

Pet Sitting (Home Based Business)

What is a home based business?

A home-based business is a small business that operates from your home, and includes looking after domestic pets, such as dogs and cats.

To be defined as a home-based business, the business activity must be domestic in scale and operate in a subservient manner that maintains the residential character and amenity of the locality.

Boarding kennels, with structures and large numbers of animals, are generally not defined as a home-based business because of the potential to cause nuisance or detrimentally impact on the residential amenity of a neighbourhood.

Do I need approval?

Residents in the residential, rural and rural residential zones are generally able to operate a home-based business without requiring a formal application, provided the activity complies with a set of criteria.

The criteria, referred to as 'acceptable outcomes', are contained in the Home-Based Business Code of the Whitsunday Regional Planning Scheme 2017 and include the following:

Where conducted in a dwelling house or dual occupancy:

- The area used for the business is no larger than 40m² on a lot not more than 2,000m² or 80m² on a lot more than 2,000m²;
- The business does not involve more than two (2) people (including residents of the dwelling), or where in the Rural zone, does not involve more than four (4) people (including residents).

Where conducted in a multiple dwelling:

- The area used for the business does not involve outdoor use areas and is no larger than 20m² and 10% of any floor level on which the business is located; and
- Involves only persons who are residents.



All locations:

- Not more than one home-based business is conducted on the premises;
- The business does not attract more than two (2) customers or clients at any one time and no more than eight (8) per day;
- The home-based business does not produce any dust emissions, notable odours beyond the site boundaries or noise which exceeds the background noise level plus 5dB(A) (8am – 6pm);
- Loading/unloading of goods is not undertaken by a vehicle larger than a small rigid vehicle (SRV);
- One (1) car parking space is provided for customers as well as one (1) space for a non-residential employee (in addition to those required for the primary residential use); and
- Only one sign is erected on the premises and the sign includes: only the business name, has a maximum area of 0.3m², is attached to a fence or wall, and is not illuminated or in motion.

When a proposed business cannot comply with one or more of these acceptable outcomes, a development application must be lodged with Council for further consideration.

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Continued.

How do I lodge an application?

To lodge a development application you will be required to provide the following:

- DA Form 1;
- A Site Plan, identifying parts of the lot pertaining to the business and car parking areas available to visitors;
- Information outlining the scale and operations of the business, including:
 - Maximum number of animals;
 - Location of feeding areas;
 - The location and nature of the part of the premises in which the animals are proposed to be kept;
 - The number of employees;
 - Proposed hours of operation;
- Signed consent from all owners of the property
- Application fee, as prescribed in Council's Schedule of Fees and Charges.

You can lodge your development application at one of Council's Customer Service Centres, post a copy to PO Box 104 Proserpine QLD 4800 or email info@wrc.qld.gov.au

What is involved in the assessment application?

Council's Development Assessment Team will assess your development against the performance outcomes of the Home-based Business Code of the Whitsunday Regional Planning Scheme 2017.

Each application is assessed individually and involves a review of potential impacts to the surrounding neighbourhood, the location of food supply storage areas and measures proposed to ensure the area is kept clean and tidy.



What happens once I have approval?

If your development application is successful, you will receive an official Decision Notice from Council.

This Decision Notice will include approved plans and a list of conditions. You are required to always comply with the approved plans and conditions of approval.

What happens if my application is not approved?

If your development application is unsuccessful, you will be required to modify your activity to meet the acceptable outcomes of the Home-based business code if you wish to proceed with the business.

You will also be required to submit a 'Multiple Animal Pet Sitting Permit' application form. For further information, please contact Council's Local Law Services team on the number below.

What happens if Council receives complaints?

Council is obligated to investigate all complaints received and will undertake a site inspection to ensure you are complying with the conditions of your Decision Notice.

Council reserves the right to require additional treatment to address noise and other nuisances that may arise in the future.

Need Assistance?

For further information or assistance, please contact Council's Development Assessment team on 1300 WRC QLD (1300 972 753)