

Backpackers Accommodation

Contents

1	Introduction.....	2
1.1	Objectives	2
2	Building Design	3
2.1	Sleeping Rooms.....	3
2.2	Toilets and Showers.....	4
2.3	Kitchen Facilities and Dining Areas	4
2.4	Laundry and Drying Facilities.....	5
2.5	Communal Outdoor Recreation Area.....	5
2.6	Noise, Privacy and Amenity	6
3	Management Plan	7

1 Introduction

This section applies to development for backpackers' accommodation. It provides design, development and management guidelines for backpackers' accommodation premises to enable stringent assessment of their suitability for the locality, surrounding residents and guests.

Definition:

Under RLEP, Backpackers' Accommodation means a building or place that:

- (a) provides temporary or short-term accommodation on a commercial basis, and**
- (b) has shared facilities, such as a communal bathroom, kitchen or laundry, and**
- (c) provides accommodation on a bed or dormitory-style basis (rather than by room).**

This section of the DCP should be read in conjunction with:

- Part A - Introduction and Part B - General Controls of the DCP; and
- Other sections of the DCP for specific development types, sites or locations, if relevant to the application.

1.1 Objectives

- To ensure that any proposal for backpackers' accommodation:
 - Maintains or enhances the character and amenity of the area; and
 - Provides a high standard of amenity for the users of that facility.
- To ensure any potentially detrimental impacts, including privacy, overshadowing, noise, anti-social behaviour and personal safety, are suitably addressed.

2 Building Design

Objectives

- To provide functional and safe areas for the sleeping and storage needs of the guests.
- To provide adequate numbers of toilet and shower facilities to cater for the requirements of the occupants.
- To ensure that appropriate kitchen facilities and dining areas are provided to cater for the needs of the occupants.
- To provide adequate space and facilities for clothes washing and drying.
- To provide sufficient recreation areas and facilities.
- To protect surrounding and adjoining residents from noise intrusion.
- To provide a reasonable acoustic environment for guests.

2.1 Sleeping Rooms

Controls

- i) The minimum area of a sleeping room must comply with the Public Health (General) Regulation 2002:

The room has a floor area of 5.5 square metres or more for each person sleeping in it (where the length of stay is more than 28 consecutive days), or 2 square metres or more for each person (in any other case).
- ii) Provide adequate space and secured storage facilities to allow occupants to store clothes and travel gear in each sleeping room, or alternatively, provide adequate facilities elsewhere in the building.
- iii) Provide appropriate floor construction and materials in sleeping rooms to minimise noise generation.
- iv) Bedding and flooring must be able to easily be cleaned and maintained.
- v) Each sleeping room must contain an operable window opening to outdoor areas for natural light and ventilation.

2.2 Toilets and Showers

Controls

- i) Provide toilet and shower facilities meeting the following minimum requirements:

	Wash basin	Toilet	Bath / Shower
For Guest Use	1 per 7 guests	1 per 7 guests	1 per 7 guests

- ii) Toilet facilities must be provided in a separate compartment from the shower / bathroom as far as are practicable.
- iii) Bathroom facilities must be of a workable size and designed to allow easy cleaning and maintenance.
- iv) Sanitary facilities must be gender separated as far as are practicable, except for uni-sex facilities provided in accordance with the Building Code of Australia and/or AS 1428.1.

2.3 Kitchen Facilities and Dining Areas

Controls

- i) Provide at least 1 communal kitchen and 1 communal dining area (may be combined). The minimum combined floor area of these rooms must be 1 square metre per guest.
- ii) Cooking facilities must be sufficient so that 15-20% of the maximum number of guests may prepare meals at any one time.
- iii) Provide adequate cooking stove, refrigerator, bench, sink and waste storage facilities in the communal kitchen.
- iv) Communal kitchen facilities and dining areas must be designed and constructed to be convenient and comfortable for the occupants to use and easy to clean and maintain.
- v) Where the proprietor provides food services to the guests, the kitchen facilities must be designed and constructed in accordance with the Australian Food Safety Standards.

2.4 Laundry and Drying Facilities

Controls

- i) Provide a separate communal laundry area within the building.
- ii) Provide one (1) washing machine and one (1) wash tub for every 30 beds.
- iii) Provide one (1) dryer or 20 metres of external clothes line for every 30 beds.
- iv) Washing machines and mechanical dryers must not be used between the hours of 10pm and 8am, 7 days a week, if their operation is likely to cause noise impacts on the nearby residential uses.
- v) Separate laundry facilities used by guests and staff members where possible.
- vi) Design the building or introduce management measures to prevent laundry or clothes items being hung out at the windows on the street elevation/s.

2.5 Communal Outdoor Recreation Area

Controls

- i) Provide a communal outdoor recreation area in the form of a courtyard, terrace, balcony, deck or the like, with total area of 30 square metres or 1.5 square metres per guest, whichever is the lesser. The outdoor recreation area must have a minimum dimension of 3 metres.
- ii) Setback the outdoor recreation area from neighbouring residential properties by a minimum of 2 metres, or otherwise physically separate from those neighbouring properties to the extent that the potential for overlooking, noise and littering is minimised (e.g. through fencing and/or landscaping).
- iii) Locate and orientate to maximise solar access.
- iv) Incorporate deep soil planting or planter boxes to enhance the amenity for the guests.
- v) Provide shared facilities, such as fixed outdoor seating, benches, barbeques and the like to allow social interaction.
- vi) Provide partial cover for weather protection, such as pergola, canopy or the like, where it does not cause unreasonable overshadowing on adjoining properties.
- vii) Lighting of outdoor recreation areas must be designed to minimise glare or light overspill to surrounding residential properties.

2.6 Noise, Privacy and Amenity

Controls

- i) Sources of noise, such as kitchens, communal rooms, outdoor recreation areas and parking areas, must be sited and designed to minimise noise impact on adjoining properties.
- ii) Rooms and features that generate noise (e.g. laundry, communal room and kitchen) must be located away from, or sound proofed from sleeping rooms.
- iii) Windows and external openings must be located away from internal and external noise generators.
- iv) Mechanical plant and equipment must be located in areas away from living or sleeping rooms within the development and adjacent buildings.
- v) For new development, alterations and additions and proposals with an increase in guest numbers, a noise assessment report prepared by an appropriately qualified acoustics consultant must be submitted with the DA.

The report must:

- Establish the existing background noise levels;
- Identify all potential noise sources from the operation of the premises and any mechanical plant and equipment;
- Estimate the level of potential noise emission;
- Establish desirable acoustics performance criteria; and
- Recommend any mitigation measures (such as sound proofing construction and/or management practices) required to achieve relevant noise criteria.

3 Management Plan

Explanation

Effective and responsive day-to-day management of backpackers' accommodation is critical to ensure a suitable living environment for guests and minimise adverse impacts on surrounding residences.

This can be achieved by adhering to a Management Plan during the operation of the premises, which clearly documents all management measures and house rules.

Objectives

- To ensure clear and suitable management measures and practices are documented for use by staff and guests for the on-going operation of backpackers' accommodation.

Controls

- i) Submit a Management Plan with all DAs for backpackers' accommodation that addresses the general requirements outlined in the Management Plan section in Part B, and the following specific requirements:
 - Arrangement for after-hours access.
 - The maximum guest number for the entire premise, maximum occupancy per room and maximum permissible length of stay for guests.
 - A schedule detailing minimum furnishings for sleeping rooms and communal rooms.
 - House rules, covering issues including but not limited to:
 - Visitor policy
 - Rules for parties and activities
 - Use and operation hours of common areas (e.g. communal open space and living rooms)
 - Policy for regulating and restricting smoking and consumption of alcohol and illicit drugs
 - Cleaning and maintenance arrangements.
- ii) The following minimum on-site management requirements must be met:
 - A manager, over the age of 18 years, must be present at the premises at all times and be available to attend to complaints during night hours when the reception desk is closed. Guests must not be appointed as temporary managers.
 - A management office and/or manager's sleeping room must be permanently provided on the premises.

iii) The manager is responsible for matters including, but not limited to:

- Handling check-ins and check-outs of guests.
- Maintaining a register of guests with information on the length of stay, personal details and etc.
- Furnishing a set of House Rules to each guest at the time of registration at the reception desk.
- Establishing and maintaining a formal and documented system for the recording and resolution of complaints made to the premises.
- Attending to any complaints made to the premises and taking appropriate remedial actions to resolve the issues.
- Monitoring the premises and ensuring all guests obey the House Rules.
- Ensuring guest numbers do not exceed those permitted in the development consent.
- Ensuring the premises are operated in a manner that minimises noise and disturbance to the neighbouring properties.
- Maintaining the premises in a clean, safe and orderly condition.
- Maintaining the premises in a fire-safe manner, which includes ensuring that:
 - Fire doors are kept closed to maintain fire separation and compartmentation.
 - Emergency access is kept cleared at all times.
 - All fire services, equipment and alarm systems remain in good working order.

iv) Public Notice and Signs:

- A sign must be prominently installed at the front entry to the premises informing the public of the 24-hour contact number of the on-site management (this is not to be an answering machine) to enable the registration of complaints.
- A permanently fixed identification number and a notice stating the maximum number of guests permitted must be displayed at the doorway to each sleeping room.

All backpackers' accommodation must be registered with Council and must be subject to an annual fee covering administration and fire safety and compliance inspections by Council.