

April 2021

Short Term Rental Accommodation (STRA)

The NSW Government announced a statewide policy for STRA on 9 April 2021. The new statewide planning framework further complements changes made by NSW Fair Trading, which introduced a mandatory [Code of Conduct for the Short-term Rental Accommodation Industry](#) and amended to strata legislation.

This policy balances enabling STRA, while also managing potential impacts on communities and the safety of guests.

The new rules have a delayed commencement and do not apply until **1 November 2021**.

A delayed commencement gives hosts, councils and other industry participants time to familiarise themselves with the new policy. Hosts will need to comply with the new rules by 1 November 2021.

This factsheet is provided to assist hosts with the preparation of an Information Booklet/Advice Sheet on general emergency advice for the location the STRA activity is taking place in.

Overview of the new STRA planning rules

In NSW, STRA can be undertaken in existing, lawfully constructed residential accommodation as exempt development as hosted STRA or non-hosted STRA, subject to day limits.

The new planning rules also require that hosts comply with new fire safety standard, including the requirement for a STRA dwelling to be registered on the Government's online STRA Register.

Further information on the STRA policy can be found on the our [STRA webpage](#).

Safety standards for STRA dwellings

All dwellings proposed to be used for STRA must be registered on the [new Government-run STRA Register](#) and comply with the **STRA Fire Safety Standard**.

The fire safety standards have been revised in response to feedback received on the exhibited standards and strike an appropriate and reasonable balance between the need for higher safety requirements and cost prohibitive safety requirements.

As part of the registration process, hosts will be required to confirm the dwelling complies with the STRA fire safety standard.

Hosts must also prepare an Information Booklet or Advice Sheet on general emergency advice for the location in which the STRA dwelling is located. Confirmation must also be provided as part of the registration process that this has been made available to guests and visitors.

Further information on the STRA Fire Safety Standard can be accessed on our [STRA webpage](#).

Emergency Information for STRA dwellings

The department recognises the importance of providing increased safety for guests and visitors who might be less familiar with their location than longer-term residents.

STRA hosts are required to make available an Information Booklet or Advice Sheet for their guests and visitors that provides general information advice for the location the STRA activity is taking place in.

Emergency Information Factsheet Overview

The importance of planning now so that risks are known and what to do in the event of an emergency, can save the lives of your guests and visitors. It can also minimise damage to your property and possessions.

An Information Booklet or Advice Sheet should include, but not limited to, information on the following:

- potential hazards that may affect the STRA dwelling or the general area the STRA dwelling is located (e.g. bushfires, flooding or coastal erosion and inundation);
- details regarding identified hazards that affect the STRA dwelling or general locality (e.g. what does a total fire ban mean and what you can and can't do on these days?)
- details about how guests and visitors can be kept informed, including information on emergency service broadcasts and emergency contacts; and
- what to do in an emergency situation and where guest and visitors will need to go to safety evacuate.

Know your hazard risk

It is essential that guests and visitors are made aware of any potential hazards that may affect the STRA dwellings they are staying in, as well as any potential hazards that may affect the local surrounding area.

Where hazards are identified, it is important that each hazard type and level of affectation be clearly outlined for guests and visitors.

The [NSW State Emergency Services](#), the [NSW Rural Fire Service](#) and your relevant local council provide useful information that can assist hosts with identifying potential hazards that may impact their dwelling and location area, to ensure guest and visitor safety is maximised.

Further information can be found at the following websites:

- Bushfires - NSW Rural Fire Service www.rfs.nsw.gov.au,
- Floods - NSW SES www.floodsafe.com.au,
- Storms - NSW SES www.stormsafe.com.au,
- Urban fires - Fire & Rescue NSW www.nswfb.nsw.gov.au,
- Heatwaves, earthquakes and other disasters - Australian Emergency Management Institute www.em.gov.au, and
- Tsunami - NSW SES www.ses.nsw.gov.au.

Emergency information

STRA guests and visitors not familiar with the local area can benefit from being able to access information about potential hazards in the locality they are staying in.

Guest and visitors can be directed to suitable information sources, including local radio stations and websites, that provide information, updates and advice on potential hazards that may be affecting the locality they are staying in.

The Information Booklet or Advice Sheet should:

- detail the relevant local radio station and encourage guests and visitors to listen to the station for updates and advice;

- make guests and visitors aware of any warnings by visiting the Bureau of Meteorology (www.bom.gov.au) who issue:
 - Flood Watches for rivers when flooding is likely, and
 - Flood Warnings for rivers when flooding is about to happen and during floods, and
 - Severe Weather Warnings and Severe Thunderstorm Warnings for possible flash flooding, damaging winds, hail and heavy rainfall, damaging waves and dangerous surf, and
 - Tsunami Watches, Tsunami No Threat Warnings, Marine and Immediate Foreshore Threat Warnings and Land Inundation Warnings for tsunami.
- make guests and visitors aware of the NSW Rural Fire Services fire danger ratings and to monitor the Fire Danger Ratings daily at www.rfs.nsw.gov.au/fdr;
- make guests and visitors aware of emergency information and updates provided by NSW State Emergency Service (SES) at www.ses.nsw.gov.au on local flood impacts and evacuations during hazardous floor, storm and tsunami events;
- advise guests and visitors to contact Roads and Maritime Services on the 24 hour traffic enquiry line 132 701 or visit Live Traffic NSW at www.livetraffic.rta.nsw.gov.au for information regarding roads;
- advise guests and visitors of the location of any relevant emergency services, such as the NSW Police and local hospital or other medical services; and
- encourage hosts and guests to download an appropriate emergency application to their mobile phones that provides information on potential environmental hazards for location the STRA is being carried out. One example is the 'Fires near me' application, developed by the NSW Rural Fire Service to provide users information and warnings about bush fires and other incidents attended to by the NSW Rural Fire Service.

Emergency contacts

The Information Booklet or Advice Sheet should outline emergency contacts to call in the event of a hazard or emergency. Suggested contacts could include:

- **Emergency** – call 000 for life-threatening emergencies only, including bush fires;
- **Emergency text** – call 106 for people who are deaf or have a speech or hearing impairment;
- **NSW Rural Fire Service** – call 1800 679 737 for information on fire bans and bushfires in NSW;
- **NSW State Emergency Services** – call 132 500 for support and advice in the instance of an emergency;
- **RSPCA** – call (02) 9770 7555 to find a shelter, branch, care centre or vet clinic;
- **WIRES** – call 1300 094 737 for emergency advice for injured wildlife; and
- the relevant local council.

Emergency evacuations

The Information Booklet or Advice Sheet should detail the mandatory Evacuation Plan that must be prepared in accordance with the Short-term Rental Accommodation Fire Safety Standard.

Evacuation orders may be issued by the NSW Police or other emergency services, who's directions should always be followed.

Guests and visitors should be encouraged to stay together during evacuation events and to stay updated with the latest information by listening to the local radio station or contacting emergency services for support.

Where can I find out more?

Visit our [STRA webpage](#) for access to factsheets for hosts and councils or email the team on STHL@planning.nsw.gov.au.

You can also us at 1300 305 695.

More information to assist hosts can be found by visiting the following websites:

- NSW Fire and Rescue – [Community Fire Safety](#),
- NSW Rural Fire Service – Bush Fire Safety [Resources](#), including but not limited to information on how to prepare [Bushfire Survival Plan](#) and [Bush Fire Safety Fact Sheets](#),
- NSW SES – [Home Emergency Plan](#) online tool, and
- NSW Local Government – [Directory](#).

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