

# **PUBLIC TOILET STRATEGY**

**2017-2027**

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# Public Toilet Strategy 2017

## Contents

Chapter 1: Introduction.....	2
1.1 Purpose.....	2
1.2 Council’s Role .....	2
1.3 Definition of Public Toilets.....	2
Chapter 2: Background .....	3
2.1 Policy Context .....	3
2.2 Toilet Typology .....	6
2.3 Existing Provision .....	8
2.4 Methodology and Consultation.....	10
Chapter 3: Issues and Opportunities .....	12
Chapter 4: Strategic Plan .....	14
4.1 Vision .....	14
4.2 Objectives and Strategies .....	14
Chapter 5: Implementation and Management Framework.....	19

## Chapter 1: Introduction

Yarra City Council (Yarra) is committed to the provision of local amenities and protecting, improving and developing the city's infrastructure and assets to enhance social activities within the municipality. As part of this, Council is keen to provide accessible and safe public toilets to serve the local community and visitors. As noted in the Council Plan 2017-2021 Yarra is experiencing rapid growth and there is a need to ensure services meet changing community needs and preferences. This strategy applies to all toilets owned and managed by Yarra City Council and acknowledges that there are privately owned and maintained toilets which are accessible by the general public.

### 1.1 Purpose

This City of Yarra Public Toilet Strategy provides a vision, strategic basis and a 10 year forward programme to meet the needs of the growing businesses and pedestrian activities. The purpose of this strategy is to:

- Establish a series of objectives and strategies that outline the way to achieve the vision.
- Provide direction on the appropriate location for new public toilets in high pedestrian activity areas.
- Provide strategies for replacement and refurbishment of existing toilets and the provision of new facilities in activity centres, public open spaces and other areas.
- Provide a forward programme for new toilets, replacements and refurbishments.

### 1.2 Council's Role

The Local Government Act 1989 states that the function of a Council should include planning for and providing and maintaining services and facilities to best meet the needs of the local community and ensuring that these facilities are accessible and equitable.

The Council Plan 2017-2021 notes Council's role as identifying future community infrastructure needs and providing facilities in the right locations for a growing population. It is Council's objective to develop an integrated approach to ensure the provision of clean, well maintained, safe and accessible facilities throughout the municipality. Council is committed to providing and maintaining public toilet facilities as a key service provision to the community.

### 1.3 Definition of Public Toilets

A public toilet can be defined as a toilet that is freely available for the general public to use. Public toilets are primarily toilets delivered, maintained and owned by Public Agencies (in this case the Council).

With the changing requirements and perceptions around public toilets it is becoming increasingly important to consider facilities that are provided outside the jurisdiction of Council. Privately owned toilets located within shopping centres and major mixed use developments make a major contribution to the local amenities and hence are considered within this strategy. These toilets are privately owned and maintained but are accessible by the general public.

## Chapter 2: Background

### 2.1 Policy Context

A range of Council policies and strategies have informed the development of this Public Toilet Strategy. In turn, the Strategy will act as a tool to implement some elements of those policies and strategies.

#### 2.1.1 PUBLIC TOILET STRATEGY 2008

In 2008 Council developed a public toilet strategy that provided a set of objectives, strategies and priorities. The three key objectives provided in the 2008 strategy included:

- Safety
- Accessibility
- Functionality

The strategy also took into consideration the objectives, strategies and actions of the Public Toilet Strategy 1999 and addressed the gaps. It is noted that the 2008 Strategy does not provide guidance on preferred locations of future toilets or guidance on replacement of toilets. It also does not provide guidance on provision of facilities to meet new standards including consideration of night time entertainment precincts and the emerging needs of diverse communities.

#### 2.1.2 LOCAL 2017-2021 COUNCIL PLAN

The Council Plan is the primary plan to provide guidance to Councillors, staff, community, state and others on how Council aims to respond to the opportunities and challenges facing the municipality over the next four years.

The following strategic objectives identified in the Plan inform the development of the Public Toilet Strategy:

- Objective 1: A healthy Yarra
- Objective 2: An inclusive Yarra
- Objective 4: A liveable Yarra

The Plan identifies a number of strategies that commit to providing the infrastructure and facilities required for maintaining and improving community wellbeing and active living, including provision of public toilets. The Plan seeks an appropriate access to community infrastructure in areas that are the focus for development to manage community needs and future growth. It also identifies initiatives to integrate strategic community infrastructure framework in Council planning, particularly the major projects that demonstrate consideration of Infrastructure Planning Framework,

## **2.1.3 NIGHT TIME ECONOMY STRATEGY 2014-2018**

The Strategy provides a four year program of activities to improve entertainment precincts and the way services are delivered outside business hours. According to surveys undertaken by Council it was identified that existing toilets require improvements in and around Yarra's night time entertainment precincts to avoid anti-social behaviour like public urination. It was also identified that there is a need to provide more toilets in these precincts.

Key immediate actions this strategy proposes include the review of the existing public toilet strategy and the provision of adequate public amenities and infrastructure such as public toilets to support the operation of night time entertainment precincts.

## **2.1.4 INCLUSION FOR ALL - ACCESS AND INCLUSION PLAN 2014-2017**

The Access and Inclusion Plan provides direction for Council to enable people with a disability to fulfil their potential as equal citizens. The main objective of the plan is to provide equitable and accessible opportunities for people with a disability to engage in cultural and social activities and events. A measurable outcome to achieve this objective is a commitment to the installation of an increased number of accessible public toilets and to accommodate measures to ensure existing toilets are accessible. It also provides an action to identify projects that can accommodate a changing place equipped with hoist and adult changing bench within toilet facilities.

## **2.1.5 YARRA OPEN SPACE STRATEGY 2006**

The Strategy aims to provide guidance for future provision, planning, design and management of parks, open spaces and other reserves that make up Yarra's open space network. Lack of accessible, safe and clean public toilets was identified as a key issue from the consultation undertaken during the preparation of the Open Space Strategy. It was identified that such concerns discourage visits to open spaces and at times prevents use of some reserves.

The Strategy provides a set of recommendations in the section on 'Major Built Infrastructure in Open Space' which provides a list of criteria to be considered when siting and designing future toilet facilities in open space. Other recommendations include conducting a thorough assessment of the condition of public toilets and the development of an implementation plan for the demolition, replacement and potential provision of public toilet facilities. The Strategy also identifies that there is a need to improve the design of public toilets including increased natural light, visibility, safety, usability and suitability for cleaning.

## **2.1.6 EARLY YEARS STRATEGY 2015-2018**

The Strategy focuses on children aged from birth to eight years. The Strategy provides direction about how Yarra's services and activities will be planned and delivered to ensure that young children feel safe, welcomed and confident as they move about their City of Yarra. One of the six key principles developed in the strategy include delivering a physical environment and infrastructure to promote young children's health and wellbeing.

## **2.1.7 MIDDLE YEARS STRATEGY 2014-2017**

The Strategy focuses on middle years children and young people aged eight to twelve years. The Strategy provides direction about how services and programs need to be planned and delivered for this age group to ensure that all children in Yarra grow into healthy and resilient young people. It identifies that it is Council's role to provide and manage community facilities that meet the needs of middle year's children and young people.

## **2.1.8 YARRA YOUTH POLICY 2013-2016**

The Policy focuses on young people aged 12 to 25 years. The Policy intends to guide the planning and delivery of services and programs to provide a roadmap for navigating future challenges and opportunities for young people and others. It identifies that it is Council's role to provide and manage community facilities that meet the needs of young people.

## **2.1.9 THE RIVER OF LIFE – POSITIVE AGEING STRATEGY 2007-2016**

The Strategy focuses on population aged 70 years and over. The Strategy includes an Action Plan that provides a tool to strategically plan the resourcing of social and physical infrastructure to effectively manage the population impact in terms of community services and others. One of the six key objectives developed in strategy include ensuring accessibility and mobility for older people throughout the municipality.

## **2.1.10 STRATEGIC COMMUNITY INFRASTRUCTURE FRAMEWORK 2016**

The Framework intends to ensure community infrastructure is distributed equitably, efficiently and effectively with the growing population and changing community needs. A key principle developed through the framework encourages creation of integrated community infrastructure network that responds to the needs of the service catchments. It also seeks that Council should recognise the changing nature within Council to provide accessible, innovative and adaptable facilities that reflect the universal design and meet multiple service needs.

## **2.1.11 MULTICULTURAL PARTNERSHIPS PLAN 2015-18**

The Plan provides strategies and guidance on how to accommodate interactions with multicultural communities. One of the strategies identified in the Plan includes providing information and services that are easily accessible to multicultural communities.

## 2.2 Toilet Typology

Using a building typology, five types of toilets have been identified across the municipality:

### 2.2.1 FREE STANDING TRADITIONAL TOILETS

The most common type of toilet is the traditional brick toilet block or the green metal mesh blocks that provide basic facilities of male and female toilets with hand basins, mirror and natural lighting. The typical older style blocks are predominantly located in parks and open spaces and can be isolated from other facilities and/or activities. Many of these toilets do not comply with the disability requirements.



### 2.2.2 FREE STANDING AUTOMATED TOILETS

These are the automated toilets supplied and installed by private providers, located along our activity centres that contain high foot traffic. These toilets are disability compliant and provide additional facilities of automated door opening and locking, syringe disposal bins, baby change table, self-cleansing function and nonslip flooring. After ten minutes a warning sound is made and the door automatically opens for safety.

The standard footprint of a single automated toilet is 2.2m x 4.5m. The exterior form of the building is generally a contemporary stainless steel design with the exception of a cast iron heritage design in North Fitzroy designed in response to feedback during community consultation. These are generally found suitable in places where there are space constraints e.g. activity centres. The shortcoming of these toilets is that they provide only one pan and can result in long waiting queues in busy areas.



## **2.2.3 TOILETS ASSOCIATED WITH COMMUNITY FACILITIES**

Across Yarra there are public toilets located within community buildings such as town halls and libraries that are available for general public use. These services are available only during the business hours of these facilities. Some of these buildings have a control point to pass through to access these toilets.

## **2.2.4 TEMPORARY TOILETS FOR EVENTS**

The City of Yarra is home to many events, festivals and markets. With increasing demand, there is an expectation for events to be more professionally organised to ensure public safety and to protect local amenity. Hence it is important to provide portable toilet facilities that are accessible, safe and clean for large events. The Arts, Culture & Venues Branch is responsible for ensuring that adequate facilities are available for all. For example, temporary toilets are provided during summer in Edinburgh Garden due to heavy usage of park during that time of the year.

## **2.2.5 TOILETS PROVIDED BY OTHER ORGANISATIONS**

The National Public Toilet Map provides the location and important information about public toilet facilities across Australia. The toilets included for analysis in this strategy incorporate all the toilets within City of Yarra that are provided by Council and other organisations which are included in the national public toilet map. These include privately owned toilets located within shopping centres, petrol stations, as well as toilets owned by other government organisations like Parks Victoria and Public Transport Victoria (toilets at train stations), that make a contribution to the local amenities. It should be noted that toilets at some train stations may be locked like the East Richmond station toilet.

All toilet typologies except Temporary Toilets are mapped in the Section 2.3 Existing Provision section.

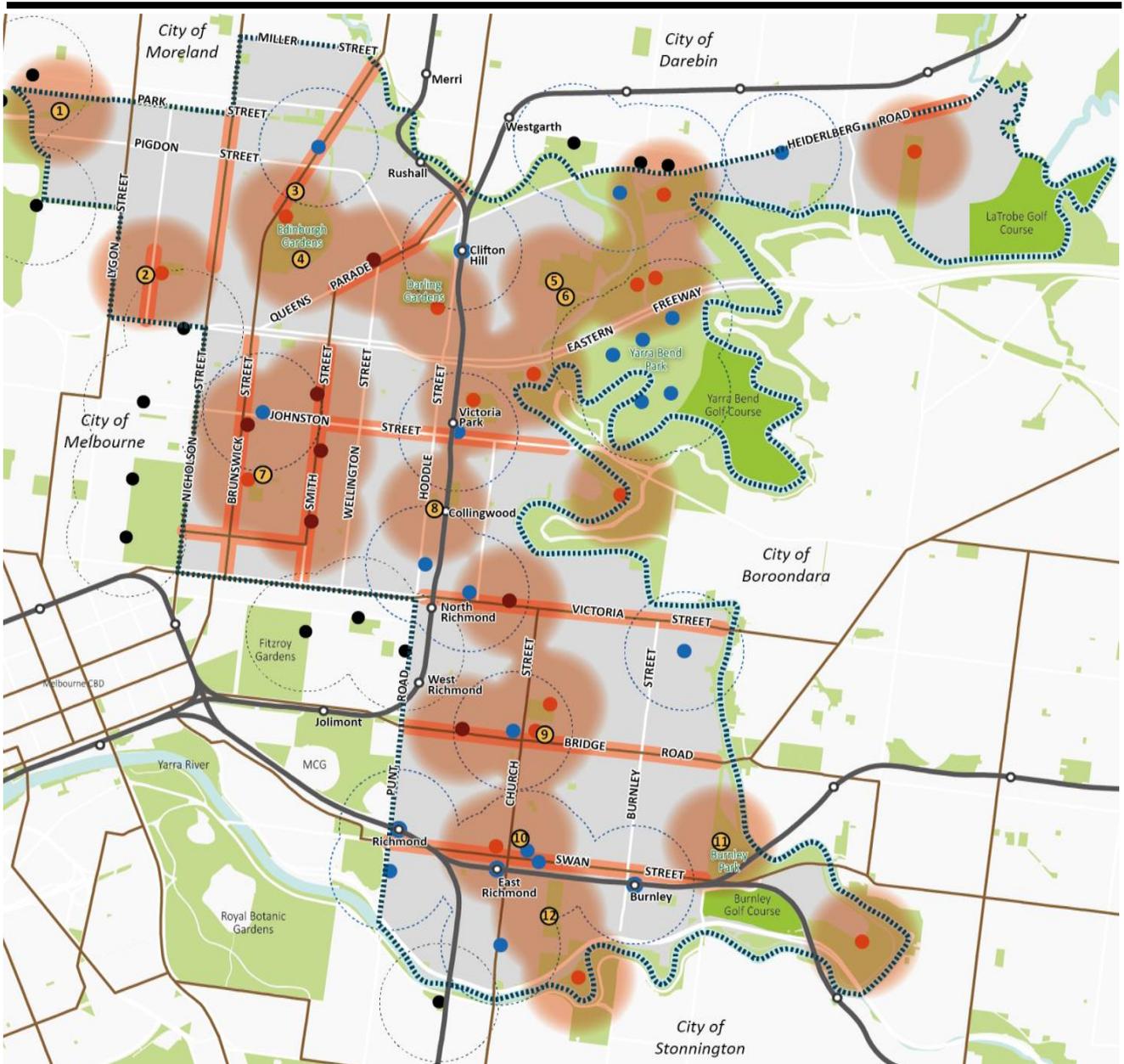
## 2.3 Existing Provision

The City of Yarra has 35 public toilets that are owned and maintained by Council. The majority of public toilets are located along our activity centres and in public open spaces that are highly utilised public realm spaces. The availability of toilets to users of activity centres include free patron access to private toilets in the many cafes, hotels, businesses, supermarkets and retail shops. Public toilet facilities are located in a variety of locations depending on the demand and availability of space. Facilities located in activity centres are generally on streets and are highly visible from the streetscape. Toilets located in open spaces can be in isolated locations and are used more during weekends or events.

The map at figure 1 shows the location and distribution of existing toilets available for public use within the municipality. These include the Council owned toilets and toilets provided by other organisations that are included in the National Toilet Map only. Toilets in Richmond Plaza (Bridge Road) and Hive (Victoria Street) are not listed in the national toilet map, but as of 2017 these are available to the public and hence shown in the map.

The map shows all of the public toilets accessible within a 400m catchment which is considered to be a 5minute walking distance.

# PUBLIC TOILET STRATEGY 2017-2027



**LEGEND**

-  YARRA CITY COUNCIL BOUNDARY
-  TRAIN LINE
-  TRAIN STATION
-  TRAM LINE
-  ROAD NETWORK
-  SHOPPING STRIPS
-  PUBLIC OPEN SPACE
-  GOLF COURSES

**EXISTING PUBLIC TOILET FACILITIES**

-  FREE STANDING TRADITIONAL TOILETS
-  FREE STANDING AUTOMATED TOILETS

**TOILETS ASSOCIATED WITH COMMUNITY FACILITIES**

-  1 NORTH CARLTON NEIGHBOURHOOD HOUSE
-  2 CARLTON LIBRARY
-  3 BARGOONGA NGANJIN NORTH FITZROY LIBRARY
-  4 ALFRED CRESCENT OVAL AND PAVILION
-  5 YAMBLA RESERVE AND PAVILION
-  6 RAMSDEN STREET OVAL AND PAVILION
-  7 FITZROY TOWN HALL AND LIBRARY
-  8 COLLINGWOOD TOWN HALL AND LIBRARY

-  9 RICHMOND TOWN HALL
-  10 RICHMOND LIBRARY
-  11 BURNLEY PARK OVAL AND PAVILION
-  12 ALAN BAIN RESERVE AND PAVILION
-  400M CATCHMENT FROM COUNCIL PROVIDED TOILETS
-  TOILETS PROVIDED BY OTHER ORGANISATIONS
-  400M CATCHMENT FROM TOILETS PROVIDED BY OTHER ORGANISATIONS
-  TOILETS OUTSIDE YARRA CITY COUNCIL
-  400M CATCHMENT FROM TOILETS OUTSIDE YARRA CITY COUNCIL



Figure 1: Yarra City Council Existing Public Toilet Locations

## 2.4 Methodology and Consultation

The Public Toilet Strategy has been developed following:

- an internal audit of the issues, objectives and strategies stated in the 2008 Strategy
- an understanding of the issues and requests by the community over the past few years
- consideration of the issues faced by the Council in provision and maintenance of public toilets in Yarra
- consideration to current and potential future growth areas and night time entertainment precincts
- an active consultation with representatives from various departments which has guided the development of this strategy.

Yarra’s Annual Customer Satisfaction Survey (ACSS) 2017 found that the level of satisfaction with public toilets has a minor drop down as compared to 2015. The survey indicates that majority of the reasons of dissatisfaction were associated with cleanliness of the toilets.

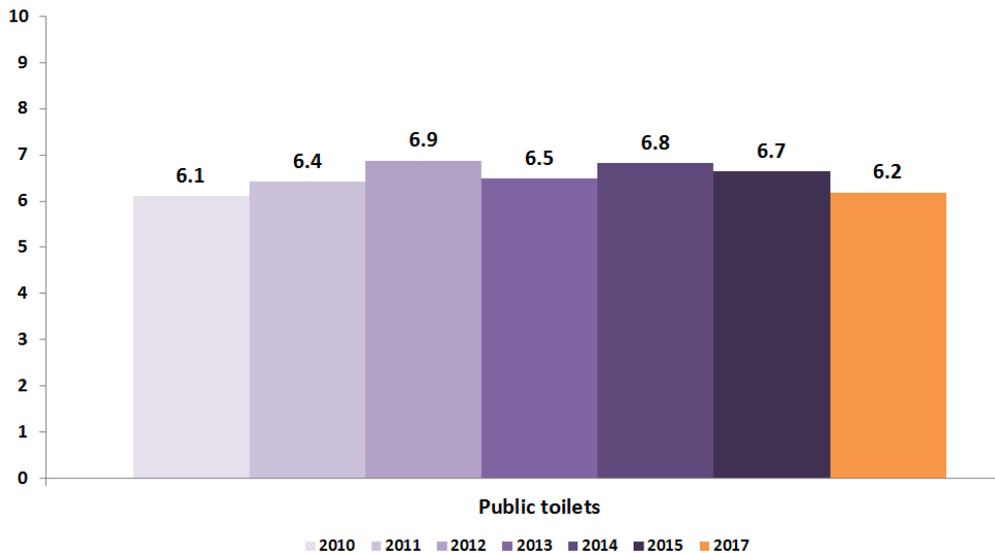


Figure 2: Satisfaction with public toilets (time-series)

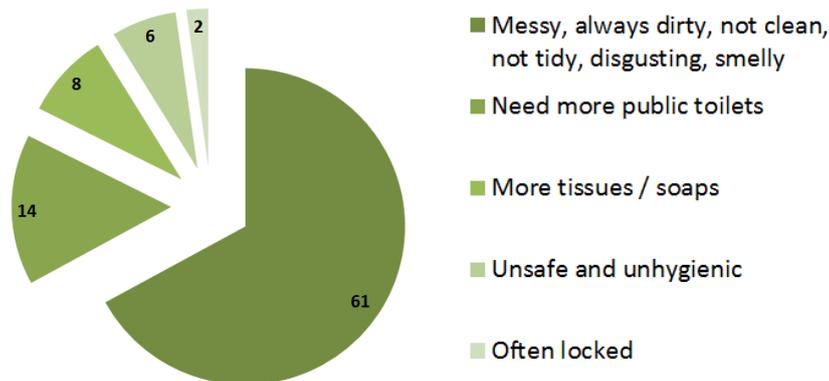


Figure 3: Reasons for dissatisfaction with public toilets

The survey also identified that there is a disconnect between satisfaction and importance of public toilets as shown in figure 4. This issue was particularly highlighted in the suburbs of Fitzroy, Abbotsford and Richmond.

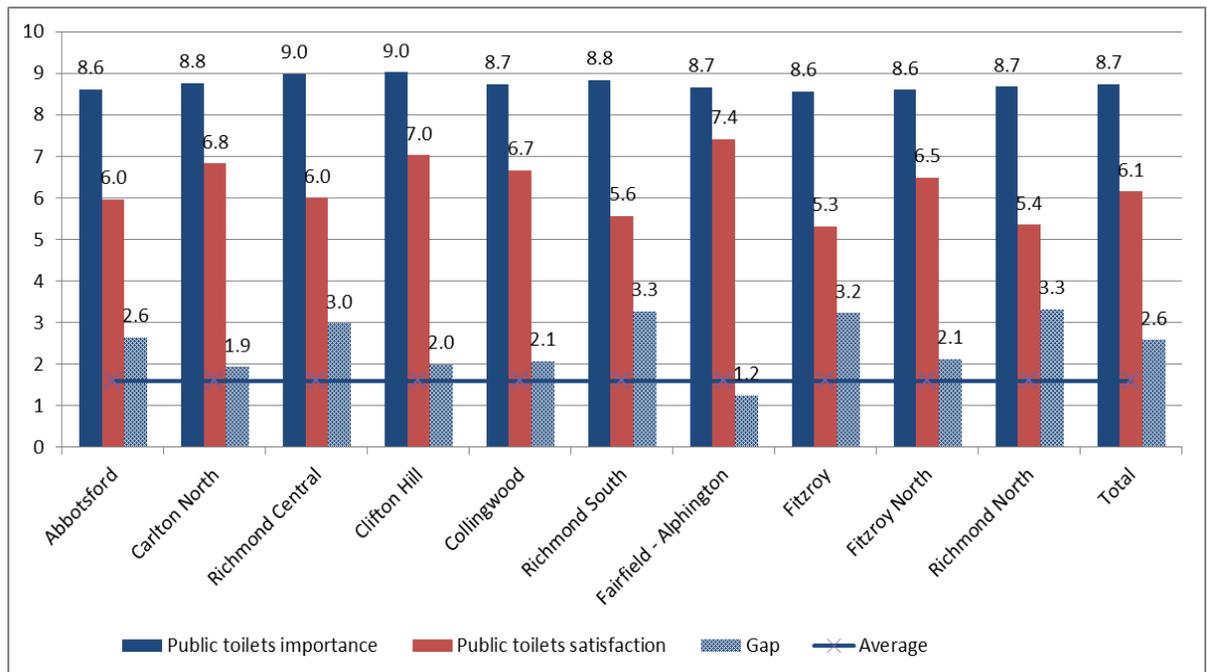


Figure 4: Importance vs Satisfaction with public toilets (time-series)

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## **Chapter 3: Issues and Opportunities**

Yarra faces a number of issues and challenges in regard to public toilets. The key on-going issues are outlined below. These have emerged from the growing population and increasing night time economy, the provision and capacity of existing facilities, operational hours, disability access and LGBTIQ (Lesbian, Gay, Bisexual, Transgender, Intersex and Queer) facilities. Toilets located within the existing activity centres face different issues to those located in open spaces.

### **PROVISION**

With increasing population and activities there is clearly an increasing community demand for public toilets. With more night time activities an increased number of public toilets with longer operational hours are required. Currently there is a lack of safe and accessible public toilets in a number of areas within the Council, for example there are no public toilets along Nicholson Street (Fitzroy) and very few along Bridge Road, Johnston Street, Swan Street and Victoria Street.

There is a need to provide new public toilets in activity centres and open spaces where high levels of pedestrian and cycling activities exist. Toilets within other facilities like shopping centres, retail stores, cafes, restaurants, train stations are spread throughout the municipality and these have the potential to be more available for public use. It is important to explore opportunities for availability to the existing toilet facilities to achieve net community benefit.

### **SAFETY**

Safety is one of the key issues that impacts the usage of public toilets. There are increasing community concerns about the level of illicit drug use within these facilities. This has led to concerns for the personal safety of the community wishing to use the facilities.

Other factors which contribute to the decrease in the perception of safety include the use of public toilets for shelter by homeless people, vandalism, anti-social behaviour and lack of surveillance.

The location of public toilet facilities has a direct impact on community safety and accessibility. Perception of safety is decreased where facilities are located in places with less natural surveillance, lack of lighting and away from busier areas.

### **ACCESSIBILITY**

Accessibility of public toilets by people of different ages and abilities is an important consideration. Factors that contribute to poor accessibility are limited operational hours, inequitable distribution throughout the municipality, non DDA compliance and lack of signage. Over 37% of Yarra's population are children and elderly people and it is important to cater to this population. The 2008 Strategy had identified that the Disability Advisory Committee and Aged and Disability Committee had concerns about the night time closure of some facilities and this is still an issue.

Yarra also has a significant influx of workers and visitors to the municipality. This requires an increase in the provision of public toilets within or closer to the train stations and other key public transport nodes.

## **MANAGEMENT**

The key areas of concern in relation to the management of toilets include their capacity, regular maintenance and upkeep. Even though there are regular scheduled clean-ups of all the public toilets in the municipality, many of the toilets are very old and present poorly. There is a need to assess the existing conditions of toilets to identify opportunities for major refurbishments. There is also a need to design new toilets to cater to the increasing demands and to minimise maintenance and cleaning costs.

## **ENVIRONMENTAL SUSTAINABILITY**

Existing toilets in Yarra incorporate limited measures to ensure environmental sustainability. Even though the automated toilets reduce maintenance and cleaning requirements, they use a lot of water in the self-cleaning process. Further investigations are required in regard to minimising water usage through recycled water and rainwater options. Treatment of grey water for the irrigation of trees and plantings should also be considered.

Factors that contribute towards sustainable practice include maximising use of natural light and ventilation. Many of the traditional toilet designs do provide openings that make use of light in the day, however there are number of existing traditional and automated toilets that rely on artificial lighting and ventilation.

The other considerations include usage of recyclable and renewable materials within the toilet design and reuse of existing materials when refurbishing toilets.

## **RETENTION OF EXISTING TOILETS**

Yarra provides highly vibrant activity centres and with growing businesses and increasing night time economy, retention of existing public toilets is fundamental. Even though toilets are part of essential infrastructure it can be challenging to retain the existing toilets and find locations for new toilets. This is because the community and traders raise concerns with toilets located in proximity to shops, restaurants and private properties due to perceptions of safety around public toilets.

## Chapter 4: Strategic Plan

### 4.1 Vision

The vision for this Public Toilet Strategy is:

*Yarra has access to a network of safe, accessible, well maintained and sustainable toilet facilities.*

### 4.2 Objectives and Strategies

The objectives and strategies have been designed to achieve the vision and to inform decisions in regard to the provision of new public toilets, and the replacement or refurbishment of existing toilets. It is intended that the strategies will be used to guide Council's Capital Works and Recurrent Budget programme as well as trigger discussions on planning applications of new major developments containing supermarket and large retail complexes.

The following key objectives and strategies should be taken into consideration when determining the location and design of new toilets or replacing and/or refurbishing existing toilets. These are grouped under the following themes:

- Provision
- Safety
- Accessibility
- Management
- Environmental Sustainability
- Retention of Existing Toilets

#### 4.2.1 OBJECTIVE 1      **OPTIMISE PROVISION OF NEW PUBLIC TOILETS**

With increasing population and day/night activities there is a clear demand for new public toilets with longer operational hours. Following an analysis of existing public activities and identification of areas with increasing levels of growth, the following locations have been identified to ensure access to clean and safe public toilets:

- Activity centres
- Parks, gardens and other reserves
- Areas near key pedestrian and cycle routes connecting important destinations
- Civic and community facilities including town halls, recreation centres, libraries, etc.
- Temporary toilets for events, markets and festivals.

#### **Strategies that should be considered in the provision of new and temporary public toilets:**

- Provision of new public toilet facilities as identified in the Implementation and Management Framework (Chapter 6) of this Strategy
- Provision of safe, accessible and well-maintained public toilets including changing place facilities in new major developments that contain uses such as supermarket and retail.

- Provision of more toilet cubicles (as single toilets may not serve the need at all locations) if required depending on population, usage and demand
- Provision of temporary toilets for large events, markets and festivals should be provided in accordance with the National Construction Code 2016, Building Code of Australia requirements (Vic H102.4 Sanitary and amenity facilities). To ensure full accessibility to all participants a changing places facility (compliant with Changing Places Australia) should be provided, where possible.
- Desirable walking distance to public toilets should be 400m in high pedestrian activity areas such as activity centres
- Explore opportunities with businesses to maximise accessibility to safe, accessible and well maintained public toilets that meet Australian Standards.
- Explore opportunities for availability of public toilets in other government facilities.

#### **4.2.2 OBJECTIVE 2A LOCATE NEW PUBLIC TOILET FACILITIES TO MAXIMISE SAFETY**

Public toilet facilities need to be located in publicly visible places to maximise usage as safety is considered to be the most important factor for people to access these facilities. Accessibility, maintenance or design may be ineffective if toilet location is inappropriate.

#### **Safety strategies that need to be considered when locating and siting public toilets include:**

- In shopping areas, toilets should be located within full view of public spaces, ensuring clear sight lines to the toilet entry/exit
- In parks and reserves, either integrate toilets with other buildings eg sporting pavilions or locate them at the edge closer to roads and car parks etc
- In other areas, locate them close to roads, footpaths, bicycle routes or nearby a building or facility that provides opportunity for casual surveillance eg a hospital or a busy tram stop etc.
- Comply with Crime Prevention through Environmental Design (CPTED) principles

#### **Design Guidance:**

- Avoid locating toilets:
  - Where the prominent public views to the toilet entry will be blocked
  - Where hidden or unusable areas are created around the toilet facility
  - Orient entrance towards areas which are well lit

#### **OBJECTIVE 2B ENSURE THAT THE EXTERIOR AND INTERIOR OF PUBLIC TOILETS ARE WELL DESIGNED TO MAXIMISE PUBLIC SAFETY**

The internal and external design of the toilet facility is a key consideration to increase a sense of security and maximise usage.

#### **Strategies that should be considered in the design of public toilets to maximise public safety include:**

- Identify opportunities to improve safety in and around existing toilets for all community members

- Scheduled audit of existing toilets to ensure they meet safety requirements
- Design toilets to integrate into the surrounding public realm and reflect the local character
- Use components and materials that are appealing and maximise visibility.

Design Guidance:

- Design of facility should not allow any concealed areas that could be used for inappropriate congregation or loitering or hiding drugs
- Avoid provision of barriers or vision screen at the entry to provide a clear view of the interior and cubicles from the external public space
- Provision of lighting inside and outside the toilets for clear visibility
- Installation of sharps disposal units to avoid littering of syringes
- Use of fresh and appealing colours for the walls and flooring
- Include public or community art to provide an artistic design expression, community ownership and reflect the character of the area.

#### **4.2.3 OBJECTIVE 3 PUBLIC TOILETS TO BE ACCESSIBLE BY PEOPLE OF ALL ABILITIES**

Ensuring that public toilets are accessible and meet the requirements of all residents of Yarra is important to ensure an equitable future. Accessibility of public toilets can influence someone's daily mobility and hence their engagement with their local community.

**The following strategies should be considered in order to make public toilets more accessible:**

- Provide public toilets that are fully accessible and contain facilities to serve all users across Yarra, where possible
- Provide disability access in accordance with the Federal Disability Discrimination Act, Victorian Disability Act, the Disability Standards and other Australian Standards
- Consider the application of the Universal Design Principles in the design of new, replacement and refurbishment public toilets.
- Provide gender neutral public toilets to ensure convenience for LGBTIQ groups, families with young children and elder people with carers.
- Comply with Building Regulations, Building Code of Australia and Australian Standards.
- Consider extending toilet opening hours based on a needs analysis for the principal night time precincts identified in the Night Time Economy Strategy and open spaces during peak demands.

Design Guidance:

- Access to a designated parking bay for people with disabilities should be considered. If it is not possible to do so, the shortest, most convenient and uninterrupted path of travel that complies with Australian standards should be provided from the car to the facility
- Provide required clearances around the facility for access for people with disabilities and maintenance personnel as well as to accommodate associated amenities such as a new drinking fountain and bike hoops
- Provision of clear, inclusive and informative signage to include direction, distance (including nearest disability accessible toilet), opening hours and telephone number to contact. Signage for people with vision impairment should also be provided

- Inclusion of graphics and visual symbols to serve the culturally and linguistically diverse (CALD) communities
- Provision of additional facilities like parent rooms, baby change tables and changing places facilities for people who have special access requirement should be considered based on the location and availability of space. It is important to consider provision of baby changing places facilities in both men and women toilets, if they are provided separately
- Provision of gender neutral toilets over single sex toilets to serve for Yarra's diversified community and to accommodate carers and parents to accompany individuals as required
- Provision of 24 hour access to facilities closer to important public transport nodes which also serve the homeless community may contribute to addressing anti social behaviours
- Provision of wider doorways to ensure access of mobility devices such as wheelchairs and mobility scooters
- Provision of semi-automatic doors which allows for both automatic and manual functions

#### **4.2.4 OBJECTIVE 4 ALL PUBLIC TOILET FACILITIES SHOULD BE MANAGED TO ENSURE THEY FUNCTION TO MEET THE NEEDS OF THE USERS**

Cleaning, maintenance, graffiti and vandalism have high impact on the image and usability of public toilets. It is important to maintain the toilet facility as well as the surrounding public realm and infrastructure to maximise the usage of public toilets.

#### **Management strategies that need to be considered to ensure the functionality of public toilets include:**

- Scheduled audits to ensure the facilities meet high standards of functionality based on 'fit for purpose' analysis. These include whether the facilities meet community expectations, user requirements, disability access and other current standards
- Scheduled audits to ensure the facilities are regularly maintained in response to demand and usage
- Consider more intense cleaning regime for locations identified with high usage and/or major community concerns
- Set high performance measurements for contractors maintaining the public toilets
- Provision of facilities with larger capacity depending on the usage.

#### **Design Guidance**

- Use of material to minimise maintenance requirements
- Impermeable internal material and finishes to be used to reduce odour
- Installation of sharps disposal units. Areas with increasing number of sharps discarded within the facilities should provide a larger capacity sharps disposal unit
- Use of fittings and materials that require minimum maintenance and cleaning like vandal resistant materials. Life cycle costs such as maintenance, management, surveillance, etc also need to be considered
- Provision of items to minimise risk of transmittable health hazards such as automatic soap dispenser and hand wash
- Graffiti resistant external finishes
- Provision of natural and well-ventilated environment to minimise issues with odour or presence of vermin.

## **4.2.5 OBJECTIVE 5 PUBLIC TOILETS TO BE MORE ENVIRONMENTALLY SUSTAINABLE**

Yarra City Council is committed to creating more sustainable facilities which incorporate measures to achieve sustainability through all aspects of governance and implementation.

### **The strategy to be followed to ensure public toilets are environmentally sustainable is:**

- Compliance with Yarra's ESD Buildings Policy - Specification Tool for Building Minor Works.

#### Design Guidance

- Provision of natural light through skylights to minimise use of artificial lighting during the day. Use low energy lighting such as LED or solar powered lighting or sensor lights for interior use
- Provision of natural ventilation to minimise use of energy
- Consider measures to minimise water usage in the self-cleaning process of the automated toilets
- Use 100 percent recycled paper or post-consumer waste paper
- Reuse waste water like using basin water to nature strips, water gardens, and parklands
- Explore using recycled, recyclable and renewable materials for the structure

## **4.2.6 OBJECTIVE 6 PUBLIC TOILETS TO BE RETAINED WHEREVER POSSIBLE**

With increasing population and activities there is always a demand for new toilets. The biggest challenge to provide new toilets in Yarra is to find sites in the busy activity centres. Hence, removal of existing toilets can only be considered if there are plans and budget to replace them with an improved facility at the same location. If the same location is not considered appropriate removal should be allowed once new location is established and agreed upon by the community.

Anti-social behaviour such as drug use, vandalism, loitering or sexual related activities in and around toilet areas can create a serious unsafe environment resulting in an unusable facility. Only in this case can removal be considered in conjunction with plans for replacement in a more suitable location.

### **The following key strategies should be taken into consideration when determining the removal, closure or reducing number of hours of an existing public toilet:**

- Conduct community consultation and maintenance audits to understand the importance and issues with the existing facility
- Require substantial justification for any removal of a public toilet
- Ensure upgrades or refurbishments are done to meet the objectives and strategies identified in Section 5.2.2 to improve safety
- Where serious anti-social behaviour is consistent and cannot be remedied through upgrades/refurbishments, removal should be considered.

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## **Chapter 5: Implementation and Management Framework**

The Implementation Framework sets out a prioritisation plan to guide the delivery of public toilets in Yarra over the next 10 years.

Prioritisation of the provision of new public toilets is based on an assessment of the following criteria:

- Where there is a gap in the provision of existing toilets in high pedestrian activity areas (based on 400m walkable catchment, refer Figure 5).

Also, having particular regard to:

- The current (proposed/approved/under construction/constructed) and potential future growth areas that is, having regard to provisions of the Yarra Planning Scheme and Plan Melbourne;
- Community and Traders Concerns; and
- Additional requirements due to
  - high demand
  - limited accessibility because of operational hours.

Prioritisation of the provision of replacement or refurbishments of existing public toilets is based on an assessment of the following criteria:

- The existing facility does not meet the majority of objectives, strategies and design guidelines outlined in the Strategy;
- The existing facility is not 'fit for purpose' and does not meet user requirements or disability access; and
- The existing facility is in a poor physical condition.

The *Building and Assets* and *Recreation and Open Space* teams along with other relevant departments depending on the site location will lead the implementation of the strategy and the reporting of outcomes and status to Council.

Provision of new public toilets recommended along activity centres should be encouraged within major developments that contain uses such as supermarket and large retail complexes that are publically accessible.

The proposed locations and priorities outlined below are for consideration in the 10 year capital works program and are subject to annual budget approval. It is proposed that each project will be designed, costed and consulted in one year and construction will commence in the next.

# PUBLIC TOILET STRATEGY 2017-2027



## Proposed priority list of broad locations for new toilets

Proposed Priority <sup>1</sup>	Location <sup>2</sup>	Product Purchase Price	Installation including design <sup>3</sup>	TOTAL
1	Edinburgh Gardens (South), Fitzroy North	\$180,000	\$180,000-\$280,000	\$360,000-\$460,000
2	Nicholson Street - between Richardson Street and Linear Park Reserve	\$180,000	\$180,000-\$280,000	\$360,000-\$460,000
3	Brunswick Street - between Johnston Street and Alexandra Parade	\$180,000	\$180,000-\$280,000	\$360,000-\$460,000
4	Swan Street – between Edinburgh Street and Bendigo Street	\$180,000	\$180,000-\$280,000	\$360,000-\$460,000
5	Collingwood Town Hall Precinct, Abbotsford	\$180,000	\$180,000-\$280,000	\$360,000-\$460,000
6	Heidelberg Road – between Park Avenue and Grange Road	\$180,000	\$180,000-\$280,000	\$360,000-\$460,000
7	Bridge Road -between Burnley Street and River Street	\$180,000	\$180,000-\$280,000	\$360,000-\$460,000
8	Johnston Street – between Lulie Street and Trenerry Crescent	\$180,000	\$180,000-\$280,000	\$360,000-\$460,000
9	Church Street – between Swan Street and Yarra River	\$180,000	\$180,000-\$280,000	\$360,000-\$460,000
10	Gertrude Street – between Nicholson Street and George Street	\$180,000	\$180,000-\$280,000	\$360,000-\$460,000
<b>TOTAL</b>		<b>\$3.6-\$4.6 million</b>		

## Proposed priority list of locations for replacement of existing toilets

Proposed Priority <sup>1</sup>	Location <sup>2</sup>	Product Purchase Price	Installation including design <sup>3</sup>	TOTAL
1	Condell Street, Fitzroy	\$180,000	\$100,000-\$150,000	\$280,000-\$330,000
2	Richmond Town Hall (off ROW)	\$180,000	\$100,000-\$150,000	\$280,000-\$330,000
3	Curtain Square, Carlton North	\$180,000	\$20,000-\$50,000	\$200,000-\$230,000
4	Victoria Park, Abbotsford	\$180,000	\$180,000-\$280,000	\$360,000-\$460,000
<b>TOTAL</b>		<b>\$1.1-\$1.3 million</b>		

# PUBLIC TOILET STRATEGY 2017-2027



## Proposed priority list of locations for refurbishment of existing toilets<sup>4</sup>

Proposed Priority <sup>1</sup>	Location <sup>2</sup>	Product Purchase Price	Refurbishment including design <sup>3</sup>
1	Fairfield Park, Fairfield	Not Applicable	\$50,000-\$60,000
2	Kevin Bartlett Reserve, Burnley		\$100,000-\$150,000
3	Darling Gardens, Clifton Hill		\$100,000-\$150,000
4	Burnley Park, Burnley		\$100,000-\$150,000
<b>TOTAL</b>			<b>\$0.3-\$0.5 million</b>

### Notes:

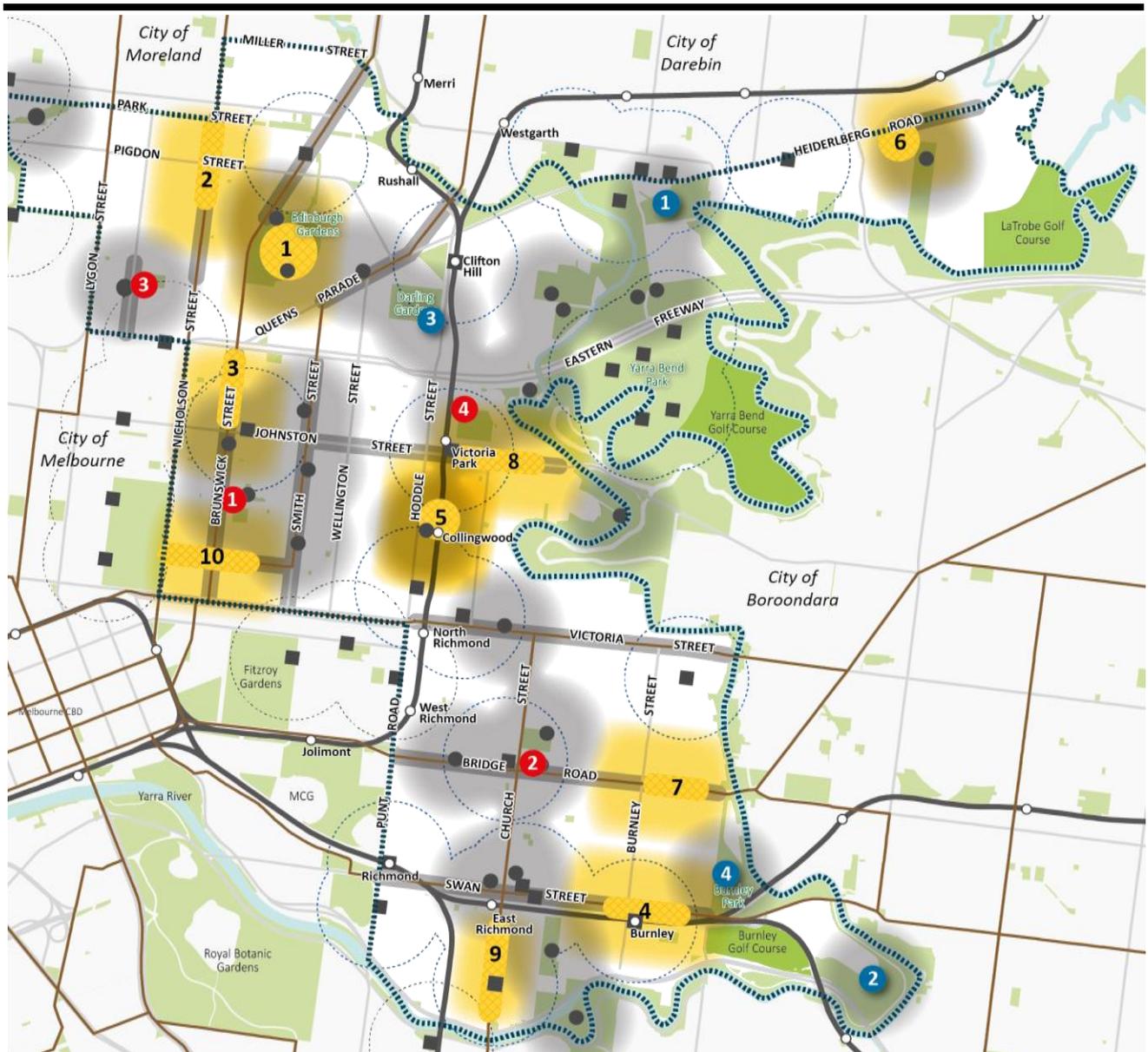
**1** *The proposed priority list will be implemented subject to Council's annual budget approval*

**2** *Exact locations yet to be determined subject to investigation of traffic and transport requirements and underground services and community consultation.*

**3** *Total estimated budgets include a number of components involved in installation of public toilets. These include siting and design study, site surveys, community consultation, transportation, plumbing and construction.*

**4** *The priority lists for refurbishments should be considered in conjunction with the list of maintenance and minor upgrades that Council prepares annually*

# PUBLIC TOILET STRATEGY 2017-2027



### LEGEND

-  YARRA CITY COUNCIL BOUNDARY
-  TRAIN STATION AND LINE
-  TRAM LINE
-  ROAD NETWORK
-  SHOPPING STRIPS
-  PUBLIC OPEN SPACE AND GOLF COURSES

### EXISTING TOILETS

-  PUBLIC TOILETS PROVIDED BY COUNCIL
-  400M CATCHMENT FROM PUBLIC TOILETS PROVIDED BY COUNCIL
-  PUBLIC TOILETS PROVIDED BY OTHER ORGANISATIONS AND OUTSIDE YARRA CITY COUNCIL
-  400M CATCHMENT FROM TOILETS PROVIDED BY OTHER ORGANISATIONS AND OUTSIDE YARRA CITY COUNCIL

### PROPOSED ORDER OF PRIORITY

- 1 EDINBURGH GARDENS (SOUTH), FITZROY NORTH
- 2 NICHOLSON STREET - BETWEEN RICHARDSON STREET AND LINEAR PARK RESERVE
- 3 BRUNSWICK STREET - BETWEEN JOHNSTON STREET AND ALEXANDRA PARADE
- 4 SWAN STREET - BETWEEN EDINBURGH STREET AND BENDIGO STREET
- 5 COLLINGWOOD TOWN HALL PRECINCT, ABBOTSFORD
- 6 HEIDELBERG ROAD - BETWEEN PARK AVENUE AND GRANGE ROAD, ALPHINGTON
- 7 BRIDGE ROAD - BETWEEN BURNLEY STREET AND RIVER STREET
- 8 JOHNSTON STREET - BETWEEN LULIE STREET AND TRENNERY CRESCENT
- 9 CHURCH STREET - BETWEEN SWAN STREET AND YARRA RIVER
- 10 GERTRUDE STREET - BETWEEN NICHOLSON STREET AND GEORGE STREET

### PROPOSED ORDER OF PRIORITY FOR REPLACEMENT

- 1 CONDELL STREET, FITZROY
- 2 RICHMOND TOWN HALL (OFF ROW), RICHMOND
- 3 CURTAIN SQUARE, CARLTON NORTH
- 4 VICTORIA PARK, ABBOTSFORD

### PROPOSED ORDER OF PRIORITY FOR REFURBISHMENT

- 1 FAIRFIELD PARK, FAIRFIELD
- 2 KEVIN BARTLETT RESERVE, BURNLEY
- 3 DARLING GARDENS, CLIFTON HILL
- 4 BURNLEY PARK, BURNLEY

Figure 5: Map showing proposed order of priority of broad locations for new toilets, replacement and refurbishments of existing public toilet facilities