

# Community Consultation Report

Results from public consultation on the review of Banyule's  
Public Toilet Plan

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# 1. Executive summary

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## 1.1 Background

The Banyule Public Toilet Plan 2017 established a 10-year plan to guide the provision of Council-owned and managed public toilets across the municipality. This Plan is due for a review and Council sought community feedback to support this review. There were ten questions and an interactive map for the community to tell us about their experience of safety at Banyule's public toilets, the distance they would walk to access a public toilet, and whether they consider the availability of public toilets when planning their trips and destinations.

The information received from the public will be used to:

- test the results of the gap analysis carried out by Council in identifying locations for new toilets.
- get public views on the requirement of toilet facilities in activity centres.
- get the views of residents for replacing/upgrading of existing public toilets within next 10 years.
- understand and respond to toilets considered by engagement participants to be unsafe.

## 1.2 Engagement activities

The following methods of engagement were used during the consultation.

- Shaping Banyule survey
- Intercept survey
- Internal stakeholder workshop
- Banyule social media (Instagram and Facebook)

## 1.3 Participation

A total of 545 people completed the survey in all three engagement activities. 64% of the people participated are women and 85% of the people are more than 35 years old.

## Summary of Feedback

The following points were noted during analysis of consultation data as key findings.

- Respondents noted that they tend to avoid the Macleod Shopping Centre and The Mall in Heidelberg West as a result of poor toilet facilities.
- Respondents considered the toilets at Macleod Shopping Centre and The Mall in Heidelberg West to be the most unsafe toilet facilities in Banyule.
- Respondents noted consistently that the following toilets require repair and upgrade:
  - Macleod Shopping Centre
  - The Mall in Heidelberg West
  - Watsonia Shopping Centre
  - Rosanna Railway Station
- Respondents recommended to replace the following toilets in the next 10 years:
  - Macleod Shopping Centre
  - The Mall in Heidelberg West
  - Watsonia Shopping Centre
  - Rosanna Railway Station
  - Possum Hollow
  - Price Park
  - James Reserve
  - Malahang Reserve
  - Chelsworth Park
  - Heidelberg Park

- There were 101 locations proposed for new toilets. Some of them are in close proximity to each other.
  - 31 submissions are consistent with Council's priority.
  - 29 locations are near or within the 400 m walkability area of existing toilets.
  - 41 locations are outside 400m walkability distance of existing toilets. In these 41 locations, there are few clusters where several residents have proposed to install new toilets. As an example, nine residents have proposed to install a new toilet in Delta Reserve.

## 1.4 Recommendations

This report recommends the following considerations as a result of the findings presented in this report.

- Test the gap analysis for new public toilets carried out by Council officers against the locations proposed by engagement participants in the interactive map and prioritise the proposed locations.
- Consider the findings from the consultation in reviewing the current 10-year toilet replacement/renewal program.
- Consider upgrading public toilets by priority to meet STAR rating 4.

## 2. Project Overview

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The previous Banyule Public Toilet Plan was developed and adopted in 2017. Development of the Plan included a comprehensive public consultation process and identified several improvement actions and the toilet replacement program. Some of the findings and actions in the Plan are out of date and it is due for review.

Council's Asset Management Team is leading the review, which requires community input in certain aspects of the plan such as proposed renewal, upgrade and new toilets. The Asset Management and Community Engagement Teams are leading this consultation process.

This report provides an overview of the consultation process and the feedback received from the community.

## 3. Engagement Objectives

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Four objectives were identified for engaging community on this project.

### Objective 1

To build community knowledge regarding Council's approach to managing its public toilets to meet future demand and provide the required level of service to the public.

### Objective 2

To understand community preferences in Council's approach for renewal and upgrade of existing toilets and constructing new toilets where necessary.

### Objective 3

To understand from the community what public toilets they think Council should prioritise over the next ten years.

### Objective 4

To obtain feedback from the community regarding which public toilets have poor levels of safety, hygiene and accessibility.

## 4. Engagement and communications methods

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Four methods of community engagement were delivered as part of this project and were complemented by communications activities.

### Shaping Banyule survey

Audience: Banyule community members and general public  
17th April to 15th May 2023

### Intercept surveys at selected locations

Audience: Visitors to areas of high pedestrian activity  
8 to 12 May 2023

### Community Advisory Committees

Audience: Age-Friendly, Disability and Inclusion, and LGBTIQ+ Advisory Committee  
8 to 26 May 2023

### Social media

Audience: wider public  
17th April to 15th May 2023

### 4.1 Shaping Banyule survey

A home page for the project was developed on Shaping Banyule and included content to inform the community about the age profile of the toilets, current status of the toilets, STAR rating assessments, an interactive map for people to pinpoint potential new toilet locations and a survey. Shaping Banyule also included the previous public toilet plan and contact details for the Asset Management Team, should people want to talk with someone directly about the project.

Participation on Shaping Banyule was boosted by a feature article in the Banyule Banner and displaying conflutes in each of Banyule's seven precincts.

### 4.2 Intercept survey

The Asset Management and Community Engagement Teams carried out intercept survey at the following locations, for three hours in each location:

- Watermarc and Greensborough Plaza
- Rosanna Station, Beetham Parade and Ellesmere Parade
- Ivanhoe Library and Cultural Hub and Upper Heidelberg Road
- Shop 48 and Malahang Reserve, Heidelberg West.

A shorter survey was undertaken for the intercept surveys through mobile device. A postcard was also handed to people that did not have time to stop, informing them of survey details and providing the ability to complete the survey on Shaping Banyule in their own time.

### **4.3 Community Advisory Committees**

Content from this consultation was presented to the Age-Friendly Committee to seek their feedback. The information was also circulated to the following committees by email and they were requested to provide their feedback through Shaping Banyule:

- Disability and Inclusion Committee
- LGBTIQ+ Advisory Committee

### **4.4 Social media**

Information regarding the community consultation was posted on Council's Instagram and Facebook pages to encourage the community to provide feedback. There was also a paid campaign which reached 19,300 people and generated 401 clicks through to the Shaping Banyule page and survey.

Relevant comments received through Instagram and Facebook were considered as feedback and have been analysed as part of the data set.

# 5. Participation

Council received overwhelming participation from the community for managing and upgrading our public toilet network. Overall participation and their breakdown are depicted in Figure 1.

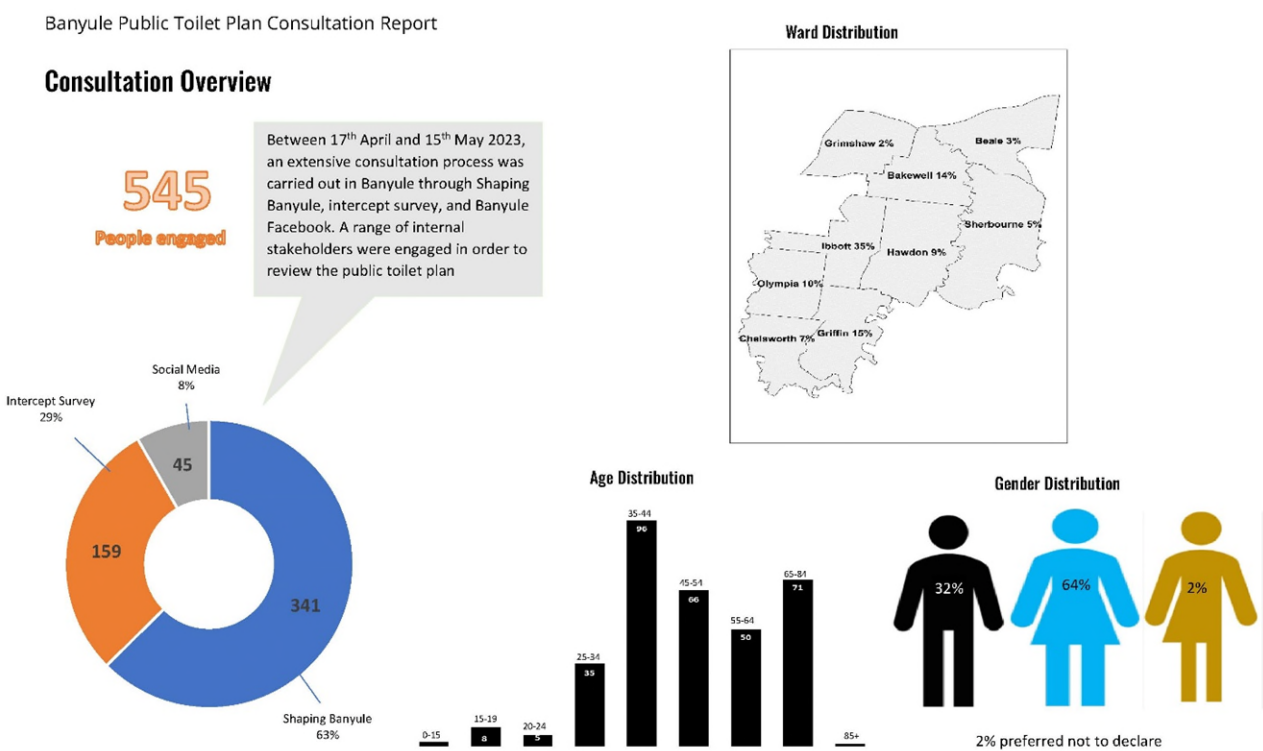


Figure 1 – Overview of Consultation Participation

## 5.1 Shaping Banyule

341 respondents completed the survey on Shaping Banyule from all suburbs across Banyule. The suburb with the highest number of respondents (91) are from Macleod. The respondents cover all age groups. The age group with the highest participation was 35 to 44 years. The next highest group was 65 to 84 years.

In this survey, 243 participants identified as female and 83 as male. There were 42 persons with disability and 22 persons identified as LGBTIQ+. Table 1 indicates the access and equity distribution of all respondents.

Table 1 – shaping Banyule participant inclusion data

Access and Equity category	Number of participants
A person with disability, inclusive of mental illness	42
A person identifying as LGBTIQ	22
A person of Aboriginal or Torres Strait Islander decent	3
A person speaking English as a second or other language	13
A carer	63
None of the above	229



## **5.2 Intercept survey**

159 respondents completed this survey and provided feedback to the questions posed to them. The male and female distribution was almost equal. The highest number of participants were from Rosanna and Ivanhoe suburbs. Age and inclusion data were not collected for this survey.

## **5.3 Community Advisory Committees**

In-person workshop were held with the Age-Friendly Committee. Disability and Inclusion Committee and LGBTIQ+ Advisory Committee did not have any meetings during the consultation period. Therefore, information was circulated by email to them. Feedback of these committees is included in Shaping Banyule.

## **5.4 Social media**

Council also received 45 distinct comments on its official Facebook and Instagram pages. No demographic or inclusion data was collected.

## 6. Consultation feedback

Feedback received from surveys, workshops and social media is summarised in this section.

### 6.1 Shaping Banyule and Intercept Survey Feedback

The following questions were included in the Shaping Banyule and Intercept surveys.

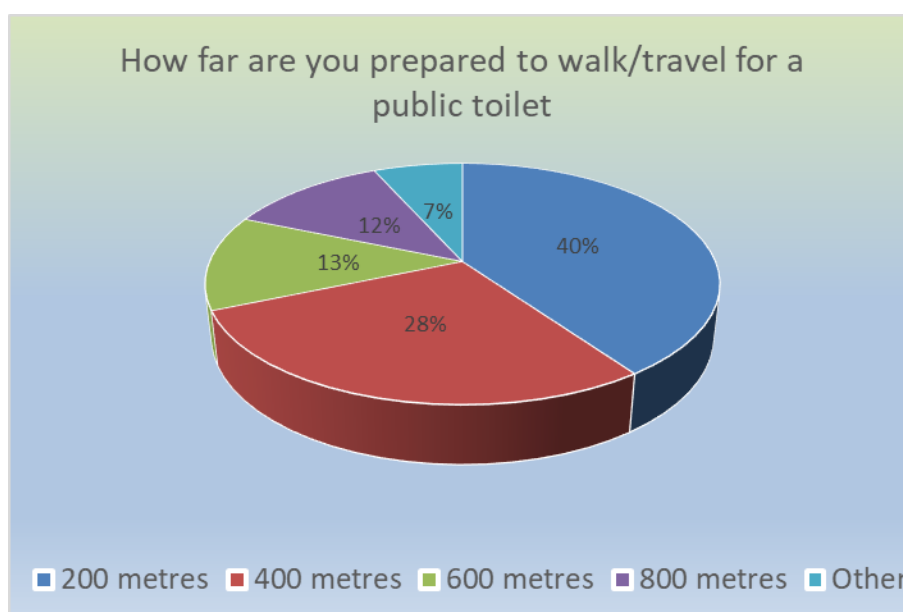
Question	Shaping Banyule	Intercept
1. When planning your trip, do you consider the availability of a public toilet?	Y	Y
2. How far are you prepared to walk/travel for a public toilet?	Y	Y
3. Tell us which areas and/or public toilet facilities you avoid.	Y	Y
4. Are there existing public toilets you feel unsafe?	Y	Y
5. What is their location and why do you feel unsafe?	Y	Y
6. Are there existing public toilets that need fixing or need facilities added to improve their comfort, convenience and access?	Y	Y
7. What is their location and what needs to be fixed or added?	Y	N
8. Are there any public toilets you think should be replaced in the next 10 years?	Y	N
9. Please indicate which STAR rating Council should aim for when maintaining its public toilets.	Y	N
10. Is there anything else Council should consider when designing new public toilets to improve comfort, convenience and access?	Y	N

Data from the above questions are presented in the following graphs.



Figure 2 – Consideration of toilet availability when planning a trip

Figure 2 shows the majority of respondents consider the availability of toilet facilities when planning their trips. This information is important for Council to provide toilet facilities in areas of activity to attract more customers and visitors to Banyule. It could be assumed from this data that if there is no public toilet, areas of activity are less likely to be visited compared to ones that do have public toilets.

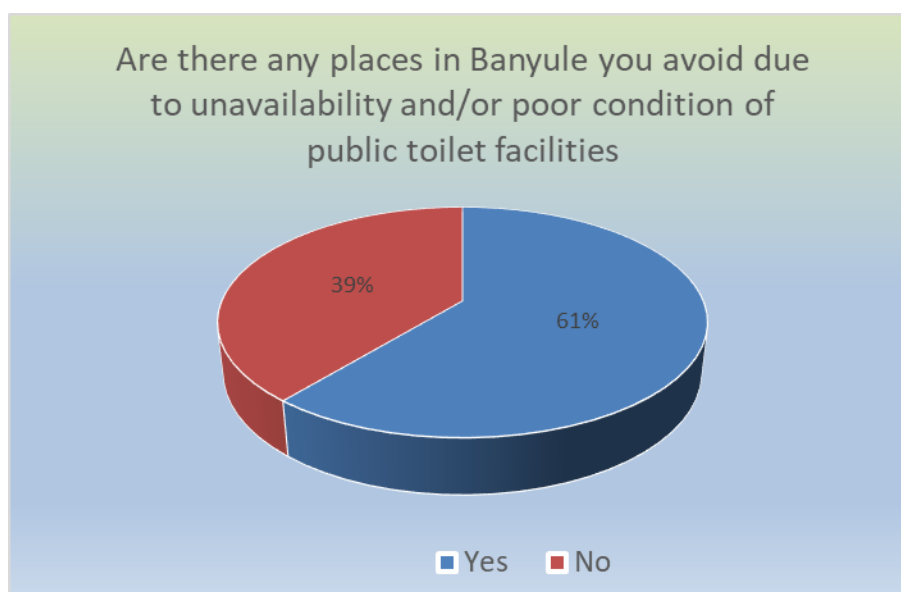


**Figure 3 – Preferred walking distance to a toilet facility**

Referring to Figure 3, it can be deduced that 68% off the respondents prefer to walk less than 400m to look for a toilet facility. A significant percentage (40%) of people prefers to walk up to 200 metre. This information is helpful for Council to analyse locations for new toilets through its gap analysis.

It's important to note that of the 68% that said they would prefer to walk less than 400m, from that 16% were aged 65+, 5% stated that they live with disability. This tells us that a considerable part of preference to walk less relates to ability and access. Of the 40% of the respondents preferring to walk only up to 200m to find a toilet, 16% were aged 65+, 6% live with disability.

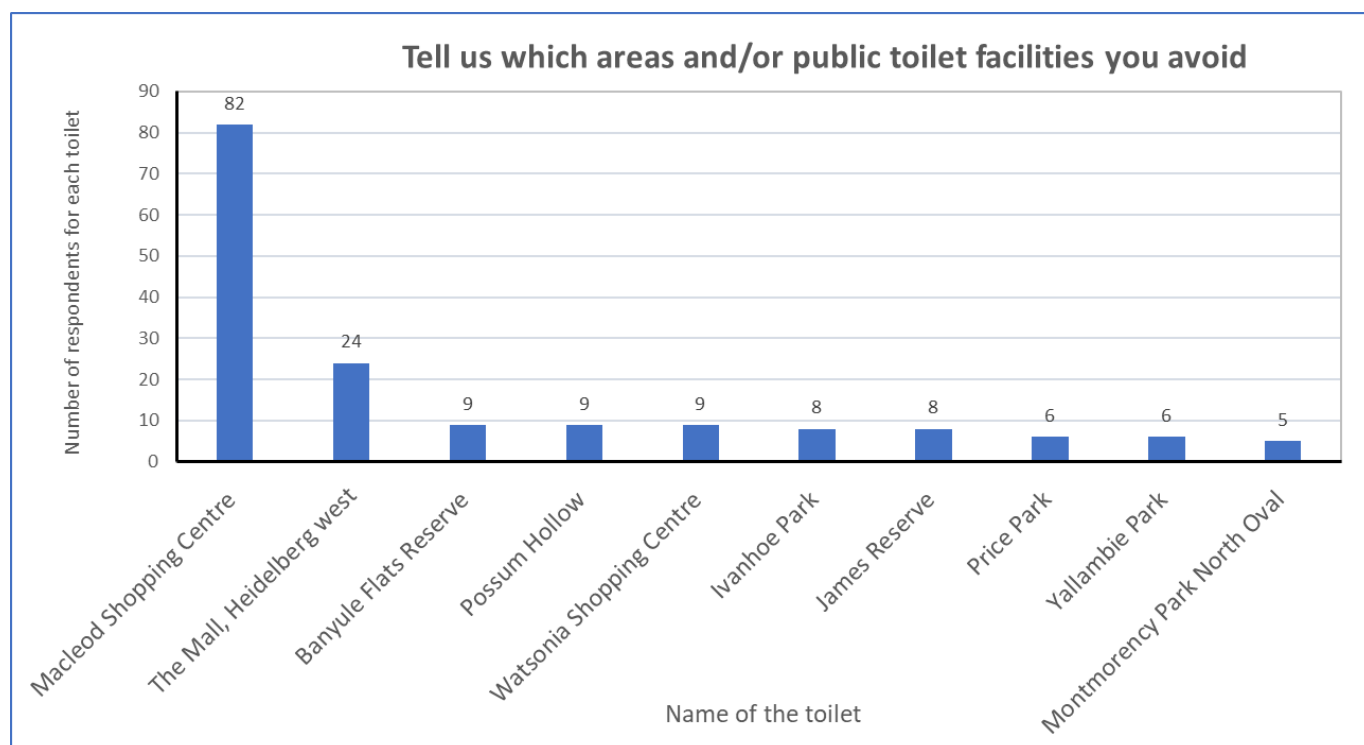
According to 'Incontinence in Australia' report 2013, 1.4% of the Australian population (284,500 people) reported severe incontinence where 1 in every 14 people (7.2%) aged 65+ and nearly 1 in 4 people (25%) aged 85+ experienced severe incontinence. A large majority (91%) of people with severe incontinence also had a severe or profound core activity limitation. It is expected that people experiencing incontinence are represented in the 40% of the respondents, who prefer to walk up to 200m for a toilet.



**Figure 4 – Places to Avoid as a Result of Poor Toilet**

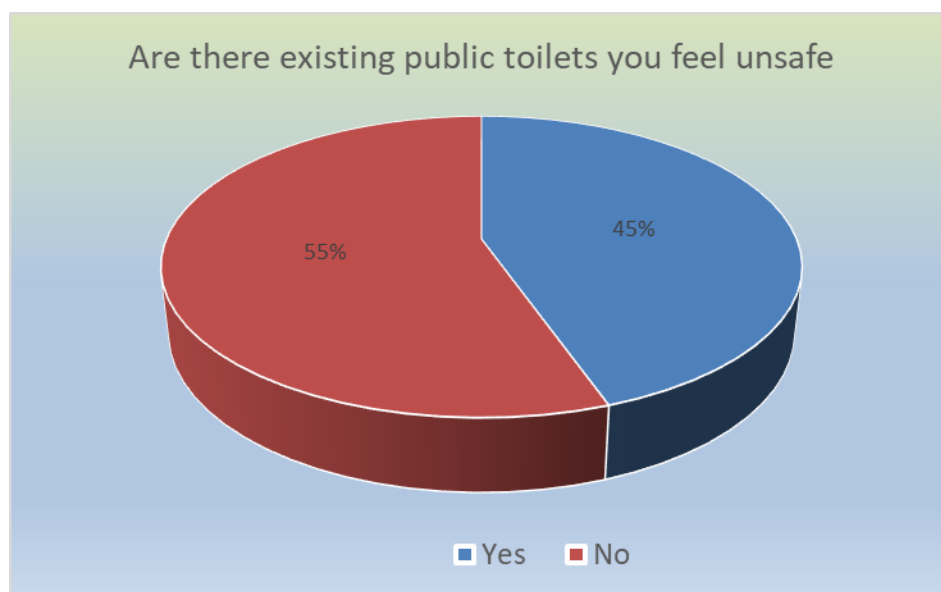
A majority of the residents (61%) avoid some places in Banyule as a result of poor toilet facilities as shown in Figure 4. Residents mentioned those toilet facilities specifically and the number of responses for each facility depicted in Figure 5. It appears that the highest number of responses are for the Macleod Shopping Centre

public toilet. The public toilet at The Mall, Heidelberg West, received the second highest number of responses. This information is useful in developing improvement programs and maintenance schedules.



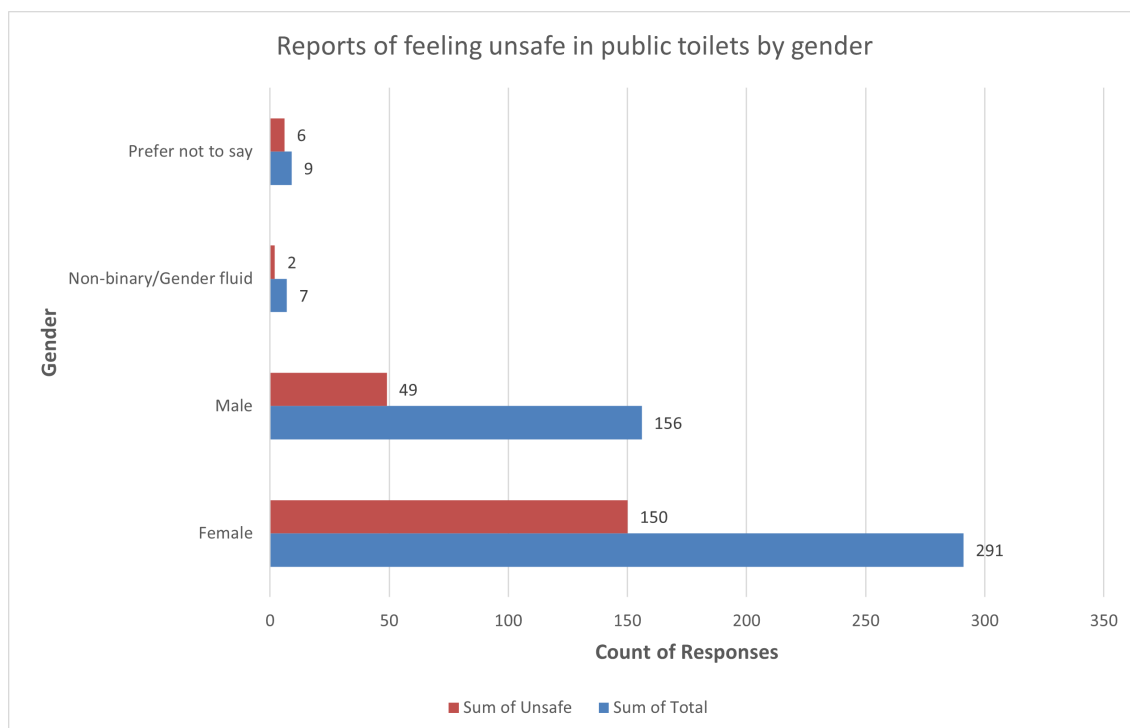
**Figure 5 – Toilet Facilities to Avoid**

In reference to question 4, 45% of the participants indicated that they feel unsafe to use some of Council's existing public toilets as shown in Figure 6. Of these, 72% were female and 10% were aged 65+.



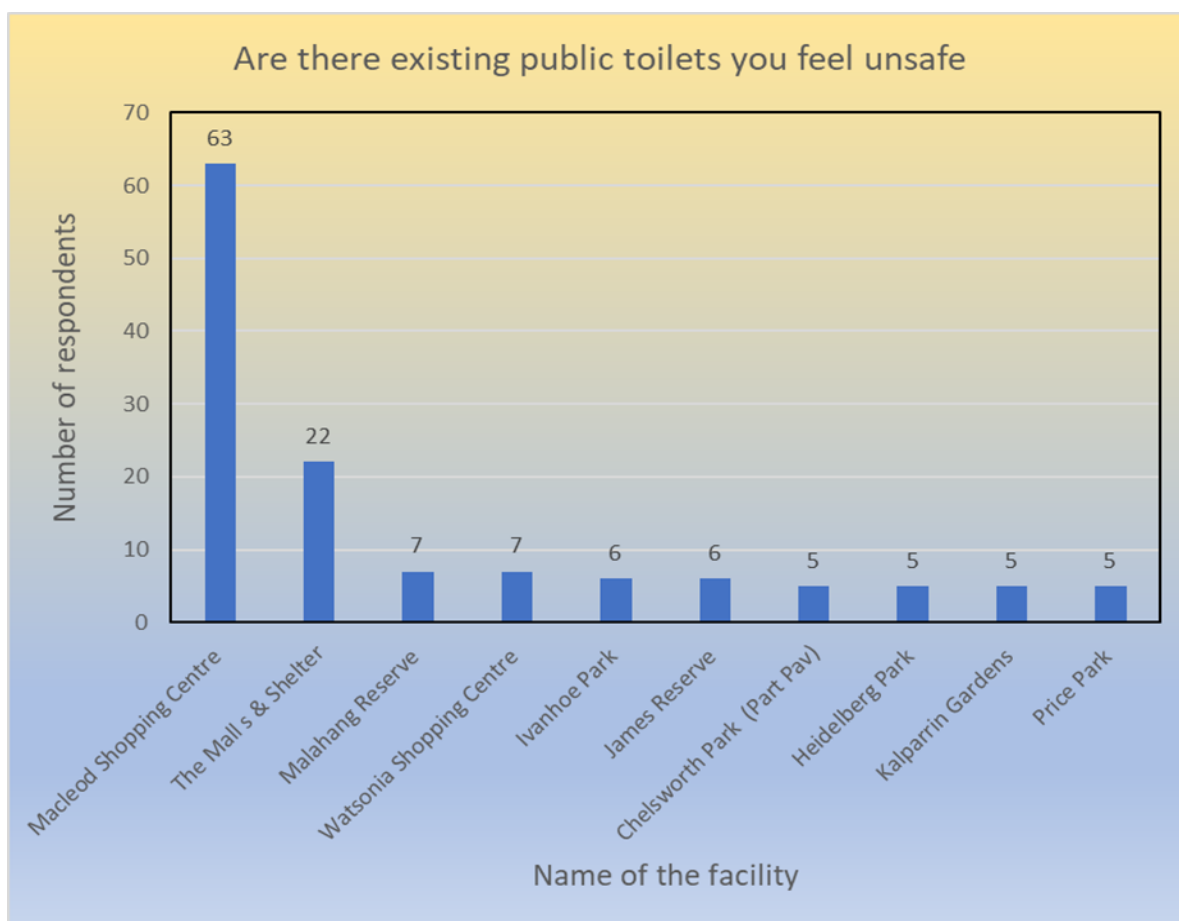
**Figure 6 -Survey Results of Question 4**

Figure 7 compares the number of participants feeling unsafe with the total number of participants by Gender. It shows 52% female and 31% male feel unsafe in any of the existing toilet facilities.



**Figure 7 – Participants Feeling Unsafe in any Existing Toilet Facilities by Gender**

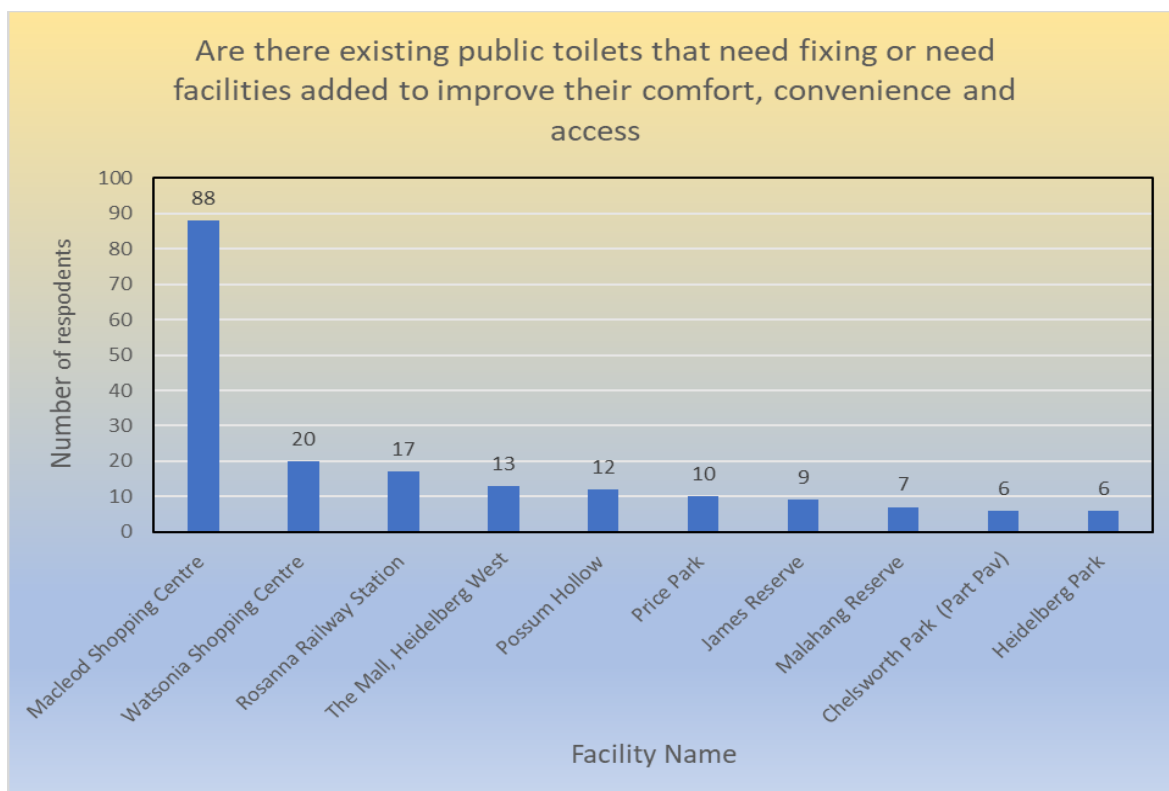
In response to question 5, participants identified several toilets where safety was a concern. Again, Macleod Shopping Centre and The Mall received the highest responses, with 63 respondents identifying Macleod and 22 The Mall. Other toilets with safety concerns are indicated in Figure 8 below.



**Figure 8 – Unsafe Public Toilets**

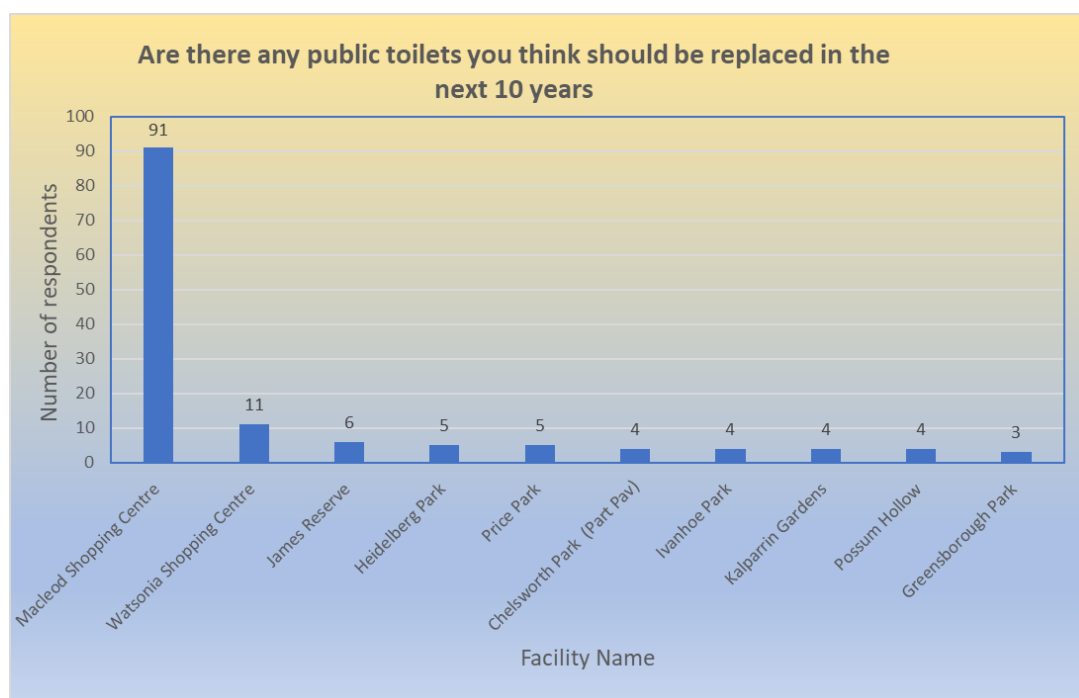
In response to question 6, participants named several toilet facilities requiring improvements. Again, 88 responses related to the Macleod Shopping Centre toilet. Participants also indicated Watsonia, Rosanna and The

Mall toilet facilities require improvements. The toilets with 6 or more responses are indicated in Figure 9. Participants also indicated items (e.g. hand washing facilities, soap dispenser, taps, baby change table) to be fixed in few responses.



**Figure 9 – Facilities Requiring Improvements**

In response to question 8, there are several toilet facilities that were identified for replacement. The Macleod Shopping Centre toilet received 91 responses. Details are indicated in Figure 10.

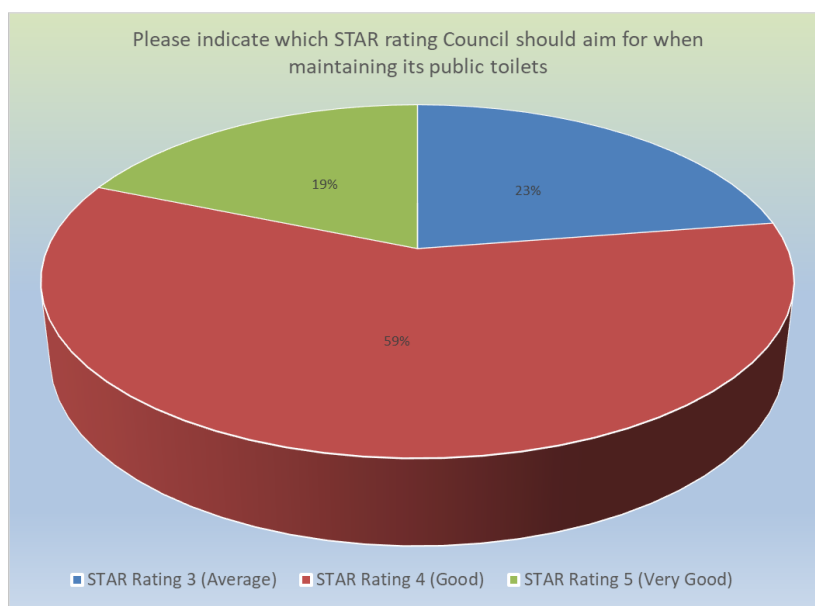


**Figure 10 – Toilets to be Replaced**

Council carried out an in-house assessment of all of Council's public toilets and assigned a STAR rating for each toilet based on sustainable design, crime prevention, environmental design principles, accessibility, structural

features, cleanliness, and available ancillary features. STAR rating 1 is the lowest and 5 is the highest quality. In this analysis none of the existing toilets fell into the STAR rating 5.

In response to what STAR rating Council should aim to maintain our toilets, the majority of participants prefer to keep all toilets at level 4 STAR rating as shown in Figure 11. This would require Council to invest an additional \$500,000 to upgrade these facilities to the 4 STAR rating.



**Figure 11 – Proposed STAR Rating**

Participants also indicated some of the factors important to them in designing toilet facilities in responding to question 10 - Is there anything else Council should consider when designing new public toilets to improve comfort, convenience and access? A list of criteria proposed by the respondents is presented in Table 2.

**Table 2 – Criteria Proposed by the Respondents**

Design Criteria	Number of Responses
Cleanliness	43
Safety	36
Better locations for new toilets	35
Layout/design upgrades	25
Lighting upgrades	25
Accessibility	23
Accessories	19
Separate female/male/unisex/gender	18
Child-friendly	16
Baby change facilities	10
Disabled toilet facilities	8
Maintenance	6
Better signage	2
Other	33

Finally, participants were requested to pinpoint proposed locations to construct new toilets considering the following factors.

- Proximity to nearest Council managed public toilets
- Nearby activity centres
- Population

101 respondents indicated their preferred locations for new toilets in the interactive map. The completed map is shown in Figure 12.

- 29 requests for new toilets are within 400m of existing toilets. These are not a priority at this stage.
- 31 requests are more than 400m walking distance from existing toilets and in areas of significant activity. These locations are consistent with the gap analysis undertaken by Council.
- 41 requests are more than 400m far from existing toilets, however they are not close to areas of activity. Therefore, they are not a priority at this stage.

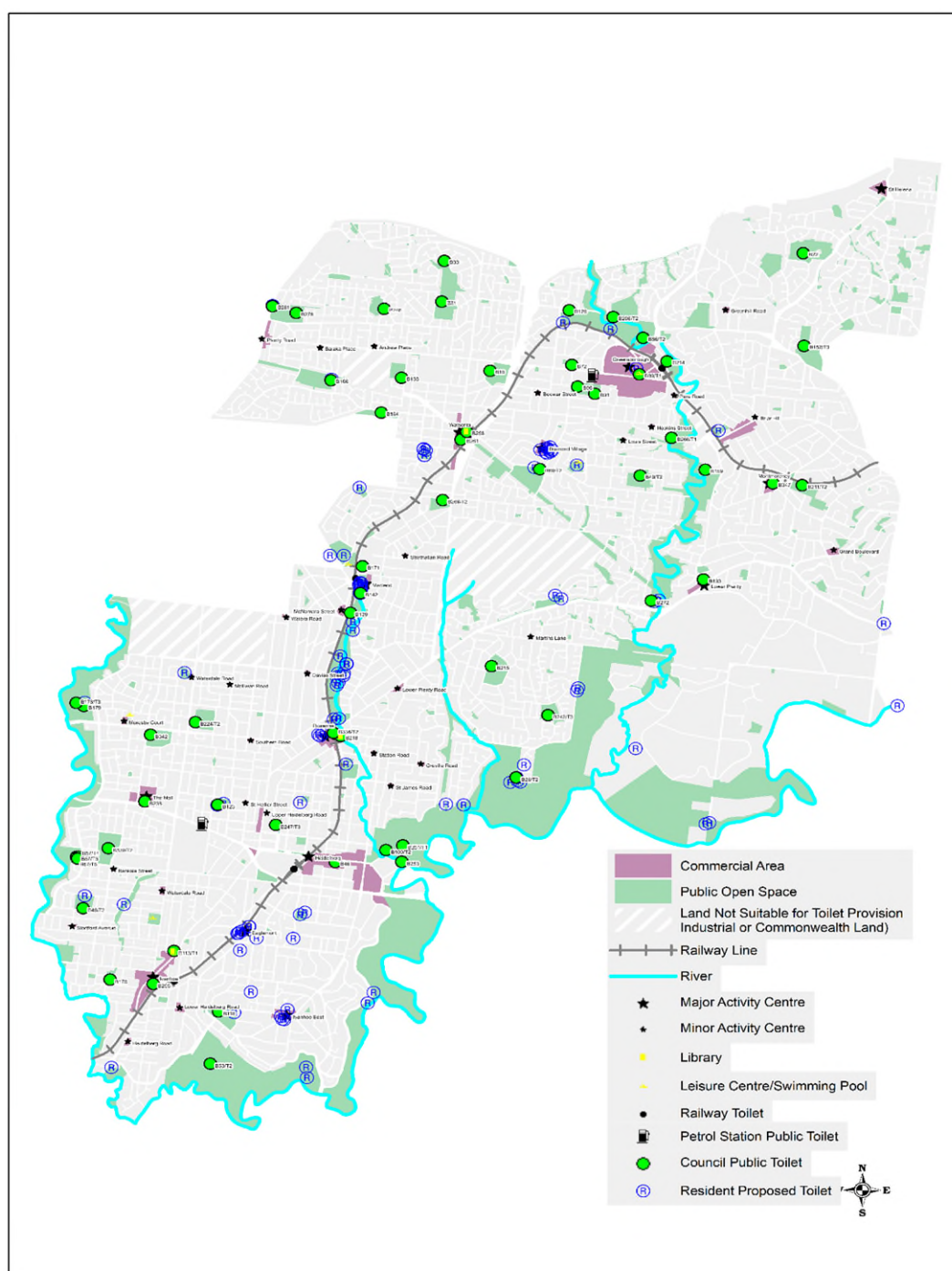


Figure 12 – Location of New Toilets Proposed by Residents



## 6.2 Feedback from the workshops

There were several important pieces of feedback from several committees. Council's Age-Friendly Committee proposed that Council:

- Improve signage by installing a signboard when a toilet is closed to indicate the direction to the next nearest open toilet facility
- Liaise with private businesses to investigate the possibility of partnership to provide toilet facilities in place of constructing new toilets.

## 6.3 Feedback from Council Facebook

Council received 45 responses through Facebook. Residents' concerns are categorised in Figure 13. The highest responses came in relation to the cleanliness of our toilets.

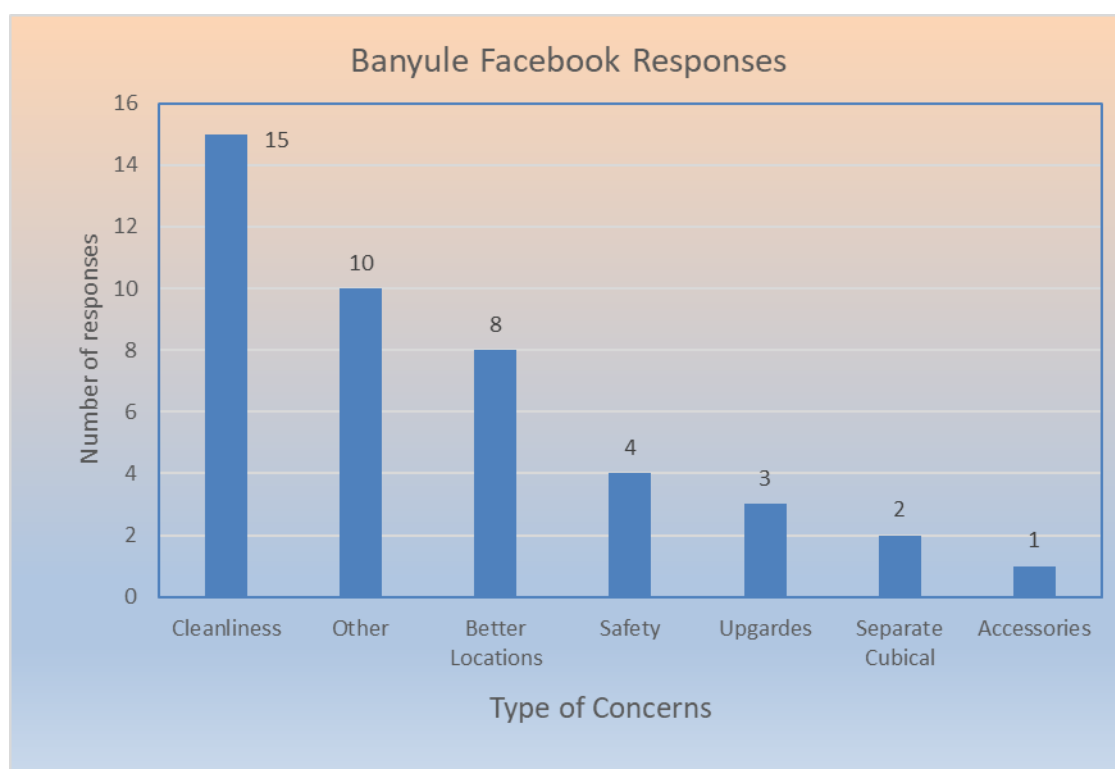


Figure 13 – Summary of Facebook Responses