



**ACT**  
Government

# Part E

# Zone Policies

E2 – Commercial Zones  
Policy

# Table of Contents

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Table of Contents .....	ii
Application.....	1
Land Use Table .....	1
Policy Outcomes .....	4
Assessment Outcomes .....	7
Urban Structure and Natural Systems.....	7
Site and Land Use .....	7
Access and Movement .....	7
Public Space and Amenity .....	8
Built Form and Building Design .....	8
Sustainability and Environment.....	8
Parking, Services and Utilities.....	8
Assessment Requirements .....	9
Residential use.....	9
Internal shopping arcades and malls.....	9
Home business.....	9
Residential use – CZ4.....	9
Maximum gross floor area (GFA) – Group centres.....	9
Maximum gross floor area (GFA) – Town centres.....	9
Maximum gross floor area (GFA) – CZ4 and CZ5.....	9
Maximum gross floor area (GFA) – CZ6.....	10
Gas connections.....	10
Schedule 1 – List of Town and Group Centres.....	11
City.....	12
Town Centres.....	13

Belconnen.....	13
Gungahlin.....	14
Molonglo.....	15
Tuggeranong.....	16
Woden .....	17
Group Centres .....	18
Amaroo .....	18
Calwell .....	18
Casey.....	19
Charnwood .....	19
Chisholm .....	20
Conder .....	20
Curtin .....	21
Dickson .....	21
Forrest & Griffith (Manuka).....	22
Hawker.....	22
Holt (Kippax).....	23
Kaleen .....	23
Kingston .....	24
Macquarie (Jamison) .....	25
Mawson .....	25
Moncrieff.....	26
Wanniassa (Athllon Drive) .....	26
Wanniassa (Erindale).....	27
Weston (Cooleman Court).....	27



# Application

The Commercial Zones Policy applies to all development in a commercial zone (CZ1 to CZ6 inclusive).

## Land Use Table

The following table identifies permissible land uses and development types (marked ‘Y’) in commercial zones.

The uses listed require development approval unless they meet the ‘exempt development’ definition of the *Planning Act 2023*. Development and land use types listed are defined in the Territory Plan Dictionary.

Uses not listed in the table are prohibited. Development of prohibited uses may be considered under certain limited circumstances as outlined under Part 7.3 of the *Planning Act 2023*.

District policies specify additional types of development and land uses that are permissible or prohibited in specific locations.

Land Use / Development Type	CZ1	CZ2	CZ3	CZ4	CZ5	CZ6
Ancillary use	Y	Y	Y	Y	Y	Y
Animal care facility	-	-	Y	Y	-	-
Aquatic recreation facility	-	-	-	-	-	Y
Boarding house	-	-	-	-	Y	-
Bulky goods retailing	Y	Y	Y	Y	Y	-
Business agency	Y	Y	Y	Y	Y	-
Café	Y	Y	Y	Y	Y	Y
Car park	Y	Y	Y	Y	Y	Y
Caravan park/camping ground	-	-	-	-	-	Y
Caretakers’ residence	-	-	-	-	-	Y
Civic administration	Y	Y	Y	-	-	-
Club	Y	Y	Y	Y	-	Y
Co-housing	Y	Y	Y	Y	Y	-
Commercial accommodation use	Y	Y	Y	-	Y	Y
Communications facility	Y	Y	Y	Y	Y	-
Community activity centre	Y	Y	Y	Y	Y	Y

Land Use / Development Type	CZ1	CZ2	CZ3	CZ4	CZ5	CZ6
Community garden	Y	Y	Y	Y	Y	Y
Community housing	Y	Y	Y	Y	Y	-
Community theatre	Y	Y	Y	Y	Y	Y
Complementary use	Y	Y	Y	Y	Y	Y
Cultural facility	Y	Y	Y	Y	Y	Y
Consolidation	Y	Y	Y	Y	Y	Y
Craft workshop	Y	Y	Y	Y	-	Y
Data centre	-	-	Y	-	-	-
Demolition	Y	Y	Y	Y	Y	Y
Drink establishment	Y	Y	Y	Y	Y	Y
Drive-in cinema	-	-	-	-	-	Y
Early childhood education and care	Y	Y	Y	Y	Y	Y
Educational establishment	Y	Y	Y	Y	Y	Y
Emergency services facility	Y	Y	Y	-	Y	-
Financial establishment	Y	Y	Y	Y	Y	-
Freight transport facility	-	-	Y	-	-	-
Funeral parlour	-	-	Y	-	-	-
Group or organised camp	-	-	-	-	-	Y
Guest house	Y	Y	Y	Y	Y	Y
Health facility	Y	Y	Y	Y	Y	Y
Home business	Y	Y	Y	Y	Y	-
Hotel / motel	Y	Y	Y	-	Y	Y
Hospital	Y	Y	Y	Y	Y	Y
Indoor entertainment facility	Y	Y	Y	Y	Y	Y
Indoor recreation facility	Y	Y	Y	Y	Y	Y
Industrial trades	-	-	Y	Y	-	-
Light industry	Y	-	Y	Y	-	-
Light rail	Y	Y	Y	-	Y	Y
Minor road	Y	Y	Y	Y	Y	Y
Minor use	Y	Y	Y	Y	Y	Y

Land Use / Development Type	CZ1	CZ2	CZ3	CZ4	CZ5	CZ6
Municipal depot	-	-	Y	Y	-	-
Multi-unit housing	Y	Y	Y	Y	Y	-
Office	Y	Y	Y	Y	Y	-
Outdoor recreation facility	Y	Y	Y	-	Y	Y
Overnight camping area	-	-	-	-	-	Y
Parkland	Y	Y	Y	Y	Y	Y
Pedestrian plaza	Y	Y	Y	Y	Y	Y
Personal service	Y	Y	Y	Y	Y	Y
Place of assembly	Y	Y	Y	-	Y	Y
Place of worship	Y	Y	Y	Y	Y	Y
Produce market	-	-	Y	Y	-	-
Public agency	Y	Y	Y	Y	Y	-
Recyclable materials collection	Y	Y	Y	Y	-	-
Religious associated use	Y	Y	Y	Y	Y	Y
Residential care accommodation	Y	Y	Y	Y	Y	-
Restaurant	Y	Y	Y	Y	Y	Y
Retail plant nursery	Y	Y	Y	Y	Y	Y
Retirement village	Y	Y	Y	Y	Y	-
Secondary residence	Y	Y	Y	Y	Y	-
Service station	Y		Y	Y	-	-
Shop	Y	Y	Y	Y	Y	Y
Sign	Y	Y	Y	Y	Y	Y
Single dwelling housing	Y	Y	Y	Y	Y	-
Storage facility	-	-	Y	-	-	-
Subdivision	Y	Y	Y	Y	Y	Y
Supermarket	Y	Y	Y	Y	Y	Y
Supportive housing	Y	Y	Y	Y	Y	-
Take-away food shop	Y	Y	Y	Y	Y	Y
Temporary use	Y	Y	Y	Y	Y	Y
Tourist facility	Y	Y	Y	-	-	Y

Land Use / Development Type	CZ1	CZ2	CZ3	CZ4	CZ5	CZ6
Tourist resort	Y	Y	Y	-	-	Y
Transport facility	Y	Y	Y	Y	Y	Y
Varying a lease	Y	Y	Y	Y	Y	Y
Vehicle sales	-	-	Y	-	-	-
Veterinary clinic	Y	Y	Y	Y	Y	Y
Veterinary hospital	-	-	Y	Y	-	-
Warehouse	-	-	Y	-	-	-
Zoological facility	-	-	-	-	-	Y

## Policy Outcomes

Development proposals in commercial zones will be assessed having regard to the policy outcomes to be achieved for the relevant zone/s.

### All commercial zones

1. Commercial zones are primarily for commercial developments providing a strong economic focus for the zone and land for the supply of commercial services. In areas not zoned mixed use, other complementary uses are permitted however these should not detract from the primary commercial nature of the zone.
2. Development should be of a scale and nature that recognises and responds to the zone hierarchy.

### CZ1 – Core Zone

1. Achieve and/or maintain a mix of predominantly commercial land uses that contribute to a diverse and active character.
2. Provide for a range of conveniently located retail and service outlets.
3. Promote vibrant, interesting and lively street frontages, including during evenings and weekends.
4. Encourage an attractive, safe, and well-lit pedestrian environment with convenient access to public transport.
5. Maintain and enhance a high standard of urban design through use of sustainable design and materials and ensure that buildings retain a high level of design consistency and compatibility.
6. Provide opportunities for business investment and employment.
7. Promote the establishment of cultural and community identity that is representative of, and appropriate to, the place.
8. Provide a high-quality public space by facilitating active uses on ground floor level that connect with the wider open space, pedestrian and cycle networks to promote active travel and active living.

### **CZ2 – Business Zone**

1. Provide for office and business sites that are accessible to public transport and convenience retailing and services.
2. Provide a diverse range of accommodation sizes and locations for offices close to the retail core.
3. Encourage provision of convenient outlets for goods, services and facilities to meet the needs of the workforce.
4. Create vibrant lively pedestrian routes and public spaces.
5. Ensure a high-quality urban environment through the use of sustainable design and materials, and maintain a high level of amenity for employees and the public.
6. Provide a high-quality public space by facilitating active uses on ground floor level that connect with the wider open space, pedestrian and cycle networks to promote active travel and living.
7. Encourage an attractive, safe, well-lit and connected pedestrian environment with convenient access to public transport.

### **CZ3 – Services Zone**

1. Provide for a range of conveniently located services and lower rent commercial activities.
2. Encourage commercial development that supports but does not undermine the function of the CZ1 and CZ2 zones.
3. Encourage a mix of land uses which contribute to an active and diverse character.
4. Maintain and enhance environmental amenity and encourage a standard of urban design consistent with the function of the zone.
5. Provide a high-quality public space by facilitating active uses on ground floor level that connect with the wider open space, pedestrian and cycle networks to promote active travel and active living.

### **CZ4 – Local Centre Zone**

1. Provide for convenience retailing and other accessible, convenient shopping and community and business services to meet the daily needs of local residents, particularly those with mobility issues.
2. Provide opportunities for business investment and local employment.
3. Encourage a mix of uses that is appropriate to this level of the commercial hierarchy and enable centres to adapt to changing social and economic circumstances.
4. Maintain and enhance local residential and environmental amenity through appropriate and sustainable urban design.
5. Promote the establishment of a cultural and community identity that is representative of, and appropriate to, the place.
6. Provide a high-quality public space by facilitating active uses on ground floor level that connect with the wider open space, pedestrian and cycle networks to promote active travel and active living.
7. Encourage an attractive, safe, well-lit and connected pedestrian environment with convenient access to public transport.

### **CZ5 – Mixed Use Zone**

1. Encourage higher density residential development in locations with convenient access to transport corridors, and commercial and employment centres.
2. Create an efficient and sustainable urban environment and provide for a diversity of living, working and recreation opportunities.
3. Encourage a standard of urban design that is consistent with selected major avenues, approach routes and other strategically located areas.
4. Encourage activities particularly at street frontage level that contribute to an active public space.

### **CZ5 – Mixed Use Zone**

5. Provide a high-quality public space by facilitating active uses on ground floor level that connect with the wider open space, pedestrian and cycle networks to promote active travel and active living.
6. Provide a mixture of compatible land uses and integrate suitable business, office, residential, retail and other development in accessible locations so as to encourage walking and cycling and maximise public transport patronage.

### **CZ6 – Leisure and Accommodation Zone**

1. Provide for the development of entertainment, accommodation and leisure facilities for residents of and visitors to the ACT and surrounding region.
2. Protect leisure and accommodation uses from competition from higher order commercial uses, and encourage activities that enhance the region's economic diversity and employment prospects.
3. Locate leisure and accommodation facilities in places that have convenient access to public transport.
4. Protect the amenity of nearby residential areas, with regard to noise, traffic, parking and privacy.
5. Encourage the location of facilities, their design and landscaping that is compatible with environmental values.

# Assessment Outcomes

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Consistent with the zone policy outcomes, development proposals in commercial zones must demonstrate that they are consistent with the assessment outcomes stated below.

In demonstrating compliance with the assessment outcomes, consideration is to be given to the relevant design guides and may be given to planning technical specifications which may serve as a benchmark. While all assessment outcomes are to be met, not all outcomes are covered by design guidance and/or planning technical specifications.

Where a proposed development complies with relevant provisions in the design guide and/or planning technical specification and the development comprehensively addresses the assessment outcome, further assessment regarding that assessment outcome will not be required.

Where a design guide applies to a development, the proposal must demonstrate that it is consistent with the relevant guidance. More information is available in the design guide. Given the nature of the design guides, different design responses are possible to meet the same assessment outcomes.

The Territory Planning Authority may consider advice or written support from a referral entity to demonstrate compliance with a relevant assessment outcome. Where endorsement from an entity is noted as a planning technical specification, entity referral may be required.

The assessment outcomes for proposed development in commercial zones are:

## Assessment outcomes – Commercial Zones

### Urban Structure and Natural Systems

1. Biodiversity connectivity is maintained across the landscape.
2. Loss of native habitat and biodiversity is avoided and/or minimised.
3. The health and functionality of waterways and catchments is maintained, including through application of water sensitive urban design principles.

### Site and Land Use

4. The functionality and usability of the development is appropriate for its intended purpose/use.
5. The proposed use and scale of development are appropriate to the site and zone. This includes consideration of appropriate shop sizes in different commercial centres.
6. Adverse impacts of development on surrounding uses (both within a site and on adjoining sites) is minimised and residential amenity protected. This includes between residential uses and between non-residential and residential uses.

### Access and Movement

7. The functionality and layout of the development is accessible and adaptable while achieving good connections with the surrounding area. This includes consideration of traffic flow and passive surveillance.
8. The development encourages active travel through safe and convenient access to the active travel network.
9. Access to, from and within the site permits safe and legible movement while catering for all users (including pedestrians). This includes consideration of vehicle manoeuvrability and access routes.

## Assessment outcomes – Commercial Zones

### Public Space and Amenity

10. The development (including the design of outdoor spaces) achieves reasonable solar access and microclimate conditions to public areas and streets to support their use by the community.
11. Private open space and public areas provide sufficient space and facilities for residents and visitors to recreate and relax, as well as providing area for service functions. Spaces are readily accessible for a range of activities.
12. Reasonable levels of active ground floor interface and passive surveillance to public spaces and streets is achieved.
13. Any advertising or signs are suitable for their context and do not have a detrimental impact on the surrounding area (for instance due to size or light emission).

### Built Form and Building Design

14. The height, bulk and scale of the development is appropriate, noting the desired zone policy outcomes and the streetscape. This includes consideration of building envelope and setbacks.
15. Reasonable solar access to dwellings and private open space within a block and on adjoining blocks is achieved. This includes solar access into main living spaces within a dwelling.
16. Reasonable levels of privacy to dwellings and private open space within a block and on adjoining blocks is achieved.
17. The dwelling mix and the internal size, scale and layout of dwellings in multi-unit housing provide for a comfortable living environment that meets the changing needs of residents. This includes consideration of cross-ventilation and energy efficiency.

### Sustainability and Environment

18. Sufficient planting area, canopy trees, deep soil zones and water sensitive urban design measures are provided to enhance living infrastructure, support healthy tree growth and minimise stormwater runoff.
19. Urban heat island effects are reduced through limiting impervious surfaces, selection of building materials and provision of canopy trees and plants.
20. Threats to biodiversity such as noise, light pollution, invasive species incursion or establishment, chemical pollution, or site disturbance are avoided or minimised through good design.
21. Minimise cut and fill to protect natural hydrological function and limit soil erosion and site disturbance.
22. The development considers and addresses site characteristics, including heritage, natural features, topography, infrastructure and utilities.
23. Environmental risks, including noise, bushfire, flooding, contamination, air quality or hazardous materials are appropriately considered for the development on the site.

### Parking, Services and Utilities

24. The development provides electric vehicle parking and access to charging locations in multi-unit housing and commercial buildings.
25. The development provides appropriate end-of-trip facilities in buildings, which includes secure bicycle parking and change rooms (including showers, lockers and drying facilities).
26. Vehicle and bicycle parking sufficiently caters for the development while minimising visual impacts from the street or public space. This includes consideration of parking location, dimensions and number of spaces provided.
27. Waste is appropriately managed on site without having a detrimental impact on building users and the surrounding area.

28. The site is appropriately serviced in terms of infrastructure and utility services and any associated amenity impacts are minimised.

## Assessment Requirements

Assessment requirements set the mandatory development controls within specific zones or for specific development types.

District policies also contain assessment requirements. Assessment requirements in district policies will prevail where inconsistencies occur.

Development proposals in commercial zones must meet the following requirements:

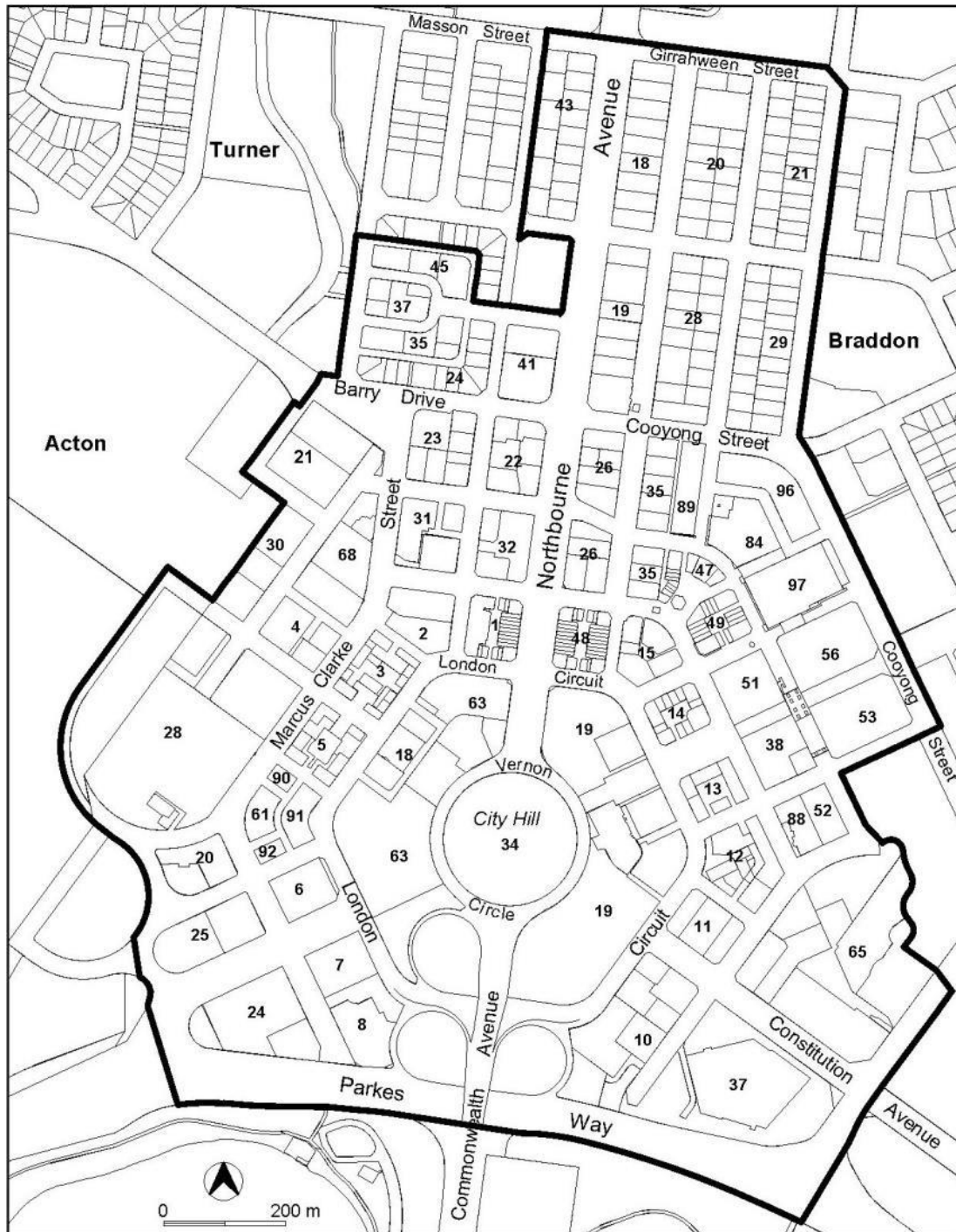
Control	Assessment requirement
<b>Residential use</b>	1. Within the CZ1 zone, residential use is not permitted at the ground floor.
<b>Internal shopping arcades and malls</b>	2. Within the CZ3 zone, internal shopping arcades or malls are not permitted.
<b>Home business</b>	3. At least 1 worker who genuinely lives on the lease is employed at any one time by the home business operating from the lease. 4. A home business does not, or is unlikely to, cause pollution, create a health hazard, or present danger which is prohibited under any relevant Territory legislation and/or Code of Practice (as may vary from time to time).
<b>Residential use – CZ4</b>	5. Where residential development is proposed, the total GFA for commercial and/or retail purposes on the site cannot be reduced by more than 50% unless it is demonstrated to the satisfaction of the Territory Planning Authority: a) the whole centre is currently not commercially viable; or b) the centre will remain commercially viable after the proposed development. Compliance with this requirement is demonstrated by a retail and commercial needs assessment prepared by a suitably qualified person.
<b>Maximum gross floor area (GFA) – Group centres</b>	6. Group centres: a) Within the CZ1, CZ2 and CZ3 zones for office on any lease: 2000m <sup>2</sup> . b) Within the CZ2 zone for retail uses on land that is contiguous with the CZ1 zone: 300m <sup>2</sup> . c) Within the CZ2 zone for retail uses: 100m <sup>2</sup> . d) Within the CZ3 zone for shop selling food: 300m <sup>2</sup> .
<b>Maximum gross floor area (GFA) – Town centres</b>	7. Town centres: Within the CZ3 zone for supermarket or retail use selling food: 200m <sup>2</sup> .
<b>Maximum gross floor area (GFA) – CZ4 and CZ5</b>	8. CZ4 and CZ5 zones: For retail uses: 1500m <sup>2</sup> per retail tenancy.

Control	Assessment requirement
<b>Maximum gross floor area (GFA) – CZ6</b>	9. CZ6 zone: For a retail use (but does not apply to shops selling predominantly arts, crafts and/or souvenirs): 250m <sup>2</sup> .
<b>Gas connections</b>	10. No new gas network connections are allowed to all new or existing Class 1-2 buildings as classified under the National Construction Code including redevelopments.

## Schedule 1 – List of Town and Group Centres

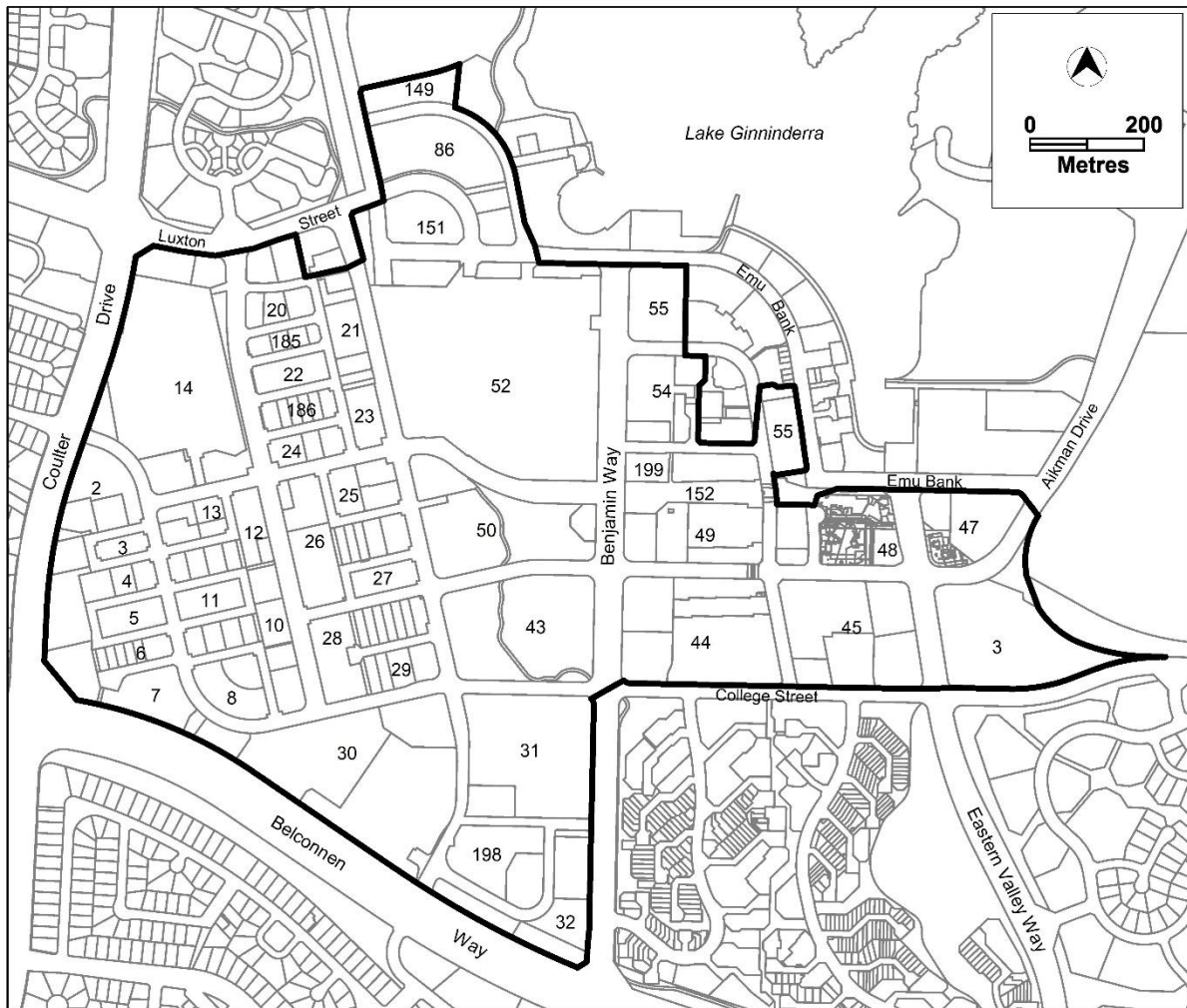
Centres	Relevant District Policy
<b>Town Centres</b>	
Belconnen	Belconnen
Gungahlin	Gungahlin
Molonglo	Molonglo
Tuggeranong	Tuggeranong
Woden	Woden
<b>Group Centres</b>	
Amaroo	Gungahlin
Calwell	Tuggeranong
Casey	Gungahlin
Charnwood	Belconnen
Chisholm	Tuggeranong
Conder	Tuggeranong
Curtin	Woden
Dickson	Inner North and City
Forrest & Griffith (Manuka)	Inner South
Hawker	Belconnen
Holt (Kippax)	Belconnen
Kaleen	Belconnen
Kambah	Tuggeranong
Kingston	Inner South
Macquarie (Jamison)	Belconnen
Mawson	Woden
Moncrieff	Gungahlin
Wanniassa (Athllon Drive)	Tuggeranong
Wanniassa (Erindale)	Tuggeranong
Weston (Cooleman Court)	Weston Creek

# City

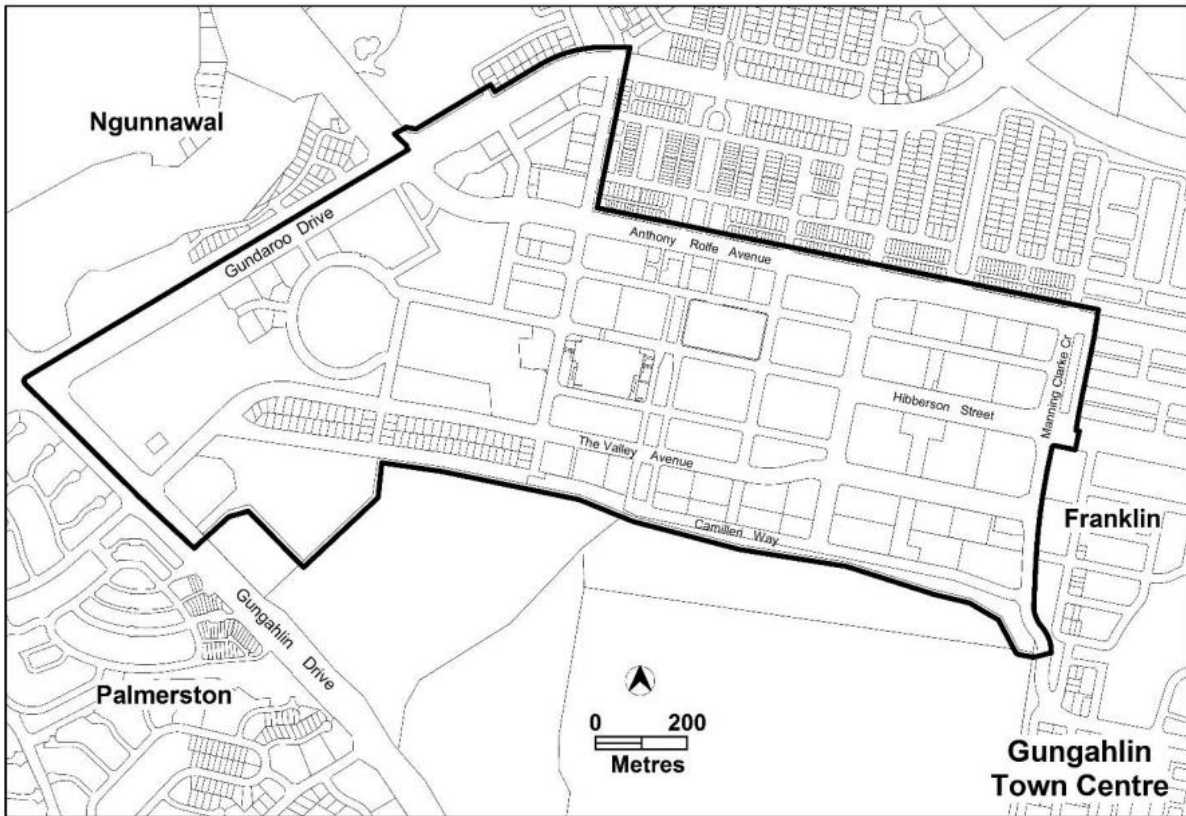


# Town Centres

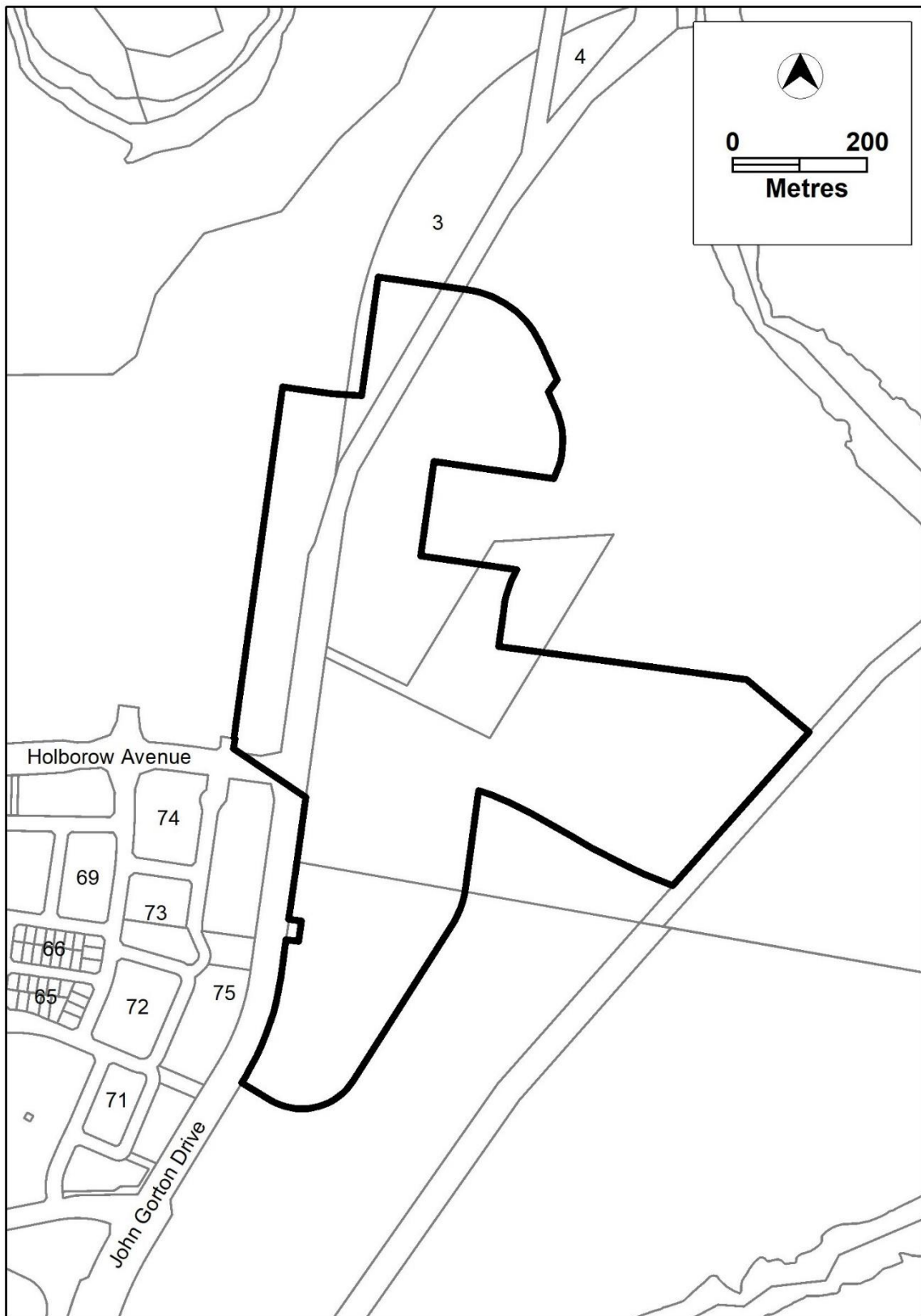
## Belconnen



# Gungahlin



# Molonglo

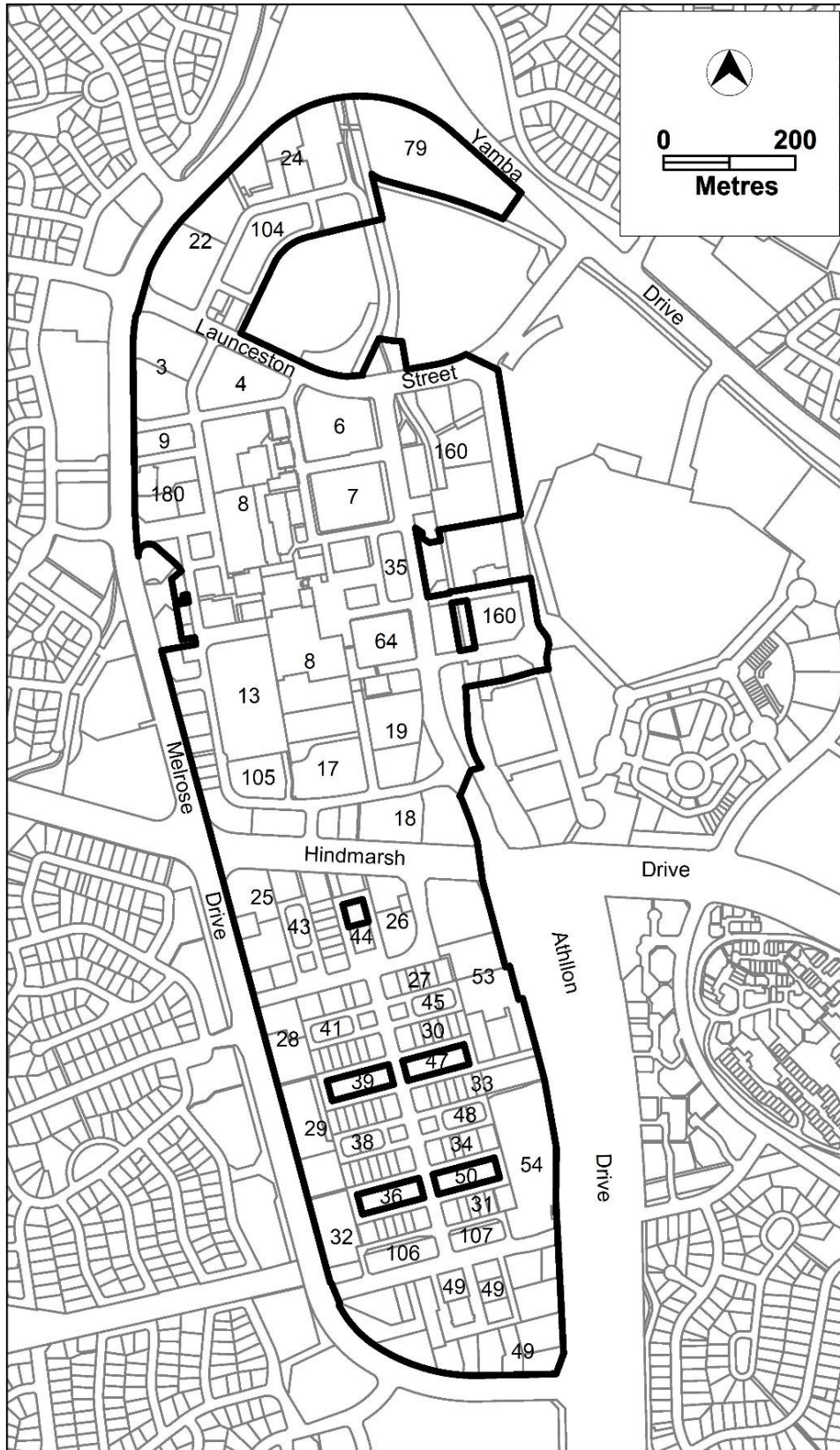


Note: Town centre boundary subject to change following further detailed planning.

# Tuggeranong

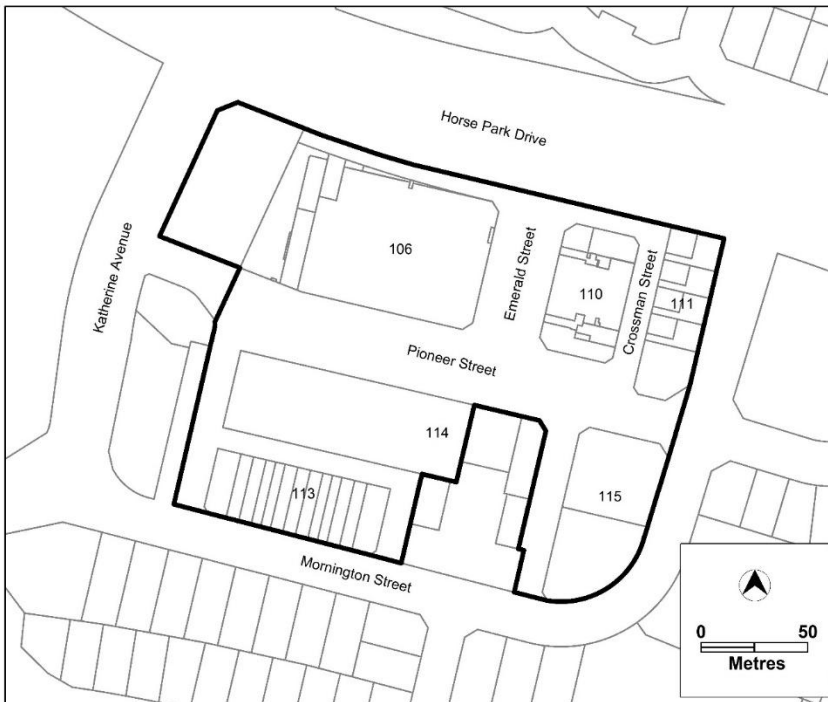


# Woden



## Group Centres

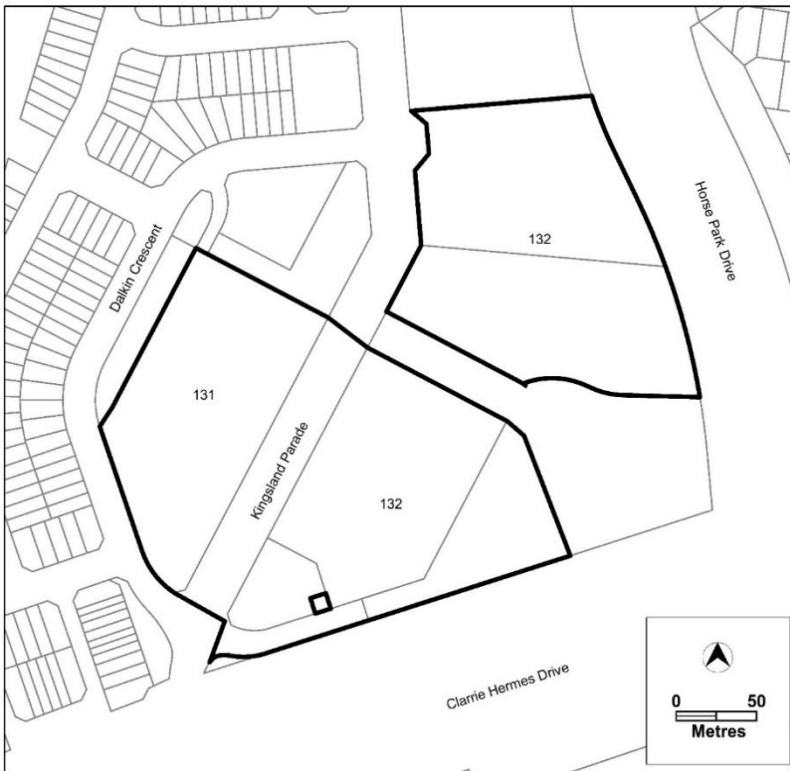
### Amaroo



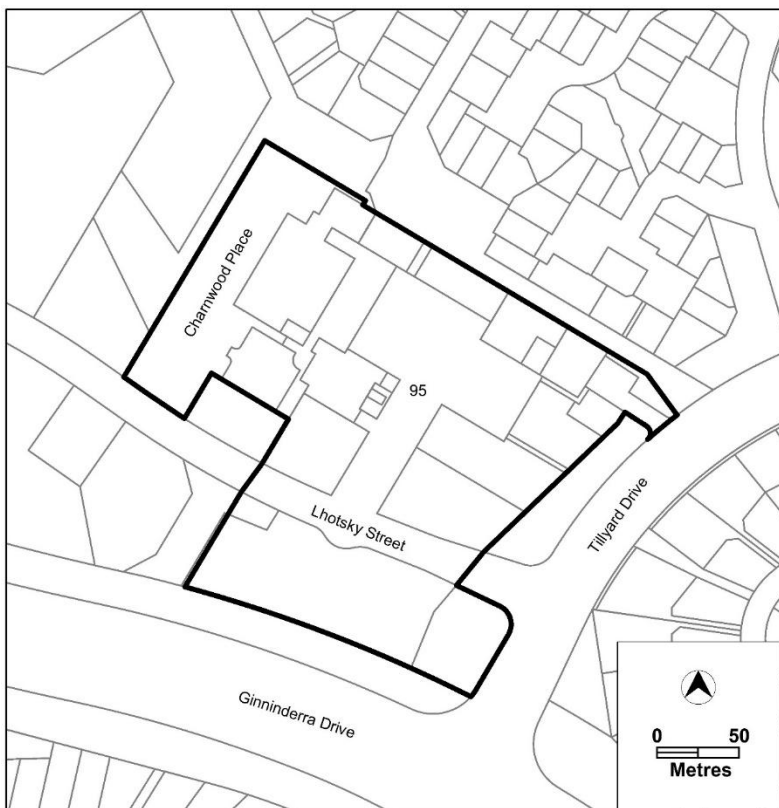
### Calwell



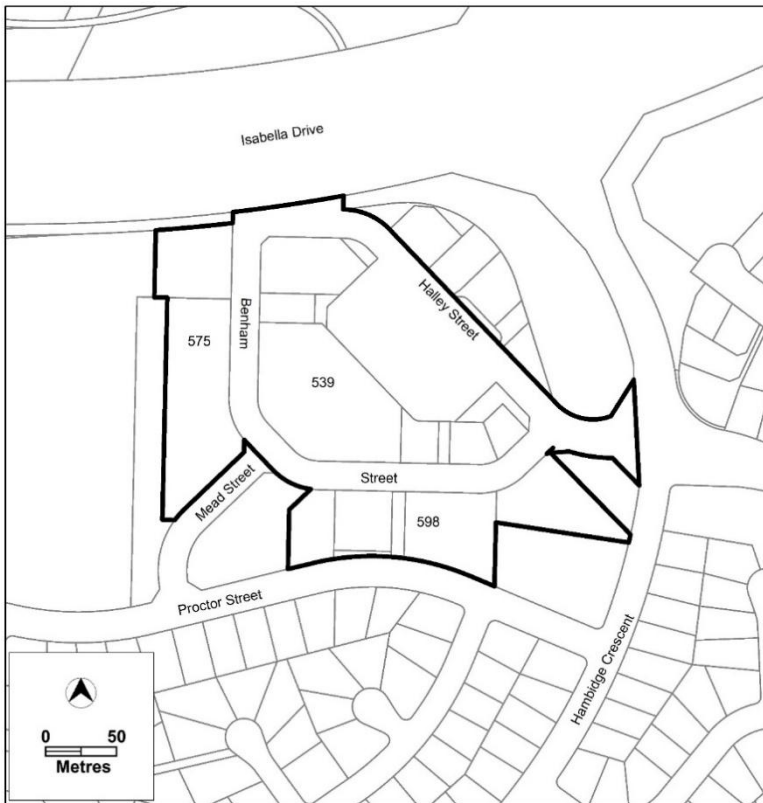
## Casey



## Charnwood



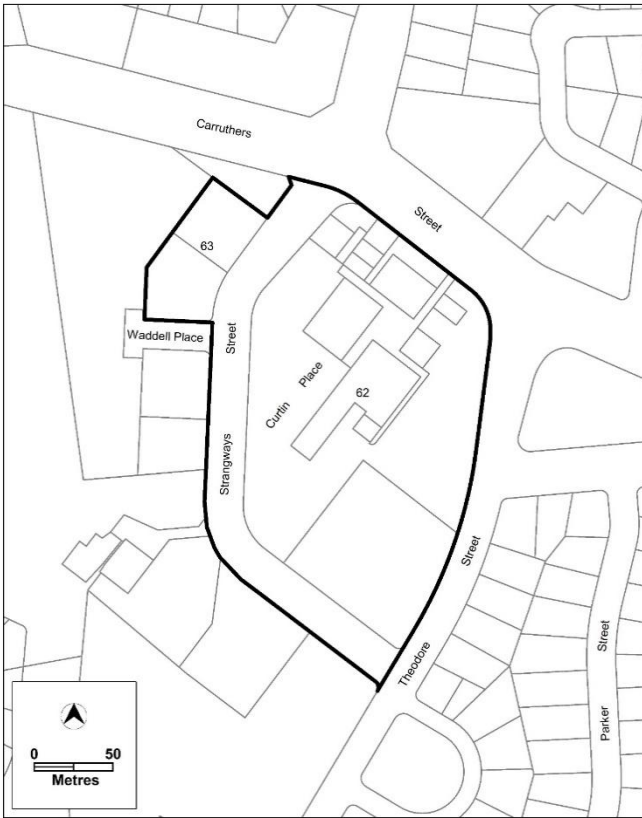
## Chisholm



## Conder



## Curtin



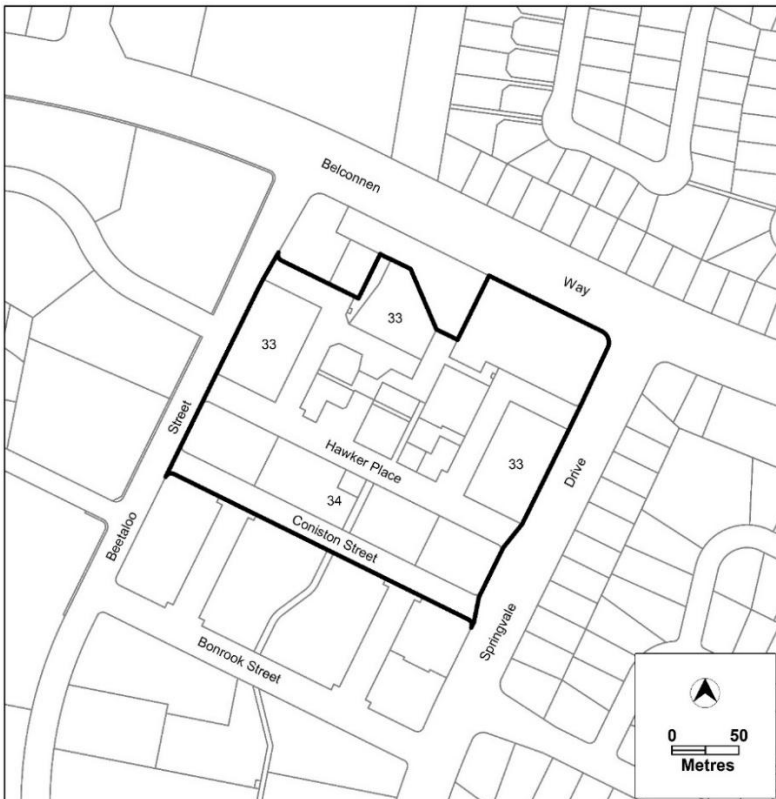
## Dickson



## Forrest & Griffith (Manuka)



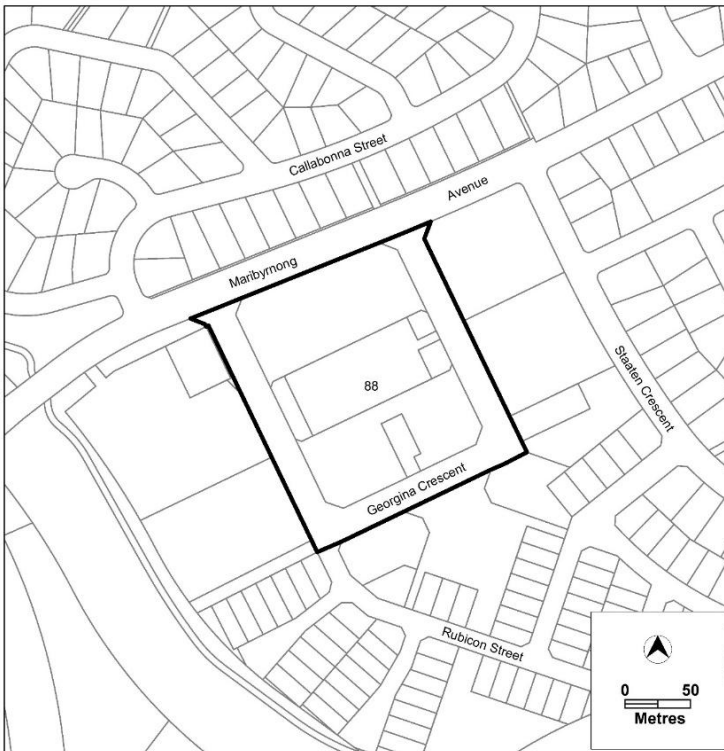
## Hawker



## Holt (Kippax)



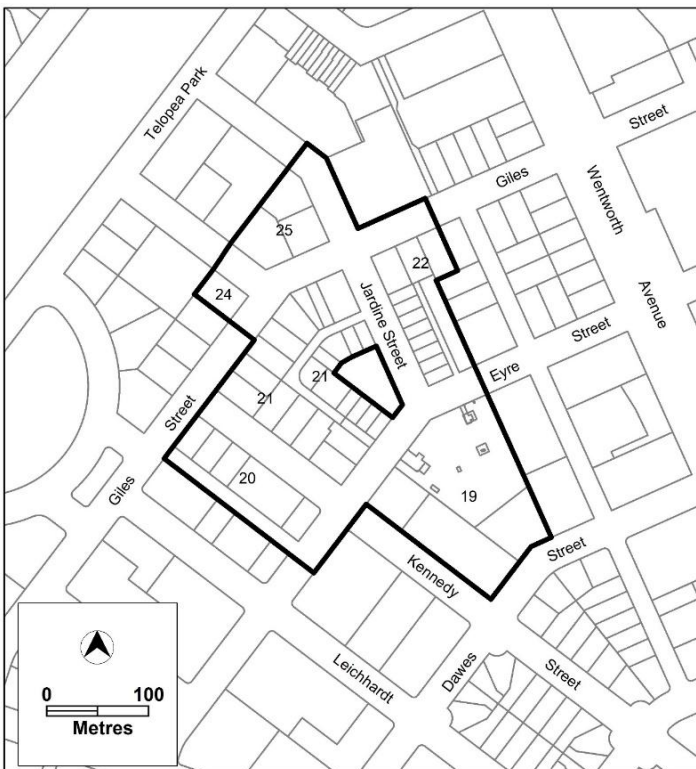
## Kaleen



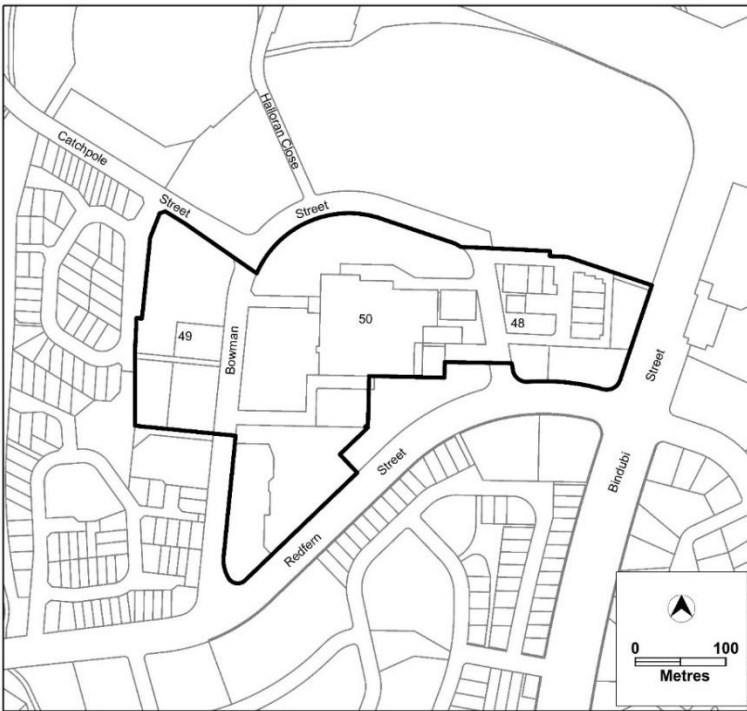
## Kambah



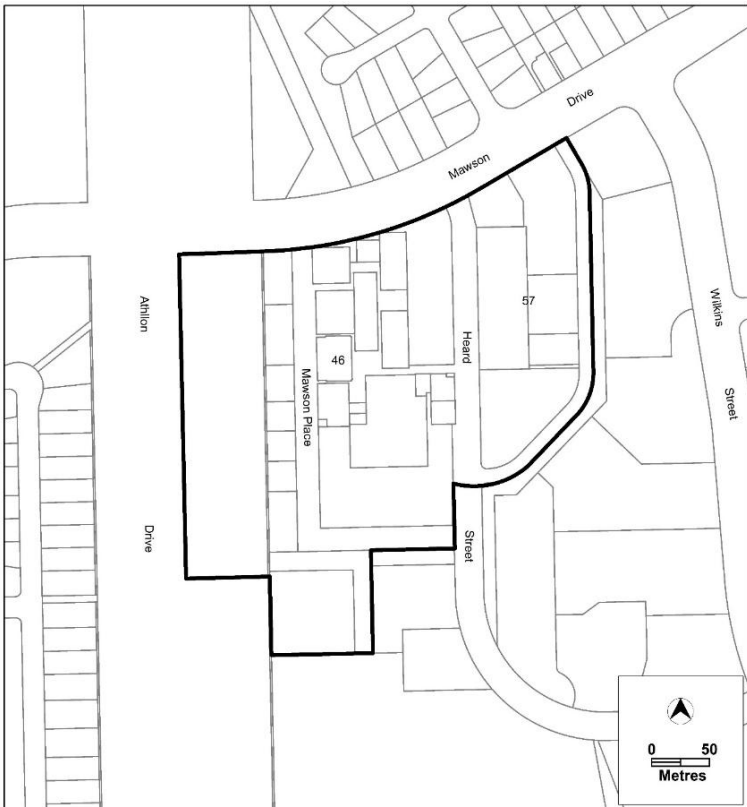
## Kingston



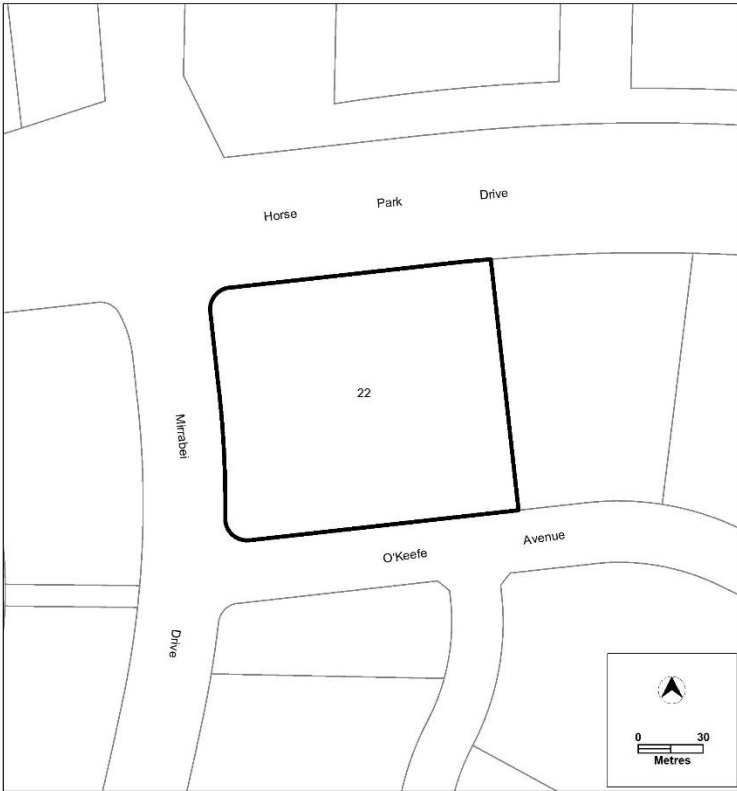
## Macquarie (Jamison)



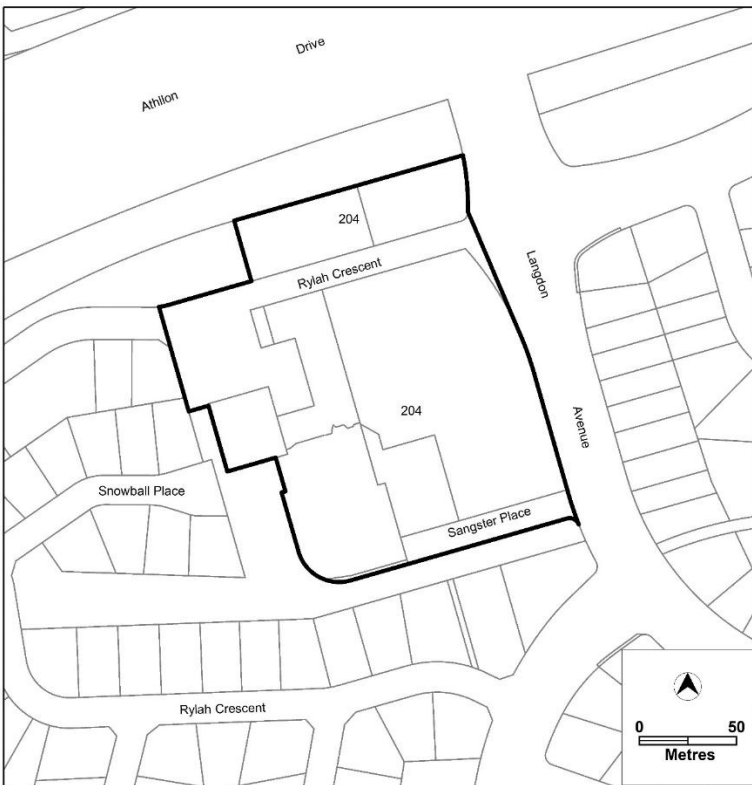
## Mawson



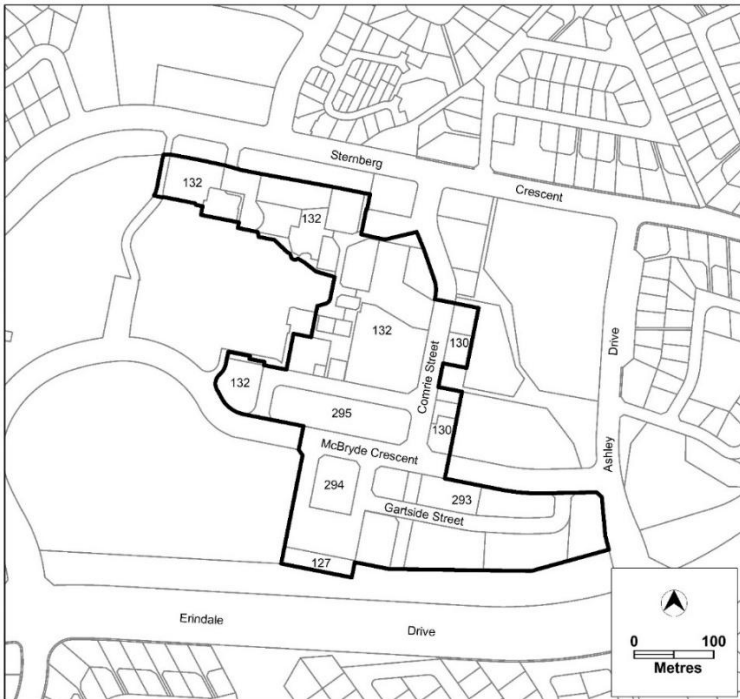
## Moncrieff



## Wanniassa (Athllon Drive)



## Wanniassa (Erindale)



## Weston (Coleman Court)

