

BANYULE CITY COUNCIL
PUBLIC TOILET PLAN

Final Draft For Council Endorsement

December 2017



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PROJECT CONTROL

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EXECUTIVE SUMMARY

The Banyule Public Toilet Plan sets out a ten year plan to guide the provision of Council owned and managed public toilets across the municipality. This is Council's first Public Toilet Plan and is the product of a collaborative process with local communities, Council staff and key user groups.

The vision for all public toilets in Banyule is:

“To ensure there is adequate provision of public toilets within Banyule, that are accessible for all users in areas of high public use, by working in partnership with other stakeholders.”

This Plan is underpinned by five key objectives:

- Work co-operatively with key stakeholders, to ensure that there is a comprehensive and well-connected network of accessible public toilets at key locations in areas of high public activity in Banyule.
- Maintain toilets managed by Council to a standard of cleanliness and hygiene to enhance the health and wellbeing of all public toilet users.
- Ensure that public toilets are accessible to people of all ages and abilities and promote their location to all residents and visitors.
- Advocate for quality and environmentally sustainable design in all public toilet facilities.
- Improve the amenity and safety of public toilets through appropriate siting and design.

The majority of public toilets owned and managed by Council are ageing and don't meet modern design and access standards.

The Banyule Public Toilet Plan sets out:

- An action plan for the upgrading and renewal of Council owned and managed public toilets.
- A suite of recommendations and other actions to improve the standard of existing and new public toilets in Banyule.
- A toolkit to guide the delivery of public toilets when considering submission for the capital works plan. The toolkit comprises:
 - Service Hierarchy Framework
 - Schedule of Fixtures and Fittings
 - Assessment Framework
 - Design and Siting Principles

SECTION 01

INTRODUCTION

OVERVIEW

The Banyule Public Toilet Plan sets out a framework to guide the future planning and provision of public toilets throughout the municipality.

The City of Banyule plays a central role in the planning and provision of public toilets. In addition to maintaining the public toilets that Council directly owns or manages, there is a potential to also partner with other stakeholders to ensure that there are adequate public toilets in areas with high levels of public activity.

The Plan establishes a vision for public toilets in Banyule, complemented by a series of objectives and principles to guide the delivery, upgrade and decommissioning of existing public toilets. It includes an Action Plan of capital works to improve the distribution and quality of facilities and a Toolkit to assist Council in determining future priorities and community needs.

The development of the Banyule Public Toilet Plan has been undertaken over five stages, as illustrated below.

Stage 1 involved an extensive background review of all current and relevant strategic planning documents. An audit and inspection of each public toilet in Banyule was undertaken to assess the condition and quality of each facility. The audit assessed a number of design and siting considerations such as location, accessibility of toilets, level of cleanliness and safety and condition. It did not include an assessment of the building structure or the building's compliance to the Disability Discrimination Act (DDA). Further discussion of the audit findings is contained in **Section 4**.

The background review, audit results and outcome of Council Officer consultation were incorporated into an Issues and Opportunities Paper, prepared during Stage 2.

The Issues and Opportunities Paper was presented to the community for comment along with an online survey and key user group questionnaire during Stage 3. A number

of targeted consultation sessions with key user groups was also undertaken. An overview of the consultation approach and findings is contained in **Appendix B**.

The Draft Public Toilet Plan was prepared during Stage 4, with the final plan to be finalised in Stage 5.

The Banyule Public Toilet Plan sets out:

- An action plan for upgrading, renewal and decommissioning of Council owned and managed public toilets.
- A suite of recommendations and other actions to improve the standard of public toilets in Banyule.
- Best practice siting and design guidelines to improve the provision of toilets.
- A Toolkit to guide the delivery of public toilets outside the capital works plan.



WHY PLAN FOR PUBLIC TOILETS?

Public toilets provide an essential piece of community infrastructure which contribute to the enjoyment and amenity of Banyule. Changing community needs, attitudes and advances in technology have led to different approaches to the design, location and function of public toilets.

The Council Plan 2017-2021 identifies five key pillars; people, planet, place, participation and performance. Each of these pillars seek to enhance community participation and inclusion through the promotion of safe environments that support the health and wellbeing of all residents and visitors to Banyule.

As Banyule strives for a healthier and more equitable community, there is a greater focus on walkable, accessible and safer public places and spaces. Well located and designed public toilets are an important part of this aspiration.

COUNCIL'S APPROACH

Banyule City Council recognises the need for public toilets in areas of high public activity. It is also recognised that Council, is only one of a number of stakeholders who provide access to toilets.

ROLE OF COUNCIL

Council has a responsibility to its ratepayers to ensure prudent use of public funds, and to ensure an appropriate due diligence process is undertaken before embarking on any capital investment in new public toilet infrastructure. On a case by case basis Council will ensure:

- There is no unnecessary duplication with commercial, or other public sector toilet providers
- It has investigated the potential for other providers to address community need
- It has identified any potential partners who could share the responsibilities and costs of providing a new public access toilet

WHERE DOES COUNCIL NEED TO ENSURE THERE ARE PUBLIC TOILETS?

Key locations where Council have a role in ensuring public toilets are either provided, or adequately sign posted, are:

- In high public use activity nodes, such as commercial areas
- Civic hubs, such as around libraries, municipal offices, community centres, etc.
- Regional and significant neighbourhood parks
- Regional trails
- Sporting hubs
- In public facilities provided by, or managed by Council.

MINIMISING DUPLICATION

A fundamental part of Council's position in relation to the provision of public toilets is to avoid any unnecessary duplication by:

- Developing partnerships and/or agreements with private providers, such as shopping centre owners, local traders groups and other public sector organisations in relation to public toilet provision.
- Providing information to the public on the location of existing public toilets; e.g. maps, brochures, council website. Where possible in partnership with other stakeholders; e.g. traders groups.
- Ensuring there is well located, clear sign posting in high public use areas, where possible in partnership with other stakeholders.



PROJECT SCOPE

The ownership and governance of public toilets can be complex and there are a variety of stakeholders with a responsibility to provide public toilets. Currently Council is a key stakeholder in the provision of public toilets in Banyule. Council owns and manages 56 public toilet facilities across Banyule.

There are also other types of toilets which are often available for public use, however these are generally not owned by Council.

Other Public toilets

There are a range of other public toilets available for use in community buildings and at key locations throughout Banyule. These include libraries, recreation centres and train stations. Not all of these locations are managed by Council and the availability of these facilities is usually limited to opening hours of the facility.

Private Toilets

There are also a range of non-Council toilets distributed throughout Banyule's commercial areas including shops, cafés and entertainment hubs. These toilets are privately owned and are usually located in areas with high volumes of pedestrian activity such as large shopping centres, service stations or food and drink premises.

Although these toilets supplement Council's own network, the usage of these facilities is generally expected in conjunction with a transaction, for example the purchase of petrol or other goods. These facilities are not advertised as 'public toilets' and are intended to service the needs of paying customers.

BANYULE PUBLIC TOILET PLAN

This Plan focuses on Council owned and managed public toilets. It excludes toilets located in libraries and other council run buildings. The 56 public toilet facilities Council owns and manages have been the subject of an audit and other analysis.

Toilets located in privately run buildings are also not included within this evaluation. These may include toilets in cafes, large shopping centres or other private recreational buildings.

It is acknowledged that these toilets provide an important service to particular locations and catchments and while this Plan will not make recommendations for private toilets, it does take into account the role in which they play in overall levels of provision and prioritisation of new facilities.

BENCHMARKING

A review was undertaken to compare the provision and prioritisation of public toilets throughout other local municipalities. Adjacent municipalities such as Darebin and Boroondara were analysed, along with other areas that have a Public Toilet Plan available for comparison.

Other city Councils generally classified their public toilets as either stand alone facilities or co-located facilities. Less frequent classifications included:

- Pavilion based facilities
- Automated facilities
- Facilities within Council buildings

Some municipalities such as the City of Darebin chose to exclude public toilets within Council buildings from their Public Toilet Strategies.

Prioritisation of public toilet locations was generally consistent across all of the municipalities studied. The highest priority areas were locations with high pedestrian traffic such as activity centres, civic buildings and public spaces. Lower priority locations included neighbourhood and local parks, sport pavilions and walking/shared trails.

With regard to the role of private public toilets, all other municipal strategies reviewed noted their significance. While they were not included in other strategies, the role that they play within the community is broadly considered when planning for the future of Council owned public toilets.

POLICY CONTEXT

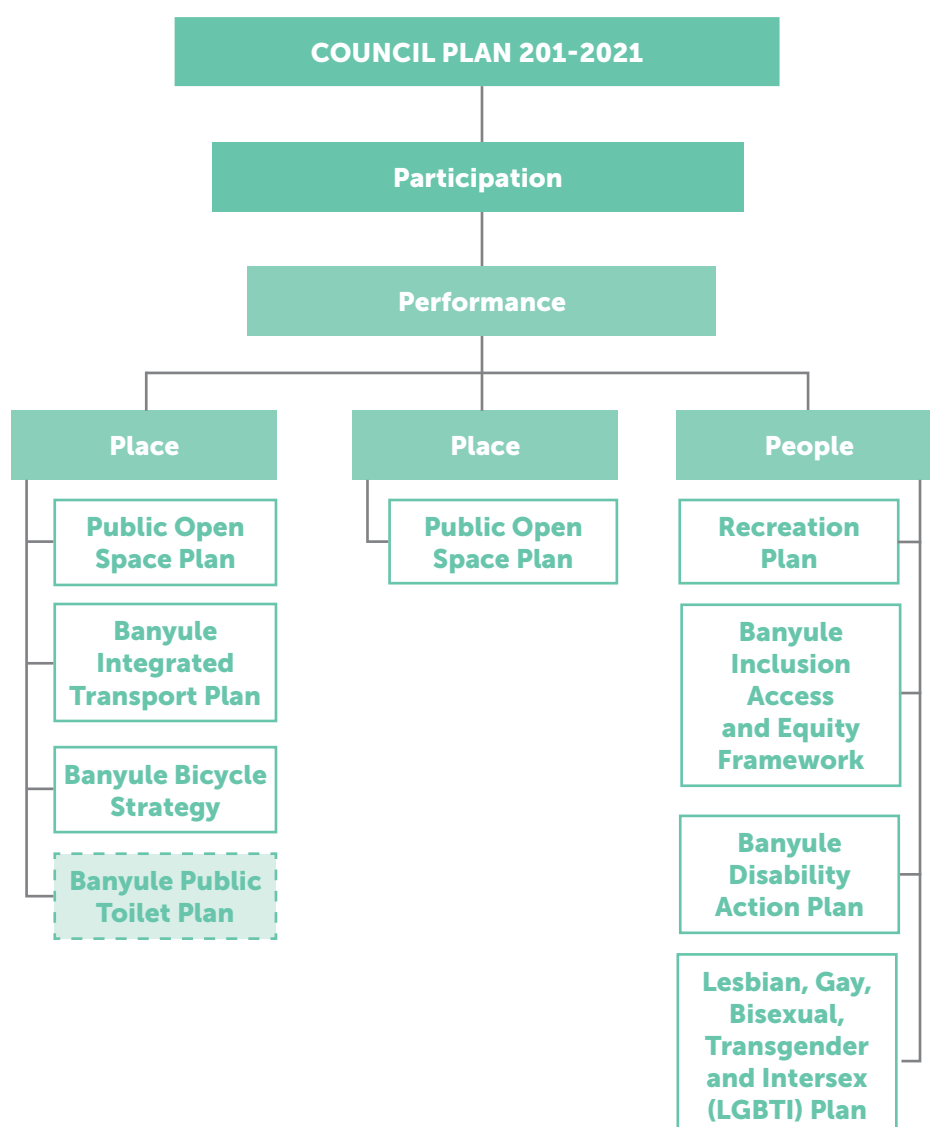
The Plan complements Banyule's Council Plan 2017-2021 in supporting strong, healthy inclusive communities, fostering safe and inclusive places and promoting the importance of environmental sustainability.

The Banyule Public Toilet Plan intersects with a range of existing plans and strategies. In particular, it strongly supports the three objectives of Council's Plan as follows:

- **Place:** Maintain and enhance our public spaces, buildings and infrastructure
- **Planet:** Protect and care for the natural environment
- **People:** Support and strengthen the health and wellbeing of the Banyule Community

The Public Toilet Plan sits under the Place pillar. (see diagram below) The diagram below shows the relationship of other Council plans and strategies and the correlation with the Public Toilet Plan.

A full summary of the relevant Council policies is contained in **Appendix E**.



PROJECT METHODOLOGY

SITE AUDIT

A site audit of Banyule's existing public toilets was undertaken to determine their overall condition. This audit was the first time Council has undertaken a comprehensive assessment of its public toilet assets. The results of the audit have contributed to the development of the capital works actions and general improvement actions.

The audit framework consisted of a suite of broad principles and assessment criteria which were used to evaluate each facility. The principles were divided across five overarching themes encompassing: distribution, siting, design, accessibility and safety of each facility. The audit did not detail the specific structural conditions of each toilet nor did it assess the level of usage. A list of the assessment criteria used against the relevant principle is contained in **Appendix C**. Compliance with each principle was scored either low, average or satisfactory and then tallied to determine the overall condition. The overall condition ratings ranged between very poor to very good as outlined at **Figure 1.1**.

CONSULTATION & ENGAGEMENT

The development of the Banyule Public Toilet Plan has been informed by a range of consultation activities including:

- Workshops with Council Staff
- Shaping Banyule website (project information, interactive map & online quick poll)
- Key User Group Survey (online and hard copy)
- Meetings with Key User Group Representatives (including the LGBTI Committee and Aged Care and Disability Service Council Representatives)

The objective of consultation were to inform the community and relevant stakeholders of the commencement and purpose of the Plan and to provide opportunities for Banyule residents and visitors to have their say about public toilets.

Information and data gathered throughout the consultation processes has been recorded and collated. The key messages and findings from the consultation activities have directly informed the development of key actions and objectives outlined in this Plan. The Draft Public Toilet Plan was presented to the community for further comments and feedback.

A full summary of the consultation activities and findings is contained in **Appendix B**.

SPATIAL ANALYSIS

A spatial analysis of Banyule's existing public toilets was undertaken using Geographic Information System (GIS) data to identify the distribution patterns of public toilets in Banyule. Catchments of 400m and 800m were applied to each of Banyule's public toilet facilities to assess the distribution and spread of public toilets across the municipality. These catchments reflect commonly accepted walkability threshold, 400m represents a five minute walk and 800m a 10 minute walk.

This process assisted in the identification of public toilet provision gaps and areas of public toilet duplication. Locations identified were further interrogated taking into consideration:

- Land use patterns
- Availability of other toilets in libraries, community centre and at train stations
- Parks Victoria owned and operated public toilets
- Availability of toilets located within privately owned and managed buildings and facilities

Detailed discussion of the spatial analysis results and findings in relation to each theme is contained in the following pages. A public toilet distribution and walkable catchment map is contained at **Appendix F**.

KEY FINDINGS: SITE AUDIT

The site audit identified that 43 facilities (77%) within Banyule were rated Average or below. Banyule's public toilet network is characterised by an aging building stock with many public toilets reaching the end of their productive lifespan. Many facilities do not meet modern day expectations or standards in relation to design, accessibility and safety.

The results of the site audit suggest that Banyule's public toilet network is not performing to an appropriate standard with many facilities requiring upgrade, renewal or decommissioning/removal. The scale of the challenge highlights the need for Council to maximise the use of capital expenditure and recurrent maintenance spending through a process of prioritisation. The results also highlight the need for Council to adopt a leadership role in facilitating the provision of public toilets with other stakeholders.

Overall, the key findings from the audit assessment are:

- The majority of public toilets (77%) in Banyule were identified as being in 'average' to 'very poor' condition (total of 43 facilities).
- Four facilities (7%) achieved a rating of 'very good'.
- Five facilities (9%), were rated in 'very poor' condition. These facilities scored poorly in safety, accessibility and design assessment criteria.
- A total of 22 facilities (39%) were identified as 'average', primarily scoring poorly against accessibility and safety assessment criteria.
- Toilets classified as in 'good' condition generally achieved higher scores against design and siting criteria than those that were 'average'.

In relation to specific factors relating to public toilet provision the audit assessment found that:

- Only 9 facilities (16%) were found to satisfy best practice design principles for location and siting.
- A total of 23 facilities (41%) were found to not be easily accessible to people with limited mobility.
- Just 4 facilities (7%) were found to fully accommodate people with special access requirements, with a further 16 facilities (29%) partly supporting people with special access requirements.
- A total of 47 facilities (84%) were found to not support the requirements of high user groups (e.g. families, children and seniors).
- Ten facilities (18%) were found to be designed to maximise the safety of patrons and minimise opportunities for vandalism, a further 21 facilities (38%) were found to partly support this objective.
- A total of 22 facilities (39%) duplicate the catchment of other facilities in Banyule, suggesting that public toilets are not distributed across Banyule in the most effective manner.
- Facilities that were assessed as in the poorest condition were primarily located in public open spaces.

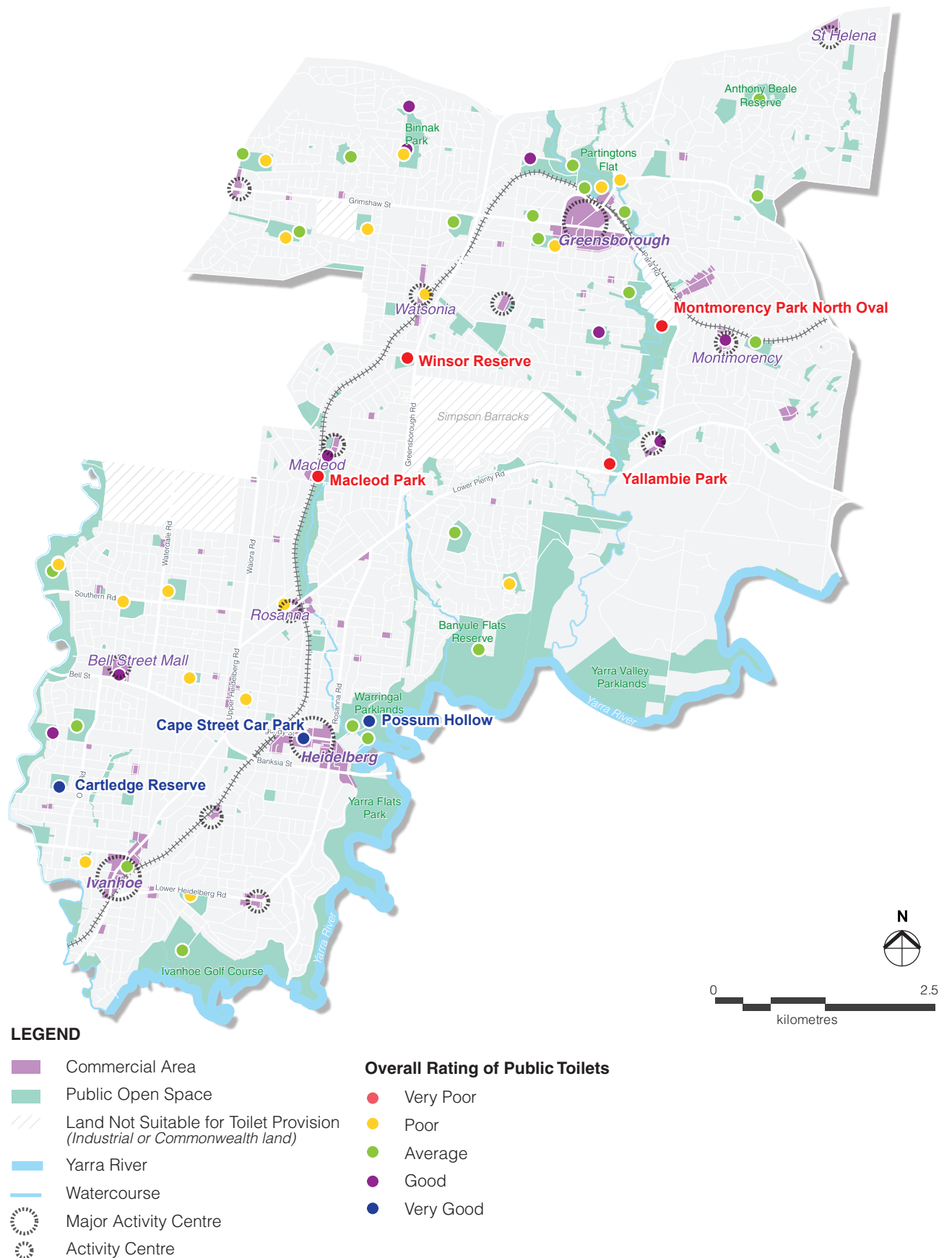
Table 1.1 provides a summary of the audit results based on their overall condition. It also represents the results in relation to toilet's location in either an activity centre or a public open space. **Map 1.1** shows the distribution and overall condition of all Council owned and managed public toilets.

Fig. 1.1 Summary of Audit Results

OVERALL CONDITION	TOILET LOCATED IN ACTIVITY CENTRE	TOILET LOCATED IN PUBLIC OPEN SPACE/RESERVE	TOTAL NO. OF TOILETS
VERY GOOD	1	2	3
GOOD	5	5	10
AVERAGE	1	21	22
POOR	2	15	17
VERY POOR	0	4	4
TOTAL	9	47	56

01 INTRODUCTION

Map 1.1 Overall Condition of Public Toilets



KEY FINDINGS: CONSULTATION & ENGAGEMENT

The key themes emerging from the consultation are summarised below. The diagram illustrates the project stages that included stakeholder engagement. A full summary of the consultation findings is contained in **Appendix B**.

UPGRADE LOCATIONS

Throughout the consultation, a number of locations were identified for upgrade by the community. The majority of locational feedback was received during the first round of consultation. This is summarised in **Map 1.2**.

The reasons cited for upgrades generally related to age and condition of the facility, level of usage, lack of disabled facilities and negative perceptions around safety and hygiene.

PUBLIC TOILET DISTRIBUTION

The distribution of public toilets was a key indicator to usage and was identified by the community as an important consideration.

Throughout the development of the Plan, many respondents indicated that they would prefer to travel longer distances for a high quality public toilet.

Respondents also identified a number of network gaps throughout Banyule. A review of locations identified by the community was undertaken in the finalisation of this Plan and subsequent amendments to the Capital Works Plan have been made to reflect the revised community priorities.

ACCESSIBILITY

Respondents identified that the provision of Disability Discrimination Act (DDA) compliant and accessible features and fixtures is limited across the network. Issues identified included:

- Lack of ramp access
- Uneven surfaces
- Heavy doors that are restrictive for the elderly and users in wheelchairs
- Lack of non slip surfaces
- No hand rails or assistance rails
- Small circulation spaces that can't accommodate prams or large mobility devices

Banyule has a good network of public toilets however many are inaccessible due to their co-location with sport facilities. Many of Council's existing co-located facilities are locked or only available during sport training and match times.

Wayfinding was also identified as poor across the municipality, making it difficult to locate existing toilets.

MAINTENANCE AND HYGIENE

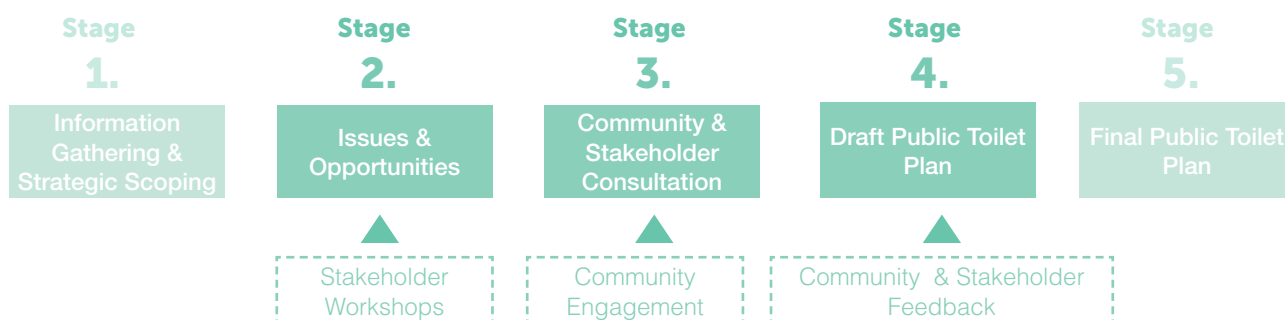
Maintenance and regular cleaning of facilities was identified across a broad spectrum of respondents as being important in promoting safe and hygienic facilities. Some respondents indicated that they avoided some public toilets due to the unavailability of toilet paper.

LOCATION AND SITING

Respondents identified that many existing toilets are poorly sited at the back of car parks or in public open space which are often obscured by vegetation making them unattractive and uninviting.

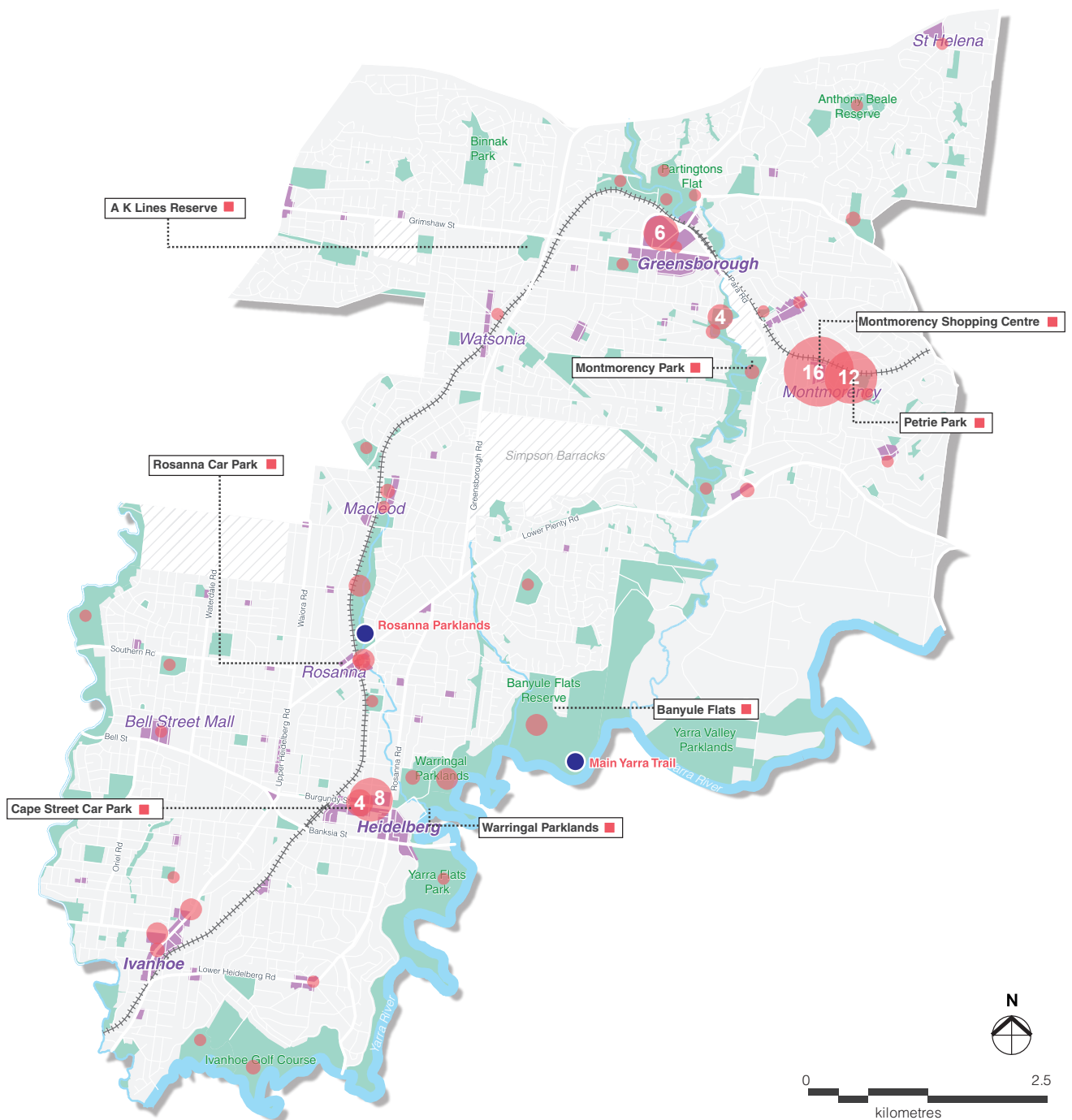
FIXTURES AND FITTINGS

Feedback from the survey indicated a range of features and fittings that would improve the public toilet user experience. Natural light; soap dispensers; toilet seats; natural ventilation; hand drying facilities; and baby change tables were the most commonly identified improvements requested by respondents.



01 INTRODUCTION

Map 1.2 Consultation Results



**Size of circle represents the number of mentions, some locations on this map include specific number of mentions shown in white text within the item.*

SECTION 02

BANYULE'S PUBLIC TOILETS

VISION:

To ensure there is adequate provision of public toilets within Banyule, that are accessible for all users in areas of high public use, by working in partnership with other stakeholders.

VISION AND OBJECTIVES

A vision for the future provision of public toilets in Banyule has been developed. A suite of key objectives support the vision and provide an overarching framework for the distribution, accessibility, safety and design of toilets in Banyule. **Map 2.1** shows the existing public toilet network in Banyule.

The vision of this Plan is:

"To ensure there is adequate provision of public toilets within Banyule, that are accessible for all users in areas of high public use, by working in partnership with other stakeholders."

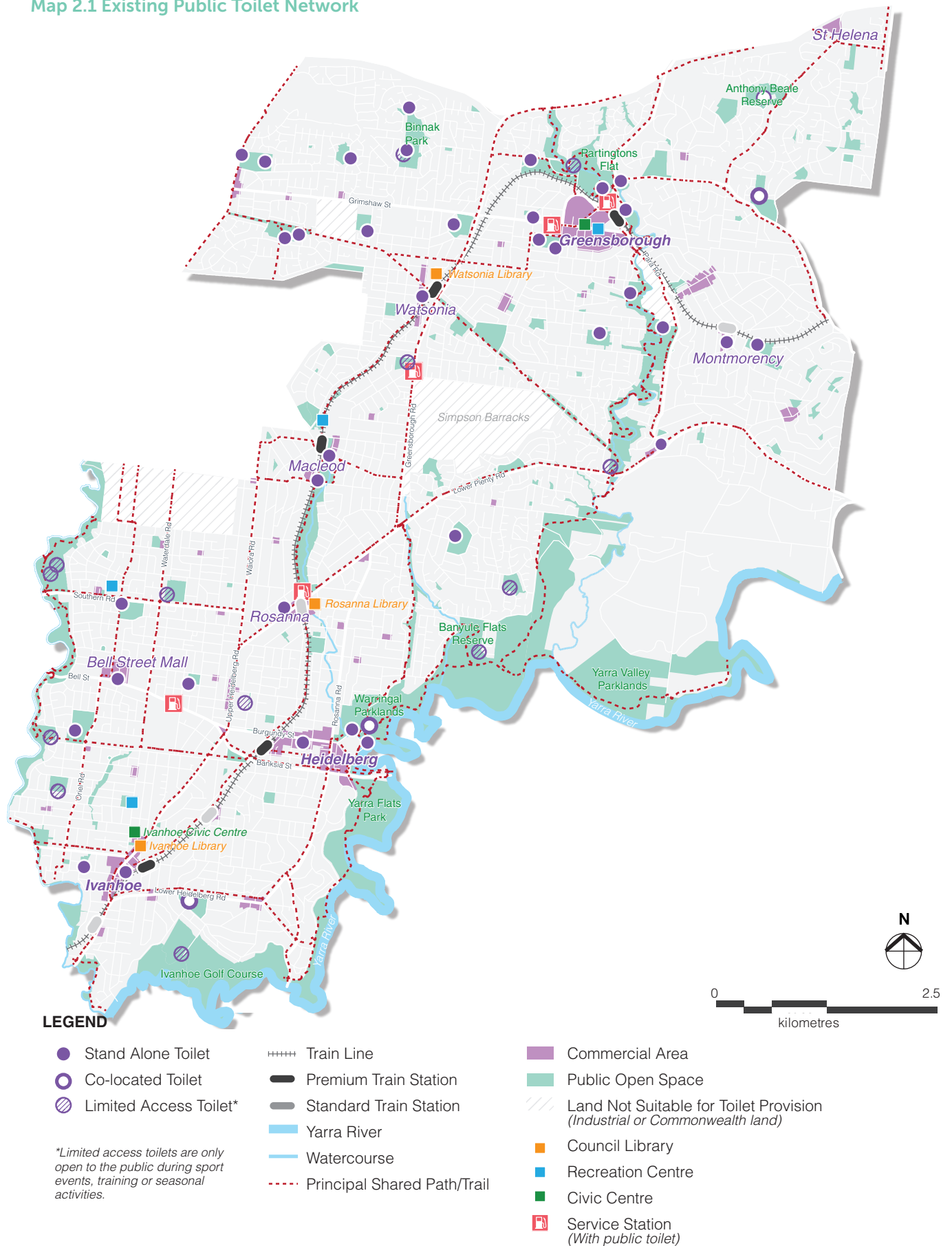
This vision and objectives have been informed by the priorities of the community and Council staff.

OBJECTIVES

The objectives for public toilet provision in Banyule are:

- **Distribution:** Work co-operatively with key stakeholders, to ensure that there is a comprehensive and well-connected network of public toilets at key locations in all areas of high public activity in Banyule.
- **Hygiene & Maintenance:** Maintain toilets managed by Council to a standard of cleanliness and hygiene to enhance the health and wellbeing of all public toilet users.
- **Accessibility:** Ensure that public toilets are accessible to people of all ages and abilities and promote their location to all residents and visitors.
- **Design & Sustainability:** Advocate for quality and environmentally sustainable design in all public toilet facilities.
- **Location and Siting:** Improve the amenity and safety of public toilets through appropriate siting and design.

Map 2.1 Existing Public Toilet Network



DISTRIBUTION

Work co-operatively with key stakeholders, to ensure that there is a comprehensive and well-connected network of accessible public toilets at key locations in all areas of high public activity in Banyule.

ACTIVITY CENTRES

Public toilets in Banyule are well distributed and provide a comprehensive network of facilities across the municipality. There are opportunities to further improve and strengthen the network of toilets through upgrades and installations and improve wayfinding signage at key locations. Future Capital works actions should consider community needs and be reviewed frequently.

Activity centres play a key role in servicing the local needs of the community. Banyule has 3 major and 11 neighbourhood activity centres. There are no Council owned or managed public toilets in the activity centres located in Bundoora, Greensborough, Diamond Village or St Helena. There are opportunities for council to work more closely with the private sector to make available existing toilets in shopping centres and other private developments.

Public toilets in activity centres are generally toilet block structures located next to car parks, on street corners or within public plazas. There are opportunities for Council to increase the supply of public toilets in activity centres through the planning permit approval process associated with new large commercial or public sector developments.

Council should continue to monitor future community need through the application of decision making tools (see **Section 4**) to assist in determining future requirements. These tools prompt consideration of the role of the private sector in assisting in network provision.

Key Actions:

Based on these findings, a list of key actions are outlined below. For a full summary of actions, refer to **Section 3**.

- ***Review this Plan in five years and revise and refine action plan as required.***
- ***Should a number of requests for a public toilet arise, apply the assessment frameworks in activity centres to determine future need.***
- ***Where large commercial or public sector developments are proposed in high public activity areas, negotiate the provision of public toilets as part of the development, where additional public toilets are required.***
- ***When appropriate, consider including the provision of public toilets as a condition of the planning permit, particularly in areas where additional public toilets are needed.***

OPEN SPACE

The Banyule Public Open Space Strategy (2016-2031) establishes a hierarchy of open spaces. The Hierarchy consists of four tiers:

- Pocket Parks
- Local Parks
- Neighbourhood Parks
- Regional Parks

The hierarchy does not provide specific direction on the requirement for public toilets, however it is generally Council's practice to provide public toilets only in regional and larger neighbourhood parks. These parks usually have a greater range of facilities and therefore tend to attract users from further afield and for longer periods of time.

It is not Council's practice to provide public toilets in either pocket parks or local parks, as these parks generally have only local catchments and the average user visit is usually for no more than 15 to 30 minutes.

Most of Banyule's larger open spaces have access to public toilets and many of Banyule's smaller local parks are also well provided for, however there are no public toilets in the following open spaces:

- Harry Pottage Reserve
- De Winton Park
- Yarra Valley Parklands
- Plenty River Trail between Montmorency Park and Glenauburn Park
- Linear Park between Watsonia and Yallambie

It is considered that no further action is required in the above locations in the short to medium term. As the population of Banyule increases over time and land use activities change around these areas, further review may be required.

In other instances, there may be opportunities to upgrade, or install new public toilets as part of new masterplans. In these instances, the provision of new facilities could be alternatively funded.

Key Actions:

- ***Prioritise public toilet upgrades in significant neighbourhood and regional parks and monitor the community need over time. Should demonstrated demand arise, apply the assessment frameworks to justify future need.***
- ***Advocate for the provision of new, or the upgrading of existing, public toilets as part of future park masterplans, public realm improvements and/or other capital works projects.***

TRAILS AND SHARED PATHS

The Banyule Bicycle Strategy Action Plan sets out a list of capital works and actions to improve the bicycle network throughout Banyule. It includes the extension and improvement of key tracks and trails including Plenty River and the Main Yarra Trail.

Map 2.1 shows the distribution of public toilets in reference to principal shared trails, transport hubs and key sporting facilities.

Banyule is also located within Melbourne's northern trail region and is strategically positioned to accommodate linkages along the Yarra River. The Northern Regional Trails Strategy identifies a number of future priority trail projects including the Banyule Shared trail and Main Yarra River alignment.

There are a number of key walking and cycling paths in Banyule including the Main Yarra Trail, the Plenty River Trail, the Darebin Creek Trail and the River Gum Walk. There are some gaps along these trails where there are no public toilets available, refer to **Appendix F**. The Capital Works actions make some recommendations to improve access to toilets within these areas.

The management of many areas along the Yarra River and other rivers in Banyule is overseen by ParksVic. Council should continue to work closely with ParksVic and any other land management authorities to install new toilets and improve access to existing facilities along the river environs.

Key Action:

- ***Investigate opportunities to partner with Parks Victoria and other government agencies to improve the provision of public toilet facilities and/or wayfinding signage along the Main Yarra Trail and other Parks Victoria land.***

DUPPLICATION

Public toilets are generally efficiently distributed across the open space network however there are several clusters of public toilets located within close proximity to one another in the following locations:

- Olympic Park
- Greensborough War Memorial Reserve
- Binnak Park
- Partingtons Flat and adjacent open spaces
- Possum Hollow and adjacent open spaces

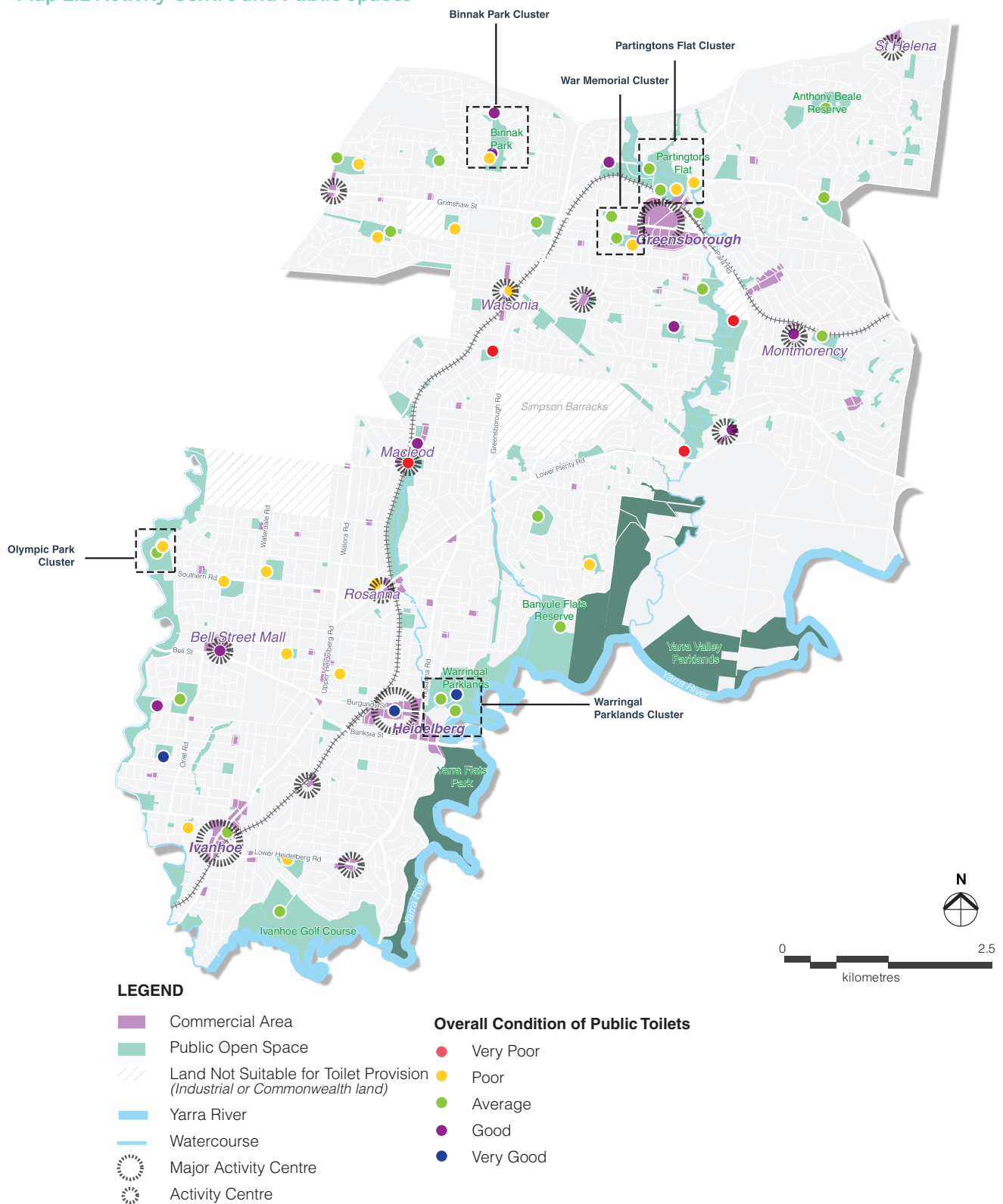
These clusters of toilets are identified in **Map 2.2**.

The capital works plan makes recommendations to upgrade or rationalise some of these clusters of toilets. In other areas where there is a high density of facilities, Council should apply the assessment framework (**Section 4**) to determine future requirement, should the need arise.

Key Actions:

- ***Utilise the assessment framework(s) to determine the suitability of rationalising existing facilities outside of the capital works plan.***
- ***Provide improved wayfinding signage to assist members of the community to locate public toilets.***

Map 2.2 Activity Centre and Public Spaces



HYGIENE & MAINTENANCE

Maintain toilets managed by Council to a standard of cleanliness and hygiene to enhance the health and wellbeing of all public toilet users.

HYGIENE

The health and wellbeing of the Banyule's community is paramount when planning for future public toilets. Perceptions of hygiene are linked to other considerations including location and design.

The majority of toilets provided only contain basic facilities such as hand basins and a cold water tap. The key issues influencing the hygiene in Banyule's public toilets include:

- Lack of soap dispensers or hand drying units, sanitary napkin disposal or syringe disposal units in most facilities.
- No door hooks to elevate valuables and/or clothing off the floor
- Water pooling and maintenance issues
- Thirty-six facilities (64%) scored a low level of compliance with safety objectives and assessment criteria.
- Toilets in activity centres performed better when assessed against safety and hygiene criteria than toilets located in open spaces.
- Of the facilities that scored the lowest (36) there was a moderate to high presence of litter, odour and water pooling as well as visible maintenance issues.

The findings from community consultation identified the public toilets at Petrie Park, The Mall and Waterdale Road / Norman Street as being unsafe. There were mixed responses for the Cape Street Car Park and Montmorency Shopping Centre public toilets, where some participants identified these as unsafe facilities, and locations to be avoided, while others considered them safe.

Toilets which scored the poorest on assessment criteria relating to safety & hygiene are listed below in no particular order and shown in **Map 2.3**.

- Macleod Park
- Yallambie Park
- Nellie Ibbott Reserve
- James Reserve
- Pioneer Reserve
- Malahang Reserve
- Watsonia Shopping Centre
- Winsor Reserve
- Rosanna Shopping Centre
- Shelley Park
- Greensborough War Memorial Park East
- Ford Park Public Toilet

The capital works plan identifies actions for several of these facilities. Other locations identified above are discussed in further detail throughout other themes.

Key Actions:

- ***Review management and contractual arrangements of all co-located facilities to standardise cleaning and maintenance responsibilities.***
- ***Review Council audit data every five years***
- ***Prioritise cleaning scheduling in accordance with level of usage and community feedback.***

BUILDING QUALITY

The cleanliness and condition of public toilets is frequently cited when considering the issues related to public toilet provision. Condition includes factors such as cleanliness, natural light, building/structure age, levels of maintenance and presence of graffiti and other vandalism.

The quality of existing public toilets in Banyule is varied. The majority of existing public toilets are more than 25 years old with 35 (62%) of facilities being constructed before the year 1980. Eighteen (32%) were constructed between 1980 - 2000 and only 3 (5%) of existing facilities have been built since the year 2000.

- Primary issues with the design of existing facilities includes lack of ventilation and poor levels of natural lighting.
- The facilities that scored poorly in regard to design (not in any particular order), as shown in **Map 2.5**, are:
 - Montmorency Park North Oval
 - Macleod Park
 - Yallambie Park
 - Nellie Ibbott Reserve
 - James Reserve
 - Pioneer Reserve
 - Malahang Reserve
 - Willinda Park
 - Viewbank Reserve
 - Watsonia Shopping Centre
 - Greensborough Park
 - Warringal Cemetery
 - Banyule Flats Reserve
- 39 public toilets were assessed as unfit for easy cleaning and maintenance due to absence or poor location of cleaning taps.

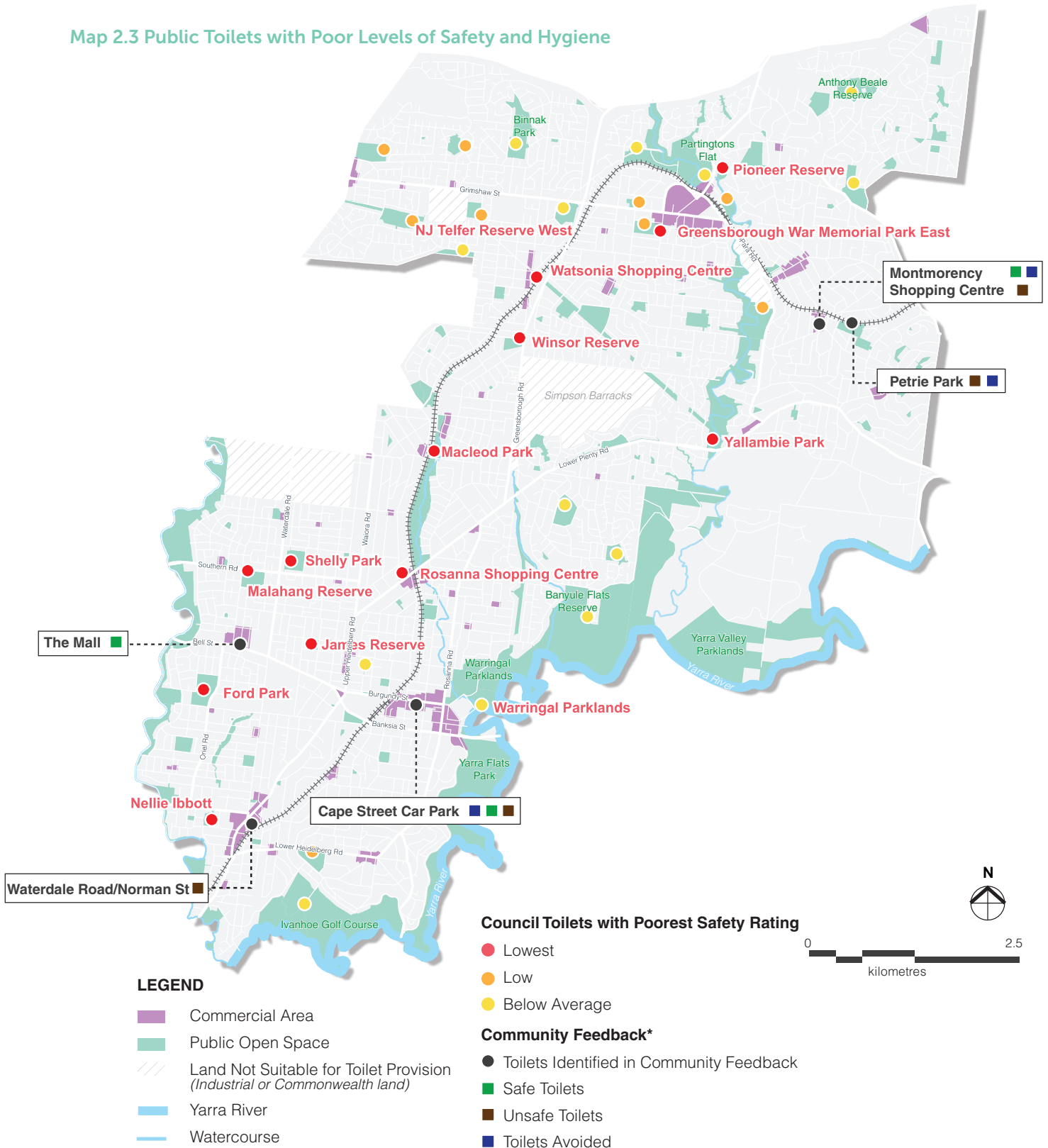
Council is not in a position to upgrade all facilities which scored 'poorly' or below in the short to medium term. To further inform the priorities, Council is encouraged to undertake a structural audit of low ranking toilets to further understand their condition.

Information about toilets should be centralised and regularly updated through GIS or another data monitoring system.

Key Action:

- ***Monitor and update the condition of public toilet assets through a centralised asset management and data mapping system.***

Map 2.3 Public Toilets with Poor Levels of Safety and Hygiene



*Some facilities received mixed feedback in relation to safety from the community, this is represented on the map by multiple coloured squares.

ACCESSIBILITY

Ensure that public toilets are accessible to people of all ages and abilities and promote their location to all residents and visitors.

UNIVERSAL DESIGN

Public toilet accessibility is not just about meeting legislative standards, rather it seeks to ensure that all users across all ages and with varying abilities can use public toilet facilities safely and independently.

The Banyule Council Plan 2017-2021 seeks to promote the health and wellbeing of the community by establishing key objectives to achieve more accessible and inclusive built environments. The Municipal Health and Wellbeing Plan also recognises the importance of inclusive, equitable and accessible environments in supporting the needs of the community.

Public toilet accessibility is underpinned by three key requirements:

- providing for easy physical access to facilities for people with limited mobility
- providing for the convenient and safe use of facilities by people with special access requirements
- and supporting the requirements of high user groups (such as families, children and seniors)

The majority of facilities in Banyule are poorly designed to accommodate easy access for people with limited mobility or special access requirements.

Using public toilets can be a confronting experience for different user groups, in order to reduce barriers it is important to ensure that future upgrades and installations of new toilets adopt the key principles of universal design.

Universal design promotes fair and inclusive environments that allow people to be safe and independent, that are fair and inclusive. The seven principles of universal design are:

- **Equitable in Use** - the design is useful and marketable to people with diverse abilities
- **Flexibility in Use** - the design accommodates a wide range of individual preferences and abilities
- **Simple and Intuitive Use** – use of the design is easy to understand, regardless of the users' experience, knowledge, language skills or current concentration level
- **Perceptible Information** – the design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities
- **Tolerance for Error** – the design minimises hazards and adverse consequences of accidental or unintended actions
- **Low Physical Effort** – the design can be used efficiently and comfortably with a minimum of fatigue
- **Size and Space for Approach and Use** – appropriate size and space is provided for approach, reach, manipulation and use regardless of users' body size, posture or mobility.

There is increasing research around the promotion of age-friendly cities and designing for people with dementia. Specific requirements such as use of colour contrasts between materials, tactile surfaces and clear graphic signage are amongst the key considerations. Many of these principles and considerations cross over

with other objectives sought by universal design and Crime Prevention Through Environmental Design (CPTED) principles.

The audit results addressing accessibility across public toilet facilities include:

- Thirty six facilities (64%) achieved a negative score in regard to accessibility, particularly in supporting the requirements of high user groups.
- Six facilities (11%) achieved an above average to good score for accessibility. In no particular order these are:
 - Binnak Park North
 - Montmorency Shopping Centre
 - Lower Plenty Shopping Centre
 - Cape Street Car Park
 - Cartledge Reserve
 - Possum Hollow
- Approximately half of the public toilet facilities had footpaths of an appropriate width and grade for easy access for people with limited mobility whilst the remaining facilities did not provide adequate paths.
- Despite many facilities indicating a signposted 'disabled' or 'ambulant' toilet cubical few of these toilets were compliant with all of the requirements of the DDA.
- Most facilities provided bars and sufficient circulation space within 'disabled' toilets however many did not and the majority didn't fulfil the more specific technical requirements of DDA compliance such as the height and lengths of fixtures such as taps, soap dispensers and basins

Map 2.4 provides an overview of the poorest accessible rated toilets in Banyule.

HIGH USER GROUPS

Families with children and infants are another key user group that often rely on the availability of public toilets. Many of Council's current public toilets lack basic facilities such as family areas, baby change tables or sufficient space for prams, particularly in key locations in public parks and playspaces.

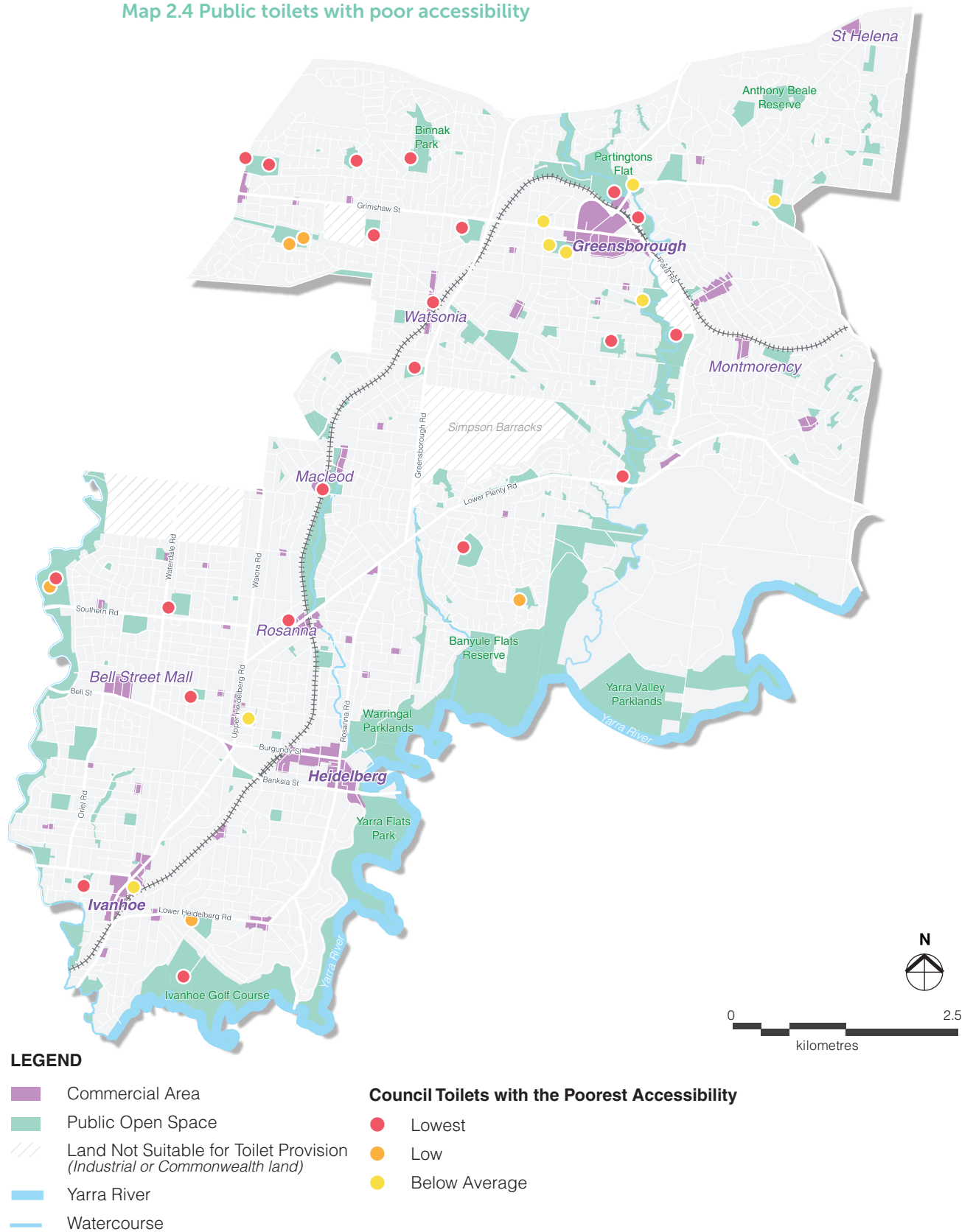
Key Action:

- ***Upgrade toilets in key locations to include family friendly facilities.***

Key Actions:

- ***Apply the principles of universal design to all toilet upgrades and new installations.***
- ***Ensure accessible public toilets are included in pavilion and building upgrades.***
- ***Prepare a Communications Strategy to promote the location of accessible public toilets throughout Banyule.***

Map 2.4 Public toilets with poor accessibility



SIGNAGE AND WAYFINDING

Signage and wayfinding are important factors in promoting an accessible and connected public toilet network. Existing signage on public toilet facilities is varied across the municipality.

Industry best practices recommends that additional information should be provided on the exterior of all public toilets to convey key aspects of the facility including:

- Gender accessibility
- Opening hours
- Contact information (to report repairs or closures)
- Consideration for vision impaired users

Key Actions:

- ***Develop a municipal signage/wayfinding strategy to improve the accessibility and standard of signage on Council owned assets, including public toilets.***
- ***Update information annually about Council owned and managed toilets on the National Public Toilet Map within Banyule.***
- ***Update list of public toilets on Council's web page to include information including opening hours and DDA compliance.***

CHANGING PLACES

Changing Places facilities were introduced in Australia in 2014 and there are currently 15 certified facilities across the country. Originating in the United Kingdom in 2006, Changing Places facilities are designed for people with severe and profound disabilities. The facilities differ from standard accessible or disabled toilets as they include additional features such as an adult change table, hoist, shower, screens and large circulation spaces.

There has been an increasing interest in the provision of Changing Places facilities across both the private and government sectors, particularly in locations that attract regular crowds, such as sports and recreation facilities.

Changing Places facilities are vital pieces of community infrastructure which allow members of the public with specific needs to participate in the day-to-day activities across the municipality.

There is currently a 'Changing Places' facility in WaterMarc, Greensborough, however it is currently only accessible to users of the recreation centre. To ensure equitable access for all users, it is recommended that this facility is made accessible to members of the community who require such facilities.

The capital works actions identify a number of ongoing actions which should continue to be funded across the duration of this Plan.

Key Action:

- ***Partner with the private sector to encourage the provision of changing places facilities in large, community orientated developments.***

GENDER NEUTRAL FACILITIES

A gender neutral facility is a public toilet that is accessible to all people regardless of gender. Contemporary gender neutral facilities, generally come in the form of a single cubical toilet, where the cubical is meant to be used by one person at a time.

Gender neutral facilities are preferred by the LGBTI community as it recognises that some members of the community do not identify as either male or female. Gender neutral facilities also support the needs of other groups including single parents, carers and other parties who may need to accompany or supervise a person of the opposite gender accessing a public toilet.

Key Action:

- ***Consider the provision of gender neutral toilets when upgrading or building new facilities.***

DESIGN & SUSTAINABILITY

Advocate for quality and environmentally sustainable design in all public toilet facilities.

TYOLOGIES

The design of a public toilet greatly influences its usability and accessibility. Design is also important for promoting positive perceptions of public toilets to the community.

The design of public toilets is critical in achieving equitable outcomes and positive perceptions of facilities.

There are two typologies of public toilets in Banyule: free standing toilet blocks and co-located toilet units.

Key features of **stand-alone public toilets** are:

- Freestanding (not attached to or within another building structure)
- Externally accessible from public realm
- Separate male/female entrances or single fronted unit doors
- Can include separate or integrated disabled access
- Constructed of brick, bluestone or pebble-crete.

Stand-alone public toilets (toilet blocks) are the most common typology across Banyule. Toilet blocks require larger land envelopes and are typically genderised, often with no provision for people with disabilities or access difficulties (non-DDA compliant). They often have poor levels of integration into surrounding environment.

Key features of **co-located public toilets** are:

- Attached to, or located within a building structure
- Generally integrated into sport club, pavilion or other recreational buildings
- Externally accessible from the public realm
- Either separate male/female entrances or single fronted unit doors
- Opening hours restricted by building and activity (such as sport fixture, training or event).

Co-located facilities are generally open only during sport times, reducing accessibility. They are often sited around the back of a pavilion.

Toilets that are co-located with other facilities such as libraries, community centres and sporting pavilions are popular amongst some users. They provide a greater sense of security and cleanliness, however the availability of service hosted toilets are constrained by the opening hours of the building. The location of the toilet within the

building is also an important consideration. If a toilet is sited at the rear of a building, requiring a potential user to traverse through the building, it may discourage some users due to the perceived territoriality of the facility and/or the perception of safe passage to and into the facility.

Council should explore the potential of modifying toilets located in pavilions to enable the public to access them when the pavilions are not in use.

Council should ensure that all new or upgraded pavilions include public toilets that can be accessed by the public when the pavilions are not in use.

Map 2.5 provides an overview of the design of toilets in Banyule.

Key Actions:

- ***Utilise the Service Hierarchy framework (see Section 4) to determine the typology and minimum level of service provision when planning new or upgrading existing public toilet facilities.***
- ***Consider altering existing co-located toilets in places such as pavilions, to allow for use outside of event hours. This should extend to upgrading existing pavilions and the provision of new pavilions.***

CONFIGURATION

The most common configuration of public toilet in Banyule is split gender; comprising separate male and female toilet entrances either in a toilet block style or an open unit style. Consultation findings indicate that there is a mixed preference when it comes to toilet configuration, with some preferring split gender configurations whilst residents who participated in targeted consultation indicated a preference for gender neutral single toilet cubicles.

The configuration of public toilets should respond to the needs of the local community in which the public toilet is located. In some suburbs, the provision of unisex facilities may be appropriate, however in other areas split gender facilities may be better.

Prior to the development of a new public toilet facility, engagement with the immediate community and local residents should be undertaken to ensure that future toilet designs meet community expectations and needs.

Key Action:

- ***When appropriate, undertake consultation and engagement with the local community prior to the development and installation of a new public toilet.***

FIXTURES AND FITTINGS

Toilets in Banyule contain a range of basic fixtures and fittings such as hand basins and a cold water tap.

With the increase in quality, standard and provision of privately operated public toilets, such as those found in large shopping centres, there is an increasing expectation that more facilities are to be provided within toilets.

The consultation findings indicate that certain features are more preferable than others. Soap dispensers; toilet seats; natural ventilation; hand drying facilities; and baby change tables were the most commonly identified improvements requested throughout community consultation.

In some instances the fixtures and fittings will vary depending on the context and the location in which the public toilet is sited. For example, toilets along waterway corridors will need to consider environmental impacts compared with those sited in activity centres. Examples include the provision of soap dispensers, hand dryers and baby change tables.

However it is important to note that a balance must always be considered between the cost of facilities replacement and reasonable public need, accessibility and expectation.

Cost savings can be achieved in the long term through the standardisation of fixtures and fittings across the municipality in accordance with the level of service provision (see **Section 4**).

Key Actions:

- ***Apply the Schedule of Fixtures and Fittings to determine the appropriate internal and external configuration of new and upgraded public toilets.***
- ***Standardise the provision of fixtures and fittings in accordance with the service provision to ensure consistency across the network.***
- ***Incorporate features in site specific locations as appropriate to the site (examples include the provision of soap dispensers, hand dryers and baby change tables).***

SUSTAINABILITY

Banyule is dedicated to achieving sustainability throughout all aspects of governance and implementation. Opportunities for sustainable public toilet practices exist on a range of scales.

Ecologically Sustainable Development(ESD) and management can achieve a range of cost efficiencies and improved performance results. As technologies continue to improve, the range of sustainable measures which can be implemented into the provision of public toilets will continue to be a relevant and important consideration. ESD Principles include:

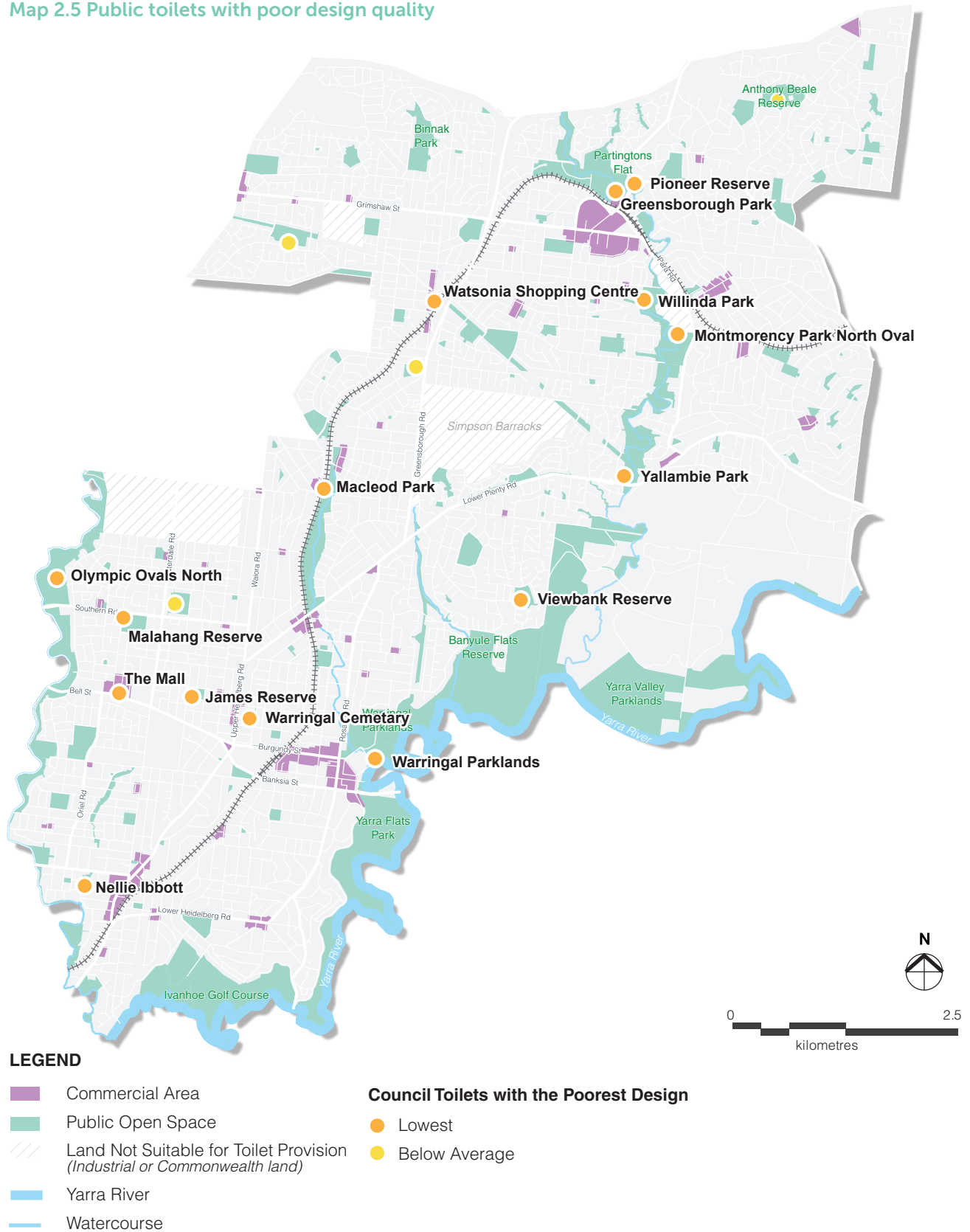
- **The precautionary principle:** consideration of any threats of serious or irreversible damage to the environment.
- **Intergenerational equity:** present generation considers needs of future generations.
- **Biodiversity and ecological diversity.**
- **Improved economic valuation** including environmental factors.

Durable, low cost structures will improve Council's efficiencies, minimise environmental impacts and reduce the maintenance and replacement of facilities in the future.

Key Action:

- ***Incorporate the principles of Ecologically Sustainable Development when upgrading existing or constructing new public toilets. This should include considerations of energy and water conservation opportunities, such as water tanks and waterless urinals.***

Map 2.5 Public toilets with poor design quality



LOCATION & SITING

Improve the amenity and safety of public toilets through appropriate siting and design.

LOCATION & SITING

The location and siting of a public toilet influences a person's decision to use it or not. In some instances, choice may be overruled by necessity.

The location of a public toilet may directly influence the decision process and likelihood of a person using it. The location of toilet facilities is also correlated with other factors such as attractiveness, perceptions of safety, levels of surveillance and crime prevention.

There is a delicate balance in the design and siting of public toilets. Best practice guidelines indicate that public toilets should be sited in highly visible areas which allow for passive and active natural surveillance. On the other hand, a public toilet that appears too 'exposed' or visible may decrease perceptions of privacy and be considered undesirable for some users and/or by adjacent land owners.

The siting of public toilets in Banyule is generally average. The audit results found that toilets are generally well located however poorly sited and orientated. A summary of findings relating to siting are:

- The most common siting issues across Banyule's public toilet network are:
 - Poor integration with the public realm and local character
 - Lack of landscaping, vegetation or other 'softening' interventions
 - Poor location of entrances and doorways lacking direct lines of sight from the public realm
 - Sited in obscure locations or amongst dense vegetation
 - Lack of visibility from streets
 - Absence of directional signage for legibility and access
- Toilets in activity centres are generally located within or adjacent to car parks, on street corners. Direct access from the main street is uncommon.
- Toilets located in car parks are poorly integrated into the surrounding environment, lacked directional signage and had often included obscured entrances.

- In open space areas, many facilities were located away from the central activity areas.
- Facilities co-located with sport pavilions were better sited than stand alone facilities in public parks as they were generally signed, provided access pathways and were centrally located.
- Public toilets co-located with sport pavilions were often sited around the non-active side of the building. Some of the locations assessed identified the presence of syringes and other litter within these 'dead' spaces.
- **Map 2.6** shows the poorest sited facilities, listed below (in no particular order), are:
 - Montmorency Park North Oval
 - Macleod Park
 - Yallambie Park
 - Winsor Reserve
 - Rosanna Shopping Centre
 - Loyola Reserve
 - Ivanhoe Park
 - Yulong Reserve East
 - Warrawee Park
 - Price Park
 - Macleod Shopping Centre
 - Petrie Park

The Capital Works actions identify a number of these locations for improvements, both to the design and siting of existing facilities.

Key Actions:

- ***Utilise the Design and Siting Principles (Section 4) when installing new toilets or upgrading existing toilets.***

SAFETY

The safety and security of public toilet users should be prioritised ahead of any other decision-making considerations. From a user perspective, perceptions of safety can be as influential as actual or recorded levels of safety. If a toilet is perceived to be unsafe, unhygienic or dangerous, users will generally avoid the facility. There are a number of factors that contribute to negative safety perceptions:

- Poor integration into the streetscape/public realm
- Obstruction behind dense landscaping or away from passive surveillance
- Age and condition of the facility
- Presence of graffiti or vandalism
- Loitering
- Lack of natural light
- Odour or lack of cleanliness

There are many ways that design can minimise anti-social behaviour and contribute to positive perceptions of safety. For example, the objectives of Crime Prevention Through Environmental Design (CPTED) establish guiding principles to reduce the incidence and perceptions around crime and safety. With regard to public toilets, the guidelines consider:

- The likelihood to expose users to risk (for example during hours of darkness)
- Organised surveillance (such as regular security patrols or cameras) in the vicinity of the toilets.
- Discourage loitering by not placing seating or public telephones in close proximity to toilet entrances
- Ensure entrances to public toilets are clearly visible from the street and other public areas

There are a number of responses to anti-social behaviour that Council can employ such as:

- Installation of closed-circuit television (CCTV) cameras
- Time-sensor lighting (solar panel operated)
- Quick response to reactive maintenance
- Regular cleaning and reporting
- Automatic locking doors

The key issues influencing the perceived and actual level of safety in Banyule's public toilets include:

- Obscured entrances
- Doors directly facing the street from a cubicle
- Poor internal and external lighting
- Presence of graffiti in most facilities

Generally poorly-sited public toilets employed measures such as additional lighting or CCTV to alleviate the negativity associated to their location.

Key Actions:

- ***Incorporate CPTED principles into all decision and assessment processes.***
- ***Record all reports and instances of anti-social behaviour and reactive maintenance and monitor over time to identify key hot spots.***

Map 2.6 Public toilets with poor siting





MENS
PUBLIC CONVENIENCES WILL BE
CLOSED BETWEEN 08:30 - 18:00



SECTION 03

ACTION PLAN

An Action Plan has been developed that sets out the key priorities for public toilet upgrades over the next ten years. The Action Plan should be read in conjunction with the vision, objectives and design and siting principles for public toilets in Banyule and contained in the body of this Plan and in **Section 4**.

KEY ACTIONS

Key actions have been divided into:

- Strategic Actions
- Operational Actions

These actions have been prioritised in order of importance and allocated responsibility per stakeholder.

CAPITAL WORKS PLAN

The Capital Works Plan is divided into two sections:

- Ten year action plan
- Ongoing capital works improvements and costs

The actions and locations identified in the plan have been developed with consideration of:

- Community feedback
- Audit results
- Network and spatial analysis
- Existing Council expenditure
- Future funding allocations

KEY ACTIONS

Action	Classification	Timeline	Role/Responsibility
DISTRIBUTION ACTIONS			
Review this Plan in five years and revise and refine action plan as required.	Operational/ Strategic	Medium Term	Assets
Should a number of requests for a public toilet arise, apply the assessment frameworks in activity centres to determine future need.	Operational/ Strategic	Ongoing	Assets
Where large commercial or public sector developments are proposed in high public activity areas, negotiate the provision of public toilets as part of the development, where additional public toilets are required.	Operational	Ongoing	Strategic Planning
When appropriate, consider including the provision of public toilets as a condition of the planning permit, particularly in areas where additional public toilets are needed.	Operational	Ongoing	Strategic Planning
Prioritise public toilet upgrades in significant neighbourhood parks and regional parks and monitor the community need over time. Should demonstrated demand arise, apply the assessment frameworks to justify future need.	Strategic	Short term and ongoing	Assets and Parks
Advocate for the provision of new, or the upgrading of existing, public toilets as part of future park masterplans, public realm improvements and/or other capital works projects.	Strategic	Ongoing	Assets and Parks
Investigate opportunities to partner with Parks Victoria and other government agencies to improve the provision of public toilet facilities along the Main Yarra Trail and other Parks Victoria land.	Strategic	Short -Medium Term	All Council Departments
Utilise the assessment framework(s) to determine the suitability of consolidating existing facilities outside of the capital works plan.	Operational/ Strategic	Short Term	Assets
Provide improved wayfinding signage to assist members of the community to locate public toilets.	Operational	Ongoing	Operations and Parks
HYGIENE & MAINTENANCE ACTIONS			
Review management and contractual arrangements of all co-located facilities to standardise cleaning and maintenance responsibilities.	Operational	Short Term	Cleansing
Review Council audit data every five years	Operational	Every five years (ongoing)	Assets
Prioritise cleaning scheduling in accordance with level of usage and community feedback.	Operational	Ongoing	Cleansing
Monitor and update the condition of public toilet assets through a centralised asset management and data mapping system.	Operational	Ongoing	Cleansing
ACCESSIBILITY ACTIONS			
Apply the principles of universal design to all toilet upgrades and new installations.	Operational	Ongoing	All Council Departments
Ensure accessible public toilets are included in pavilion and building upgrades.	Strategic	Ongoing	Leisure and Building Maintenance
Prepare a Communications Strategy to promote the location of accessible public toilets throughout Banyule.	Strategic	Medium Term	Strategic Planning/ Communications

Action	Classification	Timeline	Role/Responsibility
Upgrade toilets in key locations to include family friendly facilities.	Strategic	Medium Term	Strategic Planning and Assets
Develop a municipal signage/wayfinding strategy to improve the accessibility and standard of signage on Council owned assets, including public toilets.	Strategic	Medium Term	Strategic Planning/ Urban Design
Update information annually about Council owned and managed toilets on the National Public Toilet Map within Banyule.	Strategic	Ongoing	Assets
Update list of public toilets on Council's web page to include information including opening hours and DDA compliance.	Operational	Ongoing	Communications
Partner with the private sector to encourage the provision of changing places facilities in large, community orientated developments.	Strategic	Ongoing	Strategic Planning and Economic Development
Consider the provision of gender neutral toilets when upgrading or building new facilities	Strategic	Ongoing	All Council Departments
DESIGN & SUSTAINABILITY ACTIONS			
Utilise the Service Hierarchy framework (Section 4) to determine the typology and minimum level of service provision when planning new or upgrading existing public toilet facilities.	Operational	Ongoing	Capital Projects
When appropriate, undertake consultation and engagement with the local community prior to the development and installation of a new public toilet.	Strategic	Ongoing	All Council Departments
Apply the Schedule of Fixtures and Fittings to determine the appropriate internal and external configuration of new and upgraded public toilets.	Operational	Ongoing	All Council Departments
Standardise the provision of fixtures and fittings in accordance with the service provision to ensure consistency across the network	Operational	Ongoing	Building Maintenance
Incorporate features in site specific locations as appropriate to the site (examples include the provision of soap dispensers, hand dryers and baby change tables.)	Operational/ Strategic	Ongoing	Capital Projects
Incorporate the principles of Ecologically Sustainable Development when upgrading existing or constructing new public toilets. This should include considerations of energy and water conservation opportunities, such as water tanks and waterless urinals.	Operational	Ongoing	Capital Projects
Consider altering existing co-located toilets in places such as pavilions, to allow for use outside of event hours. This should extend to upgrading existing pavilions and the provision of new pavilions.	Operational	Ongoing	Leisure and Capital Projects
LOCATION AND SITING ACTIONS			
Utilise the Design and Siting Principles (Section 4) when installing new toilets or upgrading existing toilets.	Operational	Ongoing	Capital Projects
Incorporate CPTED principles into all decision and assessment processes.	Operational	Ongoing	Capital Projects
Record all reports and instances of anti-social behaviour and reactive maintenance and monitor over time to identify key hot spots.	Operational/ Strategic	Ongoing	All Council Departments

CAPITAL WORKS PLAN

TEN YEAR ACTION PLAN

Public Toilet	Suburb	Condition	Location*	Typology	Proposed Year	Comments
Rosanna Shopping Centre Car Park Public Toilet	Rosanna	Poor	SC	Stand alone	18/19	Feasibility Study
Waterdale Road/Norman Street Public Toilet	Ivanhoe	Average	SC	Stand alone	18/19	Feasibility Study
Petrie Park Public Toilet	Montmorency	Average	N	Co-located	18/19	In conjunction with Pavilion redevelopment
Yulong Reserve East Public Toilet	Bundoora	Poor	N	Stand alone	18/19	
Macleod Park Public Toilet	Macleod	Very Poor	N	Stand alone	18/19	Feasibility Study
Montmorency Shopping Centre Public Toilet	Montmorency	Good	SC	Stand alone	19/20	
Willinda Park Public Toilet	Greensborough	Average	N	Co-located	19/20	In conjunction with Pavilion redevelopment
Banyule Flats Reserve Public Toilet	Viewbank	Average	R	Co-located	19/20	In conjunction with Pavilion redevelopment
Montmorency Park North Oval Public Toilet	Montmorency	Very Poor	N	Stand alone	20/21	
Olympic Ovals North Pavilion Public Toilet	Heidelberg West	Poor	N	Co-located	20/21	In conjunction with Pavilion redevelopment
Pioneer Reserve Public Toilet	Greensborough	Poor	L	Stand alone	20/21	
Ford Park Public Toilet	Bellfield	Average	N	Co-located	20/21	In conjunction with Pavilion redevelopment
Greensborough War Memorial Park East Public Toilet	Greensborough	Poor	N	Stand alone	21/22	
Partington's Flat Public Toilet	Greensborough	Average	N	Co-located	21/22	In conjunction with Pavilion redevelopment
Malahang Reserve Public Toilet	Heidelberg West	Poor	R	Stand alone	21/22	In conjunction with Café development
Binnak Park South Public Toilet	Bundoora	Poor	R	Co-located	21/22	In conjunction with Pavilion redevelopment
Yulong Reserve West Public Toilet	Bundoora	Average	N	Stand alone	21/22	In conjunction with reserve development
Viewbank Reserve Public Toilet	Viewbank	Poor	N	Co-located	21/22	
Loyola Reserve Public Toilet	Bundoora	Poor	N	Stand alone	22/23	
Yallambie Park Public Toilet	Yallambie	Very Poor	N	Stand alone	22/23	
Greensborough Park Public Toilet	Greensborough	Poor	N	Co-located	23/24	
Warringal Parklands Public Toilet	Heidelberg	Average	R	Stand alone	23/24	

Public Toilet	Suburb	Condition	Location*	Typology	Proposed Year	Comments
James Reserve Public Toilet	Heidelberg Heights	Poor	N	Stand alone	24/25	
Watsonia Shopping Centre Public Toilet	Watsonia	Poor	SC	Stand alone	24/25	
Heidelberg Park Public Toilet	Heidelberg	Average	R	Stand alone	25/26	
Nellie Ibbott Reserve Public Toilet	Ivanhoe	Poor	L	Stand alone	25/26	
Ivanhoe Park Public Toilet	Ivanhoe East	Poor	N	Co-located	26/27	
Winsor Reserve Public Toilet	Macleod	Very Poor	N	Co-located	26/27	
Warringal Cemetery Public Toilet	Heidelberg	Poor	P	Co-located	27/28	
Shelley Park Public Toilet	Heidelberg Heights	Poor	N	Co-located	27/28	
NJ Telfer Reserve West Public Toilet	Bundoora	Poor	N	Co-located	27/28	

***Location Key**

SC= Shopping Centre

L= Local

N= Neighbourhood

R= Regional

ONGOING CAPITAL WORKS IMPROVEMENTS & COSTS

ACTION	COMMENT	OCCURRENCE
SIGNAGE UPGRADES	Standardise and improve signage on all facilities.	Annual
	Install wayfinding and directional signage	
SECURITY UPGRADES	Install security cameras at key locations	Ongoing
	Install automatic locking doors	
ACCESSIBLY UPGRADES	Minor modifications and retrofit of existing facilities to improve disabled access	Annual
CLEANING AND CLEANSING	Regular cleaning and maintenance of facility	Weekly
BUILDING MAINTENANCE	Repair and other miscellaneous costs	Annual
REACTIVE MAINTENANCE	Removal of graffiti, vandalism	Ongoing

SECTION 04

TOOLKIT

A toolkit has been developed to guide the delivery, development and management of public toilets in Banyule. The toolkit will assist with the implementation of the Plan and guide the day-to-day decision-making of Council.

The toolkit should be read in conjunction with the vision and objectives for public toilets in Banyule and contains the following components:

1. Service Hierarchy
2. Schedule of Fixtures and Fittings
3. Assessment Frameworks
4. Design and Siting Principles

1. SERVICE HIERARCHY

The service hierarchy sets out four different levels of service provision based on different toilet configurations and typologies. The hierarchy should be used to determine the minimum level of service provision for a specific location.

2. LIST OF FIXTURES AND FITTINGS

A standard suite of fixtures and fittings has been developed to guide the internal and external configuration of new public toilets.

In addition to the standard suite, a number of site-specific features have been listed. These features should be installed in premium public toilets, or in locations where there is a demonstrated community need.

3. ASSESSMENT FRAMEWORKS

An assessment framework has been developed to assist Council in determining future upgrades to public toilets (or installation of new toilet) outside the capital works plan.

The framework should be used when there is a demonstrated community need or community demand for a new facility, upgrade or removal of a public toilet that is not identified within the Capital Works Plan. A demonstrated community need refers to occasions where there are consistent community requests or persistent maintenance issues associated with a public toilet facility. The framework may also be useful for assessing public toilet provision as part of a wider master planning process for an area.

In first instance, justification for an action or the demonstration of community need is required before other key directions can be considered. The framework should be used in conjunction with the overall vision, objectives and principles outlined in this Plan.

4. DESIGN AND SITING PRINCIPLES

The design and siting principles set out a range of siting and design objectives which should be considered when installing new toilets or upgrading existing facilities. The design and siting principles have been developed based on best practice planning and have further been informed by feedback from the Community, key stakeholders and Council staff.

SERVICE HIERARCHY

LEVEL OF SERVICE	CONFIGURATION/TYOLOGY	MINIMUM CUBICLES	EXAMPLE LOCATIONS	OPENING HOURS	MINIMUM CLEANING FREQUENCY	INDICATIVE LIFE CYCLE COST PER YEAR*
BASIC	Individual cubicles comprising: » One disabled unisex cubicle » One unisex cubicle	2	Small public open spaces Linear trails/ shared paths Other moderate use locations	Dawn - dusk	x1 per day	\$120,000 - \$150,000 capital cost \$5,000 - \$7,000 annual maintenance and cleaning
STANDARD	Individual cubicles comprising: » One disabled unisex cubicle » One male and one female cubicle (or two unisex cubicles)	3	Neighbourhood parks, reserves and open space Adjacent to high use play grounds Local activity/ commercial areas Other high use locations	Dawn to dusk OR 24 hours	x1 per day	\$200,000 - \$300,000 capital cost \$7,000 - \$10,000 annual maintenance and cleaning
CO-LOCATED	Individual cubicles comprising at least: » Two disabled unisex cubicle » One male and one female cubicle (or two unisex cubicles) OR Toilet block comprising: One disabled unisex toilet Split Gender	4	Multi-use recreation reserves Sports pavilions	Dawn to dusk	x1 per day/ after event	\$250,000+ capital cost \$7,000 - \$10,000 annual maintenance and cleaning
PREMIUM	Individual cubicles comprising: One disabled unisex toilet One unisex/ambulant/family friendly toilet At least one male and one female cubicle (or two unisex cubicles) OR Toilet block comprising: One unisex disabled toilet Split Gender	4+	Regional/ municipal parks and open space High use recreation reserves Regional playgrounds Large activity centres Other high-use locations	Dawn to dusk OR 24 hours	x2 per day	\$300,000+ capital cost \$8,000 - \$10,000 annual maintenance and cleaning

*Costs are estimated and will be confirmed once design has been completed

SCHEDULE OF FIXTURES AND FITTINGS

CATEGORY	INTERNAL FEATURES	EXTERNAL FEATURES
Standard list of materials, fixtures and fittings	Toilet Cubicle <ul style="list-style-type: none"> » Stainless steel toilet » Toilet Seat » Dual flush » Concealed cistern and pipes » Paper sheets 	<ul style="list-style-type: none"> » Signage showing opening hours, gender configuration, basic contact information » At grade pathway access » Weather protection » At-grade pathway and access » Low level, drought resistant planting
	Amenities <ul style="list-style-type: none"> » Stainless steel hand basin » Tempered water tap 	
Customised list of materials, fixtures and fittings for premium/high use locations or other site-specific toilets*	Toilet Cubicle <ul style="list-style-type: none"> » Jumbo rolls » Sanitary napkin disposal » Urinal 	<ul style="list-style-type: none"> » Automatic locking doors » Communal hand wash basins » Screening » Public art
	Amenities <ul style="list-style-type: none"> » Electric hand dryer » Baby Change table » Syringe disposal » Sensors to conserve energy and water consumption » Mirror » Rubbish bins » Non-slip surfaces 	
Disabled and ambulant toilets	In accordance with AS 1428	In accordance with AS 1428

Notes

*The use of specific fixtures and fittings should be considered on a site-specific basis. For example in high use locations, where accommodating the maximum number of people is a priority, fixtures such as urinals and jumbo rolls should be considered. In locations where there is anti-social behaviour the use of security cameras or automatic locking doors may be appropriate.

ASSESSMENT FRAMEWORK 1

Renewal and Upgrade of Existing Facilities

DIRECTIONS	CHECKLIST	YES	NO	RESOURCES
Demonstrated community need for this facility to be replaced or refurbished	Is there evidence from the community or Council audits/records that the existing facility is not adequately functioning?			» Community surveys » Public Open Space Strategy » Local masterplans or structure plans
The existing public toilet in poor condition	Is there presence of vandalism or graffiti?			» Public toilet audit data » Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors
	Are the facilities unhygienic and difficult to maintain/clean?			
	Are there obvious signs of wear on the existing facilities within the toilet?			
	Are features within the toilet broken or not operational?			
	Are there issues with odour or presence of vermin?			
	Is the environment or facility unsafe or dangerous?			
	Are there negative perceptions of safety or is there presence of antisocial behaviour?			
The existing toilet has a low level of usage	Does the facility adhere to the Location and Siting Principals?			» Counters » Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors » Maintenance costs » Water usage, levels of toilet paper, soap consumed weekly, monthly or annually
	Opening hours and availability			
The toilet does not have appropriate fixtures or fittings	Is the facility DDA compliant?			» Service Provision Hierarchy » List of Fixtures and Fittings
	Does the facility adhere to the principals of universal access?			
	Site specific features			
Ecologically sustainable development (ESD)	Are there any low water use fittings?			» WELS ratings » Council's Environmental Service Unit » Local provenance indigenous shrubs
	Is the facility energy efficient e.g. energy efficient lighting/natural light?			
	Is there a balance of landscaping with amenity and public safety?			
Other Notes				

New Facilities

DIRECTIONS	CHECKLIST	YES	NO	RESOURCES
There is not an existing public or planned toilet nearby	Are there public toilets within 400m of the proposed location?			» GIS database mapping » National Toilet Map » Activity Centre strategies » Local masterplans or structure plans » Public Toilet Capital Works Plan
	Is there one or more private or community hosted toilets that are accessible within 400m available? (e.g. libraries, community centres, indoor sport and recreation centres)			
	Are there any toilets (public or private) within 800m of the proposed location?			
	Are there privately operated public toilets within close proximity to the proposed location? (e.g. Shopping Plaza)			
There is a high movement of pedestrian, cycling or other active transport modes and the proposed location in an area with a growing catchment	Are there activity generators and a diversity of land uses in the area?			» ABS Population protections » Surrounding mixture of land uses » Public Open Space Strategy » Northern Regional Trails Strategy » Bicycle Plan » Integrated Transport Plan » Local masterplans or structure plans
	Is there different types of transport and connectivity available?			
The new toilet will enhance community safety, health and wellbeing	Contribution to the existing public toilet network			» Council Plan 2017-2021 » Inclusion Access and Equity Framework » LGBTI Plan » Disability Action Plan » Open Space Plan » Festival and Events Guide
	Social indicators			
	Would a facility meet the needs of different user groups?			
Ecologically sustainable development (ESD)	Are there any low water use fittings?			» WELS ratings » Environmental Unit » Local provenance indigenous shrubs
	Is the facility energy efficient e.g. energy efficient lighting/natural light?			
	Is there a balance of landscaping with amenity and public safety?			
Other Notes				

Removing an Existing Facility

DIRECTIONS	CHECKLIST	YES	NO	RESOURCES
Is there adequate justification for the removal of an existing public toilet?	Is there evidence from the community or Council audits/records that the existing facility is not adequately functioning?			» Community surveys » Public Open Space Strategy » Local masterplans or structure plans
The existing public toilet in poor condition	Presence of vandalism or graffiti			» Public toilet audit data » Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors
	Facilities are unhygienic and difficult to maintain/clean			
	Obvious signs of wear on the existing facilities within the toilet			
	Features within the toilet are broken or do not work			
	Issues with odour or presence of vermin			
	Environment/facilities are unsafe or dangerous			
	Negative perceptions of safety or presence of antisocial behaviour			
The existing toilet has a low level of usage	Location and siting			» Counters » Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors » Maintenance costs » Water usage, levels of toilet paper, soap consumed weekly, monthly or annually
	Opening hours and availability			
Does the existing toilet meet the majority of the design and siting principles?	Is the facility DDA compliant?			» Service Provision Hierarchy » Design and Siting Principals
	Does the facility adhere to the principals of universal access?			
	Site specific features			
Will the removal of the toilet create a gap in accessible toilet provision?	Are there toilets within 400m of the proposed location?			» GIS database mapping » National Toilet Map » Activity Centre strategies » Local masterplans or structure plans » Public Toilet Capital Works Plan
	Is there one or more private or community hosted toilets that are accessible within 400m available? (e.g. libraries, community centres, indoor sport and recreation centres)			
	Are there any toilets (public or private) within 800m of the proposed location?			
	Are there privately operated public toilets within close proximity to the proposed location? (e.g. Shopping Plaza)			
Other Notes				

DESIGN & SITING PRINCIPLES

Design & Siting Principles

The following design and siting principles should be considered when installing, or upgrading any public toilet in Banyule.

1. Locate toilets near central, multi-use community facilities that draw on existing walking catchments.
2. Site toilets in accessible locations that maximise visibility to the street/public space and orientate toilets toward well lit areas and to allow for natural ventilation and daylight.
3. Integrate toilets seamlessly into the public realm by incorporating low-level landscaping and avoid obstructing toilets with dense landscaping, vegetation or impermeable barriers.
4. Ensure entrances/doorways have a direct line of sight to and from the public realm to allow for passive surveillance.
5. Design toilets to integrate into the public realm, reflect the local character and where appropriate, encourage artistic design expression for toilets in high usage locations.
6. Incorporate appropriate fixtures within toilets that are responsive to the local context and balance community expectations with maintenance practicalities.
7. Ensure compliance with AS1428 and DDA where practicable and other best practice accessibility guidelines.
8. Clearly sign toilets by providing directional signage where required to improve legibility and access. Provide signage on toilets which shows opening hours, contact details and gender availability.
9. Incorporate Crime Prevention through Environmental Design (CPTED) principles to ensure toilets are constructed with materials that are durable, sustainable and vandal resistant and reduce the opportunities for crime and anti-social behaviour.
10. Incorporate materials, fixtures and fittings that promote environmental sustainability.

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APPENDICES

APPENDIX A

TERMS USED IN THIS REPORT

TERMS USED	DEFINITION
Australian Standard (AS) 1428	Specifies that new buildings must be capable of providing access to people with disabilities. Particular attention is focused on continuous accessible paths of travel for wheelchair users, access for people with ambulatory disabilities and access for people with sensory disabilities.
Building Code of Australia (BCA)	A uniform set of technical provisions to be incorporated into the design and construction of buildings and other structures within Australia.
Changing Places Toilet	Public toilet facilities that cater for people with severe or profound disabilities. These facilities incorporate full sized change tables tracking hoist systems, large circulation spaces and centrally placed toilet with room for carers.
Crime Prevention Through Environmental Design (CPTED)	An approach to the prevention of crime focusing on the relationship between physical environments and those who use them. Key strategies include natural access control, natural surveillance
Disability Discrimination Act (DDA)	The Disability Discrimination Act 1992 makes discrimination against an individual because of their disability unlawful. This applies to a number of areas of public life including employment, education and the access of public places.
Ecologically Sustainable Development (ESD)	An integrated and holistic approach to design that aims to reduce negative environmental impacts and improve the health of building occupants. Principles of ESD include the promotion of renewable energy, reducing water use, inclusion of environmentally friendly building materials and optimising operational practices.
Gender Neutral	Terminology used to describe a facility that is accessible to all people regardless of gender, preferred by the LGBTI community as it recognises that some members of the community do not identify as either male or female.
Public Toilet	A facility which contains one or more rooms/cubicles which is available for use by the public. The facility may be mechanised or automated and consist of stand-alone, service-hosted and privately provided facilities. A public toilet is usually located on Council owned and managed land.
Unisex	A facility that is accessible to both males and females.

APPENDIX B

COMMUNITY CONSULTATION

WORKSHOPS

Two workshops were held with Council staff from a variety of departments including parks and recreation, aged and disability services, strategic planning, urban design, buildings and assets and sport/recreation.

Workshop 1 was held in November 2016 with internal Council staff. The purpose of the workshop was to introduce the project and discuss the issues and opportunities relating to public toilet provision in Banyule. The workshop established the key issues relating to the existing public toilet network and identified opportunities for improvements.

SHAPING BANYULE

Council's web-based community consultation platform, 'Shaping Banyule' was used throughout this project to advertise the Plan and allow the community to provide feedback for a period of four weeks, about key issues and opportunities.

A dedicated project page (accessed via the Shaping Banyule platform) provided information about key milestones, statistics gathered from the site audits and outlined relevant background and context to the project.

A copy of the Issues and Opportunities Paper were also available for download from the project page.

Interactive Map

During the consultation period an online interactive map was available on Council's online consultation platform 'Shaping Banyule'. The purpose of the map was to allow the community comment on any of the existing facilities or to identify locations where public toilet upgrades were required.

A total of 55 points were dropped on the online interactive map throughout the consultation period. Of the points dropped on the map 35% (20) related to locations for new public toilets, a further 64% (35) related to improvements or renewal of existing public toilet facilities, whilst the remaining 2% (1) related to other issues.

Specific results, recommendations and potential actions from the online forums and key user group survey are summarised in the **Section 3**.

Online Poll

Participants were also invited on the Shaping Banyule website to select the five most important fixtures of features for public toilets from a list of 17. A total of 42 respondents participated in the online poll.

Top 5 Features!

Pick the top 5 features that are most important to you in public toilets.

- ☐ Natural light
- ☐ Natural ventilation
- ☐ Hand drying facilities
- ☐ Baby change tables
- ☐ Sanitary napkin disposal
- ☐ Sharps disposal
- ☐ Rubbish bins
- ☐ Soap dispensers
- ☐ Mirrors
- ☐ Door hooks
- ☐ Toilet seat
- ☐ Signage
- ☐ Large circulation spaces
- ☐ Assistance rails
- ☐ Non-slip surfaces
- ☐ Gender neutral toilets
- ☐ Single sex cubicle
- ☐ Other (please specify)

KEY USER GROUP REPRESENTATIVES

Two meetings were held with key user group representatives from Council's aged care and disability services as well as members of Banyule's LGBTI committee.

The purpose of the meetings was to provide an opportunity for the representatives to provide feedback about specific issues which concerned particular users groups.

The meetings were also used to test ideas and identify opportunities to improve the existing public toilet network and design throughout Banyule.

The key messages from each of the meetings have been summarised in **Section 3**.

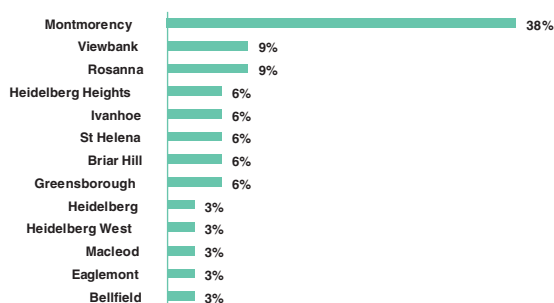
Key User Group Survey

A key user group survey was also available online and in hard copy. The survey asked six questions:

- What parks, shopping centres or recreational centres/ovals do you visit the most?
- How far/long are you prepared to walk/travel for a public toilet?
- When planning your trip do you consider the availability and/or condition of a public toilet?
- Are there any places in Banyule you avoid due to the availability and/or condition of public toilet facilities?
- How safe do you feel using Banyule's public toilets? Which toilets do you feel most safe? Unsafe?
- What specific fixtures or fittings would improve your experience or ease of access to public toilets in Banyule?

A total of 38 respondents participated in the key user survey with the majority (68%) of respondents identifying as female, 30% male and a further 2% identified as indeterminate/intersex/unspecified.

Respondents from 13 suburbs across Banyule participated in the survey. A significantly high number of responses (13) were recorded from the suburb of Montmorency, accounting for 38% of all survey responses.



KEY USER GROUP SURVEY

Places you visit

What parks, shopping centres or recreational centres/ovals do you visit the most?

Activity and Travel

How far/long are you prepared to walk/travel for a public toilet?

When planning your trip, do you consider the availability and/or condition of a public toilet?

- ☐ Yes
☐ No
☐ Sometimes

Are there any places in Banyule you avoid due to the availability and/or condition of public toilet facilities?

Safety

How safe do you feel using Banyule's public toilets? Which toilets do you feel most safe? Most unsafe?

Fixtures and Design

What specific fixtures or fittings would improve your experience or ease of access to public toilets in Banyule?

About you

Gender

Age Group

Suburb

I identify as:

- ☐ A person with a disability
☐ Aboriginal or Torres Strait Islander
☐ Gay, Lesbian, Bisexual, Transgender, Intersex, Queer (GLBTIQ)
☐ Culturally and Linguistically diverse (CALD)

COMMUNITY CONSULTATION FINDINGS

DISTRIBUTION

The network of public toilets in Banyule comprises 56 Council owned and managed facilities. The location and distribution of these facilities is important for many users, particularly special user groups (e.g. people with a disability).

Findings from the community surveys found:

- The availability of a public toilet prior to undertaking a trip or activity within Banyule is an important consideration for many users.
- The majority of respondents (82%) indicated that they consider the availability of a public toilet when planning a journey in Banyule (see **Figure 5.1**)
- Most respondents indicated that they would walk up to 5 minutes to access a public toilet (see **Figure 5.2**).
- Some respondents indicated the distance they were prepared to walk depended on other factors such as:
 - Distance from home
 - Health conditions
 - Accessibility of the facility
- Several respondents indicated they would also be prepared to drive up to 10 minutes to access a public toilet.

Fig 5.1 Consideration of availability

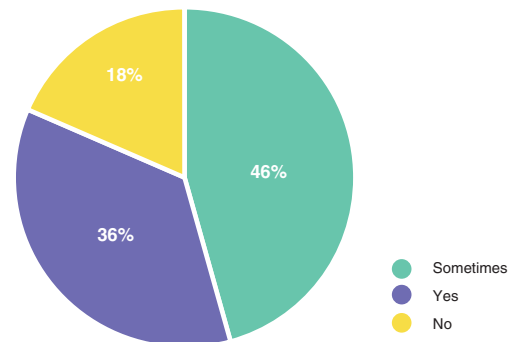
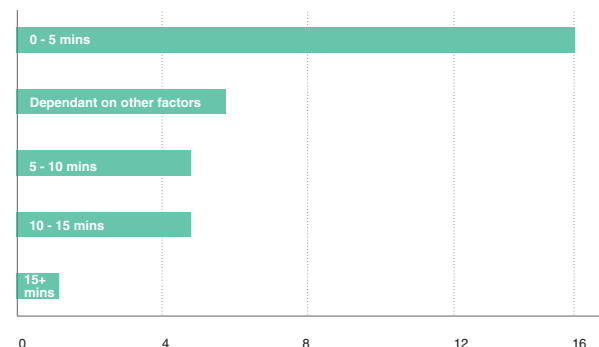


Fig 5.2 Preferred distance



SAFETY AND HYGIENE

The majority of respondents (24% or 9 respondents) from the key user group survey indicated they felt 'okay' about using public toilets in Banyule while six respondents indicated they felt unsafe using public toilets. Some respondents indicated they preferred to use facilities with supervision.

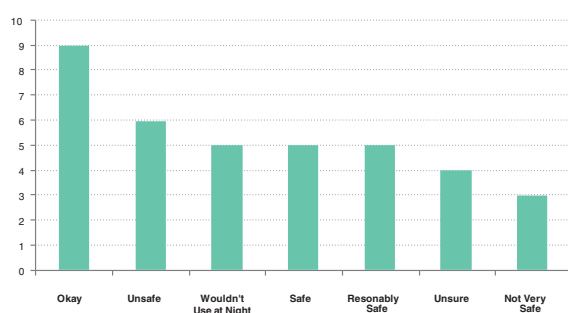
Three locations were mentioned where users felt safe including (in no particular order):

- Montmorency Shopping Centre
- Cape Street Car Park
- Bell St Mall

Facilities where respondents felt the most unsafe included (in no particular order):

- Petrie Park
- Montmorency Shopping Centre
- Waterdale/Norman Street
- Warringal Park
- Cape Street Car Park
- A K Reserve
- Rosanna Shopping Centre
- Yarra Flats

Fig 5.3 Perceptions of Safety



Two locations were identified as both safe and unsafe by different respondents; Montmorency Shopping Centre and Cape Street Car Park.

Maintenance and regular cleaning of facilities was identified across a broad spectrum of respondents as being important in promoting safe and hygienic facilities. Some respondents indicated that they avoided some public toilets due to the lack of toilet paper available.

Sixteen respondents (53%) indicated that there were locations they avoided as shown in **Figure 5.4**.

Fig 5.4 Locations Avoided

LOCATION	REASON/S CITED	NO. OF RESPONSES
Montmorency Shopping Centre	» Odour » Ageing » Lack of cleanliness » Condition » Lack of toilet paper » No soap	9
Petrie Park	» No natural light	2
Parks with no facilities	-	2
Yarra Flats	-	1
Cape Street Car Park	» Lack of soap, toilet paper or hand drying facilities » No toilet paper	1
Montmorency Station*	-	1

*Not Council owned or managed

ACCESSIBILITY

Banyule aspires to be an inclusive and accessible community for all residents, workers and visitors. Accessibility was an important consideration of consultation participants. Many of the findings around accessibility have been summarised in the design and siting themes above.

Other feedback from the workshops and reference group meetings include:

- Banyule has a good network of public toilets however many are inaccessible due to their co-location with sport facilities. Many of Council's existing co-located facilities are locked or only available during sport training and match times.
- Provision of DDA compliant and accessible features and fixtures is limited across the network. Issues include:
 - No at grade ramp access and uneven surfaces
 - Heavy doors restrictive for the elderly and users in wheelchairs
 - Lack of non slip surfaces
 - No hand rails or assistance rails
 - Small circulation spaces that can't accommodate prams or large mobility devices
 - Accessible facilities are not located in the right locations, i.e. near primary activity hubs
- Wayfinding is poor across the municipality, making it difficult to locate existing toilets.
- Existing toilets do not contain any contact information or information about opening hours etc.
- There are no changing places facilities within Banyule to cater for members of the community who are severely disabled.

DESIGN

High quality design assists in promoting positive perceptions of public toilet facilities. Feedback from the survey indicated a range of features and fittings that would improve the public toilet user experience, relating to both the to internal and external configuration.

Respondents had two methods of providing feedback about design features; by selecting their 'top five' features (prompted response) and by indicating specific features that would improve their experience using public toilets (unprompted). **Figure 5.5** shows the most frequently mentioned responses amongst the 'top five' features and each specific feature mentioned.

Fig 5.5 List of design features

FEATURES AND FITTINGS	TOP 5 FEATURES- MOST MENTIONED (PROMPTED)	TOP IMPROVEMENTS (UNPROMPTED)	TOTAL MENTIONS
Natural Light	23	12	35
Soap Dispensers	24	9	33
Toilet Seat	26	1	27
Natural Ventilation	24	2	26
Hand Drying Facilities	13	7	20
Baby change table	11	7	18
Sanitary napkin disposal	12	-	12
Non-slip Surfaces	7	5	12
Door Hooks	7	4	11
Assistance Rails	7	3	10
Rubbish Bins	8	-	8
Gender Neutral Toilets	8	-	8
Regular Cleaning/ Maintenance	-	8	8
Sharps disposal	6	1	7
Signage	4	2	6
Toilet Paper	-	6	6
Large Circulation	4	1	5
Mirrors	2	3	5
Single Sex Cubicle	4	-	4
Lockable Doors	-	4	4
Flushing Urinal	-	3	3
Touchless Design	-	3	3
Other	-	3	3
Hot Water	-	2	2
Lower taps for children	-	2	2
Passive Surveillance	-	2	2
Stainless Steel Fixtures	-	1	1
Toddler Toilet	-	1	1
Water Saving Tap		1	1

LOCATION AND SITING

The space around a public toilet otherwise known as the 'siting' of a public toilet is a determining factor in the suitability of a location for a public toilet.

Issues regarding siting and location were frequently discussed in the workshop and reference group meetings. Although there was no specific questions regarding public toilet siting in the survey, responses to other questions often integrated issues relating to the orientation, location and accessibility of toilets.

Key feedback from the workshop and key user representatives indicated:

- Public toilets should be sited to accommodate people with a disability and include:
 - At grade access and even pathways
 - Accessible fixtures and fittings (taps, doors, circulation space)
 - Located in areas with passive surveillance
- Existing toilets do not consider best practice guidelines specified by Alzheimers Australia to accommodate people with dementia. Key features of an Alzheimers friendly public toilet include;
 - Contrasting materials used for seats and bowls, floors, doors and walls;
 - Sharp edges rather than gradual edges
 - Traditional style fixtures and fittings
 - Clear wayfinding and signage.
- Existing toilets are poorly sited at the back of car parks or in public open space and/or often obscured by vegetation making them unattractive and uninviting.



Rosanna Car Park

A poorly sited toilet block at the back of a car park in Rosanna

APPENDIX B (CONT.)

COMMUNITY CONSULTATION: FINAL DRAFT PLAN

The consultation summary presented below is based on information and findings collected through the following activities:

- Online Survey
- Email Submissions
- Facebook Comments

UPGRADE LOCATIONS

The following locations were identified by participants as requiring upgrade:

- Macleod Park
- Watsonia
- Banyule Flats
- Possum Park
- Loyola Reserve
- Poulter Reserve

Reasons cited for upgrades generally related to age and condition of the facility, hygiene and usage levels.

PUBLIC TOILET DISTRIBUTION

Respondents to the survey indicated that they primarily visit public open space and activity centres. It was also identified that areas of moderate public activity are in need of more facilities. A number of responses suggested that people would prefer to travel a longer distance to get to a higher quality public toilet (e.g. Town Hall).

Respondents also identified a number of potential locations for new toilets including:

- Sparks Reserve
- Rosanna Parklands
- East Ivanhoe Activity Centre

ACCESSIBILITY

Respondents indicated that some toilets had a number of issues affecting their level of accessibility. The issues that were identified included:

- Uneven surfaces leading to toilet entrances
- Step up to urinals
- Disabled toilets with doors too narrow for wheelchairs
- Recognition for LGBTI community in terms of accessibility
- Cubicle size
- Abrasive surfaces (e.g. brickwork) could increase risk of injury to the elderly

It was also noted that an increase in the provision of signage across Banyule would be a useful way to improve wayfinding.

MAINTENANCE AND HYGIENE

Issues surrounding the level of maintenance and general hygiene of public toilet facilities across Banyule were identified by the vast majority of respondents. A number of respondents indicated that they avoid using any public toilet facilities due to a perception of poor hygiene or lack of maintenance. A lack of soap and toilet paper were among the most commonly identified issues from the respondents.

LOCATION AND SITING

Respondents indicated that some facilities are poorly sited in public open space; either behind vegetation or too far from footpaths. In particular, the Nellie Ibbott Reserve toilets were identified as being inappropriately sited with a general public perception poor safety due to antisocial behaviour.

FIXTURES AND FITTINGS

Feedback indicated that there were a range of fixtures and fittings that would improve the public toilet user experience. Soap dispensers, bag hooks, change tables, public art and natural light were among the most requested features by respondents.

APPENDIX C

ASSESSMENT CRITERIA

OBJECTIVE	ASSESSMENT CRITERIA
DISTRIBUTION	
The toilet maximises user catchments	<ul style="list-style-type: none"> » Co-location with complementary facilities and development » Proximity of Residential Uses » Hierarchy of open space » Activity Centre Hierarchy » Opening Hours
The toilet does not duplicate the catchment of other facilities.	<ul style="list-style-type: none"> » 200m and 400 metre walkable catchment
SITING	
The public toilet is well utilised and is located in area of high demand and/or growth	<ul style="list-style-type: none"> » Area of high population growth » Pedestrian Activity » Surrounding land Uses » Function
The public toilet satisfies best practice siting principles as identified in the assessment criteria.	<ul style="list-style-type: none"> » Integration with the public realm and local character » Presence of landscaping and vegetation » Absence of impermeable barriers » Entrances and doorways have direct line of site from the public realm » Co-location with car parking » Visibility from streets » Directional signage for legibility and access
DESIGN	
The toilet is fit for purpose	<ul style="list-style-type: none"> » Absence of vandalism or graffiti » Facilities are hygienic and are easy to maintain/clean » There are no obvious signs of wear on the existing facilities within the toilet » Features within the toilet are operational (for example door locks, taps or flushing mechanisms)
The toilet satisfies best practice design principles as identified in the assessment criteria.	<ul style="list-style-type: none"> » Provision of signage which show opening hours, contact details and gender availability » Use of durable, sustainable and vandal resistant materials » Internal space is well lit by sunlight » Environmental sustainability » Provision of change tables, mirrors and basins » Sufficient provision of natural lighting Natural ventilation
ACCESSIBILITY	
The toilet is easily accessible to people with limited mobility	<ul style="list-style-type: none"> » Provision of footpaths » Grade of existing path(s) suitable for mobility devices » Provision of a disabled toilet »
The toilet accommodates people with special access requirements	<ul style="list-style-type: none"> » DDA compliance » Provision of a changing places toilet
The toilet supports the needs of high user groups	<ul style="list-style-type: none"> » Door width (prams) » Change tables

OBJECTIVE	ASSESSMENT CRITERIA
SAFETY	
The facility is designed to maximise the safety of patrons and minimise opportunities for vandalism	<ul style="list-style-type: none"> » Incorporation of Crime Prevention Through Environmental design (CPTED) principles » Visibility from streetscape » Opportunities for surveillance » Active surrounding land uses » Sufficient street lighting » Presence of CCTV » Existing trees and vegetation do not encumber visibility » Absence of graffiti and vandalism » Absence of anti-social behaviour
The facility is designed to ensure the health and wellbeing of users	<ul style="list-style-type: none"> » Provision of hand washing facility » Provision of toilet Seats » Provision of toilet Paper » Provision of drying facility » Provision of syringe disposal unit » Provision of a sanitary napkin disposal unit » Provision of natural ventilation » Absence of vermin
The public toilet can be safely maintained and accessed by Council and maintenance staff	<ul style="list-style-type: none"> » Taps are located in a convenient location » Sufficient door clearance for easy maintenance

APPENDIX D

RANKING OF AUDITED PUBLIC TOILETS

LOCATION	SUBURB	CONDITION
Macleod Park Public Toilet	Macleod	Very Poor
Yallambie Park Public Toilet	Yallambie	Very Poor
Winsor Reserve Public Toilet	Macleod	Very Poor
Montmorency Park North Oval Public Toilet	Montmorency	Very Poor
Shelley Park Public Toilet	Heidelberg Heights	Poor
Nellie Ibbott Reserve Public Toilet	Ivanhoe	Poor
James Reserve Public Toilet	Heidelberg Heights	Poor
Pioneer Reserve Public Toilet	Greensborough	Poor
Viewbank Reserve Public Toilet	Viewbank	Poor
Binnak Park South Public Toilet	Bundoora	Poor
Warringal Cemetery Public Toilet	Heidelberg	Poor
Rosanna Shopping Centre Public Toilet	Rosanna	Poor
Watsonia Shopping Centre Public Toilet	Watsonia	Poor
Greensborough Park Public Toilet	Greensborough	Poor
NJ Telfer Reserve West Public Toilet	Bundoora	Poor
Loyola Reserve Public Toilet	Bundoora	Poor
Yulong Reserve East Public Toilet	Bundoora	Poor
Greensborough War Memorial Park East Public Toilet	Greensborough	Poor
Malahang Reserve Public Toilet	Heidelberg West	Poor
Ivanhoe Park Public Toilet	Ivanhoe East	Poor
Olympic Ovals North Pavilion Public Toilet	Heidelberg West	Poor
Banyule Flats Reserve Public Toilet	Viewbank	Average
Warrabee Park Public Toilet	Bundoora	Average
Willinda Park Public Toilet	Greensborough	Average
Poulter Reserve Public Toilet	Greensborough	Average
Price Park Public Toilet	Viewbank	Average
Warringal Parklands Public Toilet	Heidelberg	Average
NJ Telfer Reserve East Public Toilet	Bundoora	Average
A K Lines Reserve Public Toilet	Watsonia	Average
Greensborough War Memorial Park West Public Toilet	Greensborough	Average
Petrie Park Public Toilet	Montmorency	Average
Partington's Flat Public Toilet	Greensborough	Average

APPENDIX D (CONT.)

LOCATION	SUBURB	CONDITION
Whatmough Park Public Toilet	Greensborough	Average
Yulong Reserve West Public Toilet	Bundoora	Average
Fell Reserve Public Toilet	Greensborough	Average
Waterdale Rd/Norman Street Public Toilet	Ivanhoe	Average
Olympic Park Pavilion Public Toilet	Heidelberg West	Average
Anthony Beale Reserve	St Helena	Average
Mental Health Reserve Public Toilet	Bundoora	Average
Chelsworth Park Public Toilet	Ivanhoe	Average
Malcolm Blair Reserve Public Toilet	Greensborough	Average
Ford Park Public Toilet	Bellfield	Average
Heidelberg Park Public Toilet	Heidelberg	Average
Cyril Cummins Reserve Public Toilet	Bellfield	Good
Central Reserve Public Toilet	Greensborough	Good
Binnak Park Central Public Toilet	Bundoora	Good
Kalparrin Gardens Public Toilet	Greensborough	Good
Montmorency Shopping Centre Public Toilet	Montmorency	Good
Binnak Park North Public Toilet	Bundoora	Good
Macleod Shopping Centre Public Toilet	Macleod	Good
Elder Street Reserve Public Toilet	Watsonia	Good
Lower Plenty Shopping Centre Public Toilet	Lower Plenty	Good
The Mall Public Toilet	Heidelberg West	Very Good
Cartledge Reserve Public Toilet	Ivanhoe	Very Good
Cape Street Car Park Public Toilet	Heidelberg	Very Good
Possum Hollow Public Toilet	Heidelberg	Very Good

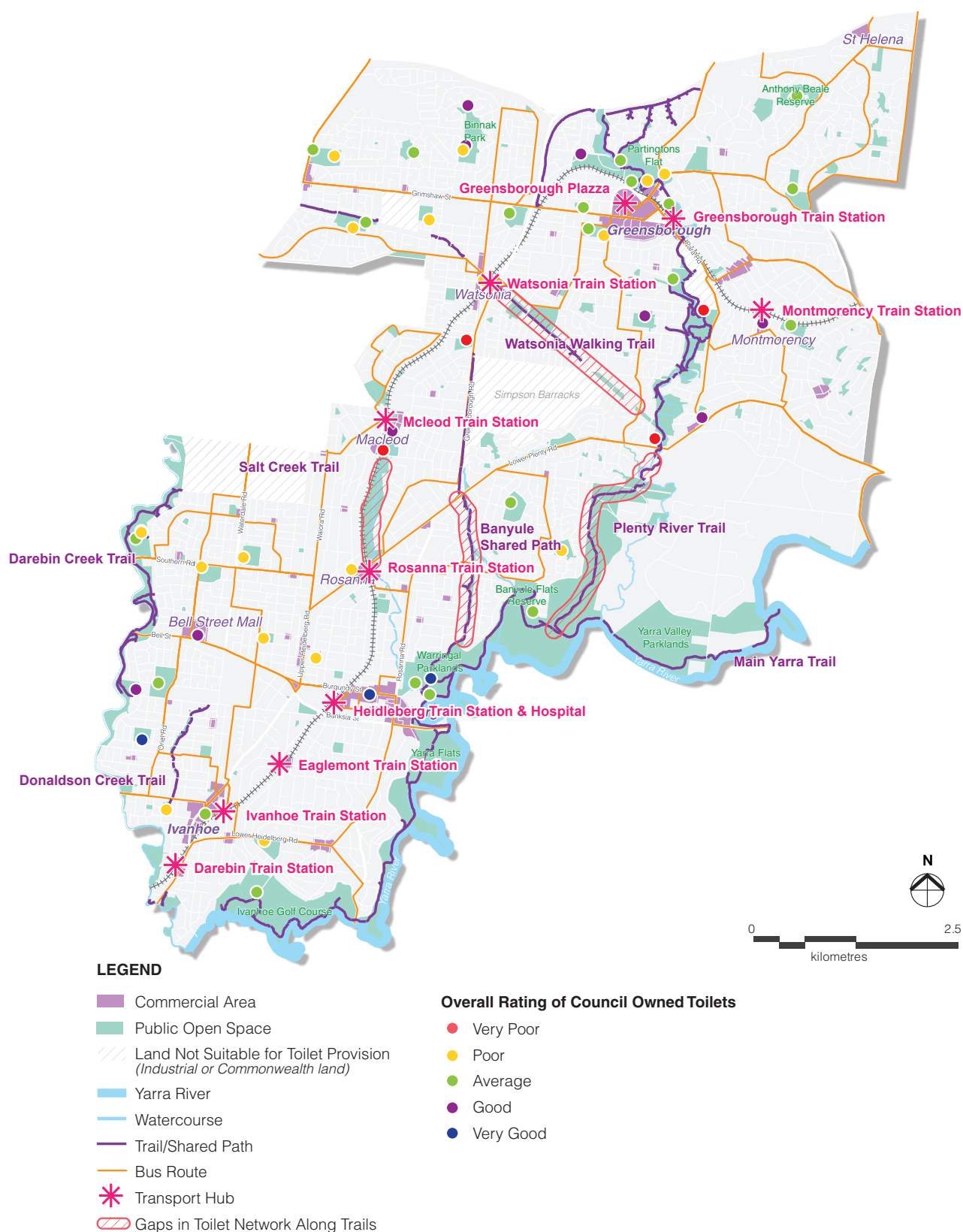
APPENDIX E

POLICY CONTEXT

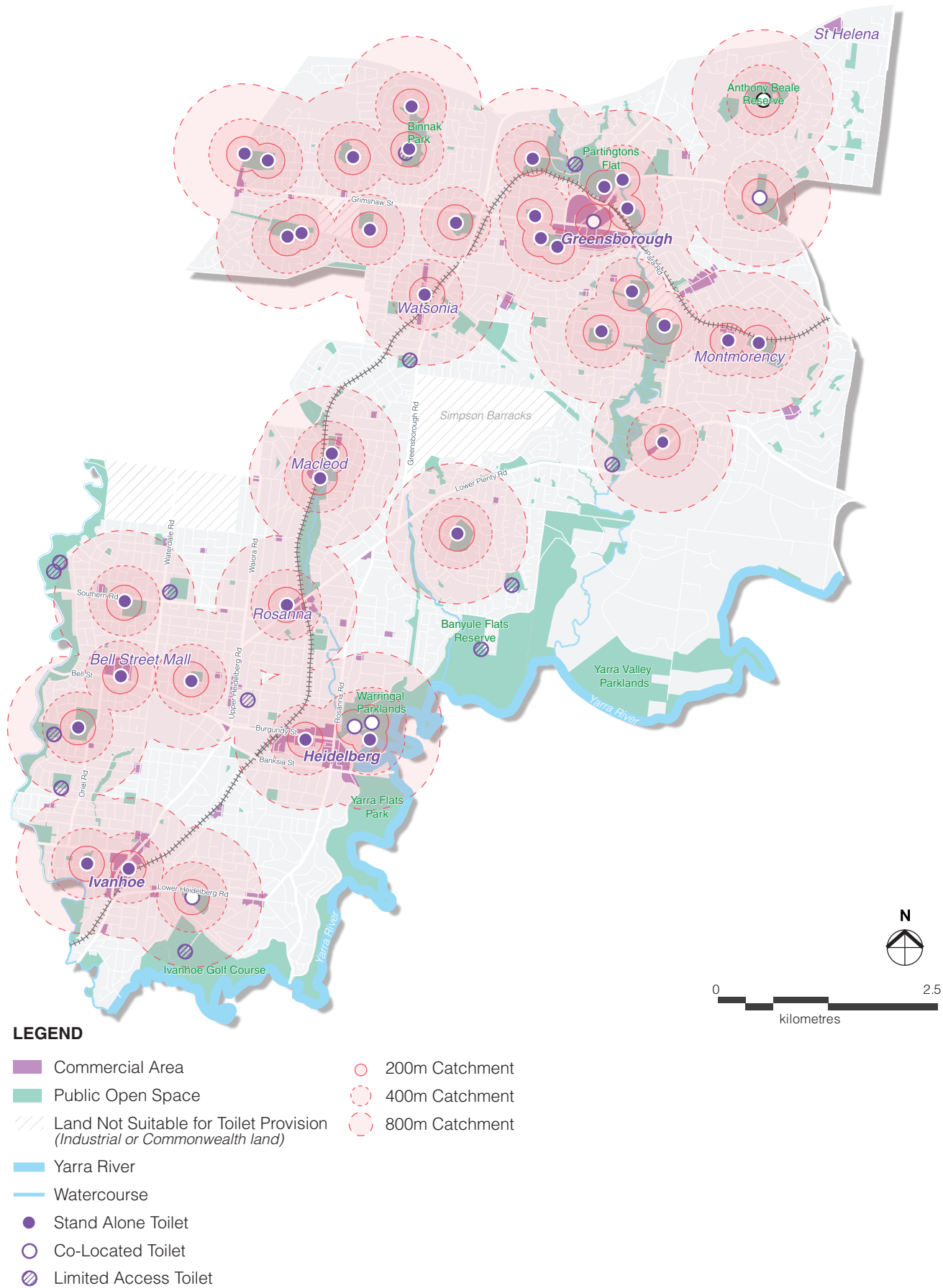
NAME	OVERVIEW	IMPLICATIONS FOR PUBLIC TOILETS
COUNCIL PLAN 2013-2017 (YEAR 4)	Outlines Council's vision for the future of Banyule and sets key directions and main priorities. The focus of the plan is on fiscal sustainability, effective communication, environment, community building, investing in infrastructure, prudent planning, good governance, and advocacy.	Provides limited commentary on public toilets in Banyule. Discusses the need to promote and support good health for people of all ages, life stages and backgrounds and enhancing open spaces and sporting facilities. Specifically mentions the cleaning of public toilets as a key activity and service provided by Council.
PUBLIC OPEN SPACE PLAN 2016-2031 (2016)	Sets key directions and actions for the future planning, provision, design and management of public open space in Banyule. Provides guidance for all types of public open space including both 'green' parks and reserves as well as 'hard spaces'.	Establishes an open space hierarchy, specifies that public toilet facilities should be provided at Regional Open Spaces. Identifies locations where public toilets could be installed and/or improved. It notes that the provision of accessible toilets can enhance the accessibility of public open space. Furthermore public toilets within parks and gardens can encourage and extend informal and passive recreation.
RECREATION PLAN 2013-2017	Sets key directions and priorities for sport, leisure and recreational facilities and services in Banyule. The Plan primarily seeks to promote and support health and wellbeing with a specific focus to develop passive and active recreation leisure and arts.	Plan recognises the need to provide public toilets along Banyule's shared trails. Provides commentary on other issues relating to recreation and public toilet provision, specifically noting that many sporting pavilions do not have accessible public toilets.
BANYULE INTEGRATED TRANSPORT PLAN 2015-2035 (2015)	Outlines Council's long-term vision, objectives and directions for transport and land use in Banyule. The plan seeks to support walking and cycling; reduce dependence on private vehicles; and encourage a mode shift towards public transport.	No specific direction for public toilets, however it discusses the way neighbourhoods with accessible and safe walking and cycling routes increase opportunities for people to walk and cycle. This includes the appropriate provision of supporting infrastructure such as public toilets.
BANYULE INCLUSION ACCESS AND EQUITY FRAMEWORK (2014)	Provides a framework for including and integrating diverse communities into decision making within Banyule. Seeks to foster inclusion, access and equity in Banyule.	The plan places an emphasis on achieving equity in an outcome of Council's processes. The Plan seeks to deliver a fair and just approach to policy development and distribution of Council services and resources. This approach recognises that people are different and require tailored responses in order for everyone to achieve a fair outcome appropriate with their rights and needs.
BANYULE DISABILITY ACTION PLAN 2014-15 (2014)	Reviews the previous Disability Action Plan and provides strategic direction for the future planning and delivery of an inclusive community in Banyule for people with a disability. The Plan highlights Council's commitment to achieving good health and wellbeing for people with a disability.	The focus of the Plan is centred on health and wellbeing; community participation and economic participation. The plan identifies the development of a plan to conduct capital works that improve the accessibility of Council assets as a key action point. Identifies the need to ensure activity centres and public places meet accessibility outcomes. Also notes that consideration of people with a disability is needed for Council's Playground Strategy.
LESBIAN, GAY, BISEXUAL, TRANSGENDER AND INTERSEX (LGBTI) PLAN 2014-2017 (2014)	Plan details Banyule's approach to partnering with the LGBTI communities to support an inclusive and diverse community.	Central to the Plan is the strategy for Banyule to be an accessible and equitable organisation that provides inclusive services and practices. This incorporate the actions to offer services and facilities that increase participation and reduce the potential for isolation and exclusion. Using inclusive language, content and imagery in communication processes is also an action of this strategy.
NORTHERN REGIONAL TRAILS STRATEGY (2016)	This strategy outlines the plan developed by Banyule, Darebin, Hume, Moreland, Nillumbik and Whittlesea City Councils to realise the benefits of an integrated regional bicycle network.	No direct mention of public toilets is made within the strategy, however it does identify the need for cycling routes to be serviced by appropriate facilities.
BANYULE BICYCLE STRATEGY (2010-2020)	The Strategy details objectives and strategies relating to the improvement of the city's cycling facilities. This includes planning for transport sustainability, the creation of safe and direct cycling networks and to promote a transport hierarchy for activity centre access.	The strategy identifies access to high quality toilet facilities as being of great importance to cyclists, with a number of cyclists describing the current state of facilities as inadequate. A number of actions within the strategy recommend the installation of facilities such as public toilets along cycling routes.
	Details an overall master plan for Malahang Reserve to guide its future development and use.	Plan identifies the location of a public toilet in the north west corner of the park with a frontage to Oriel Road in close proximity to the existing play space and carpark.

APPENDIX F MAPS

Banyule Public Toilet Network



Existing Toilet Catchments



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Banyule

CITY COUNCIL