions and for which a lesser site area requirement can be demonstrated
- (c) have a frontage to a public road of at least 30 metres.



## Industry/Commerce Policy Area 4

Refer to the [Map Reference Tables](#) for a list of the maps that relate to this policy area.

### OBJECTIVES

- 1 A policy area accommodating a range of light and service industry, depots and commercial activities.
- 2 Development having traffic generating characteristics and design so as to not compromise the arterial road function of Marion Road.
- 3 A policy area where development minimises impacts on residential uses in adjoining zones, especially to the west of Marion Road.
- 4 Development that contributes to the desired character of the policy area.

### DESIRED CHARACTER

It is intended that the policy area be consolidated and further developed with a mixture of small to medium-scale industry and commercial uses, preferably integrated within the one site. The environmental performance of new development needs to take account of the amenity of adjoining localities, by incorporating improved emission controls, management measures, building appearance treatments, landscaping and other design measures, to ensure minimal adverse impact.

The intensity, floor size, scale and height of development needs to provide for an appropriate transition to residential uses, with medium levels away from residential zoning and low levels in near proximity to residential zones.

Development is expected to promote attractive frontages and park-like settings to enhance the visual qualities and streetscape of the Marion Road corridor. Building styles may be varied and display high aesthetic qualities to enhance the visual character of the locality.

### PRINCIPLES OF DEVELOPMENT CONTROL

#### Land Use

- 1 The following forms of development are envisaged in the policy area:
  - depot
  - light industry
  - service industry
  - small-scale commercial activities
  - warehousing.

#### Form and Character

- 2 Development should not be undertaken unless it is consistent with the desired character for the policy area.
- 3 Development adjacent residential zones should incorporate all of the following:
  - (a) within 20 metres of the zone boundary, buildings not exceeding one storey or 6 metres in height from natural ground level
  - (b) a minimum 6 metre setback for buildings from the zone boundary

- (c) visual and acoustic buffer features
  - (d) landscaped areas having a minimum width of 2 metres
  - (e) 2 metre high fencing
  - (f) screened or obscured building openings.
- 4 Buildings should not exceed 2 storeys or 10 metres in height from natural ground level.
- 5 Development should provide landscaped areas comprising at least 10 per cent of the site area and having a minimum width of 1 metre.

## Industry/Commerce Edwardstown Policy Area 5

Refer to the [Map Reference Tables](#) for a list of the maps that relate to this policy area.

### OBJECTIVES

- 1 A policy area accommodating industry comprising a range of industrial, business, commercial, warehouse and storage activities.
- 2 Development located and designed to have minimal adverse impact on surrounding uses, especially at the interface with residential zones, and to avoid potential environmental nuisance or harm.
- 3 Development that enhances the visual qualities and amenity, especially that associated with neighbouring residential areas and the streetscapes adjacent arterial road corridors.
- 4 Creation of attractive and visually cohesive entrances to the policy area on visually prominent sites along South Road and Daws Road.
- 5 Development that contributes to the desired character of the policy area.

### DESIRED CHARACTER

This policy area includes established industrial areas, some of which are in close proximity to housing, and predominantly commercial strip development along South Road. South Road in particular has an intensive commercial character, and is subject to increasingly high traffic volumes. The level of business activity in the policy area contributes to overflow parking, congestion, and traffic within side streets commonly affecting adjoining residential areas. This calls for minimisation of the number of access points onto arterial roads, a restriction on intensive retail uses in the policy area, and discouragement of excessive traffic movements on side roads connecting with residential areas. The use of residential streets to provide access for traffic, particularly heavy vehicles, servicing industrial or commercial development cannot be supported.

There has been considerable conflict, in terms of external impacts of traffic, noise, air pollution and other factors, between industrial activities in the policy area and the use and enjoyment of nearby residential areas, with the latter areas afforded only minimal, if any, buffering in many instances. The policy area's extensive interface with residential areas calls for special attention to the avoidance of future land-use conflicts, and where opportunity exists, improvement of existing adverse environmental conditions. Where existing uses cause, or are liable to cause, adverse impacts on the amenity of localities, it is important that future development does not prolong or accentuate such impacts but, instead, incorporates measures to improve amenity, particularly the amenity of land in a residential zone. Assessment of the potential environmental impacts of a development is a necessary precursor to determination of a suitable location if one exists within the policy area. It is also integral to good environmental design which achieves containment of undesirable impacts.

Some industrial, storage and other activities, due to their anticipated emission impacts, will need to be well removed from residential zone boundaries. Based on their greater recommended separation distances from housing, some will not be suitable anywhere in the policy area.

At the same time, the policy area's economic function and vitality relies on fostering and developing a range of viable and efficient industrial and commercial activities. Fulfilment of this aim depends, in part, on preventing the encroachment on sites suitable for a wider range of industries (by virtue of greater separation from residential areas) by uses (eg certain offices) likely to be incompatible with, or require protection from, the impacts of such industries. Conversely, any commercial, light industrial or other activities likely to be adversely affected by general industries are appropriate at or near the periphery of the policy area (provided they are compatible with the use of adjoining zones).

The policy area is an area catering for a wide range of environmentally-responsible industries and other businesses, and providing employment opportunities that are sustainable in the long term.

Appropriate location and development of new activities and progressive improvement of site conditions will serve to buffer and protect the amenity of surrounding residential areas from adverse effects of industrial and other operations. In order to protect the amenity of land in a residential zone, development needs to be carefully designed and located.

It is also important that streetscapes, particularly along arterial roads and involving landmark sites, form an attractive and impressive entry to the area.

### Precinct 4 Industry Interface

This precinct identifies land in close proximity to the residential zone. It does not envisage development that has the potential to detrimentally affect the amenity of land in the residential zones by virtue of its nature, intensity, emissions, discharges, height, scale, design or appearance, or generation of heavy traffic.

This area is more focused towards and suitable for warehouses, offices, storage, consulting rooms, small-scale shops and offices, and low-impact industrial uses, which are compatible with nearby uses.

The precinct is not suitable for development likely to generate excessive traffic in residential streets, particularly during normal sleeping hours, such as road transport oriented activities and depots involving heavy vehicles which are likely to cause significantly increased traffic movement in the locality, thereby impair the amenity of land in a residential zone. Built form and scale in the precinct should respect the neighbouring residential development with buildings generally being of one storey.

## PRINCIPLES OF DEVELOPMENT CONTROL

### Land Use

- 1 The following forms of development are envisaged in the policy area:
  - commercial uses
  - industry
  - office
  - storage
  - warehouse.
- 2 Development should be located, designed and accommodate activities of a scale and intensity to minimise undesirable impacts on the environment and the locality.
- 3 Industrial development, service trade premises or a motor repair station should be located only where noise, odour and other air quality emissions satisfy relevant environmental performance standards, especially those set out in Environment Protection Policies.
- 4 Bulky goods outlets should be restricted to sites with a frontage to South Road.

### Form and Character

- 5 Development should not be undertaken unless it is consistent with the desired character for the policy area.
- 6 Buildings not located within **Precinct 4 Industry Interface** should:
  - (a) not exceed 2 storeys or 10 metres in height above natural ground surface level, except where located within 20 metres of a residential zone in which case the building height should not exceed one storey or 6 metres. The height of a wall along a side property boundary (unless coinciding with a residential zone boundary) should not exceed 6 metres unless the nearest wall on adjoining land is greater than 6 metres in height and faces the same property boundary.
  - (b) not exceed 50 per cent site coverage

- (c) building facades to public roads or residential zones should incorporate design elements and articulation to add visual interest and avoid large blank walls
  - (d) external walls should be of a design, form, colours and finishes that enhance the appearance of the building. This may be achieved if any metal cladding on the building façade does not exceed 50 per cent of the area of the building façade (inclusive of doors and windows), and is of colorbond or similar pre-coloured sheeting
  - (e) generally not exceed 10 metres except a building height of more than 10 metres may be appropriate on land at the intersections of South Road with Daws Road or Raglan Avenue, to enable the development of landmark buildings on these sites
  - (f) walls of a building may be sited on side and/or rear boundaries, except where coinciding with a residential zone boundary
  - (g) where they face or are in close proximity to residential zones, have external walls:
    - (i) not of metal cladding
    - (ii) not contain openings, doors or fenestration, nor be of a type of construction that would result in transmission of noise across the zone boundary.
- 7 Development should provide landscaped areas comprising at least 10 per cent of the site area and having a minimum width of 1 metre or 3 metres where the site abuts a road, a reserve or a residential zone.
- 8 Advertisements and/or advertising hoardings should satisfy all of the following:
- (a) no more than one free-standing advertisement appurtenant to a building (including a multi-tenanted building) or no more than one advertisement attached to or displayed on the side or rear of a building.
  - (b) advertisement area of a freestanding advertisement should not exceed:
    - (i) 4 square metres per face
    - (ii) 6 square metres per face if the free-standing advertisement contains more than one panel
    - (iii) if the site abuts South Road:
      - (A) an advertising area (per face) equivalent to (i) or (ii) above plus an additional 0.25 square metres for every metre of South Road frontage of the subject land (inclusive of the corner cut-off)
      - (B) 12 square metres total advertising area.

## PRECINCT SPECIFIC PROVISIONS

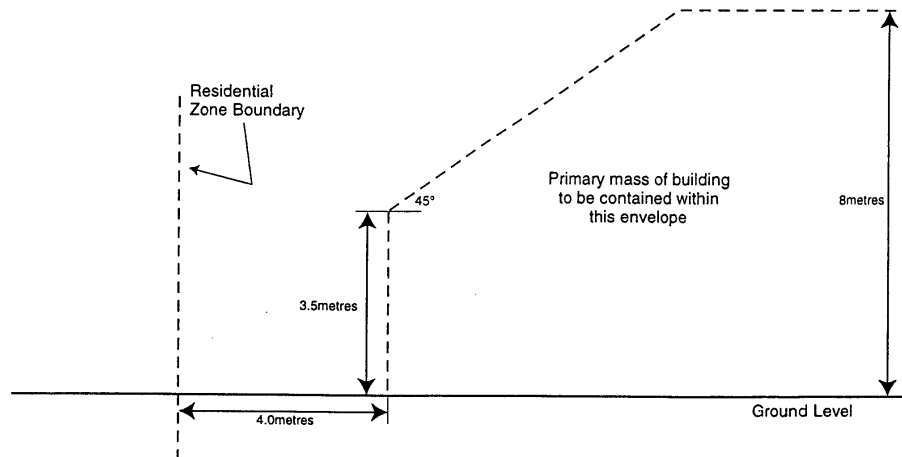
Refer to the [Map Reference Tables](#) for a list of the maps that relate to the following precinct.

### Precinct 4 Industry Interface

- 9 Development should not be undertaken unless it is consistent with the desired character for the precinct.
- 10 The following forms of development are envisaged in the precinct:
- consulting room
  - low-impact industrial use

- office
- storage
- warehouse.

- 11 Buildings should not exceed 8 metres in height from natural ground level.
- 12 Buildings adjacent residential zones should be of a height and scale to protect the residential amenity of neighbouring dwellings and their private open space and be setback from side and rear boundaries so that no part of the building extends beyond the building envelope shown in the figure below:



- 13 Advertisements and/or advertising hoardings should satisfy both of the following:
- (a) be not orientated and/or located so that they face a residential zone
  - (b) not exceed 6 metres in height or the height of a nearby building on the subject land, whichever is the lesser.

## Winery Policy Area 8

Refer to the [Map Reference Tables](#) for a list of the maps that relate to this policy area.

### OBJECTIVES

- 1 A policy area accommodating winery development comprising wine processing, storage and sales with associated hospitality and tourist facilities.
- 2 Development that contributes to the desired character of the policy area.

### DESIRED CHARACTER

Potentially intrusive activities can be directed, and processes managed and treated, in such a manner to minimise noise and odour impacts. The winery operations must meet standards applicable at an industrial/residential interface, and the site presentation and management must continue to be responsive and appropriate to its setting on the edge of a living area. In respect to further winery and related development in the policy area, surrounding residential uses need to be protected from unreasonable noise and other impacts by locating, designing and managing such development in a sensitive manner to ensure minimal exposure to potential nuisance.

However, the nature of the wine-making industry, with its intensive crushing and processing, particularly over the grape harvest season, will inevitably lead to impacts. These occur, necessarily, over an extended duration involving goods handling and transport movements on-site, over which little effective noise control can be exerted.

Grape and fruit products used for juicing at the winery are sourced from regions throughout the State. Given the perishable nature of those goods, and the critical timing in their harvesting and processing, bulk juice, grape and fruits must be accepted and processed immediately upon receipt at the winery. Hence, in harvest season, goods delivery and processing can be anticipated at any time from early morning to late evening.

Fixed plant noise sources from the winery operations must, however, be contained to within acceptable limits.

The site appearance will be upgraded with buildings renovated, landscaping areas supplemented, surfacing of heavy vehicle hard-stand areas formalised and upgraded, and storage areas and service yards screened from public view. All goods handling, especially loading and unloading, must be undertaken solely on-site and not lead to disruption of residential amenity or compromise the safety and convenience of traffic movement on adjoining roads.

The [Concept Plan Map Mar/6 - Winery Site Development](#) sets out the overall expectations for the development of the policy area and, in particular, the constraints on heavy vehicle access and movement for using particular routes only and the confinement of future development and land use activity to defined building envelopes.

### PRINCIPLES OF DEVELOPMENT CONTROL

#### Land Use

- 1 The following forms of development are envisaged in the policy area:
  - hospitality and tourist facilities ancillary to the winery
  - storage and sale of wines and other beverages produced on-site
  - winery and promotion of wine making.

- 2 Hospitality facilities should be confined to the original Patritti residence, and the site of the adjoining building envelope shown, and be:
  - (a) limited to the promotion of wine-making and for the education and enjoyment of winery patrons and visitors
  - (b) where these involve shop sales and tea rooms or catering facilities, ancillary only to the visual displays and not occupy a total floor space greater than 150 square metres, exclusive of informal outdoor grassed or seating areas.

#### Form and Character

- 3 Development should not be undertaken unless it is consistent with the desired character for the policy area.
- 4 Development should be carried out in accordance with the concepts shown on [Concep Plan Map Mar/6 - Winery Site Development.](#)
- 5 New buildings should be in a form which complements the Patritti residence and reflects the predominantly single-storey residential scale that characterises Clacton Road.
- 6 The winery complex should not extend beyond the confines of the building envelope shown and:
  - (a) have a maximum building height not exceeding 2 storeys or 8 metres
  - (b) incorporate wall and roof structures designed to limit the escape of noise and not have any openings on their southern elevation.
- 7 Screen planting areas should have a minimum width of 8 metres.



## PROCEDURAL MATTERS

### Complying Development

Complying developments are prescribed in Schedule 4 of the *Development Regulations 2008*.

### Non-complying Development

Development (including building work, a change in the use of land, or division of an allotment) for the following is non-complying:

| Form of Development   | Exceptions  |
|---|---|
| Advertisement and/or advertising hoarding   | Except where the advertisement and/or advertising hoarding achieves any one of the following: <ul style="list-style-type: none"> <li>(a) it is attached to a building or structure where the height of the advertisement does not exceed the height of the roof of the walls or parapet of the building or structure by more than 2 metres</li> <li>(b) it is freestanding and has a height not exceeding 10 metres</li> <li>(c) it is located on a side or rear wall facing and not within 50 metres of an abutting residential zone.</li> </ul> |
| Amusement machine centre  |   |
| Buildings greater than two storeys or 10 metres in height located within Industry/Commerce Policy Area 4. |   |
| Caravan park  |   |
| Cemetery  |   |
| Community centre  |   |
| Consulting room   | Except where located within <b>Precinct 4 Industry Interface</b> .  |
| Dwelling  | Except where it is: <ul style="list-style-type: none"> <li>(a) ancillary to and in association with industrial development</li> <li>(b) located on the same allotment.</li> </ul>   |
| Educational establishment   | Except where it is: <ul style="list-style-type: none"> <li>(a) ancillary to and in association with industrial development</li> <li>(b) located on the same allotment.</li> </ul>   |
| Horticulture  |   |
| Hospital  |   |
| Hotel   |   |
| Intensive animal keeping  |   |
| Motel   |   |
| Nursing home  |   |

| Form of Development   | Exceptions   |
|---|--|
| Office  | Except where either (a) or (b) are satisfied:<br>(a) the office is located within <b>Industry/Commerce Edwardstown Policy Area 5</b><br>(b) within all other areas of the zone, the office is:<br>(i) ancillary to and in association with industrial development<br>(ii) located on the same allotment.   |
| Pre-school  |  |
| Prescribed mining operations  |  |
| Place of worship  |  |
| Road transport terminal located within <b>Winery Policy Area 8.</b> |  |
| Shop or group of shops  | Except where it achieves one of the following:<br>(a) it is located outside of the <b>Industry/Commerce Policy Area 4</b> and the gross leasable area is 250 square metres or less<br>(b) it is located within the <b>Industry/Commerce Policy Area 4</b> and it achieves one of the following:<br>(i) the gross leasable area is 150 square metres or less<br>(ii) it is a bulky goods outlet<br>(c) it is a bulky goods outlet and is located within the <b>Industry/Commerce Edwardstown Policy Area 5.</b> |
| Special industry  |  |
| Stock sales yard  |  |
| Stock slaughter works   |  |
| Tourist accommodation   |  |
| Waste reception, storage, treatment or disposal                     | Except where it is in the form of a recycling collection depot.  |
| Wrecking yard located within <b>Winery Policy Area 8.</b>           |  |

## Public Notification

Categories of public notification are prescribed in Schedule 9 of the Development Regulations 2008.

Further, the following forms of development (except where the development is non-complying) are designated:

| Category 1  | Category 2  |
|---|---|
| Bank or office within <b>Industry/Commerce Policy Area 4</b> or within the <b>Industry/Commerce Edwardstown Policy Area 5</b> | Shop or group of shops where the gross leasable area is 250 square metres or less within <b>Winery Policy Area 8.</b> |
| Consulting room where located within <b>Precinct 4 Industry Interface.</b>  | Winery and facilities associated with the promotion and display of wine within <b>Winery Policy Area 8.</b>           |

## Commercial Zone

Refer to the [Map Reference Tables](#) for a list of the maps that relate to this zone.

### OBJECTIVES

- 1 A zone accommodating a range of commercial and business land uses.
- 2 Development that minimises any adverse impacts upon the amenity of the locality within the zone.

### PRINCIPLES OF DEVELOPMENT CONTROL

#### Land Use

- 1 The following forms of development are envisaged in the zone:
  - bulky goods outlet
  - consulting room
  - motor vehicle related business other than wrecking yard
  - office
  - petrol filling station
  - service trade premises
  - shop with a gross leasable area of 250 square metres or less, except within the **Darlington Policy Area 6**
  - store
  - warehouse.
- 2 Development listed as non-complying is generally inappropriate.
- 3 Retail development in the zone should not hinder the development or function of any centre zone.

#### Land Division

- 4 Land division should not create additional allotments but facilitate the amalgamation of sites so that better integration with adjoining sites in terms of shared access points, driveways, parking areas and pedestrian connections can be achieved.

## Marion Road Policy Area 1

Refer to the [Map Reference Tables](#) for a list of the maps that relate to this policy area.

### OBJECTIVES

- 1 Development having traffic generating characteristics and design so as to not compromise the arterial road function of Marion Road.
- 2 Development that enhances the visual qualities and streetscape of the Marion Road corridor.
- 3 A policy area where development provides an appropriate transition and visual and acoustic buffers between non-residential and residential use in adjoining zones.
- 4 Development that contributes to the desired character of the policy area.

### DESIRED CHARACTER

The non-residential development in the policy area fulfils a significant local servicing role to the Marion council area and particularly to local residents. The policy area is to be further developed and upgraded by relatively small-scale, low-intensity uses with high design qualities and management measures to enhance the streetscape and to protect residential amenity in adjacent residential zones. The intensity, floor size, scale and height of development therefore needs to provide for an appropriate transition to residential uses. High impact uses, such as the petrol filling station at 646 Marion Road and the fitness centre at Plympton, are not to be expanded but, rather, further development seek to reduce such impacts and improve residential amenity.

The architectural style and finishes of building development are to be imaginative and creative, but are expected to exhibit an overall domestic scale and character.

Off-street car parking areas will be located at grade and be designed and landscaped to present an attractive view from public roads, particularly Marion Road, with servicing and loading areas screened from general public view.

### PRINCIPLES OF DEVELOPMENT CONTROL

#### Land Use

- 1 The following forms of development are envisaged in the policy area:
  - bulky goods outlet
  - community uses
  - consulting rooms
  - indoor entertainment facilities
  - motor vehicle related activities
  - office
  - recreation facilities
  - service trade premises.

- 2 The gross leasable floor area of the following forms of development should be limited to that shown in the table below:

| Form of development                 | Maximum gross leasable floor area (square metres) |
|-------------------------------------|---|
| Bulky goods outlet                  | 300   |
| Community uses                      | 250   |
| Consulting room                     | 250   |
| Office                              | 250   |
| Service trade premises              | 300   |
| Shop (excluding bulky goods outlet) | 150   |

- 3 Higher traffic volume generating development including take-away food, most shop types and motor fuel outlets should not be established. Further development of existing uses of this kind should not involve an extension in the existing floor area.

#### Form and Character

- 4 Development should not be undertaken unless it is consistent with the desired character for the policy area.
- 5 Buildings should not exceed 2 storeys or 8 metres in height above natural ground surface level.
- 6 Development adjacent residential zones should incorporate all of the following:
- (a) a minimum 6 metre setback for buildings from the zone boundary
  - (b) visual and acoustic buffer features
  - (c) landscaped areas having a minimum width of 2 metres
  - (d) 2 metre high fencing
  - (e) screened or obscured building openings.
- 7 Development should provide landscaped areas comprising at least 10 per cent of the site area and having a minimum width of 1 metre.

## South Road Policy Area 2

Refer to the [Map Reference Tables](#) for a list of the maps that relate to this policy area.

### OBJECTIVES

- 1 Development having traffic generating characteristics and design so as to not compromise the arterial road function of South Road.
- 2 Development comprising lower impact uses or activities to provide a transition between development fronting South Road and residential use in adjoining residential zones.
- 3 Development that enhances the appearance of the policy area, particularly the streetscape of the South Road corridor.
- 4 Development that contributes to the desired character of the policy area.

### DESIRED CHARACTER

Development along South Road is highly commercialised and provides an important servicing role to local, neighbourhood and significant district and metropolitan wide population. It contains a major concentration of motor vehicle related uses, service trade premises and bulky goods outlets. Due of the importance of South Road as a major arterial road, new development must be consistent with its arterial road function.

The intensity, floor size, scale and height of development needs to provide for an appropriate transition to residential uses, with medium levels away from residential zoning and low levels in near proximity to residential zones.

The architectural style and finishes of building development will be varied and display high aesthetic qualities to enhance the visual character of the locality.

### PRINCIPLES OF DEVELOPMENT CONTROL

#### Land Use

- 1 The following forms of development are envisaged in the policy area:
  - bulky goods outlet
  - indoor recreation and leisure facilities
  - light industry
  - motor vehicle related activities
  - service industry
  - service trade premises
  - small-scale office
  - storage uses
  - transport related activities
  - wholesale uses.

- 2 The gross leasable floor area of the following forms of development should be limited to that shown in the table below:

| Form of development                            | Maximum gross leasable floor area (square metres) |
|--|---|
| Consulting room                                | 250   |
| Office - north of Cross Road                   | 450   |
| Office - south of Cross Road                   | 250   |
| Restaurant                                     | 300   |
| Shop (excluding restaurant, bulk goods outlet) | 150   |

### Form and Character

- 3 Development should not be undertaken unless it is consistent with the desired character for the policy area.
- 4 Buildings should not exceed 2 storeys or 10 metres in height above natural ground surface level, except where located within 20 metres of a residential zone in which case the building height should not exceed one storey or 6 metres.
- 5 Development adjacent residential zones should incorporate all of the following:
- (a) a minimum 6 metre setback for buildings from the zone boundary
  - (b) visual and acoustic buffer features
  - (c) landscaped areas having a minimum width of 2 metres
  - (d) 2 metre high fencing
  - (e) screened or obscured building openings.
- 6 Development should provide landscaped areas comprising at least 10 per cent of the site area and having a minimum width of 1 metre.
- 7 Development at Clovelly Park should be carried out in accordance with [Concept Plan Map Mar/1 - Clovelly Park Centre and Commercial](#).
- 8 Development on sites fronting Janet Street should be orientated either to South Road or Janet Street, but not to York Avenue, with access points being carefully positioned to minimise the potential for traffic movement through the adjoining residential zones.

### PRECINCT SPECIFIC PROVISIONS

Refer to the [Map Reference Tables](#) for a list of the maps that relate to the following precinct.

#### Precinct 1 Edwardstown Activity Centre Fringe

- 9 Development should primarily be for bulky goods outlets which do not compromise the function of the adjoining **Activity Centre**.

## Sturt/Marion Road Corner Policy Area 3

Refer to the [Map Reference Tables](#) for a list of the maps that relate to this policy area.

### OBJECTIVES

- 1 A policy area primarily accommodating low traffic generating commercial land uses including offices, consulting rooms and associated retail areas and residential uses associated with non residential uses.
- 2 A high standard of development which promotes innovative building design and landscaping to enhance the character and amenity of the locality.
- 3 Development that minimises adverse effects on adjoining residential areas.
- 4 Development that contributes to the desired character of the policy area.

### DESIRED CHARACTER

The policy area relates to the land on the corner of Sturt Road and Marion Road which is a key landmark/entrance site for the City of Marion. Development in this policy area will be distinctive and of high architectural and landscape quality to reflect the significance of the location and to improve the amenity of the locality.

The site will be developed for a range of low traffic generating and low key commercial land uses. Residential use may be appropriate in conjunction with the non residential uses. The future use of the land will need to have regard to constraints in regard to traffic access and to take into account future road widening requirements on Sturt Road.

New development and changes in land use will have regard to the use and enjoyment of the residential properties located at the rear of the site. It is envisaged that car parking will be located behind the building frontage and servicing and loading areas are to be screened from public view.

### PRINCIPLES OF DEVELOPMENT CONTROL

#### Land Use

- 1 The following forms of development are envisaged in the policy area:
  - consulting room
  - office
  - shop in association with consulting room or office
  - residential in association with a non residential use.
- 2 The gross leasable floor area of all shop uses should be limited to 250 square metres.

#### Form and Character

- 3 Development should not be undertaken unless it is consistent with the desired character for the policy area.
- 4 Buildings should not exceed 2 storeys or 10 metres above natural ground level except where located within 15 metres of a residential zone in which case the building height should not exceed 8 metres and where undercroft parking is proposed, the ground floor level should not exceed 0.8 metres above natural ground level.



- 5 Development adjacent the residential zone should incorporate all of the following:
  - (a) a minimum 6 metre setback for buildings from the zone boundary
  - (b) visual and acoustic buffer features
  - (c) landscaped areas having a minimum width of 2 metres
  - (d) 2 metre high fencing
  - (e) screened or obscured building openings.
- 6 Development should provide landscaped areas comprising at least 10 per cent of the site area and having a minimum width of 1 metre.

## Darlington Policy Area 6

Refer to the [Map Reference Tables](#) for a list of the maps that relate to this policy area.

### OBJECTIVES

- 1 A policy area providing a range of facilities to meet the shopping and business needs of the surrounding neighbourhood and commercial and light industry activities.
- 2 Development that does not compromise the arterial road function of Main South Road.
- 3 Development that enhances the appearance of the policy area.
- 4 Development that contributes to the desired character of the policy area.

### DESIRED CHARACTER

Development in the area along Main South Road at Darlington is highly commercialised and provides an important local and regional service role. It contains a mixture of commercial, retail and service trade premises located between Main South Road and the Southern Expressway. New development is encouraged to intensify activity while improving the appearance of the policy area to passing traffic.

Retail development should be of a neighbourhood scale and provide a maximum gross leasable floor area of 4500 square metres across the policy area, not including the floor area associated with bulky goods outlets.

Due of the importance of Main South Road as a major arterial road, new development must be consistent with its arterial road function.

The architectural style and finishes of building development will be varied and display high aesthetic qualities to enhance the visual character of the locality.

### PRINCIPLES OF DEVELOPMENT CONTROL

#### Land Use

- 1 The following forms of development are envisaged in the policy area:
  - bulky goods outlet
  - light industry
  - motor vehicle related activities
  - office
  - service industry
  - service trade premises
  - shop, other than a bulky goods outlet, with a gross leasable floor area less than 500 square metres
  - store
  - storage uses
  - transport related activities
  - warehouse.

#### Form and Character

- 2 Development should not be undertaken unless it is consistent with the desired character for the policy area.
- 3 Buildings should not exceed 3 storeys or 12 metres in height above natural ground surface level.

- 4 Development should be undertaken in accordance with the following parameters and requirements:
  - (a) no additional vehicle access points should be created onto Main South Road
  - (b) minimise its impact on the existing traffic network
  - (c) improve the level of integration and visual amenity within the zone
  - (d) non-residential buildings are setback at least 6 metres from the boundary of any zone with more sensitive envisaged uses.
- 5 Development should provide landscaped areas comprising at least 10 per cent of the site area and having a minimum width of 1 metre.

#### Land Division

- 6 Land division should create allotments that:
  - (a) are of a size and shape suitable for the intended use
  - (b) have an area of 1200 square metres or more, unless intended for a specific purpose consistent with the zone provisions and for which a suitable lesser site area requirement can be demonstrated
  - (c) have a frontage to a public road of at least 20 metres.

## PROCEDURAL MATTERS

### Complying Development

Complying developments are prescribed in Schedule 4 of the *Development Regulations 2008*.

### Non-complying Development

Development (including building work, a change in the use of land, or division of an allotment) for the following is non-complying:

| Form of Development   | Exceptions   |
|---|--|
| Advertisement and/or advertising hoarding   | Except where the advertisement and/or advertising hoarding achieves any one of the following: <ul style="list-style-type: none"> <li>(a) it is attached to a building or structure where the height of the advertisement does not exceed the height of the roof of the walls or parapet of the building or structure by more than 2 metres</li> <li>(b) it is freestanding and has a height not exceeding 8 metres</li> <li>(c) it is located on a side or rear wall facing and not within 50 metres of an abutting residential zone.</li> </ul> |
| Buildings greater than 2 storeys or 8 metres in height located within <b>Marion Road Policy Area 1</b> .                          |  |
| Buildings greater than 2 storeys or 10 metres in height located within <b>South Road Policy Area 2</b> .                          |  |
| Caravan park  |  |
| Cemetery  |  |
| Consulting room of 250 square metres or more located within <b>Marion Road Policy Area 1</b> or <b>South Road Policy Area 2</b> . |  |
| Dwelling  | Except where both of the following apply <ul style="list-style-type: none"> <li>(a) it is located within <b>Sturt/Marion Road Corner Policy Area 3</b></li> <li>(b) the dwelling is in association with a non-residential use.</li> </ul>  |
| Educational establishment   |  |
| Farm building   |  |
| Farming   |  |
| Fuel depot  |  |
| General industry  |  |
| Horticulture  |  |
| Hospital  |  |
| Intensive animal keeping  |  |
| Major public service depot  |  |

| Form of Development   | Exceptions   |
|---|--|
| Nursing home  |  |
| Office where the following applies:   |  |
| (a) within <b>Marion Road Policy Area 1</b> and having a gross leasable area of 250 square metres or more |  |
| (b) within <b>South Road Policy Area 2</b> , where one of the following (i) or (ii) applies:              |  |
| (i) north of Cross Road and having a gross leasable area of 450 square metres or more                     |  |
| (ii) south of Cross Road and having a gross leasable area of 250 square metres or more.                   |  |
| Place of worship  |  |
| Pre-school  |  |
| Prescribed mining operations  |  |
| Road transport terminal   |  |
| Shop or group of shops  | <p>Except where it achieves one of the following:</p> <ul style="list-style-type: none"> <li>(a) a shop or group of shops with a gross leasable area of 250 square metres or less and is not located within <b>Marion Road Policy Area 1</b> or <b>South Road Policy Area 2</b></li> <li>(b) a shop or group of shops with a gross leasable area of 150 square metres or less, within <b>Marion Road Policy Area 1</b> or <b>South Road Policy Area 2</b></li> <li>(c) the shop is a restaurant within <b>South Road Policy Area 2</b> with a gross leasable area of 300 square metres or less</li> <li>(d) the shop is a bulky goods outlet</li> <li>(e) the shop is located within <b>Darlington Policy Area 6</b>.</li> </ul> |
| Special industry  |  |
| Stadium   |  |
| Stock sales yard  |  |
| Stock slaughter works   |  |
| Telecommunications facility   | Except where the telecommunications facility is 30 metres or less in height.   |
| Waste reception, storage, treatment, or disposal  |  |
| Welfare institution   |  |
| Winery  |  |
| Wrecking yard   |  |

## Public Notification

Categories of public notification are prescribed in Schedule 9 of the *Development Regulations 2008*.

Further, the following forms of development (except where the development is non-complying) are designated:

| Category 1  | Category 2 |
|---|------------|
| Motor showroom, used car lot or auction room where it is located outside of the <b>Sturt/Marion Road Corner</b><br><b>Policy Area 3</b> |            |

## TRANSITION TABLE - Marion

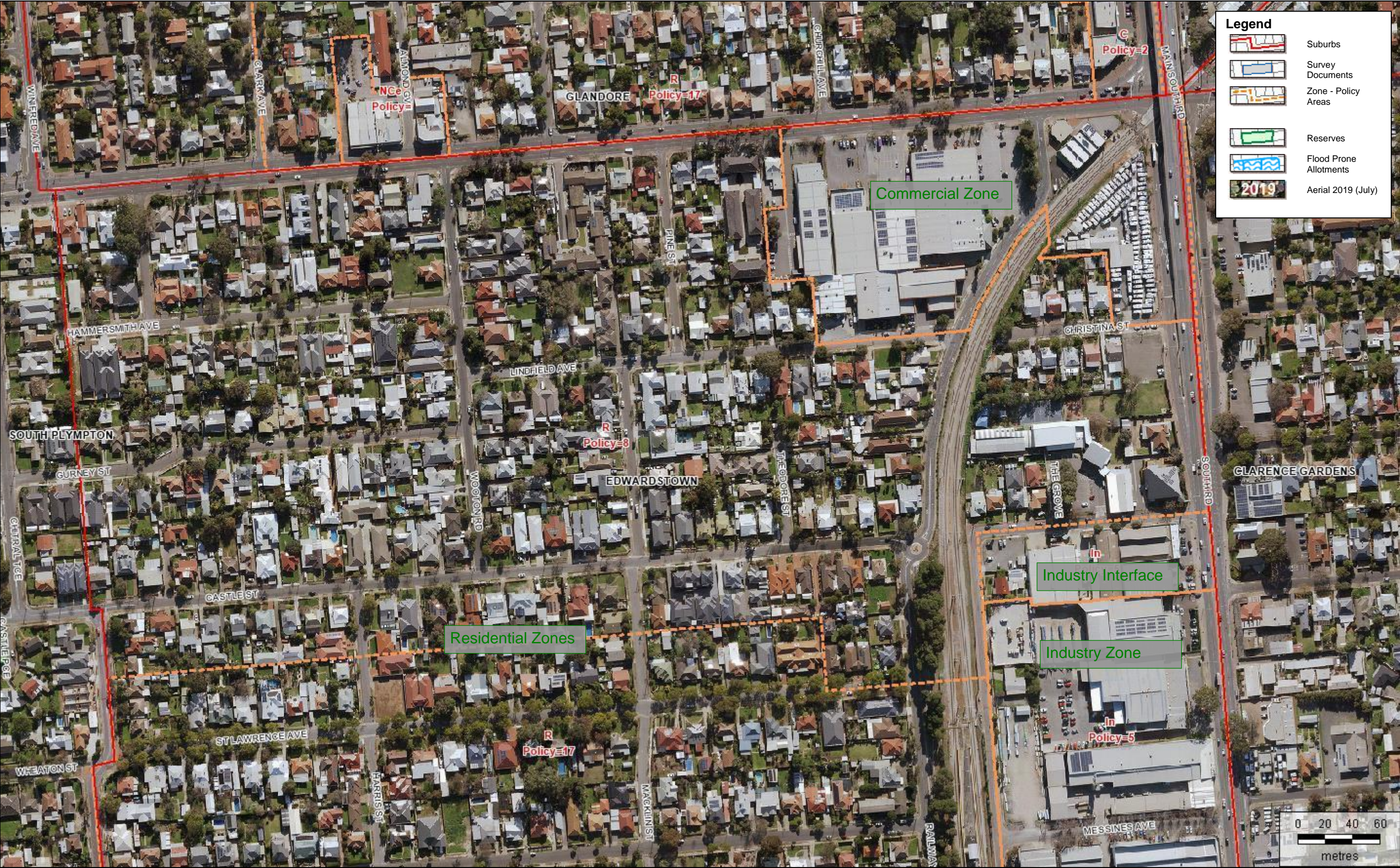
| Current Development Plan Zone  | Current Development Plan Policy Area        | Current Development Plan Precinct             | Planning & Design Code Zone   | Planning & Design Code Subzone | Key Relevant Overlays | Comments |
|--------------------------------|---|---|-------------------------------|--------------------------------|-----------------------|----------|
| Caravan and Tourist Park       |   |   | Caravan and Tourist Park      |                                |                       |          |
| Coastal Conservation           |   |   | Conservation                  |                                | Coastal Areas Overlay |          |
| Coastal Open Space             |   |   | Open Space                    |                                | Coastal Areas Overlay |          |
| Commercial                     | Darlington Policy Area 6                    |   | Suburban Employment           |                                |                       |          |
| Commercial                     | Marion Road Policy Area 1                   |   | Suburban Employment           |                                |                       |          |
| Commercial                     | South Road Policy Area 2                    | Edwardstown Activity Centre Fringe Precinct 1 | Suburban Employment           |                                |                       |          |
| Commercial                     | South Road Policy Area 2                    |   | Suburban Employment           |                                |                       |          |
| Commercial                     | Sturt/Marion Road Corner Policy Area 3      |   | Suburban Employment           |                                |                       |          |
| Commercial                     |   |   | Suburban Employment           |                                |                       |          |
| Community                      | Recreation                                  |   | Recreation                    |                                |                       |          |
| Community                      |   |   | Community Facilities          |                                |                       |          |
| Conservation                   |   |   | Conservation                  |                                |                       |          |
| Defence Establishment          |   |   | Infrastructure (Commonwealth) |                                |                       |          |
| District Centre                |   | Community Hallett Cove 2                      | Community Facilities          |                                |                       |          |
| District Centre                |   | Retail Core Hallett Cove 3                    | Suburban Activity Centre      |                                |                       |          |
| Hills Face                     |   |   | Hills Face                    |                                |                       |          |
| Industry                       | Industry/Commerce Edwardstown Policy Area 5 | Industry Interface Precinct 4                 | Suburban Employment           |                                |                       |          |
| Industry                       | Industry/Commerce Edwardstown Policy Area 5 |   | Employment                    |                                |                       |          |
| Industry                       | Industry/Commerce Policy Area 4             |   | Suburban Employment           |                                |                       |          |
| Industry                       | Winery                                      |   | Viticulture                   |                                |                       |          |
| Industry                       | Winery Policy Area 8                        |   | Employment                    |                                |                       |          |
| Industry                       |   |   | Employment                    |                                |                       |          |
| Local Centre                   |   |   | Suburban Activity Centre      |                                |                       |          |
| Metropolitan Open Space System |   | Worthing Mine Heritage                        | Open Space                    |                                |                       |          |
| Metropolitan Open Space System |   | Worthing Mine Recreation                      | Open Space                    |                                |                       |          |
| Metropolitan Open Space System |   |   | Open Space                    |                                |                       |          |

| Current Development Plan Zone | Current Development Plan Policy Area | Current Development Plan Precinct          | Planning & Design Code Zone             | Planning & Design Code Subzone | Key Relevant Overlays | Comments |
|-------------------------------|--------------------------------------|--|---|--------------------------------|-----------------------|----------|
| Mineral Extraction            |                                      |  | Resource Extraction                     |                                |                       |          |
| Mixed Use                     |                                      | Castle Plaza Environmental Assessment Area | Suburban Activity Centre                |                                |                       |          |
| Mixed Use                     |                                      | Limited Residential Development            | Business Neighbourhood                  |                                |                       |          |
| Mixed Use                     |                                      |  | Suburban Business and Innovation        |                                |                       |          |
| Neighbourhood Centre          |                                      |  | Suburban Activity Centre                |                                |                       |          |
| Open Space                    | Hallett Cove Buffer                  |  | Open Space                              |                                |                       |          |
| Open Space                    |                                      |  | Open Space                              |                                |                       |          |
| Primary Production            |                                      |  | Rural                                   |                                | Limited Land Division |          |
| Racecourse (Morphettville)    |                                      |  | Recreation                              |                                |                       |          |
| Regional Activity             |                                      |  | Education and Innovation                |                                |                       |          |
| Regional Centre               |                                      | Community Services Marion                  | Community Facilities                    |                                |                       |          |
| Regional Centre               |                                      | Northern Fringe Marion                     | Community Facilities                    |                                |                       |          |
| Regional Centre               |                                      | Retail Core Marion                         | Urban Activity Centre                   |                                |                       |          |
| Regional Centre               |                                      | Retail Support Marion                      | Urban Activity Centre                   |                                |                       |          |
| Residential                   | Cement Hill                          |  | Suburban Neighbourhood                  |                                |                       |          |
| Residential                   | Coastal                              |  | Suburban Neighbourhood (Low Density)    |                                | Coastal Areas Overlay |          |
| Residential                   | Foothills and Seaside                |  | Suburban Neighbourhood                  |                                |                       |          |
| Residential                   | Hills                                |  | Suburban Neighbourhood                  |                                |                       |          |
| Residential                   | Marion Plains                        |  | Suburban Neighbourhood                  |                                |                       |          |
| Residential                   | Medium Density                       |  | Suburban Neighbourhood                  |                                |                       |          |
| Residential                   | Northern                             |  | Suburban Neighbourhood                  |                                |                       |          |
| Residential                   | Oaklands Park                        |  | Suburban Neighbourhood                  |                                |                       |          |
| Residential                   | Racecourse                           |  | Suburban Neighbourhood (Low Density)    |                                |                       |          |
| Residential                   | Regeneration                         |  | Suburban Neighbourhood (Medium Density) |                                |                       |          |
| Residential                   | Residential Character                |  | Suburban Neighbourhood (Low Density)    |                                |                       |          |
| Residential                   | Southern                             |  | Suburban Neighbourhood                  |                                |                       |          |
| Residential                   | Watercourse                          |  | Residential Neighbourhood               |                                |                       |          |
| Residential                   | Worthing Mine                        |  | Suburban Neighbourhood                  |                                |                       |          |
| Suburban Activity Node        |                                      |  | Urban Neighbourhood                     |                                |                       |          |
| Suburban Activity Node        |                                      |  | Urban Neighbourhood                     |                                |                       |          |



| About this Document  | Disclaimer  |
|--|---|
| This map has been created for the purpose of showing basic locality information and is a representation of the data currently held by The City of Marion. This information is provided for private use only. | While every effort has been made to ensure the accuracy of the product, Council accepts no responsibility for any errors or omissions. Property boundary line network data is supplied by State Government. |

Map Width: 1019 m  
Created by dev  
Thursday, 26 September 2019





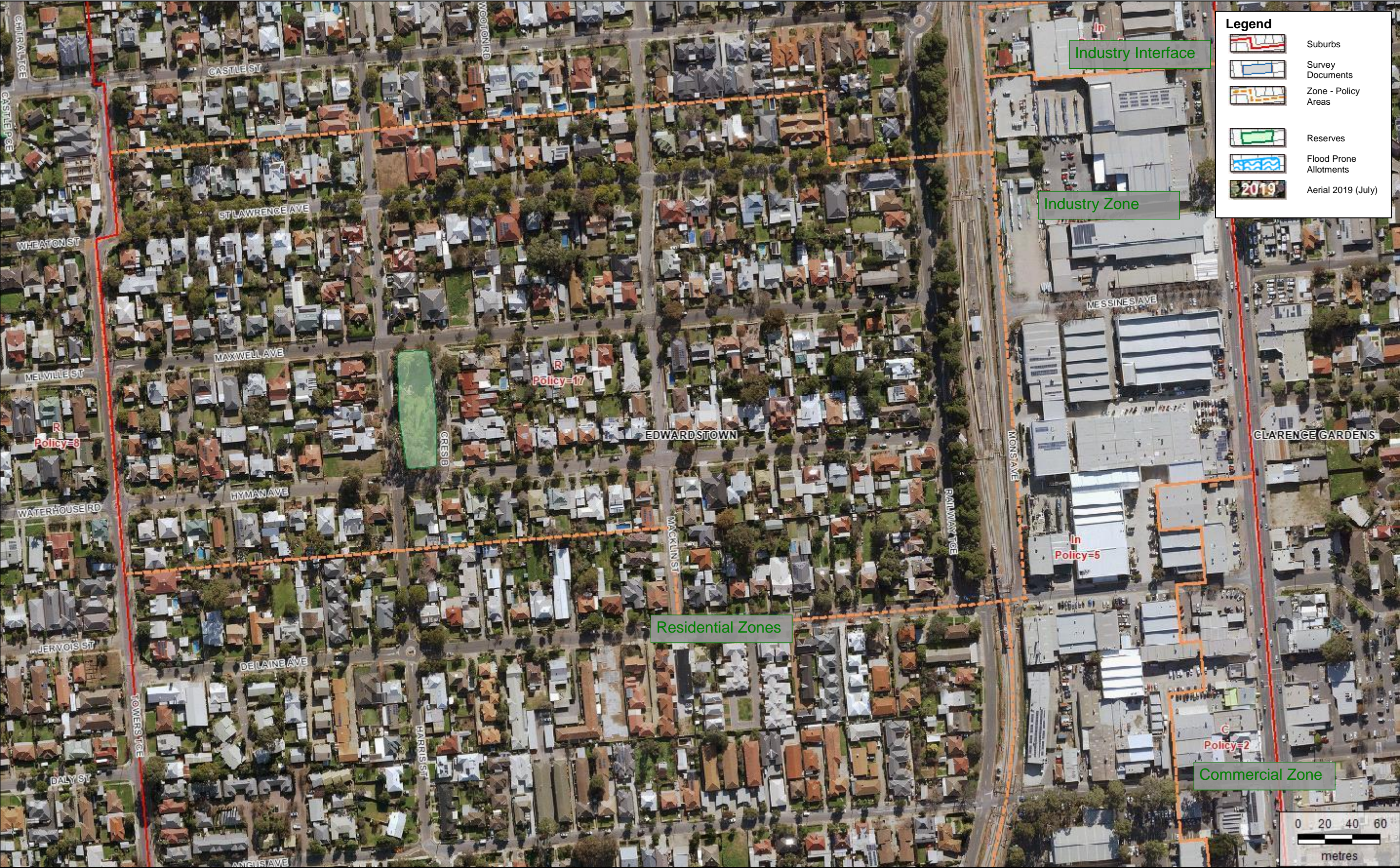
About this Document

This map has been created for the purpose of showing basic locality information and is a representation of the data currently held by The City of Marion. This information is provided for private use only.

Disclaimer

While every effort has been made to ensure the accuracy of the product, Council accepts no responsibility for any errors or omissions. Property boundary line network data is supplied by State Government.

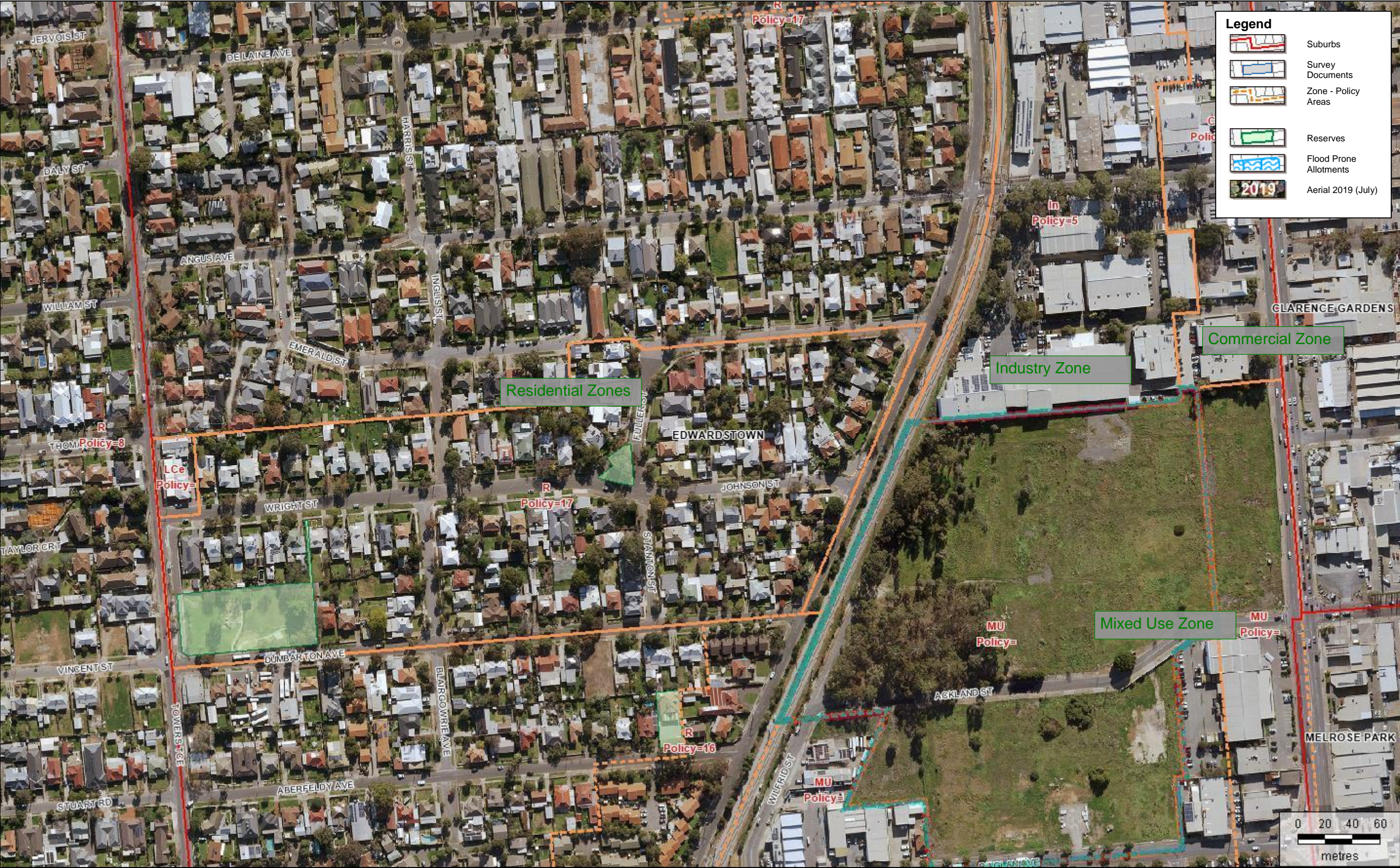
Map Width: 1019 m  
Created by dev  
Thursday, 26 September 2019





| About this Document  | Disclaimer  |
|--|---|
| This map has been created for the purpose of showing basic locality information and is a representation of the data currently held by The City of Marion. This information is provided for private use only. | While every effort has been made to ensure the accuracy of the product, Council accepts no responsibility for any errors or omissions. Property boundary line network data is supplied by State Government. |

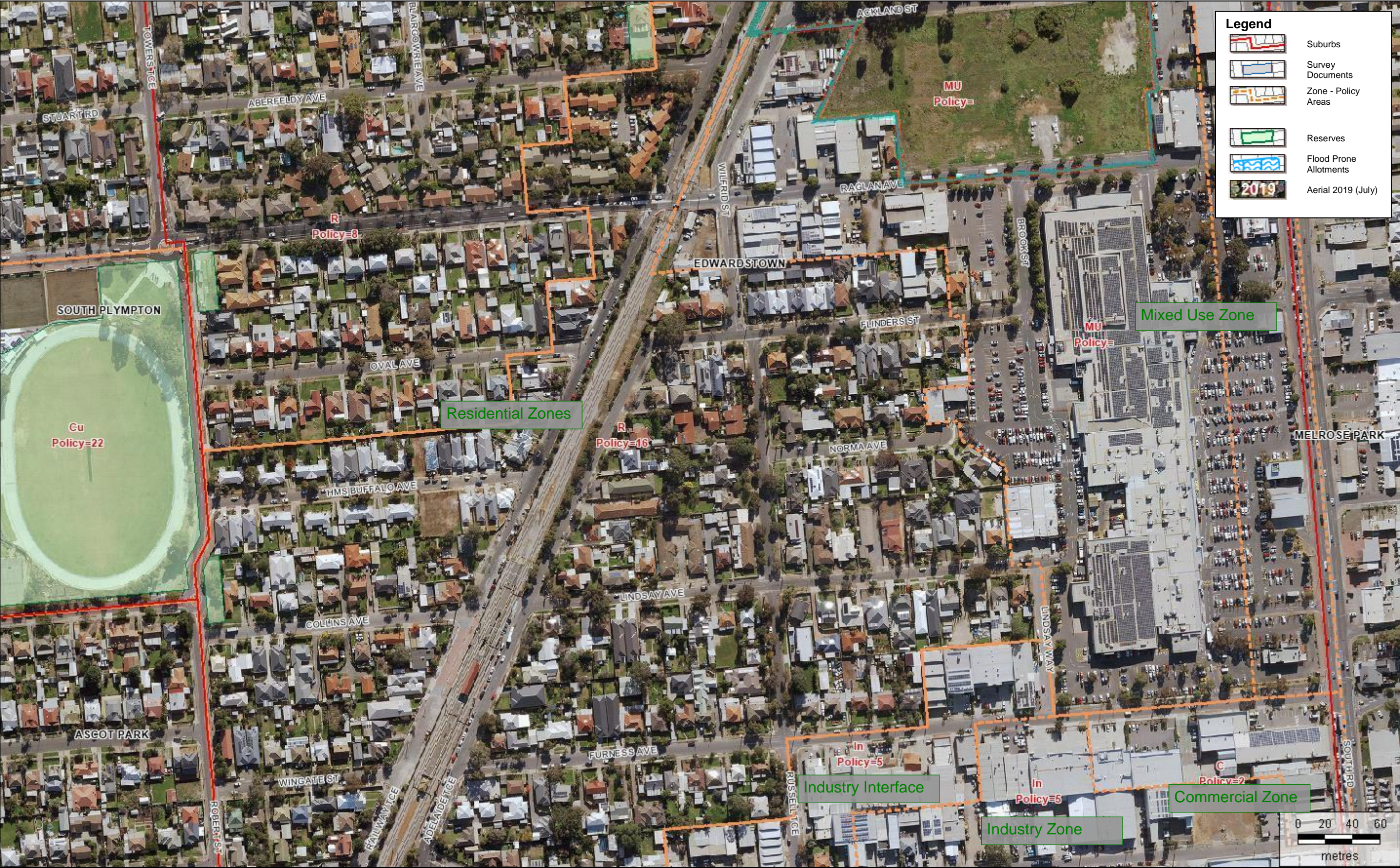
Map Width: 1019 m  
Created by dev  
Thursday, 26 September 2019





| About this Document  | Disclaimer  |
|--|---|
| This map has been created for the purpose of showing basic locality information and is a representation of the data currently held by The City of Marion. This information is provided for private use only. | While every effort has been made to ensure the accuracy of the product, Council accepts no responsibility for any errors or omissions. Property boundary line network data is supplied by State Government. |

Map Width: 1019 m  
Created by dev  
Thursday, 26 September 2019





| About this Document  | Disclaimer  |
|--|---|
| This map has been created for the purpose of showing basic locality information and is a representation of the data currently held by The City of Marion. This information is provided for private use only. | While every effort has been made to ensure the accuracy of the product, Council accepts no responsibility for any errors or omissions. Property boundary line network data is supplied by State Government. |

Map Width: 1017 m  
Created by dev  
Thursday, 26 September 2019





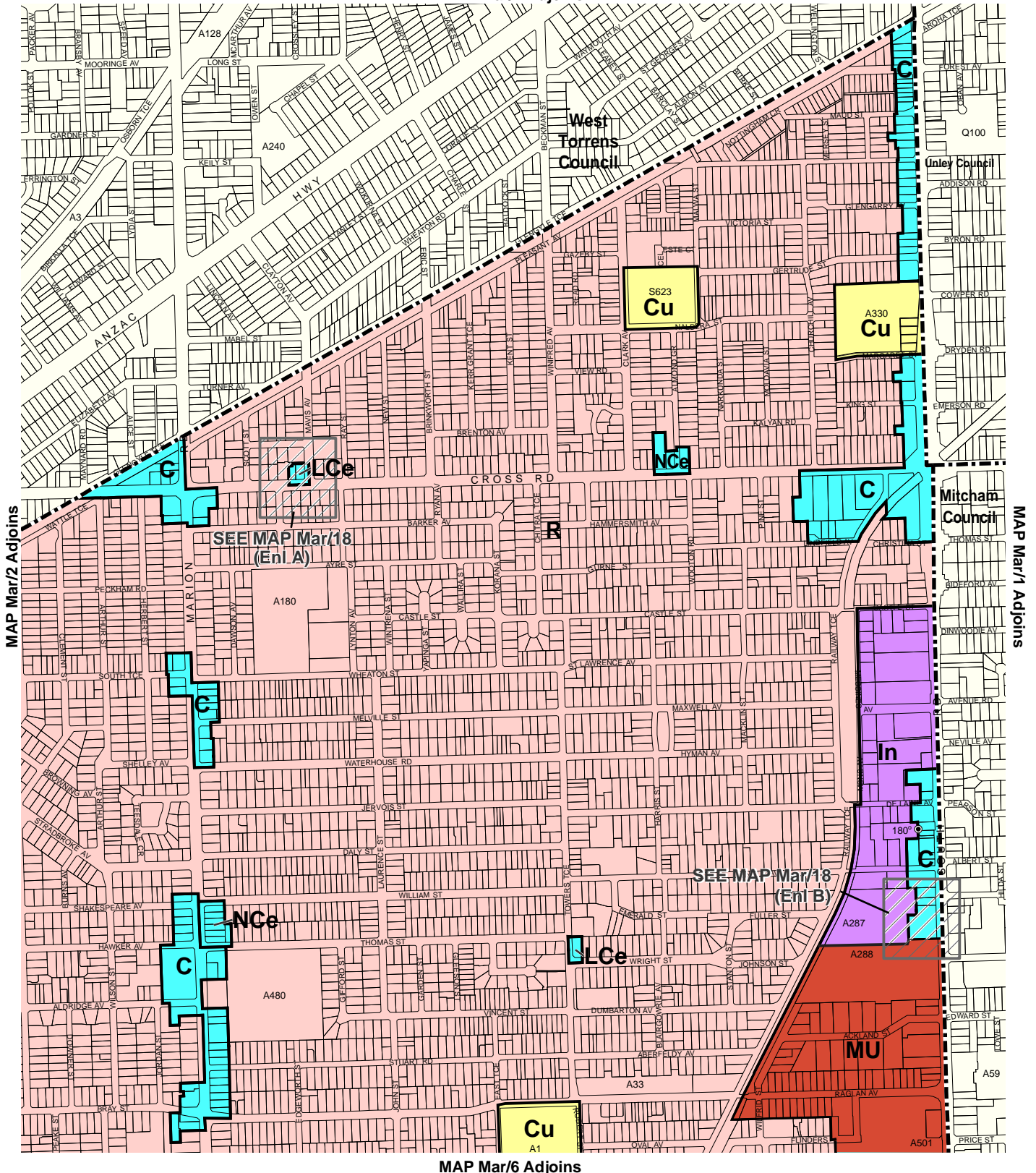
| About this Document  | Disclaimer  |
|--|---|
| This map has been created for the purpose of showing basic locality information and is a representation of the data currently held by The City of Marion. This information is provided for private use only. | While every effort has been made to ensure the accuracy of the product, Council accepts no responsibility for any errors or omissions. Property boundary line network data is supplied by State Government. |

Map Width: 1017 m  
Created by dev  
Thursday, 26 September 2019





MAP Mar/1 Adjoins



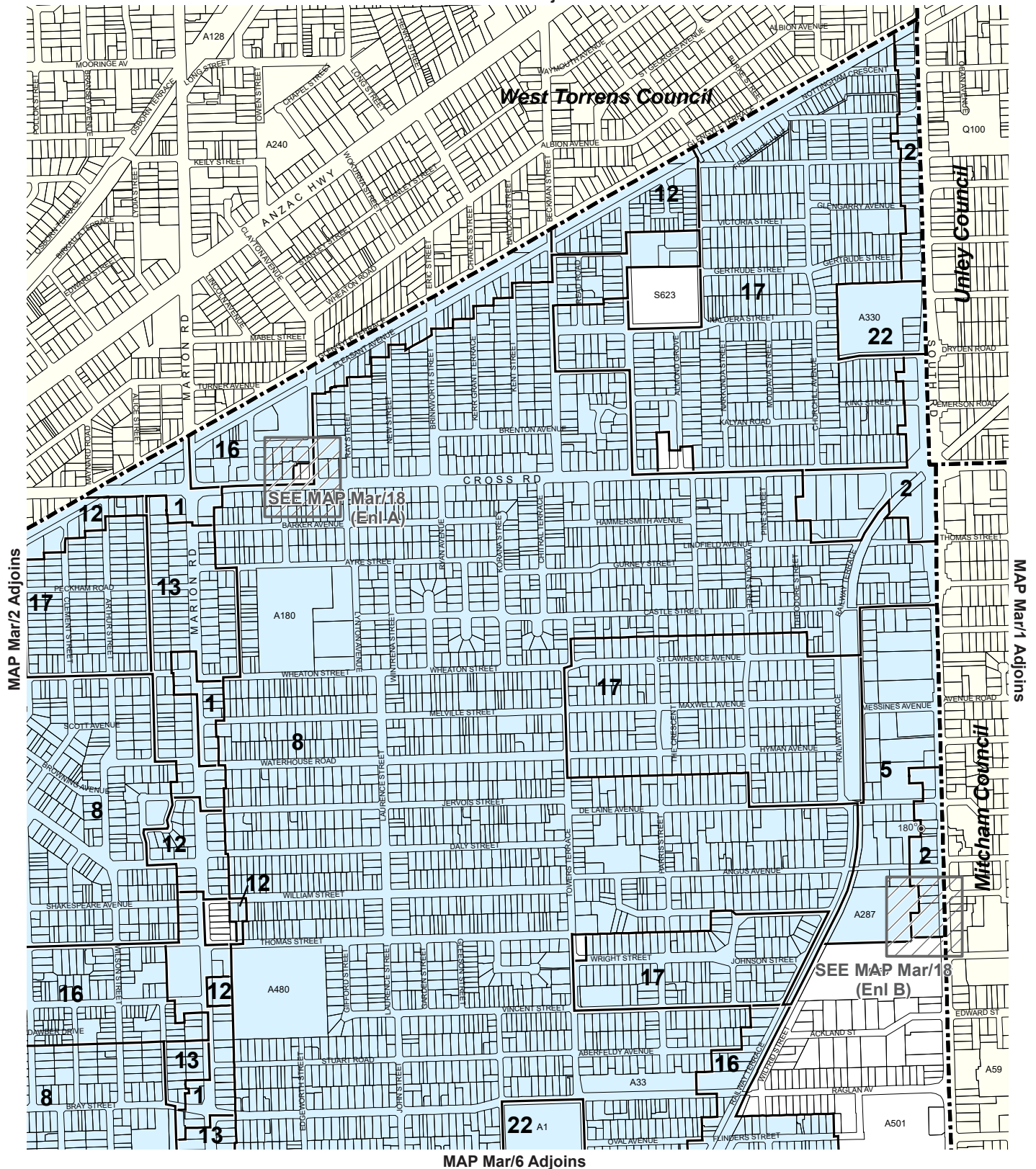
See enlargement map for accurate representation.  
 Lamberts Conformal Conic Projection, GDA94

- Zones**
- Commercial
  - Community
  - Industry
  - Local Centre
  - Neighbourhood Centre
  - Residential
  - Mixed Use
  - Zone Boundary
  - Development Plan Boundary



# Zone Map Mar/3

MAP Mar/1 Adjoins



See enlargement map for accurate representation.  
Lamberts Conformal Conic Projection, GDA94

#### Policy Area

- 1 Marion Road
- 2 South Road
- 5 Industry/Commerce Edwardstown
- 8 Marion Plains
- 12 Medium Density
- 13 Northern
- 16 Regeneration
- 17 Residential Character
- 22 Recreation

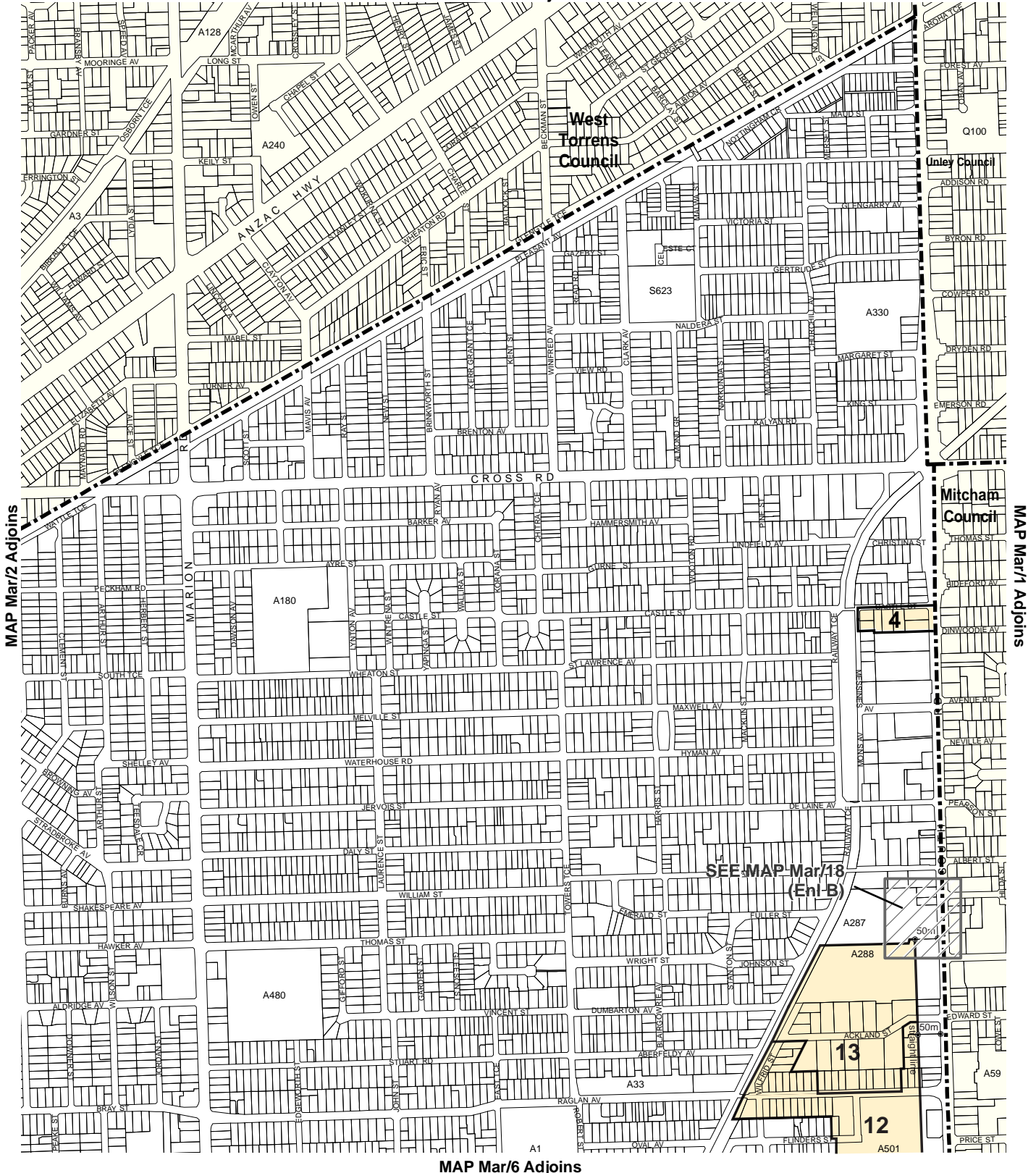


# Policy Area Map Mar/3

- Policy Area Boundary
- Development Plan Boundary



MAP Mar/1 Adjoins



See enlargement map for accurate representation.  
 Lamberts Conformal Conic Projection, GDA94

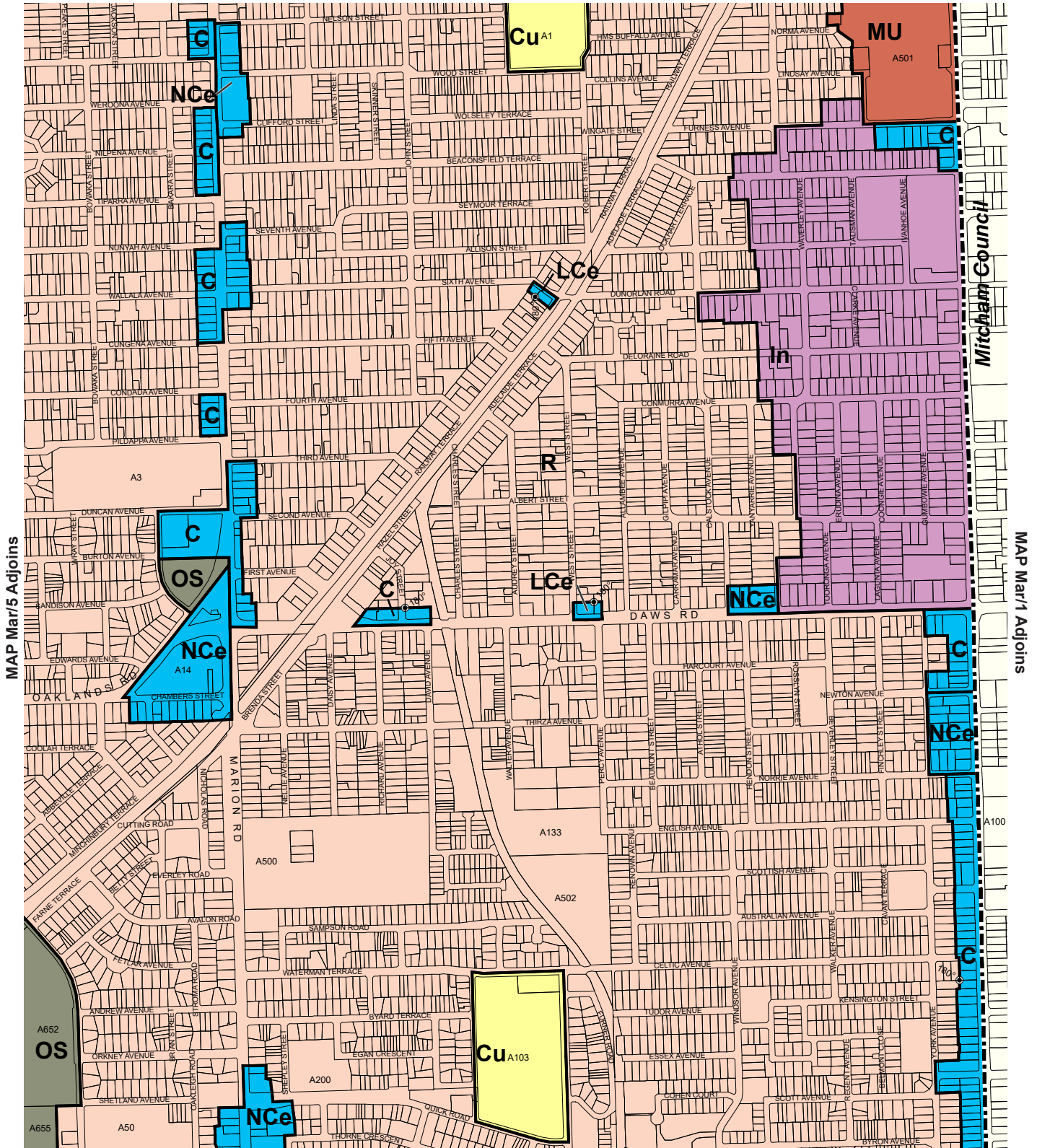
#### Precinct

- 4 Industry Interface
- 12 Castle Plaza Environmental Assessment Area
- 13 Limited Residential Development

- Precinct Boundary
- Development Plan Boundary

# Precinct Map Mar/3

MAP Mar/3 Adjoints



Lamberts Conformal Conic Projection, GDA94

MAP Mar/8 Adjoints

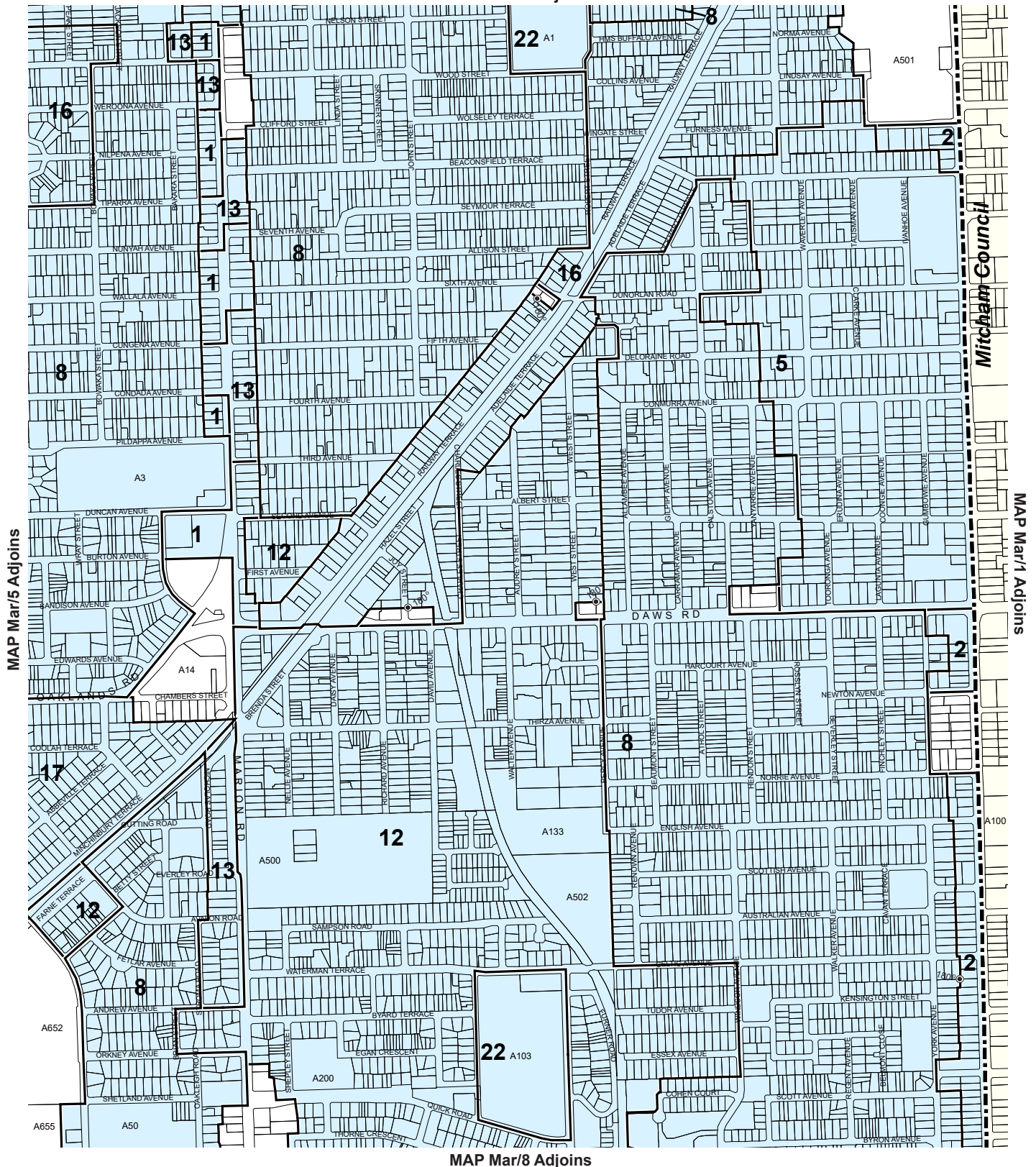
- Zones**
- C** Commercial
  - Cu** Community
  - In** Industry
  - LCe** Local Centre
  - MU** Mixed Use
  - NCe** Neighbourhood Centre
  - OS** Open Space
  - R** Residential
  - Zone Boundary**
  - Development Plan Boundary**



# Zone Map Mar/6



MAP Mar/3 Adjoins



Lamberts Conformal Conic Projection, GDA94

**Policy Area**

- 1 Marion Road
- 2 South Road
- 5 Industry/Commerce Edwardstown
- 8 Marion Plains
- 12 Medium Density
- 13 Northern
- 16 Regeneration
- 17 Residential Character
- 22 Recreation



# Policy Area Map Mar/6

- Policy Area Boundary
- Development Plan Boundary




## Precinct

- 1 Edwardstown Activity Centre Fringe  
4 Industry Interface  
12 Castle Plaza Environmental Assessment Area

### MAP Mar/8 Adjoins

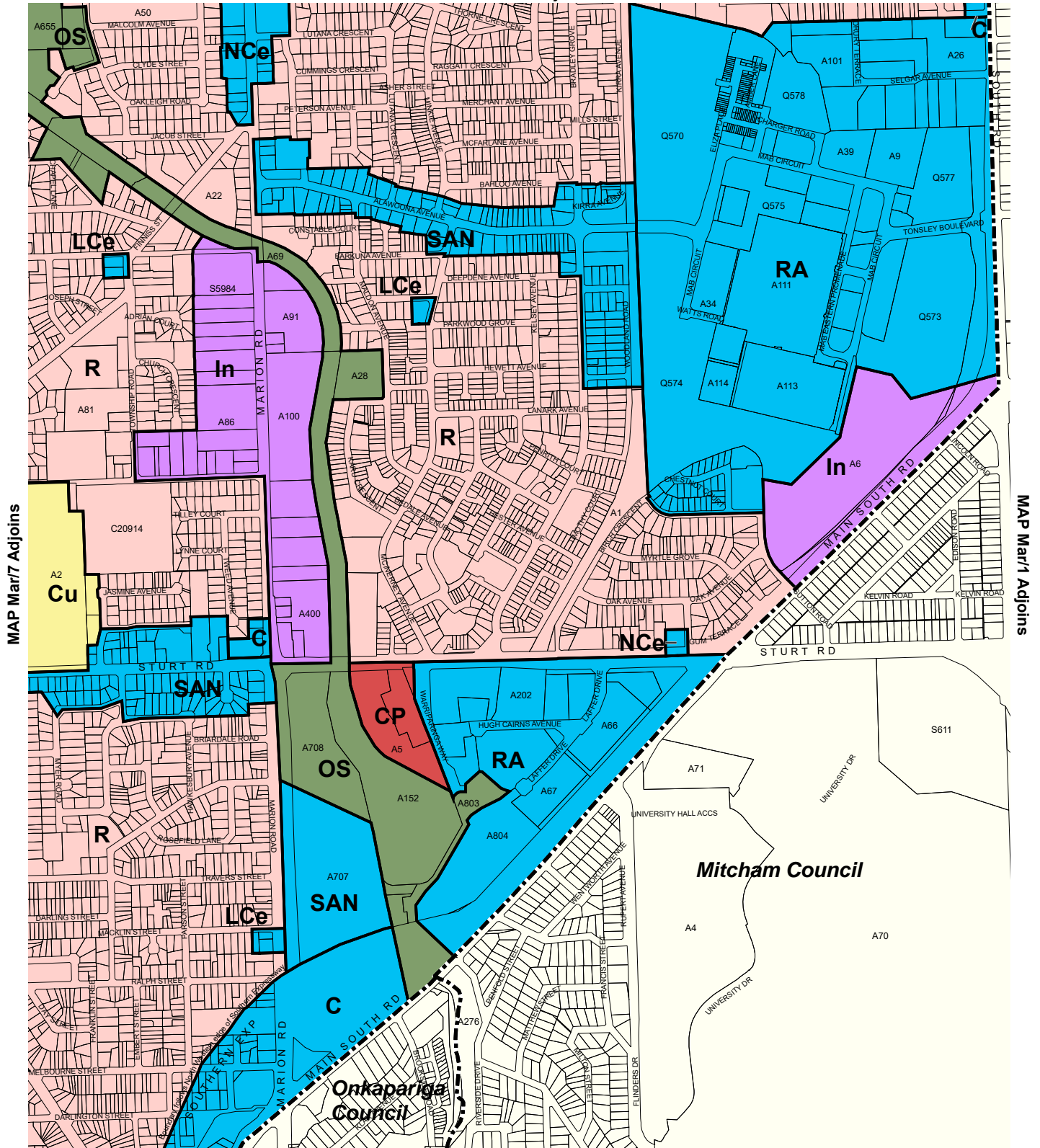


# Precinct Map Mar/6

-  Precinct Boundary  
 Development Plan Boundary



MAP Mar/6 Adjoins



MAP Mar/11 Adjoins  
Lamberts Conformal Conic Projection, GDA94

MAP Mar/1 Adjoins

**Zones**

- CP** Caravan and Tourist Park
- C** Commercial
- Cu** Community
- In** Industry
- LCe** Local Centre
- NCe** Neighbourhood Centre
- OS** Open Space
- RA** Regional Activity
- R** Residential
- SAN** Suburban Activity Node

- Zone Boundary**
- Development Plan Boundary**



# Zone Map Mar/8



**Policy Area**

|           |                          |
|-----------|--------------------------|
| <b>2</b>  | South Road               |
| <b>3</b>  | Sturt/Marion Road Corner |
| <b>4</b>  | Industry / Commerce      |
| <b>6</b>  | Darlington               |
| <b>8</b>  | Marion Plains            |
| <b>12</b> | Medium Density           |
| <b>16</b> | Regeneration             |
| <b>22</b> | Recreation               |

Adjoins

N

0 500 m

**MARION COUNCIL**  
Consolidated - 15 August 2019

## REPORTS FOR NOTING

### Development Delegations

|                            |   |
|----------------------------|---|
| <b>Originating Officer</b> | Manager Development and Regulatory Services - Warwick Deller-Coombs |
| <b>Corporate Manager</b>   | Manager Development and Regulatory Services - Warwick Deller-Coombs |
| <b>General Manager</b>     | Acting General Manager City Development - Fiona Harvey              |
| <b>Report Reference</b>    | UPC191001R03  |

### REPORT OBJECTIVE

The objective of this report is to provide the Urban Planning Committee with an update to Council's resolution regarding the Development Delegations.

### EXECUTIVE SUMMARY

- The Urban Planning Committee recommended to Council to change Development Delegations at the special meeting held 3 September 2019.
- The requested change was in regards to a discrepancy in the Development Act around calculating site areas and the potential for 'roting'.
- Specifically, the UPC recommended Council to:

*"Administration staff devise an alternative wording which addresses the discrepancy raised in the report, while safeguarding against roting (i.e. lodging future land use applicaitons without associated land divisions to achieve lower site area requirements), to be circulated to the Committee members via email."*

- Council on 24 September 2019 resolved to take no further action to change the development delegations policy.
- All development delegations are currently under review by the LGA and DPTI in preparation for the launch of the new Planning and Design Code due to come into effect in July 2020.

### RECOMMENDATION

That the Urban Planning Committee Notes this report.

## Development Services - Voice of the Customer

|                            |   |
|----------------------------|---|
| <b>Originating Officer</b> | Manager Development and Regulatory Services - Warwick Deller-Coombs |
| <b>Corporate Manager</b>   | Manager Development and Regulatory Services - Warwick Deller-Coombs |
| <b>General Manager</b>     | Acting General Manager City Development - Fiona Harvey              |
| <b>Report Reference</b>    | UPC191001R04  |

### REPORT OBJECTIVE

The objective of this report is to provide the Urban Planning Committee with an overview of the Customer Experience work being undertaken by the Development Services area.

### EXECUTIVE SUMMARY

The Urban Planning Committee requested an update on the Voice of the Customer (VOTC) work being undertaken by the Development Services area at the special meeting held 3 September 2019.

At the Council Elected Member forum on 10 September 2019, representatives of the development planning assessment team provided Elected Members with an overview of the team's Customer Experience project.

The project is being led by the Manager of Customer Experience and the Development Services leadership team.

- The aim of the project is to hear voice of the customers who use the service and provide customer insight to Development team.
- The project started in February 2019 and insight is provided to the team every month as an ongoing process.
- We send out a survey link to determined applications (approved and refused) at end of month via email using Making Marion platform.
- A report is prepared at monthly to include details: Level of Satisfaction, Root cause driver for increase or decrease in satisfaction level, Resident/ Non- resident split of responding customers.
- Aggressive Customer training has been delivered.
- Training is currently being arranged to increase skill set in empathy, handling upset customers and call control (ie, how to close a call).
- A snapshot report of the type of data being collected by the survey is attached for noting (Attachment 1).

At the Elected Member forum it was asked if the voice of the adjoining residents was or could be taken into consideration. While planning staff are considering how to address this request, it is a separate undertaking to the VOTC work shown here.



## RECOMMENDATION

That the Urban Planning Committee Notes this report.

## Attachment

| # | Attachment   | Type     |
|---|--|----------|
| 1 | Attachment 1 - A Snapshot of Planning & Building Voice of the Customer Results | PDF File |



# Development & Regulatory Services

A Snapshot of Planning and Building Assessment volume

- Application trend
- Enquiries trend
- Voice of The Customer

# Development Applications - Lodged



## Applications lodged in 2018

2408

Year

201

Month

48

Week

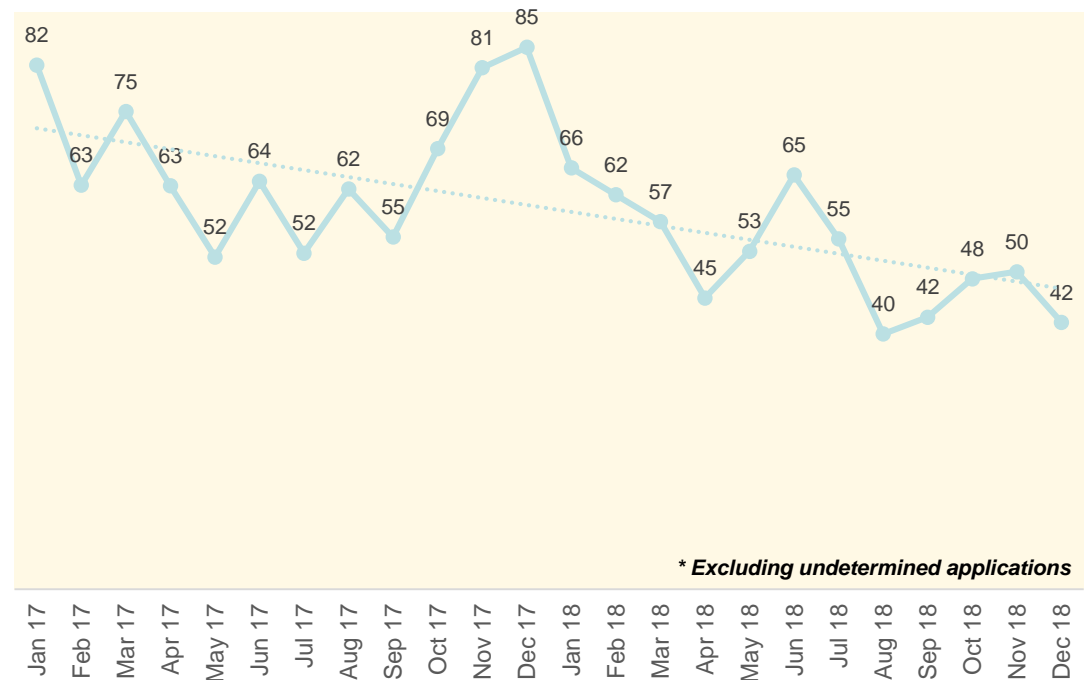
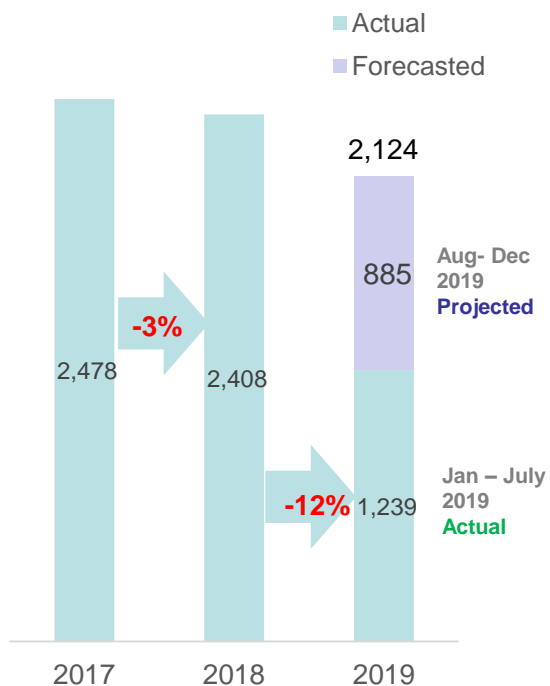
10

Day

## Trend of Development Applications

Overall number of applications  
(incl. Building and Planning)

Average time to determine application has improved over time



\* Excluding undetermined applications

# Development Applications – Enquiry

## Customer Events raised in 2018

Planning  
Assessment

4,317

Building  
Assessment

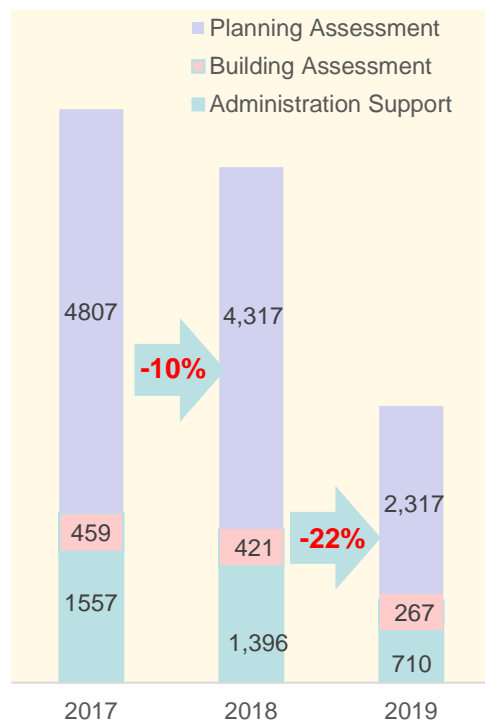
421

Administration  
Support

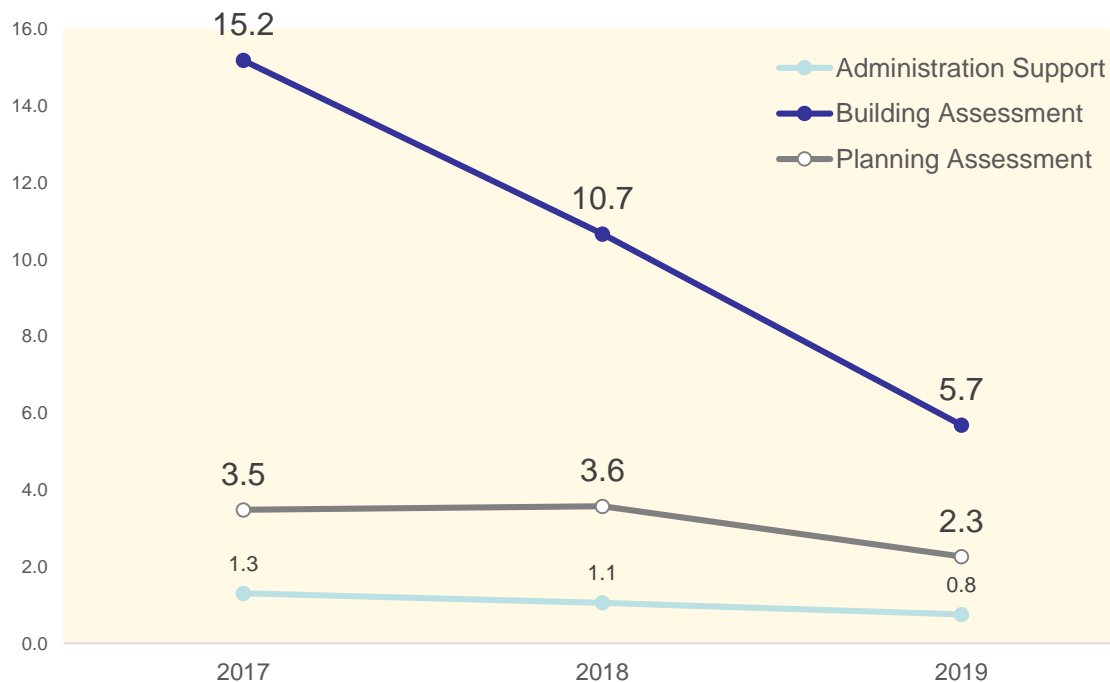
1,396

## Trend of Development Applications

Total Number of events by types



Average days taken to close an event have improved over time



\* Excluding Customer Events that has not been closed

# Voice of The Customer – Customer Satisfaction



Survey Emailed

712

Response Received

70

Response Rate

10%

Comments Received

55

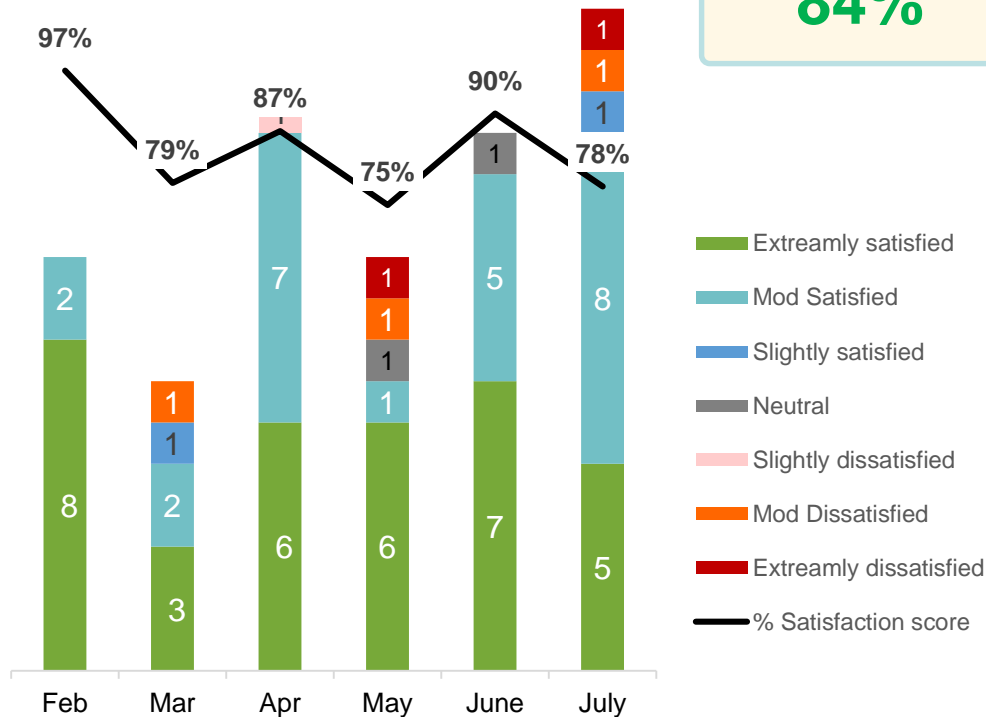
Comments Rate

79%

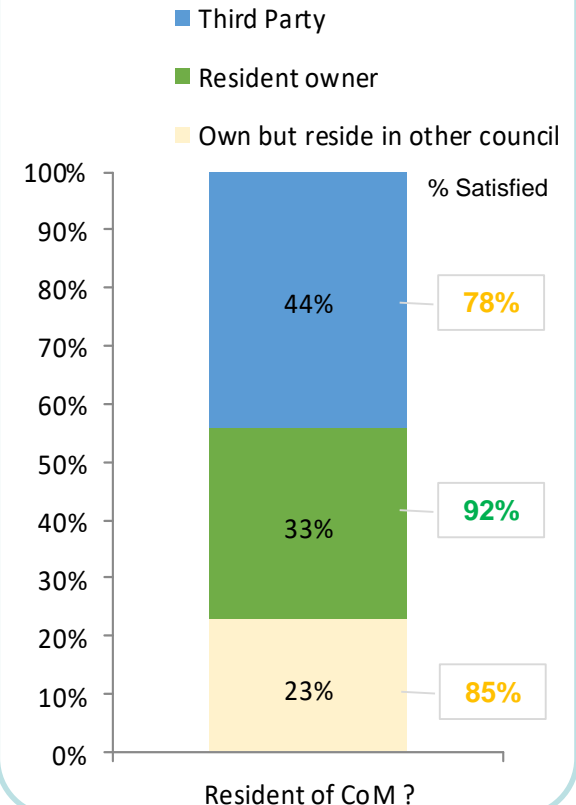
## Customer Satisfaction (CSAT)

6 month average

84%



## Feb 19 to July 19 : CoM resident ?





# Voice of the Customer – Comments Analysis

| Root cause driver                                | Number of comments | % Satisfaction |
|--|--------------------|----------------|
| Time   | 32                 | 80%            |
| Customer Service /<br>Communication/ Consistency | 30                 | 87%            |
| Process  | 16                 | 84%            |

“Time” and “Customer Service” related comments were key driver for satisfaction or dissatisfaction from customers. While “Time” has been cited with most number comments, Customer Service has significant share of comments as well.

## Time

| Satisfaction Level      | Number of response |
|-------------------------|--------------------|
| Extremely satisfied     | 16                 |
| Moderately satisfied    | 10                 |
| Moderately dissatisfied | 3                  |
| Extremely dissatisfied  | 2                  |
| Slightly satisfied      | 1                  |

## Customer Service

| Satisfaction Level      | Number of response |
|-------------------------|--------------------|
| Extremely satisfied     | 20                 |
| Moderately satisfied    | 6                  |
| Moderately dissatisfied | 2                  |
| Slightly satisfied      | 1                  |
| Extremely dissatisfied  | 1                  |

## Process

| Satisfaction Level   | Number of response |
|----------------------|--------------------|
| Moderately satisfied | 8                  |
| Extremely satisfied  | 5                  |
| Slightly satisfied   | 2                  |
| Neutral              | 1                  |



# Process Change Recommendations

“Perhaps any **information that is sent to any council employee should be sent to the person intended and also an automated/or another person to make sure the information has been received** and action has been taken in response”

“**the online form I completed wouldn't save**, I tried 3 times and ended up having to complete manually and emailing in”

“**Why should people pay more for more expensive projects**. Meaning if my project was bought from a different retailer and it was more expensive you guys were going to charge me more. Shouldn't you be encouraging people spending on their houses not by slugging them extra dollars because you feel they would have that cash”

Your **website needs to be more clear, one being large files to lodge, (most difficult out of most other councils)**. The time frame on lodging and approval response is too slow for a DA.

Although it would have been good **to have info other than 'decision made' on there**. But it got approved, so I'm happy.

The only thing that I thought may have helped was that **when I spoke to Planning representatives, I spoke with a different person on the second occasion, which meant I had to explain things twice and received different advice from the second person**. All up I was pretty happy.

“Mine was **demolition application but the online application form/process was very confusing as I got the impression from the online application form that it's built for the purpose of new developments and not for demolition**. I was advised by the council staff to use the online process but I found that it's very confusing for a demolition application”

“The only thing I would say about **the online application form is that there should be a selection for demolition as some of the information you are requested to supply does not relate to demolition applications**. If you don't tick the box indicating that the documents have been attached it will not let you proceed with the lodgement”

Easy to submit, **online payment portal would make things alot easier though**.

**WORKSHOP / PRESENTATION ITEMS - Nil**

**OTHER BUSINESS**

**MEETING CLOSURE**