
PART 20 – RESIDENTIAL SERVICES BUILDING STANDARD

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Foreword

The *Residential Services (Accreditation) Act 2002* requires residential service providers to register their residential service with the Residential Services Accreditation Branch of the Office of Fair Trading, Department of Tourism, Racing and Fair Trading.

Registration requirements include demonstrating that the premises in which the residential service is offered complies with the mandatory building requirements contained in this document and that new building work also meets the requirements of the Building Code of Australia.

The building requirements focus on objectives and outcomes. They are presented as performance based requirements. A number of acceptable solutions are identified and listed for each outcome. Premises may need to use some or all solutions depending on the nature of the premises and business. Alternatively, you may be able to meet an outcome using a solution or method not listed in this standard. This allows for service providers to put forward alternative solutions to meeting the requirements thus supporting innovation and flexibility.

Before implementing alternatives, seek advice from local government. Local government officers will assess if a premises meets the acceptable solution given or if alternative solutions proposed are sufficient to meet the performance criteria.

Purpose

To ensure premises being used for *residential services accommodation* provide suitable standards of health, safety and amenity for *residents*.

Application

This standard applies to all premises at which *residential services* are provided. *Residential services* are defined in section 4 of the *Residential Services (Accreditation) Act 2002*. The requirements do not apply to premises at which exempted services are provided. Exemptions can be found in section 4(5) of the *Residential Services (Accreditation) Act 2002*. Premises may also be required to comply with the Building Code of Australia.

Compliance

Premises in which a residential service is provided will comply with the requirements if they satisfy the performance criteria. Compliance with the performance criteria can only be achieved by –

- (a) Complying with the acceptable solutions; or
- (b) Formulating an alternative solution which complies with the performance criteria or is shown to be at least equivalent to the acceptable solutions; or
- (c) A combination of (a) and (b).

Where an alternative solution is utilised, the building compliance notice issued by local government should highlight the solution and how this demonstrates that the relevant performance criterion is met.

Associated Requirements

Compliance with this standard may not be the only requirement for premises in which a residential service is provided. **Other legislation including State Acts and Local Government planning schemes may impose additional requirements.** Designers, builders and owners should satisfy themselves that they will achieve compliance with all legislative requirements including:

- *Residential Services (Accreditation) Act 2002.*
- *Residential Services (Accommodation) Act 2002.*
- *Building Act 1975* incorporating the Building Code of Australia 1996.
- *Food Act 1981 & ANZFA National Food Safety Standards 3.1.1; 3.2.2 and 3.2.3.*
- *Fire and Rescue Authority Act 1990, Section 104E.*

- *Sewerage and Water Supply Act, 1949, Standard Water Law and Clause 1.6.2 of AS/NZ 3500.4.2 – 1997 – National Plumbing and Drainage Code – Hot Water Supply Systems – Acceptable Solutions.*
- *Health Regulation 1996, Part 17 – Vermin Proofing.*
- *Environmental Protection (Waste Management) Regulation 2000.*
- National Code of Practice for the Storage and Handling of Dangerous Goods. Website: <http://www.home.pacific.net.au/~chem/index.htm>.
- *Integrated Planning Act 1997.*

Definitions

Note: - italicised words within the body of the text are defined.

ANZFA - Australian and New Zealand Food Authority.

Bedroom - a room used for sleeping accommodation only.

Building compliance notice - defined in schedule 2 of *the Residential Services (Accreditation) Act 2002*.

Common areas - areas such as lounge rooms, recreation rooms, verandahs, and covered outdoor relaxation areas.

Dining room - where meals are eaten at a table or a designated area used for dining.

Exit - means any, or any combination of the following if they provide egress to a road or *open space*:

- (i) An internal or external stairway.
- (ii) A ramp.
- (iii) A fire-isolated passageway.
- (iv) A doorway opening to a road or *open space*.

Fire Hazard - means the danger in terms of potential harm and degree of exposure arising from the start and spread of fire and the smoke and gases that are thereby generated.

Floor area - area measured within walls of a room or space.

Food service - as defined by Schedule 2 of the *Residential Services (Accreditation) Act 2002*.

Kitchen - where meals are prepared for or by residents.

Open space - means a space on the allotment, or a roof or similar part of a building adequately protected from fire, open to the sky and connected directly with a public road.

Personal care service - as defined by Schedule 2 of the *Residential Services (Accreditation) Act 2002*.

Protective hanging space - means an enclosed cupboard.

Property - the building and external common areas.

Resident - as defined by section 5 of the *Residential Services (Accreditation) Act 2002*.

Residential service - as defined by section 4 of the *Residential Services (Accreditation) Act 2002*.

Residential service accommodation buildings - are premises or complexes, including parts of premises or complexes, where a residential service is provided.

Sanitary facilities - means toilets, basins, showers, kitchen sinks, laundry tubs, and the like.

Storage facilities - storage of cleaning equipment and cleaning agents.

Travel distance - means the distance between a *bedroom* or any part of the premises to open space.

Unencumbered area - means a clear circulation space with no fixtures or fittings intruding within the space. Loose furniture can be included in the unencumbered areas.

Window - includes a roof light, glass panel, glass block or brick, glass louvre, glazed sash, glazed door, or other device which transmits natural light directly from outside a building to the room concerned when in the closed position.

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Kitchen Facilities

P1

A kitchen must have-

- (a) adequate food preparation areas; and
- (b) suitable capacity to cater for the number of *residents* expected to prepare meals; and
- (c) *unencumbered area* and safe access to the kitchen at all times; and
- (d) fixtures and finishes which maintain the safety and wholesomeness of food; and
- (e) suitable cooking appliances and refrigerator space sufficient for the number of meals being prepared; and
- (f) suitable cleaning-up facilities for washing and cleaning of utensils; and
- (g) adequate storage facilities to prevent contamination of food and utensils.

A1

(a) Where *residents* prepare their own meals, a kitchen-

- (i) has a minimum *floor area* of-
 - (A) 0.65m² per person; or
 - (B) where combined with a dining room – 1m² per person; and in any case, not less than 16m²; and
- (ii) has the floor covered with a durable, impervious material finished to a smooth even surface free of cracks and crevices; and
- (iii) has walls and ceilings finished with a durable light coloured impervious material, having a smooth even surface free of cracks and crevices; and
- (iv) has walls behind each stove and cooking appliance ceramic tiled or lined with a smooth impervious material; and
- (v) has food storage facilities and cupboards of 0.06m³ per *resident* adequate to prevent contamination of food, and cooking or eating utensils, by dirt, dust, flies or the like; and
- (vi) has a space of-
 - (A) for a refrigerator- 50 litres per *resident*; and
 - (B) for a freezer- 5 litres per *resident* for the storage of perishable goods; and
- (vii) has a sink with a drainer

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and reticulated hot and cold water; and
 (viii) has electric or gas stoves and ovens in accordance with the following-

No of Residents	Ovens	4 burner stoves
1-15	1	1
16-30	1	2
31-45	2	3
46-60	2	4
Over 60	2	4 +
1 for each additional 15 residents (or part thereof) over 60		

(b) Where a *food service* is provided, a *kitchen* complies with the ANZFA National Food Safety Standards 3.1.1; 3.2.2 and 3.2.3.

Laundry Facilities

P2

Adequate laundry and clothes drying facilities must be provided in a space having a durable and hygienic floor and wall and ceiling finishes to cater for the number of *residents*.

A2

(a) Where laundering is done on the premises for *residents* –

(i) a laundry is provided and is equipped with-

(A) one five (5) kg capacity, automatic washing machine to handle incidental loads; and

in addition, one ten (10) kg capacity, automatic washing machine for each 20 residents or part thereof; and

(B) one domestic dryer to match the 5kg washer; and

in addition, one ten (10) kg capacity dryer for each of the ten (10) kg capacity washers;

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and

(C) one large laundry tub.

(ii) the laundry has-

(A) the floor covered with a durable, impervious material finished to a smooth even surface free of cracks and crevices; and

(B) walls and ceilings finished with a durable light coloured impervious material, having a smooth even surface free of cracks and crevices.

(b) Where *residents* do their own laundry, a laundry is provided and is equipped with-

(i) one seven (7) kg fully automatic washing machine per 15 *residents* or part thereof; and

(ii) one wash trough per 15 *residents* or part thereof; and

(iii) clothes drying facilities comprising –

(A) 7.5m clothes line per *resident*; or

(B) a heat-operated drying cabinet or appliance in the same room as the washing machine; and

(iv) cold water reticulation to each wash trough; and

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- (v) hot and cold water reticulation to each washing machine provided.

Common Areas

P3

A3

Adequate *common areas* and facilities must be provided for general relaxation and socialisation and may be a mix of indoor and outdoor areas.

- (a) *Common areas* are provided with a *floor area* of at least 0.5m² per *resident*; and
- (b) External *common areas* are roofed or covered.

Bedrooms

P4

A4

Bedrooms must provide adequate personal space facilities for each *resident*.

- (a) The minimum *unencumbered floor area* for each *bedroom* is-
 - (i) for one person – 7.5m²; or
 - (ii) for two people – 11m²; or
 - (iii) for three people – 16.5m²; or
 - (iv) for more than three people- 16.5m² plus an additional 5.5m² per additional person; and
- (b) where more than one person sleeps in a room there is a minimum of 900mm provided between beds; and
- (c) each *bedroom* is separately accessible without passing through any other *bedroom*; and
- (d) each *bedroom* is provided with -
 - (i) a general purpose outlet; and
 - (ii) storage for each *resident* with minimum dimensions of 300mm wide and 450mm

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deep and 900mm high; and

- (e) *protective hanging space* of 0.6m per *resident* for clothing; and
- (f) bedding is provided for each *resident* which includes-
 - (i) a bed frame or base; and
 - (ii) a mattress; and
 - (iii) a mattress protector.

Storage Facilities

P5

Adequate *storage facilities* for cleaning chemicals and equipment are located to ensure –

- (a) there are no impediments to safe movement about the premises; and
- (b) chemicals are stored in a safe manner.

A5

Storage facilities for cleaning equipment are provided in the kitchen, laundry or an external storage facility.

Dining Room

P6

Suitable *dining room* facilities must be provided appropriate to the number of residents dining at any one time and the number of meals expected to be prepared.

A6

- (a) Where meals are prepared or provided for *residents*, *dining room* facilities include–
 - (i) tables and seating of at least 600mm of table per *resident* for 50% of the *residents*; and
 - (ii) a *dining room* located-

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(A) close to *kitchen facilities*; and

(B) distinct from lounge facilities.

Sanitary Facilities

P7

Suitable *sanitary facilities* for personal hygiene must be provided for the *residents*.

A7

(a) Where private facilities are not provided, *sanitary facilities* provided for *residents* for each building or group of buildings are-

(i) a bath or shower for each 10 *residents* or part thereof; and

(ii) a closet pan and washbasin for each 10 *residents* or part thereof; except that –

(A) if one urinal is provided for each 25 males up to 50 and one additional urinal for each additional 50 males or part thereof, then one closet pan for each 12 males may be provided; and

(B) at least one closet pan is screened from adjacent compartments with a door and partitions extending from the floor to at least 1.8m above the floor; and

(b) Hot and cold water is provided to all sanitary facilities except only cold water is provided to laundry wash troughs, water closets and urinals; and

(c) If females are provided with a receptacle for the disposal of sanitary napkins, the receptacle should-

(i) have rigid walls; and

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- (ii) be designed to ensure that waste does not spill from it during usual usage or servicing; and
- (iii) not be adversely affected by heat, humidity and sunlight; and
- (iv) have inner surfaces designed to allow easy removal of waste that are smooth, free of recesses and able to be readily cleaned.

Vermin Control

P8

The undetected entry of vermin into buildings must be prevented to minimise the risk of the spread of disease.

A8

- (a) Every floor, wall, partition, ceiling, roof and every ancillary fitting thereto of every building or other structure on such place is constructed and maintained to prevent the undetected entry of vermin into such places; and
- (b) Every hole or opening in every floor, wall, partition, ceiling or roof and in every ancillary fitting of every building or other structure is securely covered with vermin-proof material.

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Ventilation

P9

Each habitable room must have adequate ventilation to prevent the creation of unhealthy conditions.

A9

- (a) Each habitable room is naturally ventilated by permanent openings with an opening or openable size not less than 5% of the floor area of the room required to be ventilated.
- (b) Permanent openings are-
 - (i) *windows*, or
 - (ii) doors; or
 - (iii) ventilated skylights.
- (c) Permanent openings are open to-
 - (i) a suitably sized court yard, or
 - (ii) the sky; or
 - (iii) an open verandah, carport, or the like.

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Early Warning System

P10

A10

Building occupants must be provided with appropriate *automatic* warning on the detection of smoke so that they may evacuate in the event of a fire to a place of safety, having regard to-

- (a) the height of the building; and
- (b) the construction of the building; and
- (c) the mobility and other characteristics of the occupants; and
- (d) the power supply available to the building.

In all *residential services buildings* with less than 6 people, smoke alarms -

- (a) are installed on or near the ceiling in every *bedroom*; and
- (b) are installed on or near the ceiling in every enclosed or internal corridor, hallway associated with a *bedroom* or *common areas* at a maximum of 5m centres, or
- (c) if there is no enclosed or internal corridor or hallway, are installed on or near the ceiling in an area between the *bedrooms* and the remainder of the building; and
- (d) are installed on or near the ceiling on each *storey*; and
- (e) comply with AS 3786; and
- (f) are powered by-
 - (i) a consumer mains power supply, where available; or
 - (ii) a tamper-proof lithium battery where a consumer power supply is not available.

Note- Buildings which are intended to provide accommodation for 6 or more people are required to comply with the requirements of the Fire Safety in Budget Accommodation Buildings under the Building Act 1975.

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Emergency Lighting

P11 A system of lighting for safe evacuation in the event of a fire must be provided, to the degree necessary, appropriate to-

- (a) the function or use of the building; and
- (b) the *floor area* of the building; and
- (c) the distance of travel to an *exit*; and
- (d) the characteristics of the occupants.

A11 In *residential services buildings* with less than 6 people, a system of lighting is installed which consists of-

- (a) a light incorporated within and activated by the smoke alarm required by A10 (b) and (c); or
- (b) the existing lighting located within the areas nominated in A10 (b) and (c) activated by the smoke alarms in these areas.

Note- Buildings which are intended to provide accommodation for 6 or more people are required to comply with the requirements of the Fire Safety in Budget Accommodation Buildings under the Building Act 1975.

Emergency Telephone Access

P12 Suitable provision must be provided for *residents* to ring emergency services in the event of an emergency.

A12 A landline telephone is provided.

Informative Notes:

In accordance with Clause 1.6.2 of AS/NZ 3500.4.2 - 1997 and section 38(3) of the *Standard Water Law*, all new hot water installations shall, at the outlet of all sanitary fixtures used primarily for personal hygiene purposes, deliver hot water not exceeding-

- (a) 45°C for nursing homes or similar facilities for young, aged, sick or disabled persons; and
- (b) 50°C in all other buildings.

Note: Compliance with these temperature limits is optional for kitchen sinks and laundry tubs.