

**Item 8.4 Draft Public Toilet Implementation Plan**

Appendix A – Public Toilet Management Policy



# KNOX POLICY

## PUBLIC TOILET MANAGEMENT POLICY

<b>Policy Number:</b>	2016/03	<b>Directorate:</b>	Engineering & Infrastructure
<b>Approval by:</b>	Council	<b>Responsible Officer:</b>	Manager - Community Infrastructure
<b>Approval Date:</b>	27 January 2016	<b>Version Number:</b>	Version 1
<b>Review Date:</b>	27 January 2019		

### 1. PURPOSE

The purpose of this Policy is to enable Council's provision of durable, accessible and contemporary Public Toilet facilities to meet community needs and provide a framework to manage Public Toilets.

### 2. CONTEXT

There is no statutory requirement for Council to provide public toilets other than those required within Council buildings to meet Building Regulations.

However, it is generally expected that Council has a role in the provision of public toilets to support active participation by its community in social, recreational and commercial activities.

Council has toilet blocks, in numerous locations, to improve the amenity of the municipality and to support access to various activities.

Public toilets should be accessible for residents, travellers and visitors of all ages and abilities and accommodate groups with specific needs, eg. families with young children, people living with health problems and those experiencing homelessness.

A lack of user friendly toilets can impact negatively upon quality of life by restricting freedom of travel, whereas the provision of clean, safe, accessible public toilets reduces this risk and helps play a major role in the image of a Council or neighbourhood.

As the population of Knox increases, the location, function and number of public toilet facilities will need to be reviewed on a regular basis.

Toilets in Knox's major parks attract high usage by families with children and are usually in demand between sunrise and sunset, with peak times occurring at weekends and public holidays.

Toilets located in reserves are often only accessible during sports clubs' hours of use.

### **3. SCOPE**

This Policy applies to all public toilets within the Knox municipal area that are managed by Council.

It excludes toilets in non-Council controlled buildings and permanently staffed Council buildings, recreation centres, within sports facilities and those managed by community groups.

The service level for public toilets is determined by the principles, roles and standards outlined in the Knox Public Toilet Plan.

### **4. REFERENCES**

#### **4.1 Council Plan**

- Social and Environmental Responsibility

#### **4.2 Relevant Legislation**

- Disability Discrimination Act 2006

#### **4.3 Charter of Human Rights**

- This policy has been assessed against and complies with the Charter of Human Rights.

#### **4.4 Related Council Policies**

- Nil

#### **4.5 Related Council Procedures**

- Nil

#### **4.6 Related Strategic Documents**

- Knox Public Toilets Plan 2007
- Knox Open Space Plan 2012 – 2022
- Access and Inclusion Plan 2011 – 2015
- Knox Play Space Plan

## 5. DEFINITIONS

<b>Council</b>	means Knox City Council, whether constituted before or after the commencement of this Policy.
<b>Public Toilet</b>	means a Council-managed toilet, change room, rest room or family room provided for use by members of the general community. It excludes toilet facilities provided in permanently staffed community buildings, community centres, libraries and recreation centres.
<b>Self Managing Public Toilet (SMPT)</b>	means a toilet which contains one or more of the following features: <ul style="list-style-type: none"><li>• automatically operated doors;</li><li>• self-cleaning pan and/or floor;</li><li>• fault and usage reporting;</li><li>• emergency sensors and security intercom; and</li><li>• unisex use.</li></ul>
<b>Children's Toilet</b>	means a toilet that is of a size and height that may be used by a toddler or pre-school age child.

## 6. COUNCIL POLICY

### 6.1 Availability

Public toilet facilities will be well distributed, appropriately located and open at times to meet the reasonable needs of residents, travellers and visitors.

Council aims to ensure that public toilets are available at all local centres and major neighbourhood parks and will consider a new public toilet when a major new activity is established, eg. a playground.

### 6.2 Function and Scale

The size and features provided in a public toilet will vary according to the expected level of patronage, available space and the types of activities occurring in the vicinity of the public toilet.

To provide cost effective and appropriate public toilets, the following configurations will be generally adopted:

**Basic facility;** installed where consistently low level use is expected (eg. local park):

- Unisex/family accessible toilet with baby change facilities.

**Standard facility;** installed in commercial areas and neighbourhood parks:

- Two unisex/family accessible toilets with baby change facilities.

**High use facility;** installed in high use parks (eg. municipal open space with municipal level playground).

- Two or more unisex/family accessible toilets with baby change facilities and children's toilet.
- Where four or more toilets are provided, at least one toilet will be female only.

**SMPTs;** will be considered when potential odours and hygiene may be of issue, when security is paramount and/or when other mechanical features are required (eg. sensors, alarms, panic lighting).

The number of designated-gender toilet facilities will be assessed on a site-by-site basis, particularly for areas of high demand and where the separate facilities assist in the efficient turnover of cubicles.

Council will consider new or additional facilities where there is a shortfall in capacity at an existing public toilet facility, ie. when the demand for toilet use at any venue is shown to be inadequate on a regular basis.

### 6.3 Inclusive Access

Public toilets will be accessible and connected to pedestrian areas, public transport and gathering places such as picnic shelters or frequented playgrounds.

At least one toilet in each block of toilets will meet disability access standards and incorporate design features for people with special needs, eg. instructions for access and exit for people who are visually impaired.

### 6.4 Safety

The location, orientation and design of public toilet facilities will meet best-practice principles of Crime Prevention through Environmental Design, ie. be highly visible, clearly accessible, well lit, close to other active buildings, well oriented and remain unobscured.

All public toilets will have needle and syringe receptacles.

Consideration will be given to the installation of video surveillance cameras in locations where there has been a history of anti-social behaviour, as a means of discouraging such behaviour.

### 6.5 Easy to Find and Use

The public toilet network will be well publicised and promoted through a variety of media to ensure toilets and information about the toilet network is accessible to the community, eg. Council's website.

Signage will be consistent with international standards and include external signage to help locate the toilets and their facilities, with additional, internal signage to fulfil specific needs.

#### 6.6 Servicing and cleanliness

Reactive maintenance and servicing standards, together with programmed life cycle renewal of building elements will be considered, to meet community expectations.

#### 6.7 Build quality and sustainability

Council's public toilets will be well designed and built using robust, high quality, vandal-resistant materials and fixtures that reflect the character of their setting.

They will incorporate best practice principles of Environmentally Sustainable Design and management.

#### 6.8 Life Cycle

Facilities will be considered for upgrade or replacement where existing facilities no longer meet community expectations or regulatory requirements.

Public toilets will be considered for decommissioning when they are:

- located at inappropriate locations;
- no longer fulfilling their primary purpose; and/or
- assessed to be surplus to need.

#### 6.9 Application of the Policy

This Policy will be applied when Council is replacing or refurbishing public toilet facilities that have reached the end of their useful life as a part of the asset renewal program or to inform the design and installation of new public toilets.

## **APPENDIX A**

### **Management**

Automatic locking mechanisms (auto locks) will be the preferred opening/closing mechanism for all public toilet facilities across the Municipality.

Public Toilets are currently classified and managed as follows:

#### **Club Managed**

Public Toilets located on reserves used primarily by sports clubs at specific times are manually opened and locked by those clubs.

#### **Extended Day Use**

This applies to a limited number of public toilet facilities where usage is high during irregular hours.

Toilets that cannot be auto locked will remain open permanently or self managing public toilets will be considered. The number of permanently open public toilets will be limited.

#### **Day Access Only**

This will be applied to public toilets located on reserves that cater for general community day use situated in long stay reserves such as those with barbeques and picnic facilities or highly active sporting reserves and areas that are not club managed or permanently open.

Facilities that have auto lock mechanisms will open at 6:00am and close at 9:00pm unless otherwise authorised by Council.

Those without auto lock mechanisms will be manually unlocked between 7:00am – 8:00am and remain open until 8:00pm – 9:00pm (1 November to 31 March) and until 7:00pm – 8:00pm (1 April to 31 October).

## **Item 8.4 Draft Public Toilet Implementation Plan**

Appendix B – Public Toilet Implementation Plan  
2017-2022



KNOX CITY COUNCIL

# PUBLIC TOILET IMPLEMENTATION PLAN

2017 - 2022



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## GLOSSARY & TERMS USED IN THIS REPORT

ACRONYM USED	TERM
BCA	Building Code of Australia
CPTED	Crime Prevention Through Environmental Design
DDA	Disability Discrimination Act
ESD	Ecologically Sustainable Design
'The 2007 Plan'	The Knox Public Toilet Plan 2007
'The Management Policy'	The Knox Public Toilet Management Policy 2016
SMPT	Self-Managing Public Toilets
TERMS USED	DEFINITION
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.
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.

# EXECUTIVE SUMMARY

The Knox Public Toilet Implementation Plan sets out a five-year plan and framework to guide the delivery of Council owned and managed public toilets across the municipality.

Often unacknowledged, public toilets are a significant piece of community infrastructure and contribute to the enjoyment, amenity and length of time residents and visitors experience Knox's many and valued public spaces.

Since the completion of the 2007 Public Toilet Management Plan, there has been a number of improvements to the standard of toilets in Knox, including the installation of new facilities at key locations.

**Section 1** of the Plan sets out an Implementation Plan, which includes a 5-year Capital Works Program and a suite of tools to assist Council's decision-making process.

Seven new public toilets are recommended for consideration at the following locations:

- » Stud Park, Rowville
- » Wicks Reserve, The Basin
- » Liberty Avenue, Rowville
- » Brenock Park, Ferntree Gully
- » Lewis Park, Wantirna South
- » Rowville Lakes Shopping Centre, Rowville Lakes
- » Railway car park, Upper Ferntree Gully

**Section 2** of the Plan outlines the background and context that informed the development of the Action Plan. It includes a summary of issues and opportunities, review of existing policy and a summary of the analysis undertaken to inform the priority locations and actions.



SECTION 1

**ACTION PLAN**



# 1 ACTION PLAN

# OVERVIEW

Section 1 of The Knox Public Toilet Implementation Plan sets out a framework to guide the equitable delivery of public toilets across the municipality over the next five years.

## SUMMARY

This Plan updates Council's existing Public Toilet Plan (2007) and builds on Council's recently adopted Public Toilet Management Policy (2016). It supports Council's *Vision 2035* to enhance what already exists, build on our strengths and work together to overcome our challenges.

As defined by the Management Policy, a public toilet is:

*A council-managed toilet, change room, rest room or family room provided for use by members of the general community. It excludes toilet facilities provided in permanently staffed community buildings, community centres, libraries and recreation centres.*

The primary focus of this Plan is on 'stand-alone' Council owned and managed public toilets. Stand-alone facilities include toilet blocks, self-contained units and automated facilities. Toilets that are co-located with sporting pavilions are also considered within the scope of this Plan.

This Plan does not provide any direct guidance or assessment of toilets located within libraries, community centres or other Council buildings.

This Plan has been prepared in consultation with Council staff through a series of workshops and engagement forums.

## STRUCTURE

The Plan seeks to guide Council's decision-making process in prioritising the provision of public toilets across the municipality. Section 1 includes a suite of tools to assist Council including:

- » General Principles
- » Design and Siting Principles
- » Priority Actions Plan
- » Assessment Frameworks (x4)

The General Principles establish the core values underpinning the provision of public toilets in Knox while the Design and Siting Principles provide more specific guidance about the physical form and context of toilet provision.

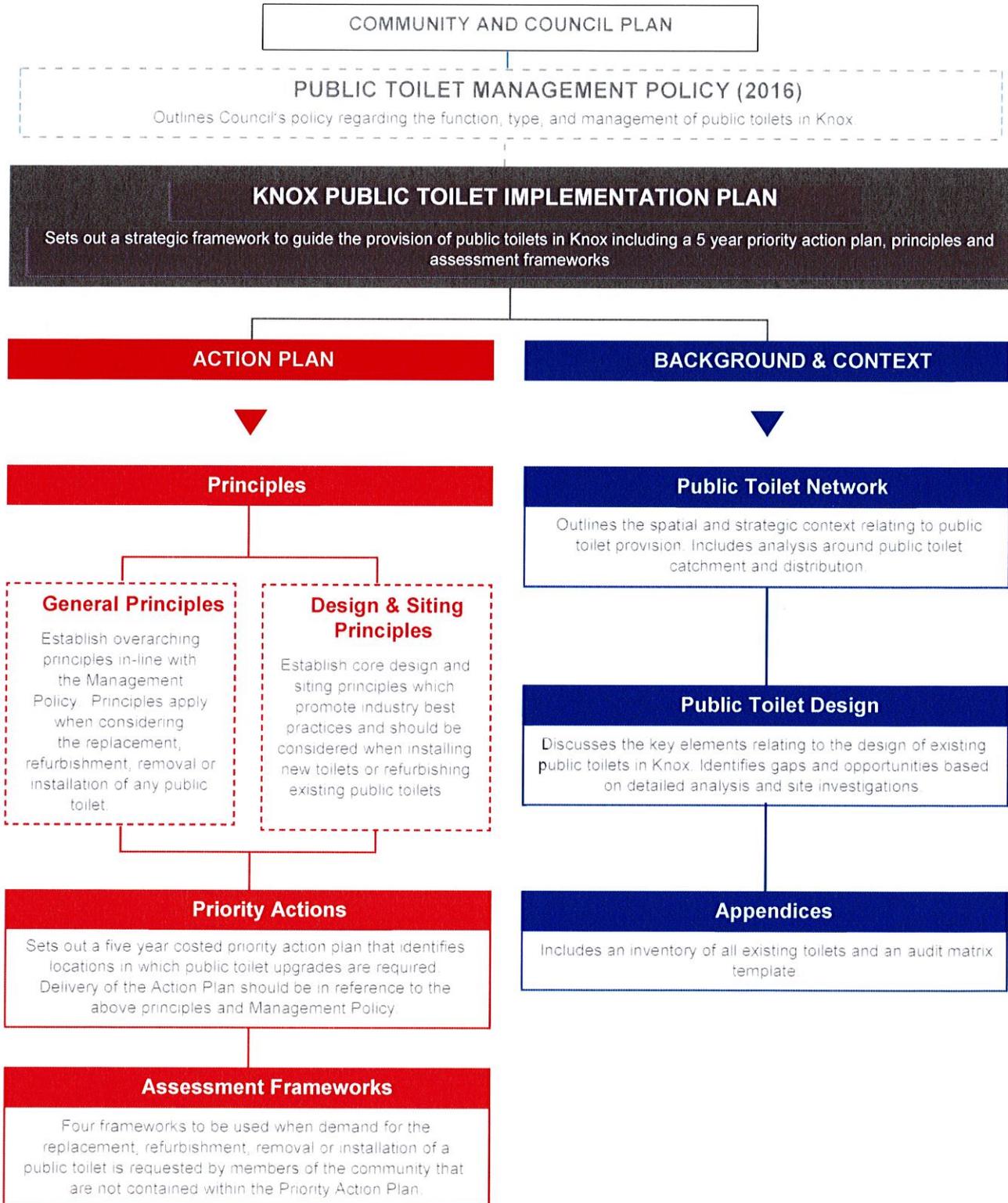
Both sets of principles build on the existing Policy and should be read in conjunction with the Priority Actions and relevant Assessment Framework. All new public toilets should be developed with reference to these principles.

The Plan establish the key directions for Council to improve the existing provision of toilets and includes cost estimates for the next five years.

Where there is a demonstrated community need for a public toilet outside the current Plan, the four assessment frameworks provide direction regarding the replacement, refurbishment, renewal or installation of new public toilets.

The structure of the Plan is outlined in **Figure 1**.

Figure 1: Structure of the Knox Public Toilet Implementation Plan



# PRINCIPLES

## GENERAL PRINCIPLES

1. The **provision** of public toilets will be prioritised on council owned land and in locations, which have been identified in Council policies and strategies and multi-use functions such as, in Municipal and Neighbourhood Open Space and higher order Activity Centres.
2. The **safety, health and wellbeing** of the community will be prioritised over other decision-making considerations, including location and convenience.
3. Public toilets will be of high quality and **accessible**. Council will strive to achieve DDA compliance across all facilities and toilet types over time.
4. Public toilets will be regularly **cleaned and maintained** to ensure Council's public toilet infrastructure meets the needs of the community and expectations at all times. High use facilities will be cleaned and maintained more frequently than others.
5. Public **need and community benefit** must be balanced with reasonable expectation, practicalities of provision and expenditure.

## DESIGN & SITING PRINCIPLES

1. Locate toilets near central community facilities to draw on existing walking catchments.
2. Locate toilets in accessible locations that maximise visibility to the street/public space to enhance security and safety.
3. New public toilets will be installed in accordance with Council policy and preferred typologies including basic, standard, high use and self-managing public toilets.
4. Design toilets to integrate into the public realm, and reflect the local character. Encourage artistic design expression for new toilets in high usage locations.
5. Orientate toilets toward areas that are well lit and allow for natural ventilation and daylight.
6. Incorporate appropriate fixtures within toilets that are sensitive to the local condition and balance community expectations with maintenance practicalities.
7. Ensure compliance with AS1428 and DDA where practicable.
8. Provide directional signage where required to improve legibility and access. Provide signage on toilets that show opening hours, contact details and gender availability.
9. Incorporate low-level landscaping around toilets to enhance the public realm. Avoid obstructing toilets with dense landscaping, vegetation or impermeable barriers and ensure entrances/doorways have a direct line of sight from the public realm.
10. 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 antisocial behaviour.
11. Incorporate features that promote environmental sustainability.

## PRIORITY ACTIONS

NO.	ACTION	PRIORITY	REFERENCE
1	Install and upgrade public toilets in line with the recommended Program of Works.	High	Page 11
2	Review management agreements where public toilets are co-located with sports pavilions	High	Page 13
3	Install signage on all new and existing public toilets, which shows gender provision, opening hours and provides contact information.	High	Page 13
4	Explore opportunities to partner with local business through a pilot program to increase the provision of toilets in activity centres.	Moderate	Page 14
5	Install automated locking doors to improve maintenance efficiencies.	Moderate	Page 14
6	Develop a Council policy regarding the provision of changing places toilets and establish two Changing Places Toilets in key locations	Moderate	Page 15
7	Review maintenance timetabling and scheduling to ensure efficient and responsive cleaning of high use facilities	Moderate	Page 16
8	Review planning provisions and agreements for toilets in private buildings to ensure net community benefit.	Low	Page 16
9	Undertake annual audits of all Council public toilet facilities to monitor the delivery of the Action Plan and to assist in prioritising future maintenance and investment	Ongoing	Page 17
10	Advocate for the inclusion of public toilet upgrades as part of the masterplanning process for reserves, playgrounds or sporting pavilions	Ongoing	Page 17

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## ACTION PLAN

### Program of Works

The table below sets out a five-year program of works for new public toilets between 2017 - 2022. The Program of Works focuses on installation and refurbishment of new public toilet facilities and does not include ongoing, annual maintenance costs.

YEAR	LOCATION	RECOMMENDATION	RATIONALE	APPROX. COST
2017/2018	Stud Park, Rowville	Decommission and demolish existing public toilet.  Install new public toilet.	The existing toilet has been closed due to high levels of graffiti, vandalism and anti-social behaviour.  Stud Park is situated in close proximity to the Rowville library, Rowville Community Centre and a new playground facility. It is also directly adjacent to the Stud Park shopping centre. A new public toilet facility would improve the public toilet network in the south of Knox.	\$150,000
2018/2019	Wicks Reserve, The Basin	Decommission and demolish existing public toilet.  Install new public toilet and upgrade paths.	The existing public toilet is isolated, poorly sited and obscured by dense bushland. The facility has a high level of usage, particularly by people with limited mobility. It is also in poor condition.  It is recommended the existing facility is demolished and relocated to be more visually prominent and in a safer location.	\$180,000
2019/2020	Liberty Avenue, Rowville	Install new public toilet.	Liberty Avenue is located adjacent to linear parkland and the Liberty Avenue Reserve. There is currently no public toilet at this location.  The new facility should be carefully designed to ensure a high level of passive surveillance opportunities. Consider co-location with existing sport pavilion.	\$120,000
	Brenock Park Drive, Ferntree Gully	Decommission and demolish existing public toilet.  Install new public toilet and upgrade paths.	The existing public toilet is poorly designed and does not meet the basic design and siting principles outlined in this Plan.  There are opportunities to potentially co-locate the facility with the existing pavilion/Scouts Hall to improve safety.	\$100,000
2020/2021	Lewis Park, Wantirna South	Refurbish existing toilet or install new public toilet at Lewis Park.	Built in 2007, the Lewis Park public toilet has been subject to increasing levels of anti-social behaviour and vandalism. A site assessment should determine whether refurbishment of the existing facility or installation of a new facility in a more visible location is required.  Consider co-location with the existing sports pavilion.	\$100,000
	Rowville Lakes Shopping Centre, Rowville Lakes	Install new public toilet, subject to further investigation.	There is currently no Council owned public toilet in Rowville Lakes.  A needs analysis to be undertaken prior to the installation of a new facility to consider location, demand, community need, potential leasing of space and opportunities for partnering with private enterprise as part of a potential pilot (see Priority Action #4).	\$100,000
2021/2022	Railway Carpark, Upper Ferntree Gully	Collaborate with VicTrack to identify appropriate site for new public toilet.	The Ferntree Gully public toilet is poorly sited and located at the end of the railway station car park. It is in very poor condition and does not meet DDA compliance regulations. The facility is well used.	\$250,000
		Decommission and demolish existing public toilet.	There are opportunities to locate the toilet closer to the entrance of the train station. The Upper Gully Structure Plan considered the possible relocation of the toilet and negotiations with VicTrack will be required to determine land ownership and management details prior to the construction/location of a new facility.	
		Install new public toilet.		

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## ACTION PLAN

### PRIORITY ACTION 1 (HIGH):

#### Install and upgrade public toilets in line with the recommended Program of Works.

Council's annual operational budget for public toilets is in the order of \$460,000. This includes cleaning, maintenance/repairs and utility consumption.

The current installation costs of a new public toilet facility range from \$100,000 to \$250,000 depending on a number of factors including:

- » Standard of provision
- » Build quality (pre-fabricated, custom build)
- » Geological, topographical conditions and land constraints
- » Design and internal configuration
- » Construction materials and finishes
- » Types of fixtures and fittings (both internal and external)
- » Environmental performance (installation of solar power or rainwater tanks).

A costed program of works has been prepared to inform Council's delivery of public toilet improvements over the next five years, outlined in **Program of Works** and any remaining funds should be distributed across other capital works actions eg:

- » Signage Improvements (Action #3)
- » Installation of electronic locking doors (Action #5)

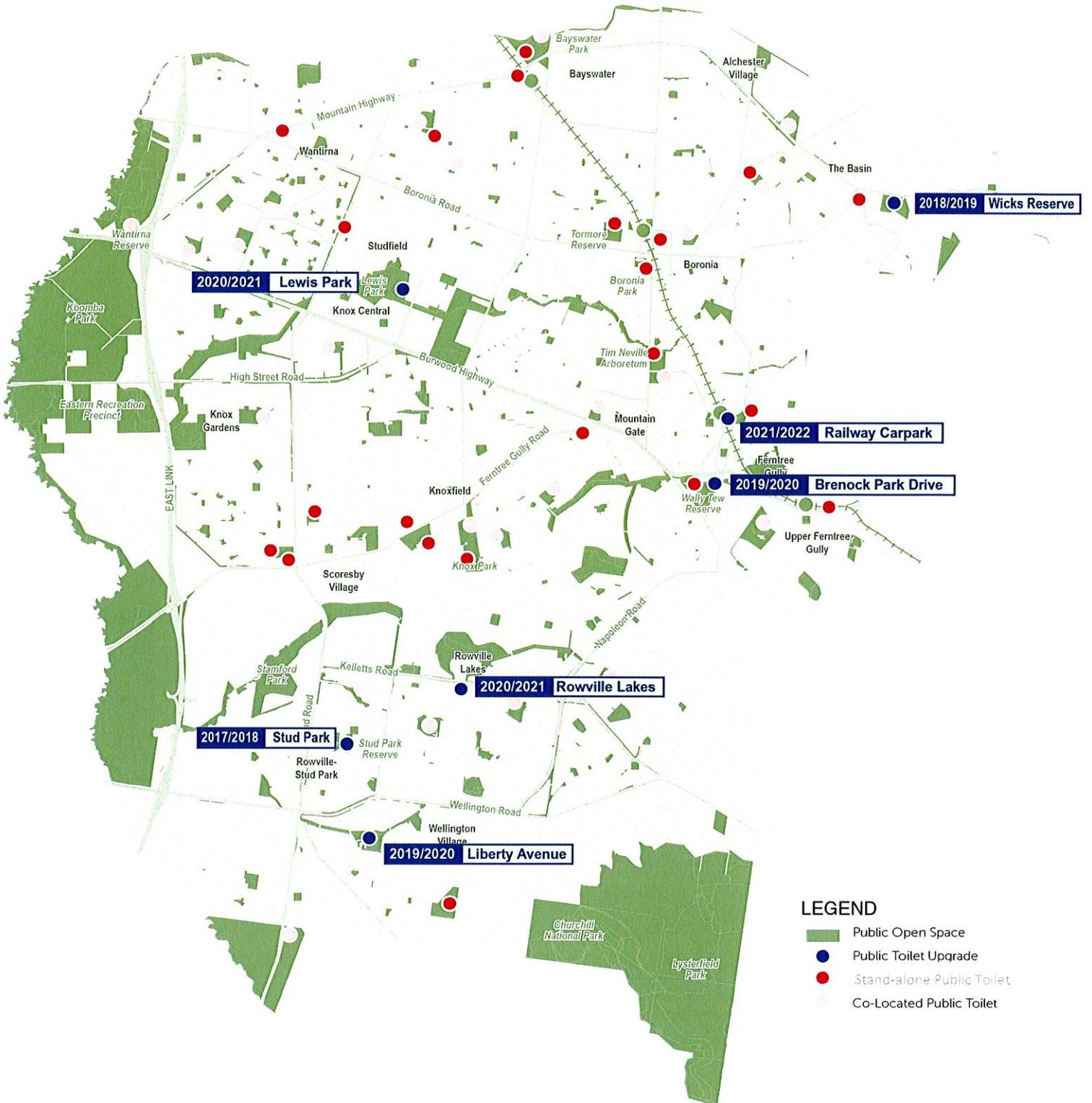
### Typologies

The Knox Public Toilet Management Policy identifies four standards of public toilet provision. This Plan endorses those typologies and makes further recommendations regarding their locational considerations.

The table below highlights locations in which certain toilet types could be provided.

LEVEL OF PROVISION	RECOMMENDED LOCATION
High Use Facility	<ul style="list-style-type: none"> <li>• New or refurbished civic buildings such as community hubs</li> <li>• Very high public use or primary public spaces</li> <li>• Regional and municipal level parks and open space</li> <li>• Municipal level playgrounds</li> <li>• Council owned and managed public buildings such as libraries and aquatic facilities</li> <li>• Activity Centres (on Council owned land)</li> </ul>
Standard Facility	<ul style="list-style-type: none"> <li>• Activity Centres</li> <li>• High use public areas</li> <li>• Municipal or neighbourhood parks and playgrounds</li> <li>• High use sport pavilions</li> </ul>
Basic Facility	<ul style="list-style-type: none"> <li>• Sport pavilions and ovals</li> <li>• Along high use walking paths/bicycle trails</li> <li>• Temporary events held within Knox by Council</li> <li>• Neighbourhood Centres</li> <li>• Neighbourhood or local parks</li> </ul>
Self-Managing Public Toilets	<p>Consider in locations when potential odours and hygiene may be of issue, when security is paramount and/or when other mechanical features are required (for example sensors, alarms, panic lighting)</p>

Figure 2: Public Toilet - Program of Works



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## ACTION PLAN

### PRIORITY ACTION 2 (HIGH):

#### Review management agreements where public toilets are co-located with sport pavilions.

Of the 49 public toilets within Knox, approximately 44% (22 facilities) are co-located with sport pavilions in public reserves.

Co-located facilities do not offer the same level of service provision to the public as stand-alone public toilets. They are often isolated from pedestrian areas, locked and only open during specific times (i.e. sports training or match days).

It is recommended that further investigation of co-located facilities be undertaken to clarify management and maintenance responsibilities.

There are opportunities to increase public network distribution of existing co-located facilities located adjacent to major walking or cycling trails.

Management arrangements of these toilets should be reviewed to maximise benefits to the amenity of the community.

The review should be prioritised in the following locations:

- » Kings Park
- » Dobson Park
- » Knox Park
- » Fairpark Reserve
- » Wantirna Reserve
- » Bayswater Oval
- » Miller Park

Refer to **Appendix A** for a list of co-located facilities.

### PRIORITY ACTION 3 (HIGH):

#### Install signage on new and existing public toilets, which shows gender provision, opening hours and provides contact information.

The location of public toilets should be clearly signed and visible from logical locations throughout Knox.

Clear, accessible and consistent signage on all existing and new facilities across the municipality is recommended and should include the following elements:

- » Gender specifications and graphic signage as appropriate
- » Opening hours
- » Toilet ID number
- » Maintenance contact details
- » Accessibility features

The signage must accommodate people with vision impairments and be clearly legible.

Directional signage indicating the location of public toilets should also be consistent across the municipality to ensure it can easily be identified by residents and visitors. As a minimum, signage should be provided to all high use and standard facilities.

Improved way-finding and directional signage to existing and new public toilet facilities is also recommended to improve accessibility.

The Program of Works promotes the review and installation of signage at high use and standard facilities in the first instance, followed by basic facilities and SMPTs.



Example of Simple Pole Signage



Example of signage on Reserve Sign.

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## ACTION PLAN

### PRIORITY ACTION 4 (MODERATE):

#### Explore opportunities to partner with local business through a pilot program to increase provision of toilets in activity centres.

International case studies have explored opportunities to partner with local business to develop beneficial and cost-effective ways of delivering and increasing public toilet provision without large-scale capital works investments

Through various incentivised programs led by Council, business partnerships allow members of the public to use existing privately owned 'public toilets'

Various models require businesses to be responsible for the upkeep and maintenance of the facility in return for a range of benefits. This could include for example, tax incentives, maintenance allowances or increased patronage to their premises.

Examples include:

- » Community Toilet Scheme - London Borough of Richmond Upon Thames, UK
- » Community Toilet Scheme - Oxford City Council, UK
- » Nette Toilette (Nice Toilet) – Germany



### PRIORITY ACTION 5 (MODERATE):

#### Install electronic locking doors to improve maintenance efficiencies.

Electronic doors allow Council to remotely open and lock facilities

Electronic doors can still have the same functionality as mechanical locks and may be locked, individually, by the operator.

Installation of electronic doors requires a basic system to be installed on each toilet block and then individual mechanisms on each door. Base systems range from \$8,000 - \$10,000 each and then supplementary door locks are approximately \$2,500 per door.

The cost of retrofitting a whole facility is depends on the number of cubicles. For example, based on the above costs, the cost of installing electronic doors at the new public toilets at Bayswater Park would range between \$23,000 - \$25,000.

It is recommended that a pilot program be trialled prior to a large-scale roll out of such technology.

Suitable locations for a trial include:

- » Bayswater Park/Oval
- » Tim Neville Arboretum
- » The Basin Triangle
- » Mountain Gate Shopping Centre
- » Lewis Park

Subject to the results of the trial, electronic locking systems could be implemented more economically in new public toilet installations.

**PRIORITY ACTION 6 (MODERATE):****Develop a Council policy regarding the provision of Changing Places toilets and establish two Changing Places toilets in key locations.****Changing Places**

Changing Places toilets are facilities for members of the community who have profound and multiple disabilities. They are different from standard 'accessible' toilets as they have additional features which include:

- » Height adjustable adult size changing bench
- » Tracking hoist system
- » Large areas of circulation space
- » Screens and safe environments

The principles outlined in this Plan incorporate a range of considerations regarding access and equality.

While there are no requirements for Council to provide Changing Places facilities, ensuring that public toilets are accessible and meet the requirements of all residents of Knox is important in promoting equitable access.

It is recommended that Changing Places facilities are co-located with or within existing or new buildings.

Appropriate locations for considering Changing Places Facilities include:

- » Large Council owned and managed community and civic centres
- » Libraries
- » Aquatic and high use recreation facilities
- » Major Transport Hubs
- » High use parks (co-located with other buildings)

**Fully Accessible Toilets**

Accessibility takes into account not just physical mobility but also social and cultural influences.

Determining the appropriate provision of male/female or unisex toilets should be considered on a case-by-case basis and with reference to the assessment frameworks.

Access to toilet facilities is varied depending upon the age and design of the facility. Older toilet blocks for example, are not often DDA compliant and have limited features to assist members of the community with families such as, change tables.

Toilet blocks present a number of design challenges regarding to accessibility. For example, older facilities may not accommodate parents with prams, people in wheelchairs or those with other mobility difficulties.

Gender specific facilities may not be appropriate in all areas and should be considered on the balance with efficiency and practicality.

The gender designation of fixtures and features within new and existing toilets should be considered in conjunction with the Building Code of Australia (BCA) and local circumstances. The BCA does not set standards for toilets in public areas and in these circumstances, provision of such facilities should be made based on demand, location and context of the site.

Where there is a peak demand and demonstrated high usage by males, the provision of urinals should be considered. In locations where the usage of public toilet fluctuates, alternative options may be considered. The installation of urinals must consider the objectives and design requirements for people with access difficulties and CPTED.

The provision of sanitary napkin disposal bins should be provided in all female toilet facilities and unisex facilities, including ambulant toilets, accessible toilets and changing places facilities.

To accommodate nappy disposal, consideration should be given to the convenient of rubbish bins in close proximity to the toilet facility.

### **PRIORITY ACTION 7 (MODERATE):**

#### **Review maintenance timetabling and scheduling to ensure efficient and responsive cleaning of high use facilities.**

Levels of cleanliness and hygiene contribute to positive perceptions of public toilets.

Maintenance includes works to both the physical unit and the surrounding landscape setting including trees, vegetation and other public infrastructure (signage, seats, bins etc.).

Cleaning services should be regularly reviewed to ensure that facilities are responsive to demand and usage. The cleaning schedule of facilities may vary depending on the location and season.

Not all toilets require the same level of maintenance.

#### **Special Events**

Additionally, Knox City Council regularly holds special events and festivals within its public parks and open spaces. These community events draw large crowds of visitors from residents within Knox and the wider community.

At peak periods, often during summer, the demand for public toilets increases and existing facilities may be unable to cope with the increased patronage.

There are a number of factors to consider when planning to accommodate such events including:

- » Type of event
- » Duration of the event
- » Likely crowd size
- » Proximity and availability of existing public toilets
- » Availability of food and beverages, particularly alcohol

Generally, the provision of toilets for events will be accommodated by temporary toilets.

However, public toilets in these areas should be designed to meet higher demand.

### **PRIORITY ACTION 8 (LOW):**

#### **Review planning provisions and agreements for toilets in private buildings to ensure net community benefit.**

Public toilets are not specifically defined within the Knox Planning Scheme and generally, do not require planning permits for land use or development.

However, opportunities may exist to ensure that new largescale developments incorporate adequate provision of toilets for public use. Mechanisms to achieve this include:

- » Section 173 agreements
- » Require provision of public toilet/s as part of a development plan or incorporated plan.

### **PRIORITY ACTION 9 (ONGOING):**

**Undertake annual audits of all Council public toilet facilities to monitor the delivery of the Action Plan and to assist in prioritising future maintenance and investment.**

Annual audits of public toilets should be undertaken to ensure that facilities are maintained well and meet expectations.

Audits should be conducted with reference to the assessment frameworks outlined in this Plan.

**Appendix B** sets out a list of features and fixtures to be audited

### **PRIORITY ACTION 10 (ONGOING):**

**Advocate for the inclusion of public toilet upgrades as part of the masterplanning process for reserves, playgrounds or sporting pavilions**

As Council continues to upgrade and improve facilities across the municipality, there are opportunities to integrate public toilet improvements through the master planning process. This would be particularly beneficial to facilities located in public open space, adjacent to playgrounds or co-located with sports pavilions.

The inclusion of public toilet upgrades in future masterplans, would increase the total number of new facilities outside the Program of Works identified in the Action Plan.

Existing or future masterplans for consideration include:

- » Talaskia Reserve
- » Carrington Reserve
- » Lewis Park
- » Gilbert Park
- » Liberty Avenue Reserve

### **Four (4) decision-making frameworks have been developed to assist Council in determining whether it is appropriate to replace or refurbish an existing public toilet, install a new facility, remove a facility or re-purpose a facility.**

The assessment frameworks presented in this section have been developed to guide the removal, replacement or installation of public toilets in Knox.

Each framework contains a number of key directions, which should be considered within each scenario.

The frameworks should be used when there is a demonstrated community need or community demand for a new facility, upgrade or removal of a public toilet not identified within the Action Plan and the Program of Works.

In first instance, justification for an action or the demonstration of community need is required before other key directions can be considered. Principles and the Design and Siting Principles.

#### **FRAMEWORK 1:**

##### **Refurbishing an existing public toilet**

Applies to all existing public toilets and determines whether it is appropriate to replace a public toilet (in the same or similar location) or refurbish an existing facility.

#### **FRAMEWORK 2:**

##### **Installing a new public toilet**

Applies to all new and future public toilets and establishes criteria to determine whether a specific location justifies the provision of a new public toilet.

#### **FRAMEWORK 3:**

##### **Removing an existing public toilet**

Applies to all existing public toilets and determines whether it is appropriate to completely remove a public toilet, without replacement.

#### **FRAMEWORK 4:**

##### **Repurposing an existing public toilet**

Applies to public toilets associated or attached to sport pavilions and determines the context in which existing public toilets may be re-purposed.

### FRAMEWORK 1 - REFURBISHING EXISTING PUBLIC TOILETS

#### 1 Demonstrated community need

- Is there a demonstrated community need for this facility to be replaced or refurbished?
- Is there evidence from the community or from Council's knowledge that, an existing facility is not adequately functioning?

#### 2 General Principles

- Are major works required to bring the facility into compliance with the General Principles?
- Will the replacement or refurbishment of the facility meet the General Principles and objectives of the Public Toilet Management Policy?

#### 3 Condition

- Is the existing public toilet in poor condition? Do one or more of the following considerations apply to the facility?
  - » There is a high presence of vandalism or graffiti
  - » Facilities are unhygienic and difficult to maintain/clean
  - » There are obvious signs of wear on the existing facilities within the toilet
  - » Features within the toilet are broken or do not work (for example door locks, taps or flushing mechanisms)
  - » There are issues with odour or presence of vermin
  - » Environment/facilities are unsafe or dangerous

#### 4 Level of Usage

- Does the existing toilet have a low level of usage?
  - This can be determined by:
    - » Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors
    - » Levels of toilet paper, soap consumed

#### 5 Anti-Social Behaviour

- Are there issues with ongoing anti-social behaviour or undesirable social activities?
  - Consider:
    - » Presence/frequency of vandalism
    - » Loitering
    - » Sexual or drug related activity
    - » Violence/Intimidation

#### 6 Facilities

- Does the toilet have appropriate facilities in context with its location?
  - These include:
    - » DDA Compliance
    - » Accessible for families with children
    - » Soap dispensers
    - » Sharps containers

#### 7 Design & Siting Principles

- Will the replacement or refurbishment of the facility be consistent with the majority of contemporary Design and Siting Principles?

## FRAMEWORK 2 - INSTALLING A NEW PUBLIC TOILET

### Demonstrated community need

1

- Is there a demonstrated community need for a new public toilet in this location?
- Is there evidence from the community or from Council's knowledge that, an existing facility is not adequately functioning?

### General Principles

2

- Does the proposed location meet the General Principles and objectives of the Public Toilet Management Policy?

### Nearby Facilities

3

- Is there an existing public toilet within 400m of the proposed location?
- Is there one or more private or community hosted toilets available? (e.g. libraries, community centres, indoor sport and recreation centres)
- Are privately operated public toilets within close proximity to the proposed location? (e.g. Westfield)

### Catchments

4

- Is the proposed location in an area with a growing catchment?
  - This could include:
    - » Locations/suburbs experiencing increasing population growth
    - » New precincts which attract a large number of residents, workers for visitors (e.g. new residential precincts, employment clusters)
    - » Areas with a concentrated density of shops or other activities

### Pedestrian Activity

5

- Is there a high pedestrian, cycling or other active transport modes in this location?
  - This could typically include:
    - » Locations along creek corridors with shared paths
    - » Locations or destinations with seasonal fluctuations or increased capacity at peak times

### Surrounding Land Uses

6

- Is there a mixture of food, drink, recreation and/or entertainment premises in this location?
  - This may include:
    - » Shops, cafés, bars restaurants
    - » Entertainment outlets
    - » Sporting reserves, ovals, courts, or club houses

### Design and Siting Principles

7

- Does the proposed location have the ability to satisfy the majority of Design and Siting Principles?

## FRAMEWORK 3 - REMOVING AN EXISTING PUBLIC TOILET

- 1 **Reason for removal**
  - Is there adequate justification for the removal of an existing public toilet?
  - Will the removal of this facility affect the health and well-being of the community?
  
- 2 **General Principles**
  - Will the removal of the facility meet the General Principles and objectives of the Public Toilet Management Policy?
  
- 3 **Anti-Social Behaviour & Community Safety**
  - Are there issues with ongoing anti-social behaviour?  
For example:
    - » Vandalism
    - » Loitering
    - » Sexual or drug related activity
    - » Violence
  - If one or more of the above considerations exists, can it be remedied through CPTED design principles?
  
- 4 **Condition**
  - Is the existing toilet in poor condition and exhibits one or more of the following issues:
    - » A high presence of vandalism or graffiti
    - » Facilities are unhygienic and difficult to maintain/clean
    - » Obvious signs of wear on the existing facilities within the toilet
    - » Consistently broken features (for example door locks, taps or flushing mechanisms)
    - » Undesirable odours or presence of vermin
    - » Ongoing excessive maintenance and servicing requirements
  
- 5 **Level of Usage**
  - Does the existing toilet have a low level of usage?  
This can be determined by
    - » Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors
    - » Levels of toilet paper, soap consumed
  
- 6 **Accessibility**
  - Does the existing facility accommodate people with all abilities?
  - Will the removal of the facility create a gap in accessible toilet provision?
  
- 7 **Municipal Supply & Location**
  - Will the removal of the toilet have a detrimental impact?
  - Is there a better location for the facility?

## FRAMEWORK 4 - REPURPOSING AN EXISTING PUBLIC TOILET

### 1

#### Demonstrated community need

- Is there a demonstrated community need for this facility to be re-purposed?
- Is there evidence from the community or from Council's knowledge that, this facility is in high demand from the public?
- Does the existing facility meet the principles outlined in this Plan?

### 2

#### Location

- Is the location located adjacent to, or within 100m of an existing creek corridor, key walking trail, bicycle path or shared path?
- Is the existing toilet located within or adjacent to a municipal or neighbourhood open space or is there are cluster of more than four (4) different recreation facilities within this location?

### 3

#### Impact on Existing Building

- What will the impact on the existing sporting pavilion be should the usage/patronage of the co-located facility be increased?
- What level of public realm improvements are required to ensure that the facility can accommodate increased patronage?

### 4

#### Peak Demand

- Is there a demonstrated demand for use of this facility (or nearby facility) outside hours of peak demand i.e. weekends, sports events, seasonal events?

### 5

#### Contribution to Municipal Supply

- Would the re-purposing of this facility contribute positively to overall municipal network and distribution of public toilets in Knox?

### 6

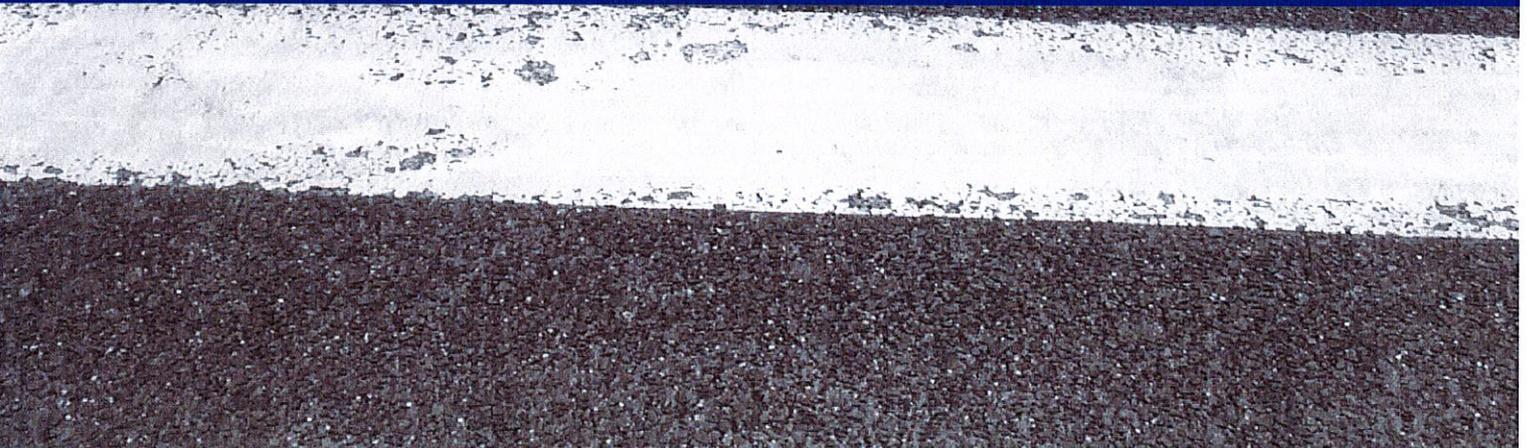
#### Access and facilities

- Does the existing toilet require refurbishments to ensure compliance with DDA requirements and CPTED principles?



SECTION 2

# BACKGROUND & CONTEXT



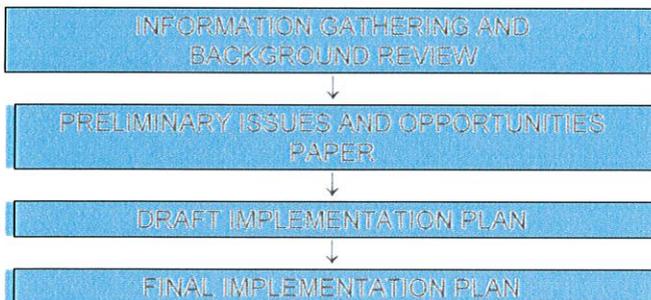


# OVERVIEW

Section 2 of the Knox Public Toilet Plan outlines the findings of the background analysis undertaken throughout the project to inform the final recommendations.

## THE PROJECT

The development of the Action Plan outlined in **Section 1** was based on detailed analysis undertaken through a four-stage process as summarised below.



The 'Information Gathering and Background Review' stage analysed the existing conditions and undertook a preliminary audit of toilet facilities.

The findings of the data collection were presented in a 'Preliminary Issues and Opportunities Paper'.

The 'Draft Implementation Plan' made preliminary recommendations, based on the Paper and consultation undertaken with Council staff.

The recommendations of the 'Draft Implementation Plan' were further refined and presented in the Action Plan, contained in **Section 1**.

The 'Final Implementation Plan' sets out a strategic framework and Action Plan to guide the future provision of public toilets in Knox.

All recommendations of this Plan are consistent with Council's Public Toilet Management Policy (2016).

## CONTEXT

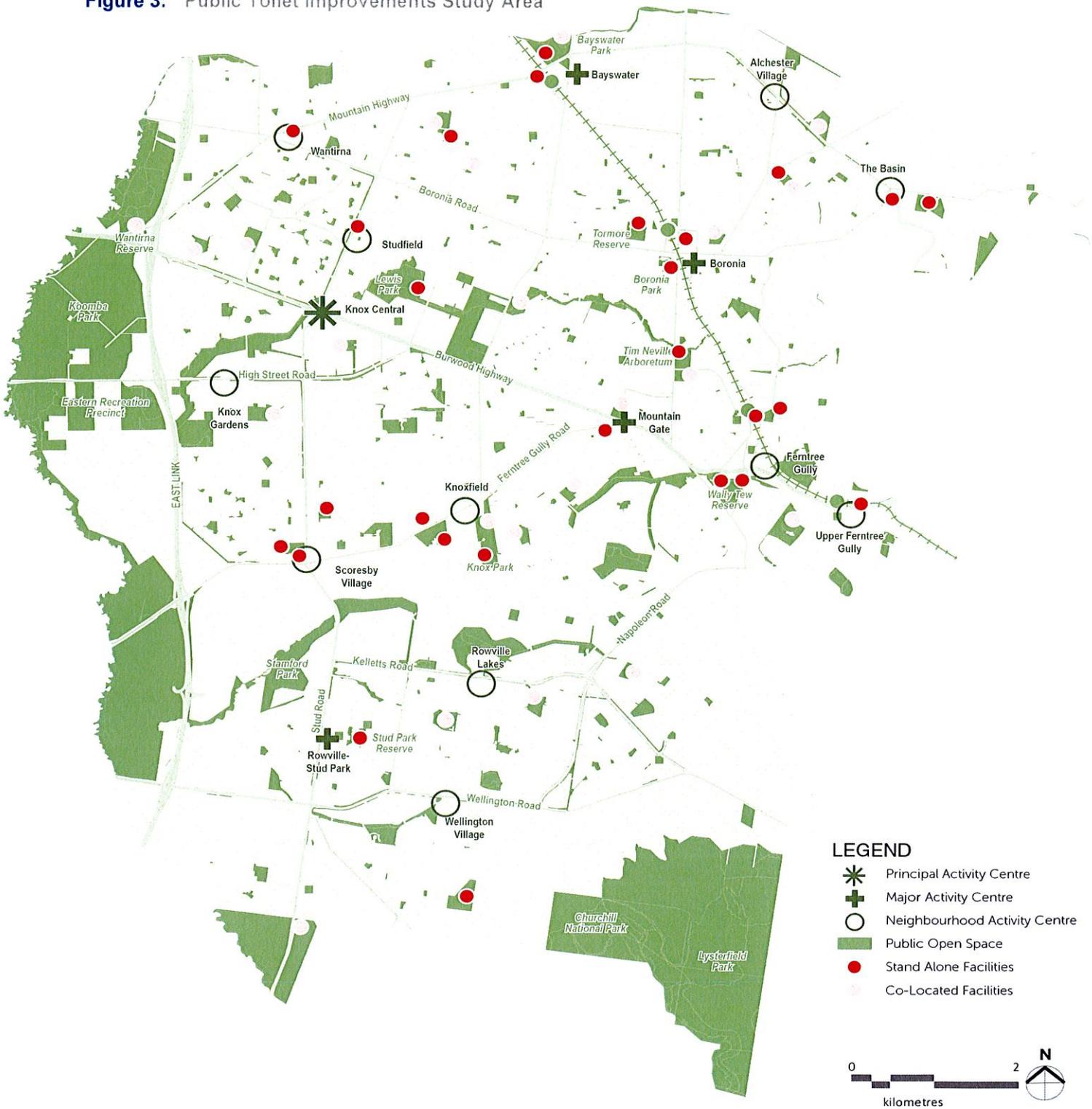
The focus of this Plan is public toilets on Council owned or managed land. This excludes land managed by other statutory authorities, such as, Parks Victoria or VicTrack.

Toilets, which are privately owned or contained within privately managed buildings, were also not within the scope of this Plan.

There are 49 public toilets in Knox, which are generally classified, as **stand-alone** or **co-located**. While both types of toilet are Council owned or managed, stand-alone facilities generally provide a higher service provision than those, which are co-located with sport pavilions.

Council's existing activity centre hierarchy and classification of open space, identified in the Knox Public Open Space Strategy 2012-2022, has been used to inform the analysis, principles and recommendations of this Plan.

Figure 3: Public Toilet Improvements Study Area



# SUMMARY OF ISSUES AND OPPORTUNITIES

The Preliminary Issues and Opportunities Paper (2016) evaluated a number of key criteria relating to public toilet provision including:

- » Distribution
- » Location and Siting
- » Design and Typology
- » Accessibility
- » Safety & Hygiene
- » Management.

The Paper identified issues regarding existing provision and highlighted future opportunities for further investigation. The findings were presented to Council staff at a workshop and were further developed into recommendations for the Draft Plan

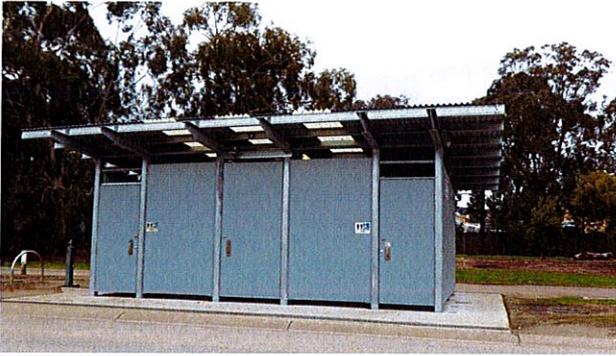
A summary of the findings from the Paper is presented below.

## Issues

- » Lack of fully accessible or DDA compliant facilities.
- » Strong relationship between poor design and siting and perceived levels of cleanliness and hygiene.
- » Poorly sited facilities restrict access by the elderly and/or the disabled.
- » Co-located toilets attached to sporting pavilions provide a limited service due to restricted opening hours, isolated locations and perceived levels of territoriality
- » Limited way finding signage to facilities
- » Older facilities were generally considered less hygienic and unsafe.
- » Graffiti and vandalism may deter users from using facilities as they are perceived as being locations for anti-social behaviour
- » Some hot spot areas attract high levels of anti-social behaviour, including graffiti and vandalism.

## Opportunities

- » Centrally locate facilities within high use areas, close to other services and public amenities.
- » Improve the efficiency and network management of facilities
- » Improve the function of co-located toilets to increase availability and overall provision
- » Align public toilet distribution with other strategic work, including the Open Space Strategy and the Play Space Plan.
- » Provide toilets along walking trails and cycling routes so they are more accessible for users
- » All facilities must be designed to allow for the access and manoeuvrability of wheelchairs and scooters.
- » An improved level of maintenance will allow for a higher level of perceived and actual safety and hygiene of facilities.
- » Investigate hot spot sites.
- » Review the role and management of co-located facilities.



**Lewis Park Reserve:** Sited on the edge of the car park the facility would benefit from the addition of external lighting



**Tim Neville Arboretum:** Use of screening allows for high casual surveillance with chosen colour palette giving site a strong sense of place and design with doors facing a common walkway



**Ferntree Gully Shopping Centre:** Poor siting along a main road opportunities to improve street placement and orientation.



**Ferntree Gully Community Centre:** Strong siting, materiality and colour palette of the site echoes the aesthetic of the surrounding natural and built environment.



**Ferntree Gully Train Station:** Poor siting and orientation of female entrance to the back corner of the site. Orientation and layout improvements required for accessibility and overall safety



**Wicks Reserve:** Good overall aesthetic with opportunities to improve orientation to the car park and pavilion as entrance path leads to the back of the site and visibility through low landscaping

## 02

### BACKGROUND & CONTEXT

# POLICY CONTEXT

## PUBLIC TOILET PLAN (2007)

In 2007, Council developed a municipal wide Public Toilet Plan (The 2007 Plan) which made recommendations for improvements to existing facilities in Knox. The 2007 Plan was initiated in response to an increasing dissatisfaction within the community at the standard and quality of public toilets in Knox. It found that there was a close relationship between the design of facilities and maintenance standards.

### Overarching Issues

The 2007 Plan outlined a number of overarching issues concerning public toilet provision in Knox and made a number of key findings as summarised as follows.

- » Usage and demand is difficult to measure and quantify due to discrepancies and inconsistencies with data measurement tools.
- » Public toilets are consistently ranked as having the lowest levels of customer satisfaction.
- » Feedback from internal consultation indicated that existing public toilets were generally of poor quality.
- » Feedback from external consultation demonstrated that whilst there was a high level of usage amongst surveyed responses (81%), cleanliness and safety were cited as significant concerns.

The 2007 Plan was developed through a collaborative process involving a community survey, internal stakeholder engagement and consultation with Victoria Police.

### The Recommendations

The 2007 Plan contained eleven (11) recommendations to improve the standard and quality of public toilets in Knox:

1. Initiate a three-year capital investment program to expand/refurbish key public toilets.
2. Undertake an expansion of public toilet facilities in four key locations.
3. Utilise best practice guidelines when upgrading and designing new facilities.

4. Upgrade disabled toilet provision and access for all capacity at all of its sporting facilities to bring all sites into compliance with DDA requirements.
5. Install directional signage along the shared path network to show the direction and distance to facilities.
6. Install informational signage at all facilities showing opening hours and contact details for maintenance issues.
7. Initiate a program to have better monitoring of cleaning operations.
8. Review its current graffiti removal service.
9. Develop a more sophisticated process to assess public toilet needs.
10. Require developers be responsible for providing public toilet facilities based in developments with high community usage.
11. Develop assessment tools to monitor key performance indicators.

## PUBLIC TOILET MANAGEMENT POLICY (2016)

### Purpose of the Policy

The Knox Public Toilet Management Policy (2016) provides a policy framework to assist Council in meeting community needs and expectations for public toilet provision. The Management Policy responds to the importance of public toilet infrastructure in contributing to the health and well-being of residents and visitors to Knox and sets broad objectives around a number of key considerations including:

- » Availability
- » Function and Scale
- » Inclusive Access
- » Safety
- » Legibility
- » Servicing and cleanliness
- » Quality and sustainability and
- » Life cycle

The Management Policy applies to all public toilets within Knox that are managed by Council.

### Key Principles

Four (4) configurations of public toilets, as outlined in the Policy, are reflected in the following Table.

Table 1

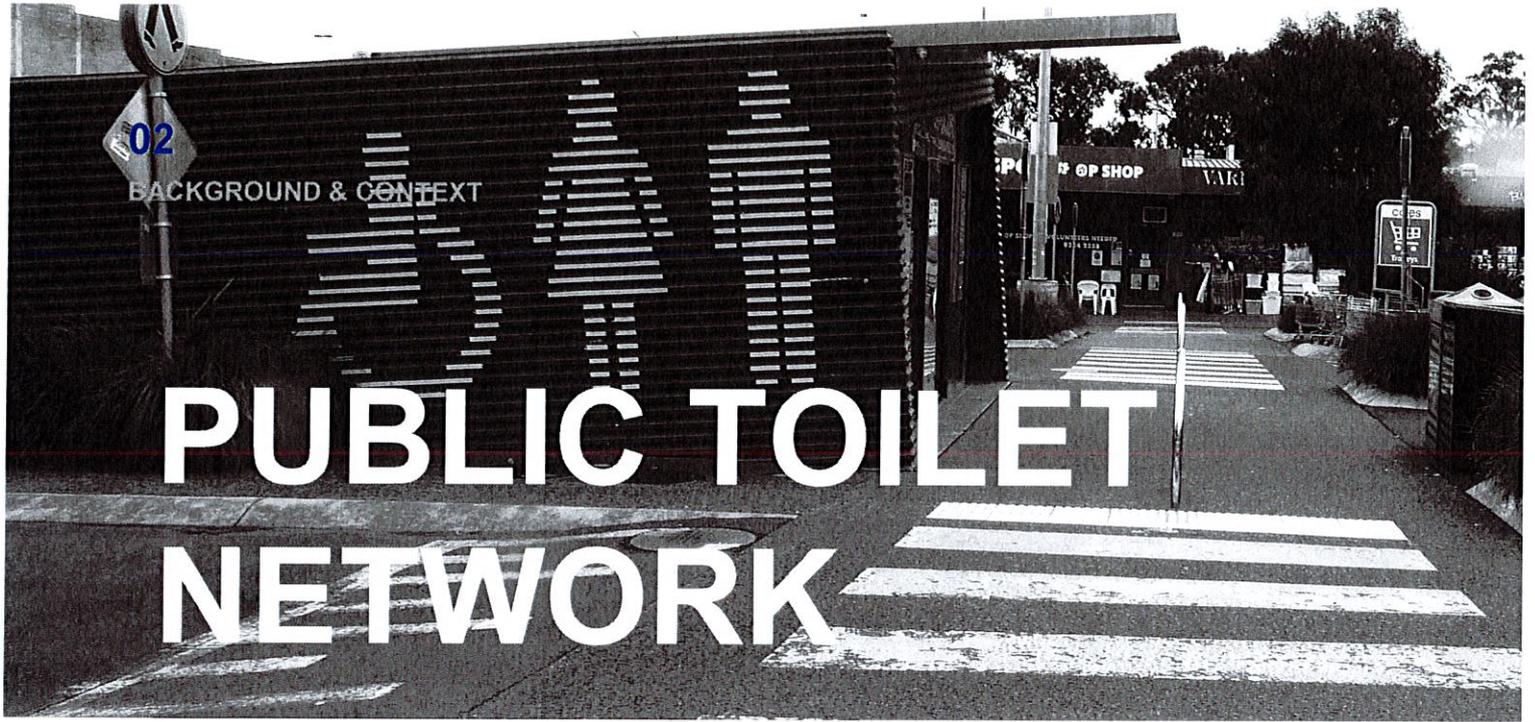
TYPE	DEFINITION
Basic Facility	Located in areas of low usage that are generally unisex with a baby change facility.
Standard Facility	Installed in commercial areas and neighbourhood parks that consist of a minimum of two unisex toilets with a baby change facility.
High Usage Facility	Located in parks and recreation areas that are considered of high use (Municipal Open Space), consisting of two to four toilets with at least one female only facility and including baby change facilities.
SMPT (Self-Managed Public Toilet)	Considered for implementation in high usage areas where there is a current shortfall of facilities and hygiene and odour could be a potential issue.

These configurations have been used to inform the context of investment in the Implementation Plan.

### Summary

While the Policy provides a framework for the Implementation Plan, the following objectives directly inform the Implementation Plan:

- » Public toilets are located within local and major neighbourhood parks.
- » New public toilets should be considered in locations where a new major activity is established (such as a playground).
- » The size, function and scale of the public toilet will reflect the expected level of patronage, mixture of activities and available space.
- » At least one toilet in each block will meet disability access standards.
- » Public toilets will meet CPTED principles.
- » Public toilets will be easy to find through wayfinding techniques and internal/external signage.
- » Toilets will incorporate best practice ESD principles.



# PUBLIC TOILET NETWORK

Knox's public toilet network comprises 49 Council owned and managed public toilets distributed across the municipality. Of these facilities, 27 are stand-alone toilets and 22 are co-located or attached to existing buildings.

## MUNICIPAL PROVISION

At a municipal level, public toilets are generally well distributed throughout Knox.

Patterns of distribution demonstrate that facilities are clustered around high use areas such as, commercial centres and sports reserves.

There are a number of privately held and operated facilities associated with sports clubs, which are not included in the scope of this Implementation Plan but contribute to the overall municipal provision.

A number of facilities are publicly available during specified times within community centres, libraries and private developments (such as Westfield Knox).

There are public toilets located within open space areas managed by Parks Victoria.

For a full list and inventory, refer to **Appendix A**.

## ACTIVITY CENTRES

Public toilets are located in all major activity centres and most neighbourhood activity centres across Knox.

The majority of Knox's commercial centres are designed around the motor vehicle, resulting in large areas of surface car parking, fragmented activity centres and pedestrian mobility challenges.

Toilets located in activity centres are generally found within or adjacent to, surface car parking areas.

Public toilets in activity centres are often stand-alone facilities.

### GAP ANALYSIS

#### Metropolitan Activity Centre

There are currently no Council owned or managed facilities located directly within Knox.

#### Major Activity Centres (MACs)

There are four (4) MACs within Knox: Bayswater, Boronia, Mountain Gate and Rowville-Stud Park. A number of stand-alone and co-located facilities are located within and directly adjacent to all MACs.

Public toilets in Bayswater Shopping Centre were identified as the second highest priority for investment in the 2007 Plan. The Plan identifies the need to construct a new facility in a more central location within the Bayswater commercial hub. The Bayswater Activity Centre Structure Plan also identifies an action to *'relocate public toilets to a central location within the retail core'*.

Boronia MAC services a large catchment in the north-east of the municipality. The MAC is divided into four (4) quadrants by Dorset Rd and Boronia Rd.

On the western side of Dorset Road is the Boronia transport interchange hub and on the eastern side is Dorset Square.

Currently, there is one (1) public toilet located in the car park of Dorset Square. While there are a number of other publicly available toilets within the MAC (such as at the Boronia train station), they are contained within private buildings or managed by other authorities such as, VicTrack.

Much of the Boronia MAC is privately owned and operated. The 2007 Plan identifies a need to explore options for agreements with landowners or developers to ensure the future provision of public toilets.

There are currently no stand-alone toilets within the Rowville-Stud Park MAC. The 2007 Plan identified the need for a public toilet at the Stud Park Bus Interchange. The majority of the land surrounding the activity centre is privately owned.

#### Neighbourhood Activity Centres (NACs)

Overall there are ten (10) NACs distributed across Knox of which, three (3) do not have public toilet facilities (Knox Gardens, Rowville Lakes and Wellington Village).

Of these centres, Rowville Lakes was identified in the 2007 Plan as a location *'for further investigation'*.

This activity centre is a small, car based, commercial centre serving a local catchment.

While there may be opportunities for the future installation of a toilet in this centre, it should not be prioritised over other larger commercial and community catchment areas.

The 2007 Plan also identified the Basin Shopping Centre public toilet as the highest priority for investment. Since 2007 a range of public realm improvements have been undertaken in the Basin Triangle, including the upgrade of the public toilet facilities.

There are no external stand-alone or Council managed facilities available for general public use at Knox Gardens or Wellington Village.

## PUBLIC OPEN SPACE

The majority of public toilets in Knox are located in public open space. There are five (5) classifications of open space as identified in the Knox Public Open Space Strategy (see **Table 2**).

Toilets in public open space are generally located within higher order spaces such as, municipal and neighbourhood level parks and reserves. Many of these open space areas comprise of a range of ovals, recreational facilities and other high-usage areas.

**Table 2**

CLASSIFICATION	DEFINITION
Municipal Open Space	<p>Areas defined primarily by their relationship to an activity centre, their unique character, or function. Generally, they accommodate a large number of people and can be considered a destination that people would travel from across the municipality or beyond, to visit.</p> <p>There are 11 municipal open spaces in Knox.</p>
Neighbourhood Open Space	<p>Large parks that are used by a suburb scale catchment. They can accommodate multiple users and types of activities. They should have some special features unique to the suburb.</p> <p>There are 28 neighbourhood open spaces in Knox.</p>
Local Open Space	<p>Serves the local neighbourhood. Local open space can be a range of sizes and is designed to accommodate a maximum of 3 groups.</p>
Creek Corridors	<p>Creek corridors can provide a continuous network of linking open spaces for movement and destinations for flora, fauna, water and people.</p>
Community Hubs	<p>Community Hubs can be created in any type of open space and house multiples users and activity types.</p>

## GAP ANALYSIS

There is a strong association between public toilets and sports facilities. There are at least twenty-three (23) locations within public open space areas that accommodate four (4) or more sports/recreation activities. For the purposes of this Plan, these areas have been classified as 'high use locations'.

High use locations were determined through empirical observations collected in the site survey and crosschecked through an assessment of aerial photography.

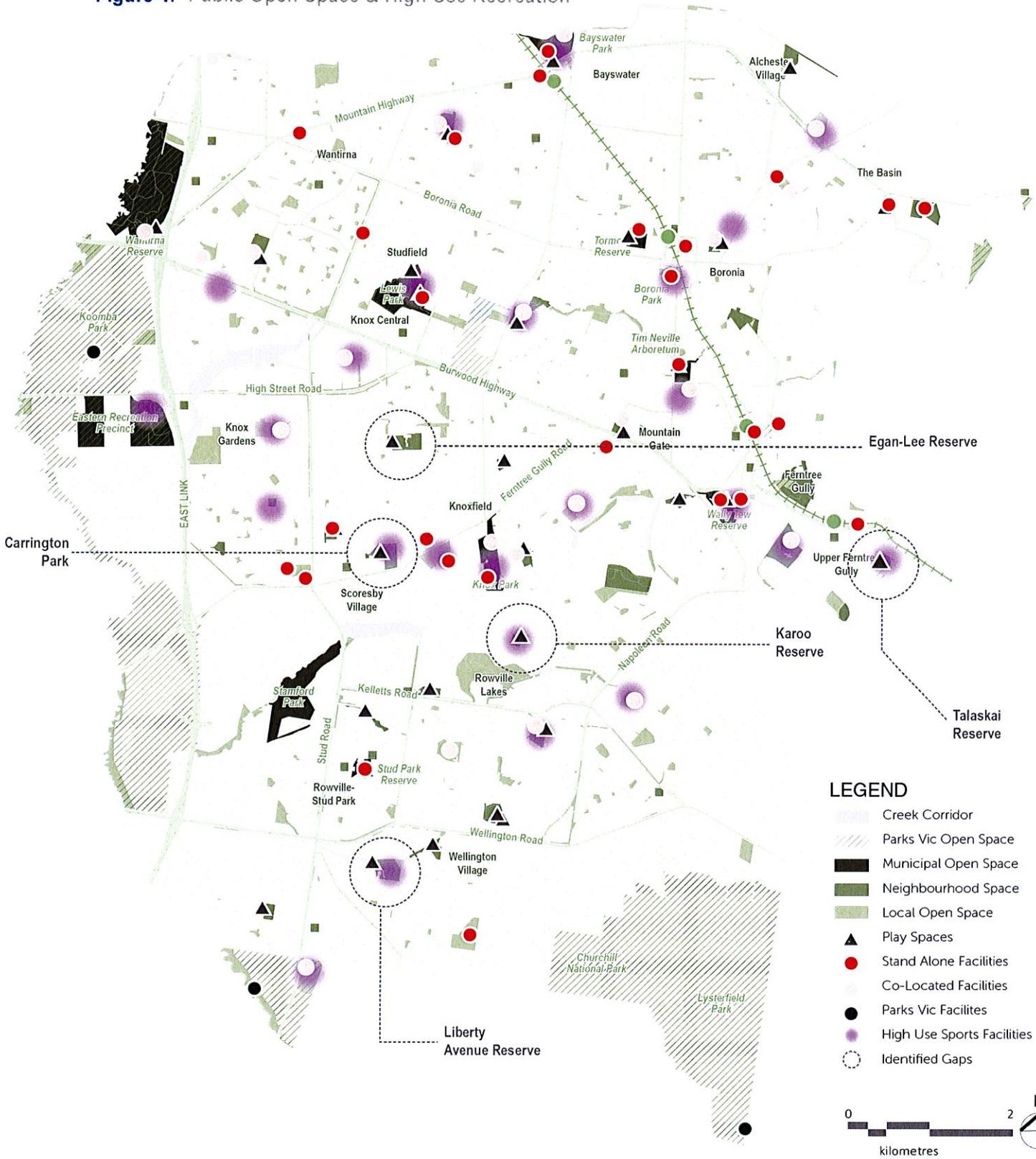
There is also a strong relationship between the location of public toilets and the distribution of playgrounds.

Council's Play Spaces Strategy advocates for the installation of public toilets in high use recreation reserves and public open space. It also provides guidance as to the appropriate provision of public toilets, noting that accessible toilets are required in all Municipal Open Spaces and consideration should be given to provision in high use Neighbourhood Open Spaces. The Play Spaces Strategy sets out criteria used in determining the location, type and allocation of play spaces in Knox, which have been incorporated into this Plan.

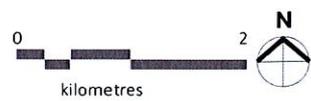
Based on the analysis of public toilet provision, high use reserves and play spaces, several gaps in municipal provision have been identified in the following locations as shown in **Figure 4**:

- » Talaskia Reserve, Upper Ferntree Gully
- » Liberty Avenue Reserve, Rowville
- » Karoo Reserve, Rowville
- » Carrington Park, Knoxfield
- » Egan-Lee Reserve, Knoxfield

Figure 4: Public Open Space & High Use Recreation



- LEGEND**
- Creek Corridor
  - Parks Vic Open Space
  - Municipal Open Space
  - Neighbourhood Space
  - Local Open Space
  - Play Spaces
  - Stand Alone Facilities
  - Co-Located Facilities
  - Parks Vic Facilities
  - High Use Sports Facilities
  - Identified Gaps



## ACCESS

Knox has an integrated public transport system including both bus and rail routes.

There is also a network of walking and bicycle paths, which in many instances, follow creek corridors or existing open space.

These locations attract local residents and visitors and are important sites for the inclusion of public toilet facilities.

The map on the following page shows the key transport hubs and destinations across Knox in reference to existing public toilets.

## GAP ANALYSIS

### Transport Hubs

There are a number of transport hubs distributed around Knox. There are four (4) train and bus interchanges hubs at:

- » Bayswater MAC
- » Boronia MAC
- » Ferntree Gully NC
- » Upper Ferntree Gully NC

Additionally, there are three (3) bus terminus's located at:

- » Knox Central
- » Mountain Gate
- » Rowville - Stud Park

Public toilets are located at all train stations in Knox, but are not managed by Council.

Existing public toilets situated in proximity to train stations are generally poorly located, including the Bayswater Shopping Centre, Ferntree Gully Shopping Centre, Upper Ferntree Gully Shopping Centre toilets.

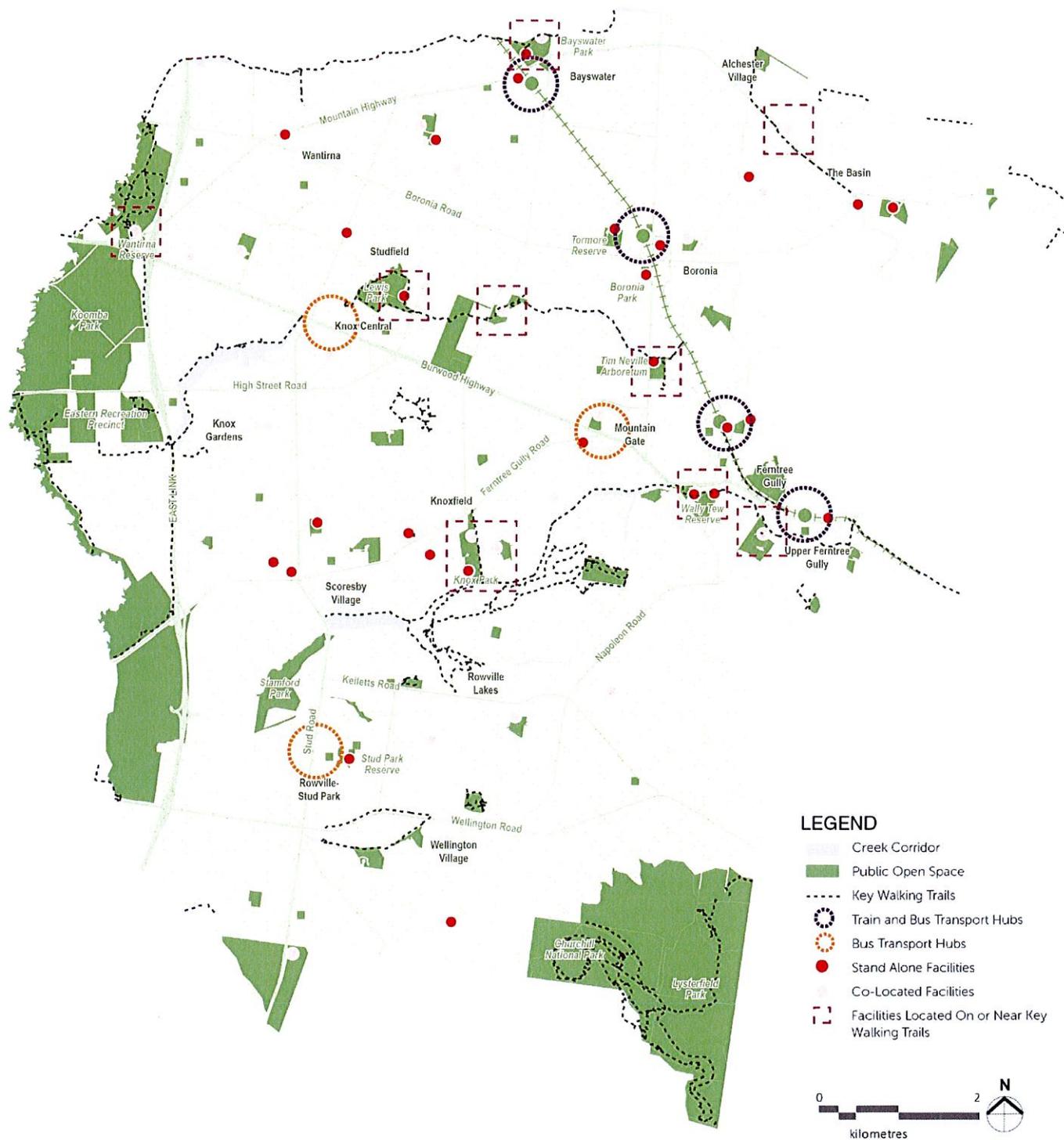
### Shared Path/Trail Network

Knox has an extensive network of linear shared paths across the municipality. Some of the major trails are located along creek corridors and the Bayswater/Upper Ferntree Gully train line.

**Figure 5** shows the location of major transport hubs and primary trails. It also highlights public toilets, which are located on, or adjacent to major shared paths.

Opportunities exist to further explore the relationship between toilets located in close proximity to shared paths.

Figure 5: Public Toilets near walking trails





# TOILET DESIGN

## TYOLOGY

There are three (3) main public toilet units used in Knox:

- » Toilet Block (stand-alone or co-located)
- » Automated Models (eg. Exeloo)
- » Prefabricated block

### TOILET BLOCK

The majority of public toilet facilities are toilet blocks.

Often these facilities are co-located and attached to sports pavilions.

Toilet blocks came to prominence in the mid-20th century and became a popular model for provision of the service.

Over time, a number of factors have led traditional toilet blocks to become less valued, due to lack of ventilation, poor natural lighting, heavy construction, basic facilities, vandalism and undesirable practices, resulting in unfavourable public perceptions of safety and hygiene.

Typical toilet block configurations also have gender segregation with separate entrances.

Often, there is little provision for those with disabilities or access difficulties.

### AUTOMATED MODELS

There are several automated public toilets in Knox, providing varying levels of service and access to users.

The automated facilities are located in or near activity centres and provide a range of benefits, including management and design efficiencies for Council.

However, the Issues and Opportunities Report identified that these toilets are not the most preferred by users due to the locking mechanism, confusing use instructions and time limits for usage.

While the toilets have been designed with vandal resistant finishes and allow for a range of customised features, they also have a number of limitations with regard to servicing, management, environmental performance and costs.

Their major advantage is the ability to remotely program their cleaning at any desired frequency.

# 02

## BACKGROUND & CONTEXT

### PREFABRICATED BLOCK

The Prefabricated Toilet Block has become Council's preferred model.

The block takes the basic concept of the traditional toilet block and offers individual, unisex cubicles, which are all fully accessible and DDA compliant.

These blocks have been installed in a number of large parks and municipal open spaces including the Bayswater Oval Reserve, The Basin Triangle and Tim Neville Arboretum.

- 1: Self-Managed Public Toilet
- 2: Stand-Alone Public Toilet
- 3: Co-Located Public Toilet



# ACCESSIBILITY

Access to toilet facilities varies, depending upon the age and design of the facility.

For example, older toilet blocks are often not-DDA compliant and are poorly equipped to assist members of the community with families eg. change tables.

They also present a number of design challenges regarding accessibility.

For example, older facilities may not have regard to parents with prams, people in wheelchairs or those with other mobility difficulties.

Council currently has two (2) Changing Places facilities to accommodate people with severe or profound disabilities, located at Knox Leisureworks and The State Basketball Centre.

In some instances, there are clusters of toilets around activity centres and parks such as, Boronia and Knoxfield.

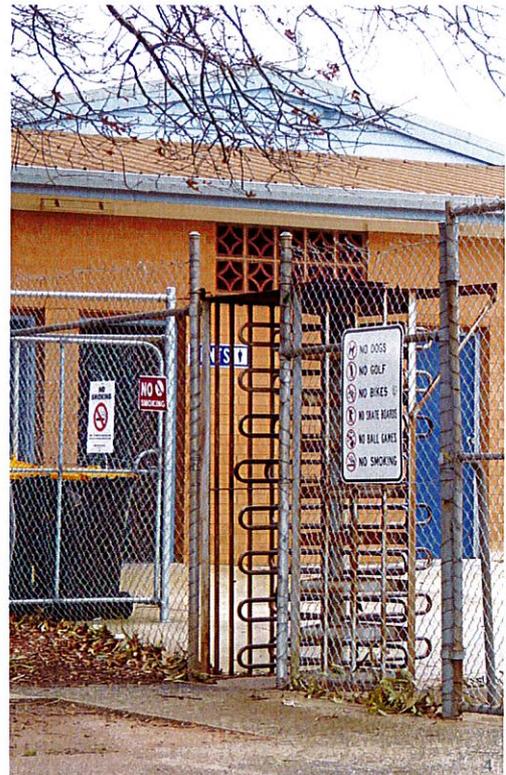
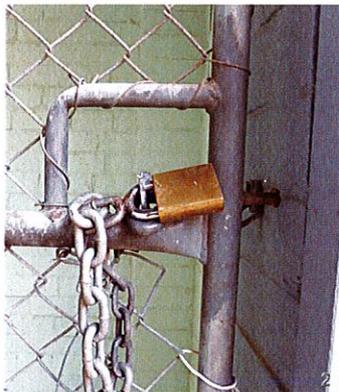
However, access to surrounding facilities is often constrained by physical barriers such as, major roads or fencing structures. For example, Boronia MAC is divided into four (4) quadrants.

Access to a number of public toilet facilities is further constrained by opening hours.

Often facilities co-located with sports pavilions are only accessible to the public during sporting events (i.e. on weekends or competition days). This restriction has implications for the overall municipal accessibility as it reduces the number of facilities available for public use and does not realise their full value.

There is a lack of signage and way finding tools to direct users to public toilets in Knox. Often facilities can only be located upon entry to the public park or car park. Further investment should be considered to improve way finding of public toilets.

- 1: Accessible during specified hours
- 2: Many facilities are locked outside of peak use hours
- 3: Mix of self-managed and stand-alone toilets allows for 24/7 access
- 4: Co-located facilities are often closed outside of recreational hours



## SAFETY & HYGIENE

The safety and hygiene of public toilets are two (2) of the most significant factors for those considering the use of a facility.

Overall, facilities in Knox are clean, hygienic and located in areas with passive surveillance.

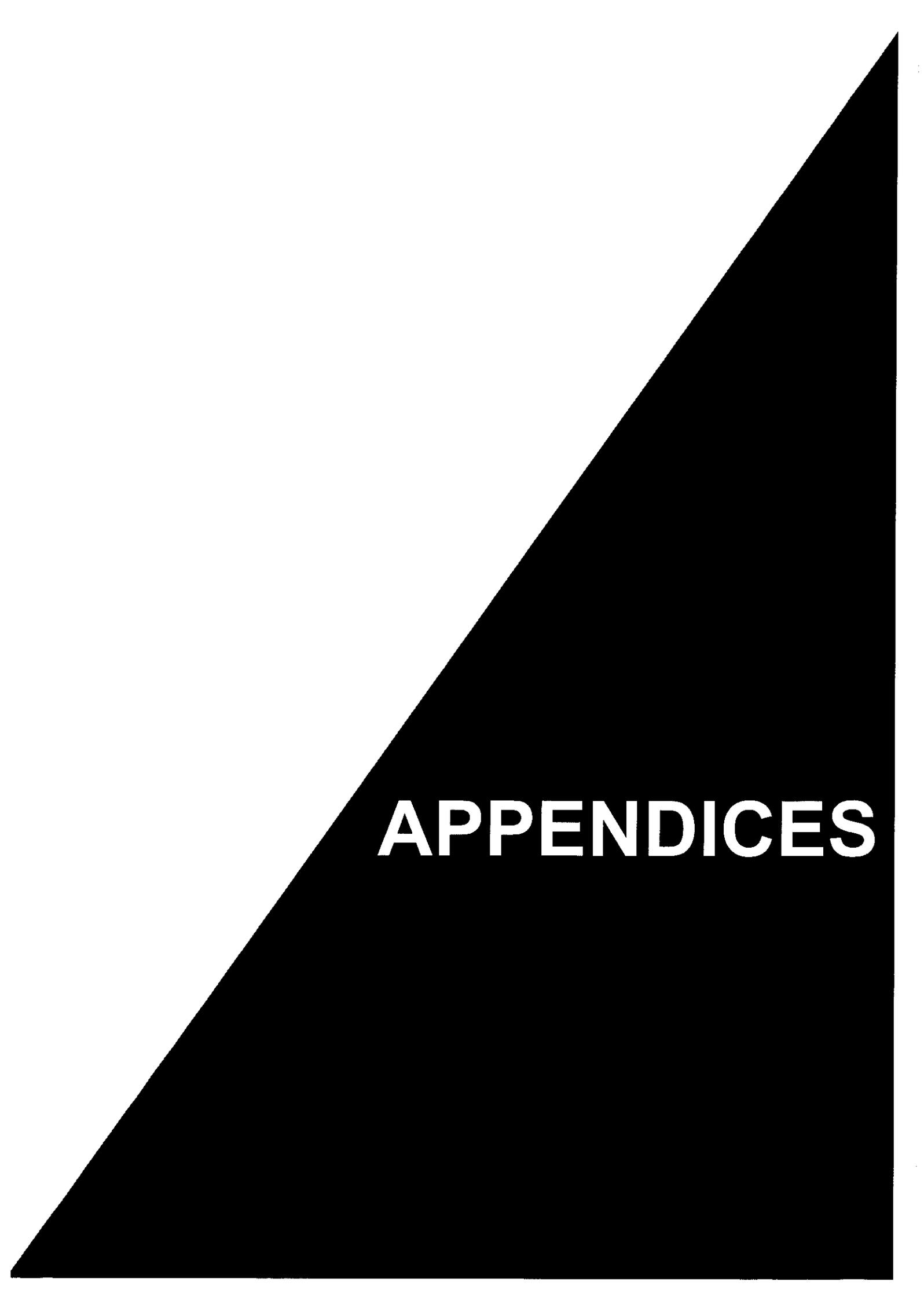
However, the Issues and Opportunities Paper identifies a number of facilities for further investigation. These locations were identified during the consultation process, as locations where undesirable social activity may be occurring or there were perceived levels of discomfort in the community.

The management of public toilets in Knox varies for the type of facility and the frequency of use.

In some instances, Council services and cleans toilets two (2) times per day, depending upon usage levels, with low use toilets serviced on a weekly basis.

Council also has a number of agreements with different sports clubs and organisations, resulting in various cleaning and maintenance regimes.

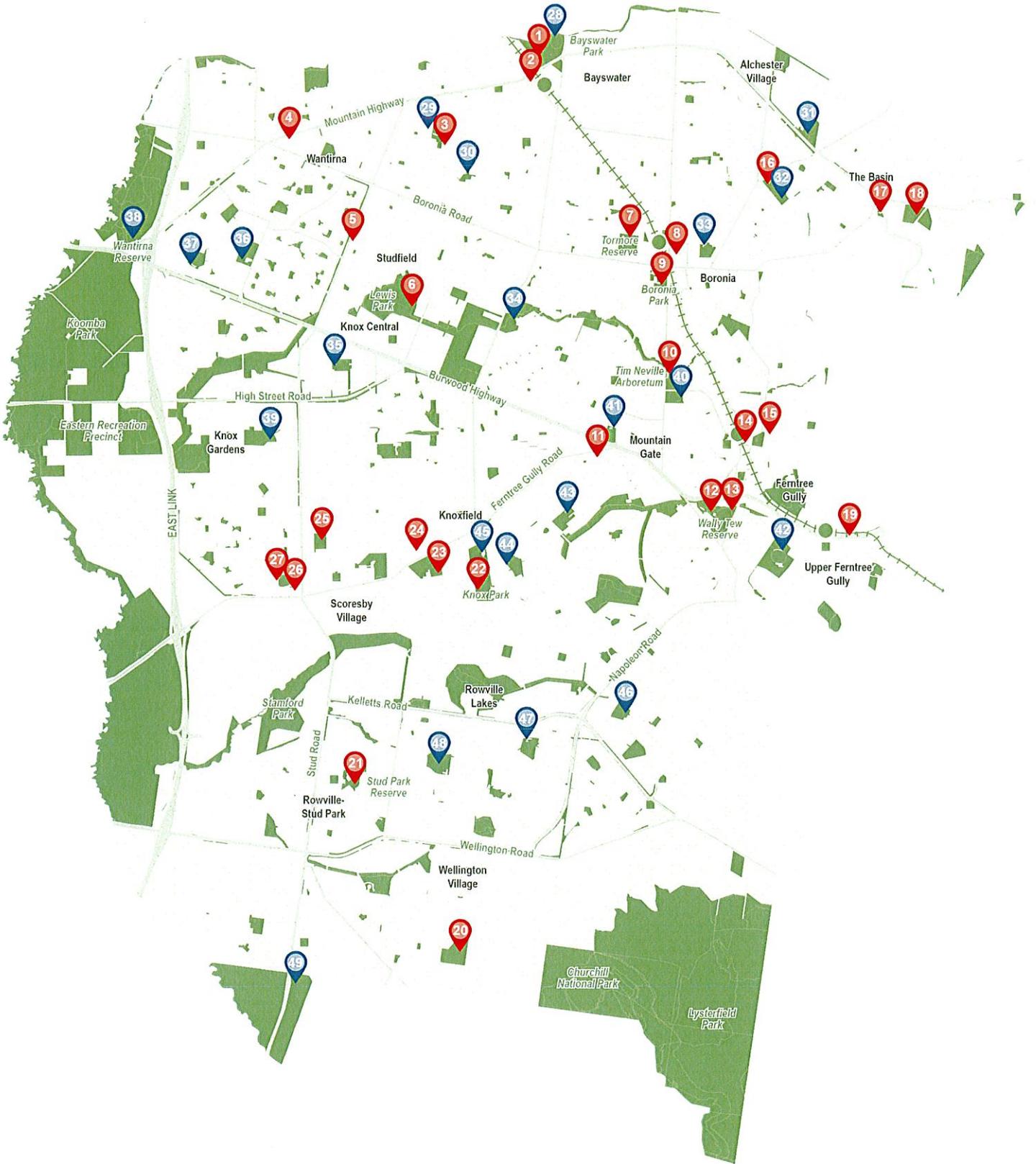
The majority of facilities operate from dawn to dusk and the opening and locking of some facilities are automatic (remote) with the intent of increasing the number of remotely opened/closed facilities.



# APPENDICES

# A

## APPENDICES



NO.	TOILET NAME	SUBURB	LOCATION
<b>STAND-ALONE</b>			
1	Bayswater Park Public Toilet	Bayswater	Cnr Station Street & Mountain Highway
2	Bayswater Shopping Centre Public Toilet	Bayswater	Cnr Station Street & Mountain Highway
3	Bayswater Bowling Club Public Toilet	Bayswater	Phyllis Street
4	Wantirna Mall Shopping Centre Public Toilet	Wantirna	Mountain Highway
5	Studfield Shopping Centre Carpark Public Toilet	Wantirna South	Stud Road
6	Lewis Park Reserve Public Toilet	Wantirna South	Lewis Road
7	Tormore Reserve (Boronia Park)	Boronia	Tormore Road
8	Dorset Square Shopping Centre Public Toilet	Boronia	Cnr Dorset Square & Chandler Roads
9	Boronia Radio Controlled Car Club Public Toilet	Boronia	Dorset Road
10	Tim Neville Arboretum Public Toilet	Ferntree Gully	Dorset Road
11	Mountain Gate Shopping Centre Public Toilet	Ferntree Gully	Mountain Gate Shopping Centre
12	Ferntree Gully Community Centre Public Toilet	Ferntree Gully	Burwood Highway
13	Wally Tew Reserve Public Toilet	Ferntree Gully	Brenock Park Drive
14	Ferntree Gully Shopping Centre Public Toilet	Ferntree Gully	Alpine Street
15	Ferntree Gully Cemetery Public Toilet	Ferntree Gully	Forest Road
16	Batterham Reserve Scoreboard Public Toilet	The Basin	Miller Road
17	The Basin Triangle Public Toilet	The Basin	Mountain Hwy
18	Wicks Reserve Public Toilet	The Basin	Wicks Road
19	Upper Ferntree Gully Shopping Centre Public Toilet	Upper Ferntree Gully	Burwood Highway
20	Heany Park Public Toilet	Rowville	Golding Avenue
21	Stud Park Public Toilet	Rowville	Fulham Road
22	Knox Park Athletics Public Toilet	Knoxfield	Bunjil Way
23	Gilbert Park Public Toilet	Knoxfield	Forbes Close
24	Knoxfield Shopping Centre Public Toilet	Knoxfield	Ferntree Gully Road
25	Benedikt Reserve Public Toilet	Scoresby	Rosehill Street
26	Scoresby Village Shopping Centre Public Toilet	Scoresby	Darryl Street
27	Scoresby Reserve Public Toilet	Scoresby	Stud Road

# A

## APPENDICES

NO.	TOILET NAME	SUBURB	LOCATION
<b>CO-LOCATED</b>			
28	Bayswater Oval Public Toilet	Bayswater	Bayswater Rd
29	Guy Turner Reserve Public Toilet	Bayswater	Phyllis Street
30	Sassess Ave Reserve Public Toilet	Bayswater	Terama Cres
31	Miller Park Public Toilet	Boronia	Mountain Highway
32	Batterham Reserve Public Toilet	The Basin	Miller Road
33	Chandler Park Public Toilet	Boronia	Chandler Rd
34	Fairpark Reserve Public Toilet	Ferntree Gully	Scoresby Road
35	Walker Reserve Public Toilet	Wantirna South	Tyner Road
36	Templeton Reserve Public Toilet	Wantirna	Templeton St
37	Milpera Reserve Public Toilet	Wantirna	Milpera Cres
38	Wantirna Reserve Public Toilet	Wantirna	Mountain Hwy
39	Knox Gardens Reserve Public Toilet	Wantirna South	Argyle Way
40	Dobson Park Public Toilet	Ferntree Gully	Francis Cres
41	Pickett Reserve Public Toilet	Ferntree Gully	Commercial Rd
42	Kings Park Public Toilet	Upper Ferntree Gully	Willow Rd
43	H V Jones Reserve Public Toilet	Ferntree Gully	Kingston St
44	Windermere Reserve Public Toilet	Ferntree Gully	Windermere Dr
45	Knox Park Public Toilet	Knoxfield	Bunjil Way
46	Lakesfield Reserve Public Toilet	Lysterfield	Lakesfield Dr
47	Park Ridge Reserve Public Toilet	Rowville	Dandelion Dr
48	Eildon Park Public Toilet	Rowville	Tyers Cres
49	Rowville Recreation Reserve Public Toilet	Rowville	Stud Rd

# SAMPLE AUDIT TEMPLATE

<b>NO.</b>	<b>TOILET NAME:</b>
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ADDRESS		IMAGE	IMAGE
SUBURB			
LOCALITY			
OPENING HOURS			
STRUCTURE			
DATE OF CONSTRUCTION		IMAGE	IMAGE
CONFIGURATION			
CLEANING FREQUENCY			
SAFETY			
COMPLIANCE			
CONDITION			

## INTERNAL FEATURES

SIGNAGE (ON FACILITY)	
WALL MATERIAL	
FLOOR MATERIAL	
DRAINAGE	
VENTILATION	
NATURAL LIGHTING	
INTERNAL LIGHTING	
SHARPS	
OTHER FEATURES	

## INTERNAL FIXTURES

	MALE	FEMALE	UNISEX	DISABLED
MIRRORS				
SOAP DISPENSERS				
TAP FIXTURES				
HAND BASINS				
HAND BASINS TYPE				
HAND DRYING FACILITIES				
MAINTENANCE TAPS				
CUBICLE				
DOOR LOCKS				
DOOR FLOOR CLEARANCE				
TOILET BOWL TYPE				
FLUSH				
TOILET PAPER DISPENSER				
TOILET PAPER DISPENSER TYPE				
SANITARY NAPKIN DISPOSAL UNITS				
FLUSH				

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