

AGENDA

Mid Month Meeting of Council



To be held at the
Civic Centre
511 Burwood Highway
Wantirna South

On

Monday 10 August 2026 at 7:00 PM

This meeting will be conducted as a hybrid
meeting

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Bruce Dobson

Chief Executive Officer

1 Apologies And Requests For Leaves Of Absence

2 Declarations Of Conflict Of Interest

3 Confirmation Of Minutes

Confirmation of Minutes of Mid Month Meeting of Council on Monday 13 July 2026.

4 Officer Reports

4.1 Minor Grants Program 2026-2027 Monthly Report

Final Report Destination: Mid Month
Paper Type: For Decision
Author: Community Grants Officer, Bryony Lee
 Senior Community Grants Officer, Kim Johnstone
Manager: Manager Community Strengthening, Kerry Jansons
Executive: Director Connected Communities, Judy Chalkley

SUMMARY

This report summarises the grant applications recommended for approval in August 2026 for the 2026-2027 Minor Grants Program. All applications have been assessed against the criteria set out in the Knox City Council Community Grants Guidelines 2026-2027 (Guidelines).

Applications under the Minor Grants Program are limited to a maximum of \$2,500.00 within the current financial year.

RECOMMENDATION

That Council resolve to:

1. Approve in full, six applications under the Minor Grants Program for a total of \$13,227.28 (excluding GST) as detailed below:

Applicant Name	Project Title	Amount Requested (inc. GST)	Amount Recommended (excl. GST)
1st Knoxfield Scout Group	Replacement Scout Activity Marquee Marquee to provide safe, durable shelter for Scouts, volunteers and community activities year-round. The grant application excludes funding for marquee branding.	\$1,600.00	\$1,454.55 (lesser amount due to GST)
Foothills Community Care Inc.	Foothills Volunteer Support Project Accredited training to strengthen volunteer capacity, safety and responsiveness to growing community food relief.	\$2,500.00	\$2,272.73 (lesser amount due to GST)
Footscape Inc.	Foot Care Socks Improve foot health and wellbeing for homeless people, First Nations peoples,	\$2,200.00	\$2,000.00 (lesser amount due to GST)

Applicant Name	Project Title	Amount Requested (inc. GST)	Amount Recommended (excl. GST)
	asylum seekers and domestic violence victims through access and self-care.		
Greater Eastern Malayalees Melbourne Inc.	GEM Onam 2026 Onam celebration showcasing Kerala's heritage through music, dance, cuisine and activities, promoting inclusion, diversity.	\$2,500.00	\$2,500.00
Indian Senior Citizens Association of Vic Inc.	Indian Independence & Multicultural Day Celebrations Celebration of India's Independence Day featuring cultural performances, community participation and civic representation.	\$2,500.00	\$2,500.00
Knox Sporting Club (KSC) Phoenix Basketball Club	KSC Phoenix Basketball Club 40th Anniversary Support for its 40th anniversary celebration, including venue hire & entertainment.	\$2,500.00	\$2,500.00
Total		\$13,800.00	\$13,227.28

2. Partially approve one application under the Minor Grants Program for a total of \$969.00 (excluding GST) as detailed below:

Applicant Name	Project Title	Reason for Partial	Amount Requested (inc. GST)	Amount Recommended (excl. GST)
Highbury Community Learning and Wellbeing Inc.	Knox Mid-Autumn Harmony: Youth Musical Celebration Youth-led Mid-Autumn Festival celebration fostering cultural exchange, inclusion and community	As this group is not based in Knox, partial funding is recommended which would cover the following items: venue hire, certificate frames, mooncakes, tea and facilitator costs. While the applicant group is based outside the Knox municipality, the application is eligible as the event will be delivered at the Knox Community Arts Centre and will provide a benefit to Knox	\$1,436.00	\$969.00

Applicant Name	Project Title	Reason for Partial	Amount Requested (inc. GST)	Amount Recommended (excl. GST)
	connection across Knox.	residents.		
Total			\$1,436.00	\$969.00

3. Defer two applications under the Minor Grants Program requesting a total of \$4,300.00 as detailed below:

Applicant Name	Project Title	Reason for Deferral	Amount Requested
Mountain District Learning Centre	MDLC Makers Market	Further information has been requested from the applicant to assist with assessing their application	\$1,800.00
St Jude's Parish Scoresby	Establishment of a Men's Club	The application has been deferred pending the provision of supporting budget documentation.	\$2,500.00
Total			\$4,300.00

4. Note four ineligible applications under the Minor Grants Program requesting a total of \$7,700.00 as detailed below:

Applicant Name	Project Title	Reason for Ineligibility	Amount Requested
Guy Turner Reserve Tennis Club	Split System Purchase and Install	The project involves the installation of a fixed asset and permanent facility upgrade. The Guidelines state that "Capital works and the purchase or installation of fixed assets are not eligible for funding under this grant program." This includes "works or items that create, enhance, or extend the life of a physical asset or infrastructure." Officers will contact the club to discuss future funding opportunities and eligibility.	\$2,500.00
One Hope Community Church Inc.	Coffee Plus - Art Sessions 2026-27	The Community Grants team spoke with this group a number of times and provided feedback on their application. However, the application remains ineligible as it requests that the grant cover catering only at a number of events and programs; no other items are requested in the budget. The grant guidelines state that "you can only include catering costs up to 20% of the amount you apply for". The Community Grants team will continue to work with this group on submitting an eligible application.	\$700.00

Applicant Name	Project Title	Reason for Ineligibility	Amount Requested
RE CARE	Installation of commercial dishwasher	The project includes the installation of a fixed asset. The Guidelines state that "Capital works and the purchase or installation of fixed assets are not eligible for funding under this grant program." The proposed start date is also ineligible, as "Projects / Activities that are due to begin before the Council meeting date will not be considered." Officers will contact the applicant to discuss future funding opportunities that would be eligible.	\$2,500.00
Wantirna South Cricket Club	Senior Women's Cricket Team	The Minor Grants Guidelines state that "Funding will not be provided for printed or branded uniforms or merchandise." Council Officers discussed this with the applicant via phone and email, outlining the funding restrictions, advising that the club could reapply for uniform costs excluding logo and branding expenses. Officers also offered to meet with the Club to discuss other eligible items and funding opportunities that may support the Club's needs.	\$2,000.00
Total			\$7,700.00

5. Note that should the recommended Minor Grants be approved by Council, the remaining budget for 2026-27 will be \$117,093.18 after GST adjustments.

1. DISCUSSION

1.1 Background

The Minor Grants Program provides a pool of grant funding that can respond monthly to requests for small amounts of funding to assist with short term, one-off projects or initiatives that are relatively minor in nature.

The objective of the Minor Grants Program is to be an accessible and responsive funding source to assist a wide range of community-led activities across the municipality and support volunteer effort and civic participation.

It operates under the principles of other Knox Council grants programs to ensure:

- Funded projects will provide benefit to the Knox community and help meet Council objectives;
- Co-operation and collaboration between groups will be encouraged;
- The grant process will be consistent, equitable and transparent; and
- The grant process will support and strengthen community groups in developing local solutions to local needs.

Applications are assessed against criteria specified in the Community Grants Guidelines (approved in April 2026), to determine the eligibility of the applicant organisation and the eligibility of the grant application.

The Guidelines and Council's Grant Framework Policy set out an open and transparent grant program that meets the principles of good governance and is compliant with the requirements of the Local Government Act 2020.

In accordance with the Guidelines, applications for funding have been assessed by the Chief Executive Officer, or delegate, for Council's approval.

This report presents to Council the recommendations for recent Minor Grant applications in accordance with the Guidelines.

1.2 Applications Recommended for Approval

Thirteen applications have been assessed this month, requesting grants totaling \$27,236.00 (including GST). Of the thirteen, seven are recommended for approval, with six recommended for full funding and one for partial funding. A summary of the projects recommended is in Attachment 1.

1.3 Applications Recommended for Deferral

Two applications are recommended for deferral to the September 2026 Mid-Month Meeting of Council as we await further information regarding their application:

- Mountain District Learning Centre; and
- St Jude's Parish Scoresby.

These groups will be encouraged to provide the additional information prior to the deadline for the September 2026 Mid-Month Meeting of Council.

1.4 Applications Recommended as Ineligible

Four applications have been assessed as ineligible and are recommended for no funding:

- Guy Turner Reserve Tennis Club - Capital works and fixed asset installation are ineligible;
- One Hope Community Church Inc. - Catering costs exceed the 20% application limit;
- RE CARE - Fixed asset installation and early project commencement are ineligible; and
- Wantirna South Cricket Club - Printed or branded uniforms or merchandise are ineligible.

2. ENGAGEMENT

Engagement is undertaken with organisations in relation to their grant applications whenever possible and if necessary, to clarify details regarding their applications prior to Council's consideration.

Advice or information may be sought from Officers across Council in relation to either the applying organisation or the proposed project, or both, if considered necessary.

The Guidelines specify assessment can occur by the Chief Executive Officer, or delegate, and make recommendation for Council's determination.

3. SOCIAL IMPLICATIONS

The Minor Grants Program allows Council to respond promptly to requests from Knox-based community groups for small amounts of funding to assist a variety of community-based programs, projects or activities. Council's Minor Grants are a simple and streamlined source of funding that can make a significant difference for local community organisations in need of short-term, specific purpose assistance.

4. CLIMATE CHANGE CONSIDERATIONS

Implementation of the recommendation is considered to have no direct implications or has no direct impacts upon Council's Net Zero 2030 target, the Community Net Zero 2040, exposure to climate risks or climate change adaptation.

5. ENVIRONMENTAL CONSIDERATIONS

There are no environmental considerations associated with this report.

6. FINANCIAL & RESOURCE IMPLICATIONS

The approval of Minor Grants is managed within Council's adopted budget. The 2026-27 budget provides \$160,614.00 for the Minor Grants Program.

Funding commitments to date are summarised below:

Yearly Summary 2026-27	Total Amount Approved at Council Meeting (Excluding GST)
July 2026	\$29,324.54
August 2026	\$
September 2026	\$
October 2026	\$
November 2026	\$
December 2026	\$
January 2027	\$
February 2027	\$
March 2027	\$
April 2027	\$
May 2027	\$
Totals (Year to Date)	\$29,324.54

Recommended applications for the August period total \$14,196.28 (excluding GST).

If approved as recommended, the remaining Minor Grants budget for 2026-27 will total \$117,093.18 (excluding GST).

7. RISKS

Any risks associated with administering the Minor Grant Program are managed through the implementation of Council's Grant Framework Policy Grant Guidelines. All Minor Grants must be acquitted, and evidence of expenditure must be provided by the organisation.

The Guidelines and Council's Grant Framework Policy set out an open and transparent grant program that meets the principles of good governance and is compliant with the requirements of the Local Government Act 2020.

In accordance with the Guidelines, applications for funding have been assessed by the Chief Executive Officer, or their delegate, for Council or delegate approval as appropriate.

8. COUNCIL AND HEALTH AND WELLBEING PLAN 2025-2029

Enhancing community connection to vital services and resources

Strategy 1.5 - Our community's health and wellbeing is improved through proactive planning, delivery, partnerships and advocacy that enable access to services, education and programs.

Embracing connection, inclusion and diversity

Strategy 2.2 - Cultural diversity is celebrated through assisting, participating in, facilitating and delivering accessible programs, initiatives and events in partnership with our community, community groups and service providers.

Strategy 2.3 - Our community is supported to thrive during all stages of life through the promotion and provision of services, advocacy and partnerships with local service providers.

Caring for and enhancing our environment

Strategy 3.1 - Our environment is healthy and sustainable by considering environmental factors when planning for and making decisions.

Leading, listening and governing responsibly

Strategy 4.1 - Council demonstrates its accountability through transparent and responsible decision-making and working together productively.

9. CONFLICT OF INTEREST

The Officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. STATEMENT OF COMPATIBILITY

There are no legislative obligations under the Human Rights Charter, Child Safe Standards or the Gender Equity Act that are incompatible with the recommendation in this report.

11. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information from the Local Government Act 2020.

ATTACHMENTS

1. Attachment 1 Mid Month Minor Grant Council Report Applications August 2026 [4.1.1 - 8 pages]

Minor Grant Program Applications
August 2026

1st Knoxfield Scout Group

Application Number	2627-MGP015		
Organisation Name	1st Knoxfield Scout Group		
Grant Program	Minor Grants Program		
Project Title	Replacement Scout Activity Marquee		
Project Start Date	17/08/2026	Project End Date	16/10/2026
Knox Beneficiaries	54		
Total Amount Requested	\$1600.00		
Request Details	1st Knoxfield Scout Group is seeking funding to purchase a replacement 6mx3m heavy-duty marquee for use at Scout outdoor activities, community events and fundraising activities. The group's existing marquee has reached the end of its service life after many years of frequent use and exposure to adverse weather conditions. The old marquee no longer provides a safe and reliable level of shelter and protection for our Scouts and Volunteers. The proposed replacement marquee is a commercial-grade product specifically designed for regular outdoor use and improved weather resistance. It will provide a safe, durable and portable shelter for youth members, volunteers and community participants during activities throughout the four seasons we are out and about. Note: The cost of <u>Branding is fully funded by the Scout Group</u>. The marquee will be custom printed with 1st Knoxfield Scout Group name, improving visibility, community recognition at scout and community activities.		
Community Benefit	The new marquee will support the delivery of outdoor Scouting youth programs, community events and volunteer-led activities within the Knox community. The marquee will provide a safe, weather-protected space for Knox Scouts, leaders, volunteers, our scout family and community members participating in outdoor activities, fundraising activities, and community service projects. Improved shelter will enable activities to continue in a wider range of weather conditions, improving safety, comfort and participation. The project supports local young people of Knox by helping deliver programs that develop leadership, teamwork, resilience, confidence and practical life skills. It also supports volunteers who contribute significant time to providing affordable recreational and educational opportunities for youth. The custom Scout branding will increase the visibility of Scouting within Knox, helping local families identify and access youth development opportunities while strengthening community engagement and connections.		

Minor Grant Program Applications
August 2026

Foothills Community Care

Application Number	2627-MGP040		
Organisation Name	Foothills Community Care		
Grant Program	Minor Grants Program		
Project Title	Foothills Volunteer Support Project		
Project Start Date	01/10/2026	Project End Date	30/03/2027
Knox Beneficiaries	700		
Total Amount Requested	\$2500.00		
Request Details	This request addresses the critical safety and capacity building needs of Foothills Community Care's expanding volunteer network in Knox. As severe cost-of-living pressures drive higher demand for our community food relief services, our local frontline team faces an increased need for specialized skills to maintain strict safety standards and manage complex community interactions safely. Funding will directly support the Foothills Volunteer Capacity Project by providing accredited training for our frontline team between October 2026 and March 2027. Specifically, the grant will cover two Food Safety courses, two First Aid courses, and one Mental Health First Aid workshop. This targeted training directly ensures our volunteer operations remain safe, compliant, and highly responsive to Knox residents experiencing immediate community hardship, mental health crises, and social isolation.		
Community Benefit	The project delivers immediate health, safety, and social benefits to both Knox volunteers and the vulnerable residents supported through our Knox-based food relief programs. Upgraded training ensures that our community meals are prepared under the highest compliance and food safety standards. Simultaneously, the accredited First Aid and Mental Health First Aid qualifications equip volunteers with the vital skills needed to recognize psychological distress, de-escalate emotional crises, and safely stabilize medical emergencies during service delivery. Ultimately, this project strengthens Knox's localized emergency relief infrastructure. By transforming our community meal spaces into safer, more secure environments, it creates a highly skilled, resilient volunteer cohort and ensures that disadvantaged community members receive dignified, safe, and reliable wrap-around support from confidently trained locals, who will be better equipped to recognize and refer one to appropriate specialist services.		

Minor Grant Program Applications
August 2026

Footscape Inc.

Application Number	2627-MGP038		
Organisation Name	Footscape Inc.		
Grant Program	Minor Grants Program		
Project Title	Foot Care Socks		
Project Start Date	01/09/2026	Project End Date	31/10/2026
Knox Beneficiaries	180		
Total Amount Requested	\$2200.00		
Request Details	Since 2013 Footscape has been sourcing and distributing new socks through affiliate organisations to empower homeless persons, First Nations peoples, asylum seekers and victims of domestic violence through daily self-care practices and improved foot health. These affiliates include EACH and Bolton Clarke. Footscape will use acquired funds to purchase approximately 360 pairs of new socks, comprising: • Footscape Dress Size 2-8: 120 pairs • Footscape Dress Size 8-11: 120 pairs • Footscape Dress Size 11-14: 120 pairs The socks will be processed by organisation volunteers and transferred to affiliate organisations, including those listed above. Responsible persons within these organisations will then distribute the socks to approximately 180 identified disadvantaged recipients of care. Short term objectives for this project include: 1. To enhance foot health for homeless persons, First Nations peoples, asylum seekers and victims of domestic violence by improving access to necessary resources. 2. To empower homeless persons, First Nations peoples, asylum seekers and victims of domestic violence by facilitating daily self-care practices.		
Community Benefit	Homeless Persons, First Nations persons, asylum seekers and victims of domestic violence confronting complex health needs have difficulty prioritising their foot health despite the risk of problems, including diabetes complications. Nonetheless painful foot problems affecting such persons are accentuated as individuals may be forced to walk long distances upon poor footwear and socks. Footscape's provision of high quality new/second hand footwear, new socks and foot care kits greatly improves the ability of project affiliate organisations to support clients as they work to achieve their goals. Footscape has already distributed an extraordinary		

Minor Grant Program Applications
August 2026

	16,000 pairs of new/second hand footwear, 107,000 pairs of new socks and 7,000 foot care kits to recipients of care at sixty affiliate organisations across Victoria and throughout Australia. These affiliates include EACH and Bolton Clarke. Affiliate organisations recognise that Footscape material aid orientated projects are helping to address health inequity by providing essential resources and empowering affecting individuals.
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Minor Grant Program Applications
August 2026

Greater Eastern Malayalees Melbourne INC

Application Number	2627-MGP033		
Organisation Name	Greater Eastern Malayalees Melbourne INC		
Grant Program	Minor Grants Program		
Project Title	GEM Onam 2026		
Project Start Date	29/08/2026	Project End Date	29/08/2026
Knox Beneficiaries	250		
Total Amount Requested	\$2500.00		
Request Details	Onam Celebration in Scoresby is a signature multicultural event recognising the vibrant heritage of Kerala, South India. Drawing more than 400 community members, this event features traditional music, dance, cuisine, and participatory activities that create an immersive cultural experience. The celebration fosters social inclusion and mutual respect by providing a platform to showcase cultural programs and promoting the values of diversity and harmony. Grant support will enable us to enhance program quality, engage local performers, provide culturally authentic experiences, and ensure accessibility for all. We are seeking support from Council towards the following event expenses: 1. Hall hire 2. Videography These contributions will help ensure the successful delivery of the GEM Onam 2026 Event and maximise community participation and engagement.		
Community Benefit	The Onam Celebration in Scoresby delivers significant benefits to our local community. It brings together more than 400 people, fostering inclusion, respect, and unity through shared experiences. By showcasing Kerala's traditional music, dance, cuisine, and customs, the event preserves and promotes cultural heritage, instilling pride within the local Kerala community and passing traditions to younger generations who are born and brought up in Australia. For the wider community, it offers a unique opportunity to learn about and appreciate the rich traditions of South India, strengthening cross-cultural understanding and connections. The celebration encourages active participation through performances, interactive activities, and shared meals, helping build friendships and a stronger sense of belonging. In addition, the event supports local performers, volunteers, and vendors, contributing to community engagement and capacity building. Overall, the Onam festival promotes multicultural harmony and strengthens the vibrant and inclusive social fabric of Scoresby.		

Minor Grant Program Applications
August 2026

Indian Senior Citizens Association of Vic Inc

Application Number	2627-MGP037		
Organisation Name	Indian Senior Citizens Association of Vic Inc		
Grant Program	Minor Grants Program		
Project Title	Indian Independence & Multicultural Day Celebrations		
Project Start Date	15/08/2026	Project End Date	15/08/2026
Knox Beneficiaries	112		
Total Amount Requested	\$2500.00		
Request Details	We all celebrate India's Independence Day with members of the Multicultural Community (many of whom are ISCA members), together with invited guests from the Victorian Government and Local Council. We plan to showcase a multitude of talent (songs, dances and poetry) to the greater Knox community. The event will be held at AICCT Community Centre, 16-18 Kingsley Close, Rowville. Refer attached venue invoice. Funding will go towards food (\$500.00), entertainment and sound (\$500.00), and hall hire/sound (\$1,500.00) to support the delivery of the event and provide an enjoyable and inclusive celebration for the community.		
Community Benefit	This programme will engage with the Knox residents and make them aware of our existence and our activities. We plan to convince invited residents who are not members of the association and encourage them to become members and contribute to our many activities within Knox Council. This will enhance our membership to other ethnic communities residing in Knox who will become part of our network for future events.		

Minor Grant Program Applications
August 2026

KSC Phoenix Basketball Club

Application Number	2627-MGP042		
Organisation Name	KSC Phoenix Basketball Club		
Grant Program	Minor Grants Program		
Project Title	KSC Phoenix Basketball Club 40th Anniversary		
Project Start Date	30/08/2026	Project End Date	30/08/2026
Knox Beneficiaries	700		
Total Amount Requested	\$2500.00		
Request Details	The Knox Sporting Club (KSC) Phoenix Basketball Club has been a long-standing domestic club within Knox Basketball. Established in 1986, we are committed to providing the highest-quality grassroots basketball experience for local families and take great pride in our positive impact and contribution to the community. In 2026, our club celebrates its 40th anniversary. To mark this milestone, we plan to host an event honouring our rich history and the many past and present members, and their families, who have shaped our club over four decades. The celebration will be held at Knox Basketball's home, the State Basketball Centre. We are seeking assistance with venue hire and children's entertainment, including access to the State Basketball Centre's Knox Inflatable World, decorations, and the hire of two face painters. We would also appreciate support with some catering for the event. Funding will go towards venue hire for Inflatable World (\$1,500.00), court hire (\$214.50), two face painters (\$760.00), and decorations (\$25.50 contribution towards costs) to support the delivery of this special 40th anniversary celebration for our members, families and the wider Knox community.		
Community Benefit	Celebrating 40 years of Knox Sporting Club (KSC) Phoenix Basketball is a chance for us to highlight a local club built on fun, friendships and fairness, where every child is supported to grow through basketball. This event will bring past and present members together, strengthening community connection and pride. By showcasing our history, values and impact, the event reinforces the positive role grassroots sport plays in developing confident, active young people. It also provides a platform to engage the wider Knox community, encouraging more families to get involved and inspiring new players to experience the joy of basketball in a welcoming, community driven environment.		

Minor Grant Program Applications
August 2026

Highbury Community Learning and Wellbeing Inc

Application Number	2627-MGP003		
Organisation Name	Highbury Community Learning and Wellbeing Inc		
Grant Program	Minor Grants Program		
Project Title	Knox Mid-Autumn Harmony: Youth Musical Celebration		
Project Start Date	27/09/2026	Project End Date	27/09/2026
Knox Beneficiaries	100		
Total Amount Requested	\$1436.00 - Council Officers are recommending partial funding of \$969		
Request Details	Our project focuses on celebrating the Mid-Autumn Festival to bring the Knox community together through music and cultural exchange. By organizing a youth instrument performance, we aim to create a space where children and teenagers can share their musical talents and heritage with neighbours of all backgrounds. The Mid-Autumn Festival is a time for reunion and harmony. This event uses music as a universal language to build bridges between different cultural groups in Knox. It addresses the need for more local, family-friendly events that promote social inclusion and mutual respect. Through this celebration, we want to strengthen community bonds, reduce social isolation, and ensure our young people feel a sense of pride and belonging in their local area. The event is to be held at Knox Community Arts Centre. Funding will support venue hire (\$586), certificate frames (\$56.25), mooncakes (\$120), tea (\$6.75), and a facilitator (\$200) to help deliver the event and recognise participating young performers.		
Community Benefit	First, it strengthens social cohesion and inclusion. By celebrating the Mid-Autumn Festival, we provide a welcoming space for residents of all backgrounds to engage in cultural exchange, fostering mutual respect and a sense of belonging in a diverse municipality. Second, it supports youth development and mental wellbeing. Giving children and teenagers a platform to perform builds their confidence and provides a positive social outlet. This reduces isolation and empowers young people to contribute actively to their local community. Finally, it enhances community connection. The event encourages families to gather and interact, strengthening the social fabric of Knox. By using music as a universal language, we create lasting bonds between neighbours, directly supporting Council's goal of a connected, healthy, and vibrant community where everyone feels they belong		

4.2 Draft Public Toilet Management Policy and Public Toilet Management Plan

Final Report Destination:	Council
Paper Type:	For Decision
Author:	Manager Major Projects & Facilities, Monica Micheli
Manager:	Manager Major Projects & Facilities, Monica Micheli
Executive:	Director, Infrastructure, Grant Thorne

SUMMARY

Council's Public Toilet Management Policy (2016) and Public Toilet Implementation Plan (2017-2022) are due for review to ensure Council's approach to the planning, provision, operation and renewal of public toilet facilities continues to meet current and future community needs.

This report provides an overview of the draft Knox Public Toilet Management Policy (Attachment 1) and the Public Toilet Management Plan (Attachment 2).

The draft Policy establishes Council's strategic framework for the provision, design, accessibility, operation and lifecycle management of public toilet facilities. The Plan provides an assessment of Council's existing public toilet network, community feedback, emerging challenges, future investment requirements and recommended service improvements.

Key issues identified through the review include:

- Ageing public toilet infrastructure.
- Increasing operational and maintenance costs.
- Accessibility, wayfinding and service-level expectations.
- The need to align future investment with community demand and strategic planning outcomes.

RECOMMENDATION

That Council:

1. Endorse the draft Knox Public Toilet Management Policy as set out in Attachment 1 to the Officers report for the purpose of community engagement.
2. Note that public consultation will include liaison with the Knox Disability Advisory Committee, the Active Ageing Advisory Committee and the Knox Multicultural Advisory Committee.
3. Note that following public engagement, a further report will be presented to Council outlining community feedback, any recommended amendments and seeking final adoption of the Policy.
4. Note the Public Toilet Management Plan, as an internal operational document.

1. DISCUSSION

The Knox Public Toilet Policy, adopted by Council January 2016, has been reviewed and updated to guide the provision and management of public toilets within the community.

Similarly, the Public Toilet Management Plan has been updated to reflect current service levels, planning priorities, investment decisions and current operational challenges as well as integrating with Council's asset management and capital works processes.

The review has also been informed by changing community expectations, contemporary accessibility standards, asset condition requirements and evolving sustainability practices.

For the purposes of the Policy and Plan, a public toilet facility has been defined as having all of the following features:

- It is provided by Knox City Council for use by the general public.
- Access and opening hours are not reliant on the opening or operation of any other services that may use the same building.
- It is accessed directly from a public park or street without the need to pass through other services.
- It contains a toilet (or urinal) and toilet-related fixtures, such as hand basins and soap dispensers.
- It is owned, managed and maintained by Knox City Council.

Other toilets within Council buildings (such as sports facilities, libraries and community centres) and toilets within non- Council controlled buildings (such as shopping centres and cafes) are only available to the public when the building is operational and are excluded from this Plan.

BACKGROUND

1.1 Implementation status of the Public Toilet Implementation Plan 2017-2022

The Public Toilet Implementation Plan set out a five-year Action Plan and Framework that has guided the delivery of Council owned and managed public toilets across the municipality.

A summary of achievements since the adoption of the Public Toilet Implementation Plan 2017-2022 is included in the Public Toilet Management Plan. Seven (7) of the ten (10 actions) are either complete or ongoing recommendations that continue to be delivered. Three (3) actions are in progress and their timeline for completion has been added to the current Plan's recommended actions.

1.2 Draft Public Toilet Management Policy

The purpose of this Policy is to provide a strategic framework for the planning, provision, design, operation and renewal of public toilet facilities to meet current and future community needs.

Key updates include an increased focus on accessibility and inclusion, improved wayfinding, contemporary sustainability principles, lifecycle asset management and technology-based service improvements.

This Policy supports:

- Community wellbeing and participation.
- Accessibility and inclusion for all users.
- Safe, clean and reliable facilities.
- Environmentally sustainable design and operation.
- Responsible and sustainable asset management.

The Policy provides a framework for decisions regarding:

- Planning and Provision.
- Design and Configuration.
- Access and Inclusion.
- Safety and Amenity.
- Access and Opening Hours.
- Cleaning, Maintenance and Service Levels.
- Sustainability.
- Asset Management and Lifecycle.
- Technology and Facility Types.
- Information and Wayfinding.
- Monitoring and Continuous Improvement.

1.3 Public Toilet Management Plan

The purpose of the Plan is to provide an overview of the current state of our public toilet network, community feedback and key challenges. It sets out future investment needs, and clear recommendations to cost-effectively improve community outcomes. The Plan does not provide a list of new public toilet locations, noting that this will be reviewed following adoption of the Open Space Strategy. A summary of the key aspects in the Plan is provided below.

Our current service and the state of our existing public toilet facilities

- Our public toilet network includes 33 facilities located in parks and activity centres.
- Most facilities are ageing, with 60% in fair condition and showing signs of wear and tear.
- 48% of public toilets are cleaned and restocked 3 times per day. The remaining are cleaned and restocked daily. Additional cleans occur in response to community requests.
- The operating cost of service delivery continues to place pressure on operational budgets and is influenced by vandalism, anti-social behaviour and cleaning requirements.
- 33% of our public toilets open and close up to two hours earlier or later than scheduled because they rely on contracted cleaners to lock and unlock them manually.
- Our ageing automated toilets are much more expensive to install and maintain than other traditional/modular built facilities.

- Three public toilets are located on land not owned by Council this limits Council's ability to respond to concerns regarding the area surrounding the facility.

Community feedback and satisfaction

- The results of the 2025 and 2026 Knox City Council Annual Community Satisfaction Survey were considered in the development of this Plan.
- The survey results are drawn from reports provided to Council by Metropolis Research. The survey found that:
 - Public toilets are extremely important to our community (8.8 to 9 out of 10).
 - Satisfaction increased in 2026, rising four percentage points to 6.9 out of 10, which represents a good level of satisfaction and is comparable to Melbourne metropolitan service levels.
 - Metropolis Research notes that public toilet satisfaction levels are lower than other services, however this is not unexpected and they are rated in the good range.
 - The majority of concerns raised by the community related to a perceived lack of maintenance and cleaning.

Projected capital and operational expenditure requirements

- Over the next 10 years we expect to spend a total \$10.2 M to renew, improve, and continue to maintain our public toilets.
- Most of the funds (59%) will be spent on maintenance and operations.
- Council funds a mix of new, renewal and upgrade works for public toilets each year.
- Whilst provision of public toilets in all reserves is not feasible, it is reasonable to expect that as activation in reserves and activity centres increases, community need for additional public toilets grows.
- Any additional new facilities will require ongoing maintenance at a cost of some \$17,300 per year / per facility.

The review has identified that a significant proportion of Council's public toilet facilities are approaching the end of their useful life and require increasing maintenance expenditure to maintain acceptable service standards. The proposed Policy and Plan seek to provide a contemporary framework that balances community expectations, accessibility requirements, operational efficiency and long-term asset sustainability.

Recommended actions to improve our current practices and community outcomes

- Continue to fund the maintenance, cleaning and renewal of our existing public toilet facilities.
- Improve information relating to public toilet cleaning including - scheduled cleaning times and the date and time that each space was last cleaned.
- Review signage within reserves and activity centres (commercial precincts) to improve public toilet identification and wayfinding.

- Rollout an electronic door locking program to the remaining 10 manually locked public toilet sites.
- Replace existing automated public toilets at their end of life with traditional/modular builds.
- Replace automated public toilet on Alpine Street, Ferntree Gully with a new facility within the Ferntree Gully Shopping Centre precinct, on Council land.
- Further to the adoption of the updated Open Space Strategy, review existing locations for suitability and identify locations where there is demonstrated need for new public toilets for funding consideration within Council's Capital Works Program.

2. ENGAGEMENT

Internal consultation was undertaken through meetings and review of draft documents with relevant service areas and subject matter experts.

Internal engagement and consultation has been undertaken across the following teams:

- Strategic Open Space team
- Capital Works team
- Facilities team\Major projects teams
- Asset Strategy team
- City Futures
- Disability Inclusion officer
- Gender Equity and Health officer
- Connected Communities management
- Infrastructure management
- Communications team

Feedback supported the need for a contemporary policy framework, improved wayfinding, greater operational efficiency, enhanced accessibility outcomes and future planning for changing community expectations.

The Draft Public Toilet Management Policy, once considered and endorsed by Council, will be included on Council's 'Have Your Say' page for community feedback prior to final adoption at a future Council meeting.

In addition, the Policy will be presented for feedback to the Knox Disability Advisory Committee, the Active Ageing Advisory Committee and the Knox Multicultural Advisory Committee.

The Public Toilet Management Plan is considered an internal operational document and does not require external public consultation.

3. SOCIAL IMPLICATIONS

Accessible, safe and well-maintained public toilets support community participation, inclusion and wellbeing by enabling people to confidently access parks, activity centres and public spaces. Public toilets are particularly important for older people, people with disability, carers, families with young children, visitors and people managing health conditions. Improvements identified within the Plan seek to promote equitable access and support broader community use of public places.

4. CLIMATE CHANGE CONSIDERATIONS

The subject of this report has been considered in the context of climate change and its relevance to the Knox Climate Response Plan 2021-2031.

In particular, Council's Sustainable Buildings and Infrastructure Policy 2026 provides guidance for embedding Environmentally Sensitive Development (ESD) Principles into the planning, design, construction and operation of Council buildings.

The Draft Public Toilet Management Plan recommends that all public toilet renewal projects and new public toilet designs take into consideration the following ESD inclusions:

- Water tanks for flushing water use.
- Solar panels for internal/external lighting.
- Reduced lifecycle and operational costs by using passive design, durable materials, efficient systems and renewable energy.
- Incorporate stormwater management consistent with EPA Victoria Best Practice guidance.

The proposed approach will contribute to Council's climate objectives by reducing energy and water consumption, improving asset efficiency and supporting climate-resilient infrastructure outcomes over the asset lifecycle.

5. ENVIRONMENTAL IMPLICATIONS

The Plan promotes environmentally responsible public toilet design through the incorporation of water-efficient fixtures, stormwater-sensitive design, durable construction materials and energy-efficient technologies. These measures seek to reduce resource consumption, operational costs and environmental impacts over the lifecycle of Council's public toilet network.

Where new facilities are constructed or existing facilities renewed, environmental considerations will include opportunities to improve water efficiency, reduce energy consumption and minimise ongoing maintenance requirements through sustainable design principles.

6. FINANCIAL AND RESOURCE IMPLICATIONS

Current expenditure forecasts indicate a total investment requirement of approximately \$10.2 million over the next 10 years.

Based on our current state:

- Maintenance and Operations for our existing 33 public toilet sites and 2 new public toilets planned for construction in Years 1 and 2 (\$6.0M).

- Renewal (including Upgrades) to refurbish our existing public toilets to meet modern day expectations (\$3.25M).
- New public toilet provision (subject to annual CWP funding allocation- currently \$0.9M).

This expenditure is expected to be funded through a combination of annual operating budgets and future Capital Works Program allocations, subject to Council's annual budget process.

Future growth in service demand and the provision of additional facilities may require additional funding beyond current forecasts and will be subject to future Council consideration.

7. RISKS

The following risks have been identified in relation to reviewing the Knox Public Toilet Management Policy and Plan.

Risk	Treatment
Ageing assets may fail and impact service provision	Ongoing renewal program and lifecycle planning
Insufficient funding may delay improvements	Annual budget review and long-term forecasting
Community expectations exceed service capacity	Transparent planning framework and prioritisation criteria
Accessibility standards may not be met in older facilities	Progressive upgrades through renewal program
Continued vandalism and anti-social behaviour	CPTED principles, improved monitoring and maintenance
Community dissatisfaction arising from poor facility condition or service interruptions	Ongoing maintenance, renewal programming and customer response processes
Limited control over facilities located on non-Council land may impact service outcomes	Continue to work with land managers and consider relocation opportunities as renewal projects arise

8. COUNCIL AND HEALTH AND WELLBEING PLAN 2025-2029

Enhancing community connection to vital services and resources

Strategy 1.5 - Our community's health and wellbeing is improved through proactive planning, delivery, partnerships and advocacy that enable access to services, education and programs.

Embracing connection, inclusion and diversity

Strategy 2.1 – Our community's diverse needs are addressed by ensuring equity and inclusion are considered in decision making and strategic planning

Leading, listening and governing responsibly

Strategy 4.1 - Council demonstrates its accountability through transparent and responsible decision-making and working together productively.

Strategy 4.4 - The changing needs of our community are met through informed policy and strategy that maximises value, collaboration and partnerships with other councils and local organisations.

Planning our future city

Strategy 6.2 - High quality, integrated community services and facilities are available through the planning, design and maintenance of multifunctional places that promote connection and utilisation.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. STATEMENT OF COMPATIBILITY

There are no legislative obligations under the Human Rights Charter, Child Safe Standards or the Gender Equity Act that are incompatible with the recommendation in this report.

11. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information from the Local Government Act 2020.

ATTACHMENTS

1. Attachment 1 - Draft Public Toilet Management Policy 2026 [**4.2.1** - 6 pages]
2. Attachment 2 - Public Toilet Management Plan 2026 [**4.2.2** - 52 pages]

knox



Public Toilet Management Policy

Policy Number:	TBC	Directorate:	Infrastructure
Approval by:	Council	Responsible Officer:	Manager Major Projects and Facilities
Approval Date:	TBC	Version Number:	Version 2
Review Date:	TBC		

1. Purpose

The purpose of this Policy is to provide a strategic framework for the planning, provision, design, operation and renewal of public toilet facilities to meet current and future community needs.

This Policy supports:

- Community wellbeing and participation.
- Accessibility and inclusion for all users.
- Safe, clean and reliable facilities.
- Environmentally sustainable design and operation.
- Responsible and sustainable asset management.

2. Context

Council has an important role in providing public toilet facilities that enable residents, visitors and workers to participate in community life.

Public toilets are essential infrastructure supporting:

- Use of parks, open space and activity centres.
- Social, recreational and economic participation.
- Equity of access for diverse community needs.

This Policy aligns with:

- Council and Health and Wellbeing Plan.
- Knox Community Vision 2025.
- Gender Equality Action Plan 2026–2030.
- Sustainable Buildings and Infrastructure Policy 2026.
- Draft Public Toilet Management Plan (2026).

Public toilets are highly valued by the community, but expectations continue to evolve in relation to cleanliness, safety, accessibility and design.



3. Scope

This Policy applies to all public toilet facilities owned and/or managed by Council within the municipality.

This includes:

- Standalone public toilets in parks and activity centres.
- Public toilets attached to Council buildings but externally accessible.

This Policy excludes:

- Toilets within staffed Council buildings (e.g. libraries, leisure centres).
- Toilets within privately owned premises.

Service levels, planning priorities and investment decisions are guided by the Public Toilet Management Plan and integrated with Council's asset management and capital works processes.

4. Public Toilet Management Policy

4.1 Planning and Provision

Consider providing public toilets based on demonstrated community need, including:

- Open space hierarchy (e.g. regional, neighbourhood, local).
- Activity centre role and function.
- Usage demand and visitation patterns.
- Population growth and increasing site activation.
- Equity considerations for priority user groups.

Provision of new facilities are prioritised through Council's Capital Works Program and will be subject to funding through the annual budget.

4.2 Design and Configuration

Public toilets to be designed to reflect contemporary community expectations and best practice, including:

- Preference for individual self-contained cubicles over multi-stall facilities.
- Provision of all-gender toilet facilities wherever feasible.
- Use of standardised design templates to improve consistency and cost efficiency.
- Use of vandal-resistant materials and fixtures.
- Use of modular / prefabricated construction methods where appropriate.



4.3 Accessibility and Inclusion

Public toilets to be inclusive and accessible to all members of the community, including:

- Accessible compliant cubicles.
- Consideration of Changing Places facilities at suitable high-demand locations.
- Design that supports carers, families and people with diverse needs.
- Provision of all-gender facilities to support inclusion and dignity.

4.4 Safety and Amenity

Public toilets to be designed and managed to maximise user safety and comfort, including:

- application of Crime Prevention Through Environmental Design (CPTED) principles.
- Providing appropriate lighting, visibility and location.
- Incorporating vandal-resistant design and materials.
- Providing needle and syringe disposal facilities.
- Responding to vandalism, graffiti and anti-social behaviour through maintenance programs.

4.5 Access and Opening Hours

Public toilets to consider:

- Providing access at times that meet community needs.
- Standardising operating hours where feasible.
- Reducing reliance on manual locking to improve consistency of access.

4.6 Cleaning, Maintenance and Service Levels

Public toilets to be maintained to meet community expectations, including:

- Applying service levels based on usage categories (high and medium).
- Delivering frequent cleaning at high-use locations.
- Undertaking reactive maintenance within defined response timeframes.
- Improving transparency by providing information on:
 - cleaning schedules.
 - last cleaning times (where feasible).



4.7 Sustainability

Public toilet facilities to incorporate Environmentally Sustainable Design (ESD) principles, including:

- Water efficiency measures (e.g. rainwater tanks).
- Energy efficiency and solar lighting.
- Passive design and durable materials.
- Stormwater and environmental management.
- Reducing lifecycle costs and environmental impact.

4.8 Asset Management and Lifecycle

Public toilet assets to be managed to ensure long-term sustainability, including:

- Undertaking regular condition audits.
- Planning renewal and upgrades based on asset condition and demand.
- Integrating planning with the Asset Management Strategy.
- Balancing cost, risk and community benefit in investment decisions.

Facilities may be upgraded, replaced or decommissioned where they:

- No longer meet community needs.
- Are in poor condition.
- Are located in unsuitable locations.

4.9 Technology and Facility Types

Public toilet designs to consider:

- Prioritising traditional modular public toilet designs.
- Replacing automated public toilets at end of life due to cost and reliability considerations.
- Prioritising the rollout of electronic locking systems to improve efficiency and reliability.

4.10 Information and Wayfinding

Public toilets to be easy to find and use by:

- Providing consistent wayfinding signage.
- Improving visibility within parks and activity centres.
- Providing accessible information through digital platforms.
- Improving communication about facility availability and features.



4.11 Monitoring and Continuous Improvement

Public toilet service delivery to be regularly reviewed, including:

- Monitoring community satisfaction and feedback.
- Using survey data to inform service improvements.
- Reviewing service delivery through the Public Toilet Management Plan.
- Continuously improve operations and infrastructure to meet evolving needs.

References

5.1 Knox Council and Health and Wellbeing Plan 2025-2029

Theme: Healthy, Connected and Inclusive Community

Strategy: Support access to infrastructure that enables community participation

5.2 Relevant Legislation

- Local Government Act 2020
- Disability Discrimination Act 1992
- National Construction Code

5.3 Charter of Human Rights

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

5.4 Related Council Policies and Procedures

- Draft Public Toilet Management Plan (2026)
- Sustainable Buildings and Infrastructure Policy 2026
- Building Asset Management Plan 2019
- Open Space Strategy (under development)
- Graffiti Management Policy 2018



Definitions

Term	Definition
Public Toilet	Council-managed toilet facility accessible directly from public space.
All-Gender Toilet	A toilet facility designed for use by any gender.
Changing Places Facility	A specialised accessible facility for people with high support needs.
Modular Toilet	A prefabricated public toilet constructed offsite.
Usage Category	Classification of toilets (e.g. high or medium use) used to determine service levels.

Administrative Updates

From time to time, circumstances may change leading to the need for minor administrative changes to this Policy. Where an update does not materially alter this Policy, such a change may be made administratively on approval of the Director. Examples of minor administrative changes include change to names of Council departments or positions, change to names of Federal or State Government departments or a minor amendment to legislation that does not have material impact. Where any change or update may materially change the intent of this Policy, it must be considered by Council.

Amendment details	Approved by	Date of approval
[Detail administrative amendments made]	[Name of Approver]	[Date approved]



Public Toilet Management Plan 2026

Acknowledgement of traditional land owners

Knox City Council acknowledges the Wurundjeri Woi-wurrung people and Bunurong people of the Kulin Nation as Traditional Custodians of the land in Knox. The Knox Aboriginal and Torres Strait Islander communities come from a variety of different nations within Australia including the Torres Strait, the Traditional Custodians and Stolen Generation. As such, we pay respect to all Aboriginal and Torres Strait Islander Elders, past and present, who have resided in the area and have been an integral part of the region's histories.

Located at the foot of the Dandenong Ranges, Knox has many places of historic significance to the Kulin Nation. Important cultural and historical sites within Knox hold both the traditional knowledge of First Nations peoples and the traumatic stories of colonisation. Reconciliation and truth telling are inseparable when healing and relationships are the goal. Deep listening to the stories of the dreaming, cultures, histories and the impact of colonisation on First Peoples and Country is the first step in understanding, respect, relationships and healing.

The journey ahead for Knox involves the land, the Traditional Custodians, the local First Peoples communities, and the wider community. Walking together and listening together to create a culturally safe and culturally rich community for all.



**“Knox: where we connect with
our people and our
environment, ensuring they are
safe, supported and have every
opportunity to thrive.”**

Knox Community Vision 2025



Public toilets are important for community wellbeing. They help people feel comfortable spending time in public places and participating in everyday activities such as socialising, exercising, playing, learning or visiting local businesses.

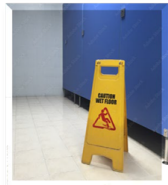
Executive Summary

This Plan outlines the current state of our public toilet network, community feedback and key challenges. It sets out future investment needs, and clear recommendations to cost-effectively improve community outcomes.

Why this plan matters

- Public toilets are **highly valued by the Knox community**. People expect them to be clean, safe, accessible and easy to find.
- Community satisfaction is considered good** (at 6.9 out of 10) and comparable to Melbourne metropolitan service levels. Metropolis Research notes that public toilet satisfaction levels are lower than other services, however this is not unexpected and they are rated in the good range.

Council's objectives



Maintain our existing network of public toilets

Keep our public toilets clean, accessible, safe and easy to find.



Plan for growth and changing community needs

Deliver new accessible, safe and inclusive public toilet facilities in locations and with designs that reduce anti-social behaviour and support community needs.



Balance cost, risk and community benefits

Ensure the delivery of new facilities is sustainable and aligned with our capacity to maintain and renew the network to an acceptable standard.

Current state

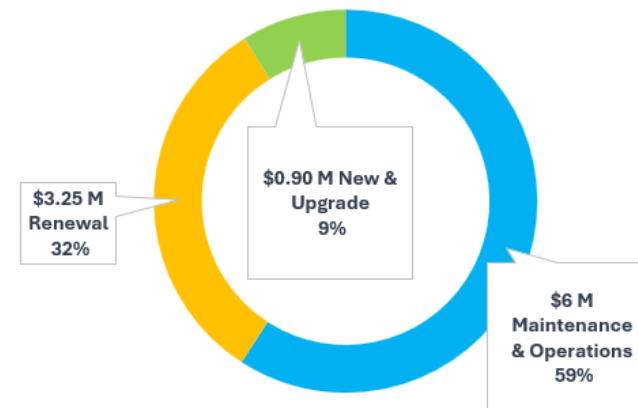
- Our public toilet network includes **33 facilities** located in parks and activity centres.
- Most facilities are ageing, **with 60% in fair condition** and showing signs of wear and tear.
- 48% of public toilets are cleaned and restocked 3 times per day. The remaining are cleaned and restocked daily. **Additional cleans occur in response to community requests.**
- The operating **cost of service delivery is high** and impacted by vandalism and anti-social behaviours.
- 33% of our public toilets **open and close up to two hours earlier or later than scheduled** because they rely on contracted cleaners to **lock and unlock them manually.**
- Our ageing **automated toilets** are much more **expensive** to install and maintain than other traditional/modular built facilities.
- Three public toilets are located on land not owned by Council** this limits Council's ability to respond to concerns regarding the area surrounding the facility.
- Council funds a mix of new, renewal and upgrade works for public toilets each year.**
- As Council's reserves and/or activity centres **increase activation** on site, **community need for additional public toilets grows.**

Our focus for the next 10 years

- **Continue to fund** the maintenance, cleaning and renewal of our existing public toilet facilities.
- **Improve information relating to public toilet cleaning** including - scheduled cleaning times and the date and time that each space was last cleaned.
- **Review signage** within reserves and activity centres (commercial precincts) to improve public toilet **identification and wayfinding**.
- **Rollout an electronic door locking program** to the remaining 10 manually locked public toilet sites.
- **Replace existing automated public toilets** (Exeloos) at their end of life **with traditional/modular builds**.
- **Replace automated public toilet on Alpine Street**, Ferntree Gully with a **new facility** within the Ferntree Gully Shopping Centre precinct, **on Council land**.
- Further to the adoption of the updated Open Space Strategy, **identify locations where there is demonstrated need for new public toilets** for funding consideration within Council's Capital Works Program.

Projected investment snapshot

- Over the next **10 years** we expect to spend a **total \$10.2 M** to renew, improve, and continue to maintain our public toilets.
- The projected expenditure is based on current day costs and will therefore need to be adjusted for inflation.
- As shown in the graph below, most of the funds will be spent on **maintenance and operations (59%)**.



- The current Future Draft Capital Works Program includes proposals for **new facilities at two sites (\$0.9M)**.
- **Any additional new facilities will require ongoing maintenance** at a cost of some **\$17,300 per year per facility**. This is in addition to the maintenance forecast shown here.

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1. Introduction

This Plan outlines the following:

- Our current service and the state of our existing public toilet facilities
- Community feedback and satisfaction
- Operational challenges
- Key considerations for new facility locations and the design of new and upgraded facilities
- Projected capital and operational expenditure requirements
- Recommended actions to improve our current practices and community outcomes

Details regarding the location of each of our public toilets, customer feedback, cubicle design templates and a summary of our achievements since the adoption of the previous Public Toilet Implementation Plan 2017-2022 are included as appendices.

This Plan supports the implementation of other related Council policies, strategies and plans including:

- Council and Health and Wellbeing Plan
- Public Toilet Policy 2026 (Draft)
- Open Space Strategy (under development)
- Reserve masterplans
- Graffiti Management Policy 2018
- Sustainable Buildings & Infrastructure Policy 2026
- Building Asset Management Plan 2019
- Gender Equality Action Plan 2026-2030

The timing for renewal or upgrade of each existing facility is not detailed in this Plan. Similarly desired locations for new toilets are not specified. It is anticipated that any proposal for a new, expanded or upgraded public toilet will be assessed and prioritised via Council's existing Capital Works Planning Processes.

What is a public toilet?

For the purposes of this Plan, a public toilet facility has all of the following features:

- It is provided by Knox City Council for use by the general public.
- Access and opening hours are not reliant on the opening or operation of any other services that may use the same building.
- It is accessed directly from a public park or street without the need to pass through other services.
- It contains a toilet (or urinal) and toilet-related fixtures, such as hand basins and soap dispensers.
- It is owned, managed and maintained by Knox City Council.

Other toilets within Council buildings (such as sports facilities, libraries and community centres) and toilets within non- Council controlled buildings (such as shopping centres and cafes) are only available to the public when the building is operational and are excluded from this Plan.

2. Strategic Goals and Objectives

This Public Toilet Management Plan is guided by our community vision, and our key themes set out in the Council and Health and Wellbeing Plan. Our approach to managing public toilets is guided by the following core objectives, developed as part of this Plan and aligned with the strategic themes of our Council and Health and Wellbeing Plan.

STRATEGIC THEME	PUBLIC TOILET MANAGEMENT OBJECTIVE	HOW IT CONTRIBUTES
 Enhancing community connection to vital services and resources	Enhance community wellbeing and reduce risk	Ensures everyone can participate fully and comfortably in life outside their homes.
 Embracing connection, inclusion and diversity	Support a connected and accessible city	Provides facilities that everyone can use with confidence and comfort.
 Caring for and enhancing our environment	Build resilience to climate change and uncertainty	Embeds the application of Environmentally Sustainable Design principles for all new and upgraded public toilets.
 Leading, listening and governing responsibly	Manage assets sustainably and responsibly	Demonstrates good financial stewardship and responsible management of our public toilet facilities.
 Being a strong voice for safety	Provide safe and reliable public toilets	Embeds the application of Crime Prevention Through Environmental Design (CPTED) principles for all new and upgraded public toilets.
 Planning our future city	Plan for growth and changing needs	Recognises that future demand for public toilets will grow alongside the increased activation of our parks and activity centres

Table 1 - Strategic Goals and Objectives

3. Our public toilet network

Knox City Council provides 33 public toilet facilities within open space reserves and activity centres. There are three types of facilities available, as summarised in the table below.

PUBLIC TOILET TYPE	DESCRIPTION	NUMBER OF SITES
Standalone	Predominantly detached modern facilities that include one or more self-contained individual cubicles that open directly onto a public street or park. A few older-style buildings (5) remain. These have gender specific entrances and multiple stalls that are accessed via a shared foyer/ ablutions space.	25 (18 in Council Reserves) (7 in Activity Centres)
Automated (Exeloos)	Prefabricated, self-contained standalone units with an automated self-cleaning system that flushes the facility with water after use. Doors operate using sensors and timed controls.	3 in Activity Centres 1 in Council Reserve (included in standalone as well)
Attached to a Council Building	Self-contained individual cubicles and multi-stalled gender specific facilities connected to Council buildings (e.g. sports pavilions) and directly accessible to the public from adjacent open space.	5 in Council Reserves

Table 2 - Public Toilet Types

A sample of the different types of facilities is shown below.

A detailed public toilet building list is provided in Appendix 1.



Figure 1 – left to right - Standalone (modern with individual cubicles) – Chandler Park; Standalone (old-style with stalls) - Scoresby Village; Attached– Gilbert Park Skate Youth Pavillion; Automated - Dorset Square

Open space public toilets - 23 sites

Council's Open Space Plan (2012-2022), which is currently being reviewed and updated, includes a hierarchy that classifies our open spaces as Municipal, Neighbourhood or Local parks. The hierarchy reflects the different role of each space and provides guidance on the type of amenities that are required, or that should be considered for new and upgraded parks.

The Open Space Plan specified that public toilets are required in Municipal Parks and should be considered within Neighbourhood Parks where there is demonstrated high use. Consistent with this guidance, masterplans (developed for our open space reserves) also consider the need for public toilets.

Public toilet facilities have been provided in line with the current Open Space Plan. As a result, we now have public toilets at all 12 Municipal Parks (100%) and at 11 Neighbourhood Parks (37%) where increased activation and demand for public toilets was identified.

Activity centre public toilets - 10 sites

The City of Knox has five *Major Activity Centres*. As summarised in the table below, Council has provided a standalone public toilet within three of these precincts. Public toilets at the other two major activity centres have been provided for by the private operators of the major shopping centres.

MAJOR ACTIVITY CENTRE	DESCRIPTION	TOILET PROVISION
Bayswater	Serves a municipal catchment and has significant opportunity for retail, office and housing growth.	Standalone public toilet provided by Council (Station St – cnr Penguin Pl)
Boronia	Serves a municipal catchment and has significant opportunity for retail, office and housing growth.	Standalone public toilet provided by Council (Dorset Square)
Knox Central	Is a regional level centre with significant opportunities for mixed use and medium to high density residential development. It has a major bus interchange and there is potential to support extending the tram network.	Toilet facilities are provided by/ within the Westfield Shopping Centre.
Mountain Gate	Meets the everyday needs of the local community. There are moderate housing opportunities in and around the commercial centre.	Standalone public toilet provided by Council (Mountain Gate Drive carpark)
Rowville	Serves a municipal catchment and has significant opportunity for retail, office and housing growth.	Toilet facilities are provided by / within the Stud Park Shopping Centre

Table 3 - Major Activity Centres within the Knox municipality (as defined in the Knox Planning Scheme, May 2026)

Public toilets have also been provided within the three Large Neighbourhood Activity Centres (Scoresby Village, Studfield and Wantirna Mall) and four of the Medium Neighbourhood Activity Centres (Alchester Village, Knoxfield shopping centre, Ferntree Gully shopping centre and Upper Ferntree Gully shopping centre).

Changing places facilities - 4 sites

Changing Places is an Australia-wide initiative to provide accessible public toilets and change rooms for people with high support needs. They are larger than standard accessible toilets and have extra features to meet the needs of people with disability and their Carers.

The public toilet facility at the Ferntree Gully Community Centre (Wally Tew Reserve) includes a Changing Places toilet.

Three additional Adult Change Rooms for people with high support needs are located within the municipality, including:

- Knox Leisureworks, Boronia
- State Basketball Centre, Wantirna South
-
- Westfield Shopping Centre, Knoxfield

All changing places / adult change rooms facilities are accessible using a Master Locksmiths Association Key (MLAK).

Figure 3 shows the distribution of public toilets and changing places/ adult change room facilities across the municipality.

Usage hierarchy

The usage of each public toilet has been categorised as *High* or *Medium*.

USAGE CATEGORY	LOCATIONS	SITES
High Usage	Typically located in activity centres and municipal parks	16
Medium Usage	Typically located in neighbourhood parks	17
Changing Places	Typically located at significant recreation / activity centres	4

Table 4 - Public Toilet Usage Hierarchy

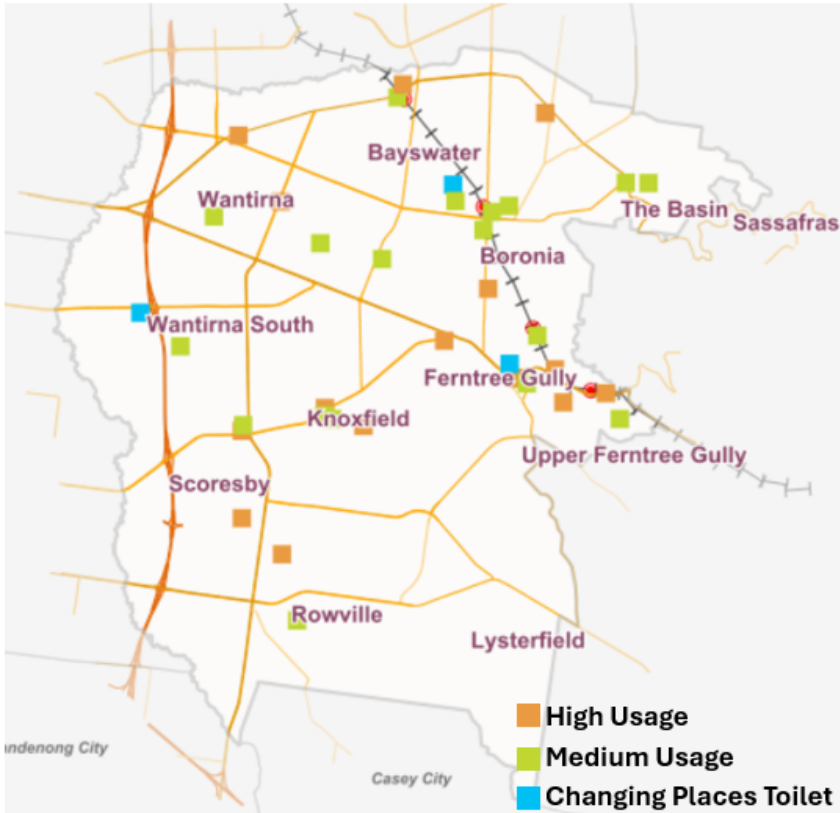


Figure 2 - Public Toilet and Changing Places Toilet Locations and Usage Categories

Current designs features

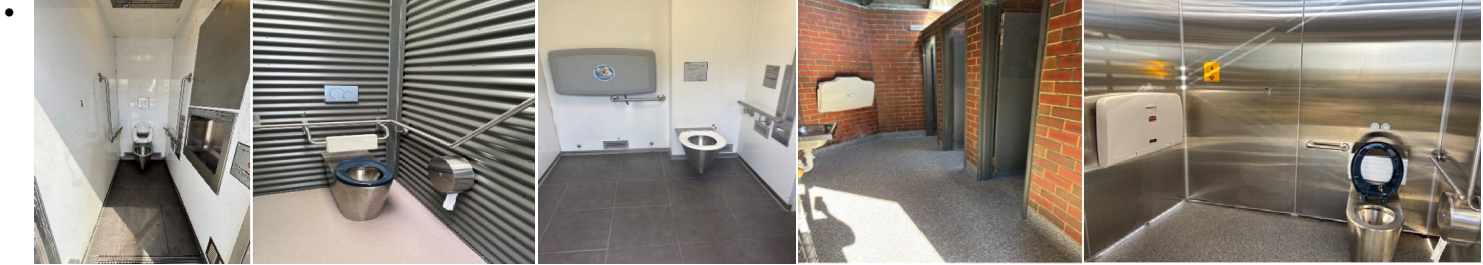
Our public toilet facilities have been designed and constructed over many years. As a result, the construction style, internal layout and size of each facility as well as the type and quality of fixtures and fit out vary according to the age of the facility, as well as the site and anticipated user demand. In recent years, floor layout plan templates (Refer Appendix 3) have been developed and are used to deliver more consistent facilities using modular construction methods.

Council aims to provide inclusive public toilets that provide equity and accessibility, in accordance with the Disability Discrimination Act. As a minimum, Council aims to provide a fully accessible toilet at every site. Where this is not possible, due to site constraints, Council provides an ambulant toilet (which is designed specifically for individuals with mobility impairments who do not use a wheelchair).

The table below outlines the various design features currently provided across the network.

CONSTRUCTION TYPES	ROOMS/ SPACES	FIXTURES AND FIT OUT	OTHER FEATURES
• Steel and concrete panel structures • Steel structures with timber paneling • Brick veneer and double brick structures • Stone structures • Modular/ prefabricated • Exeloo	• Ambulant Female Toilet • Ambulant Male Toilet • Ambulant All Gender Toilet • Accessible All Gender Toilet • Accessible All Gender Toilet & Parent Room • Female Toilet (Individual cubicles or stalls) • Male Toilet (Individual cubicles or stalls) • All Gender Toilet	• Baby change tables • Clothes hooks • Sharps containers • Soap dispensers • Disabled toilets with back support • Stainless steel grab rails • Stainless steel mirrors • Stainless steel shelves • Stainless steel sinks • Stainless steel toilets • Stainless steel toilet paper dispensers • Urinals	• External lighting • Pathways • Privacy screens • Skylights • Automatic or Manual Locks • Signage

Table 5 – Current Design Elements



Current condition

Council buildings are audited on a 5-6-year cycle. The audits include assessment of compliance with the National Construction Code (NCC) standards. The building condition results drive Council’s Building Renewal Program. The results are used in predictive asset deterioration modelling to determine the appropriate timing for renewal and the level of renewal funding required to keep all assets in Fair, Good or Excellent condition. NCC compliance improvement recommendations and other desired upgrades are considered when each building falls due for renewal.

The latest audit was in 2024. Condition data was obtained in relation to four (4) aspects of each facility: Structure, Services, Interior and Exterior. This data

enables an overall average condition rating to be calculated for each facility, as summarised in the graphs below.

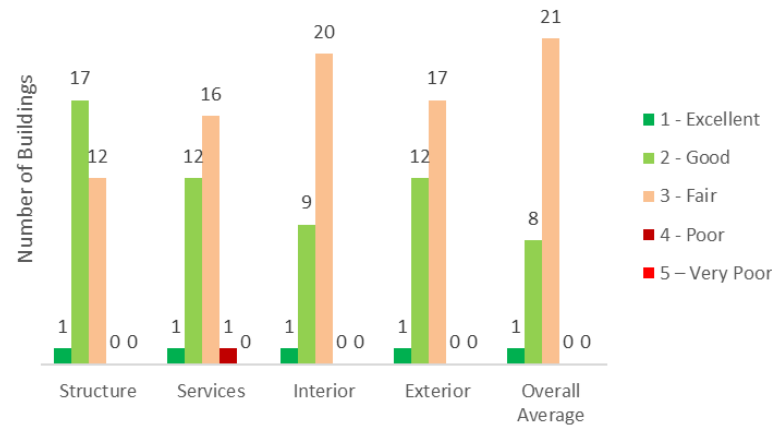
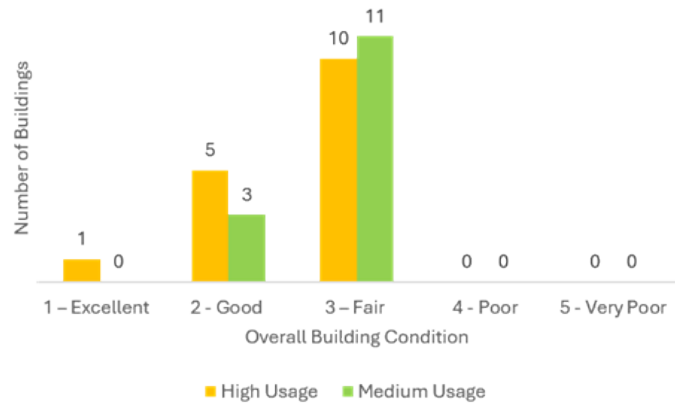


Figure 3 – Public Toilet Condition Distribution - 2024

CONDITION	DESCRIPTION
1 - Excellent	Asset is in as new condition. Only routine maintenance is required.
2 - Good	Asset is functional and displays superficial defects only. Minimal reactive maintenance may be required to repair minor localised defects. No component replacement is required.
3 - Fair	Asset is functional but some signs of moderate wear and tear are apparent. Significant reactive maintenance is likely required to rectify defects. The asset should be scheduled for renewal or replacement in the short to medium term.
4 - Poor	Asset is functional but has significant defects that reduce the level of service that the asset is able to provide.
5 – Very Poor	Asset is approaching an unserviceable state whereby maintenance is no longer able to effectively keep the asset functional for a reasonable period of time. Asset replacement or renewal is necessary if the asset is required to remain in service. Consider asset disposal if the asset is no longer required.



In summary:

- The 2024 audit excluded new public toilets located at Llewelyn Park, Chandler Park and Stamford Park Reserve. (These were not constructed/re-constructed at the time of the audit).
- No facility was rated as Very Poor.
- More than 60% were assigned a condition rating Fair
- Comparison of the 2024 condition data (collected for 30 building) against the condition data collected in 2018 and 2013 (for 19 and 15 public toilet sites) (see Figure 5) suggests that without continued significant investment in asset renewal, we can expect to see a significant portion of buildings currently in Fair condition deteriorating to a Poor condition in the next 5 years.

Figure 4 – Public Toilet Condition Distribution – 2024 – Medium and High Usage Sites

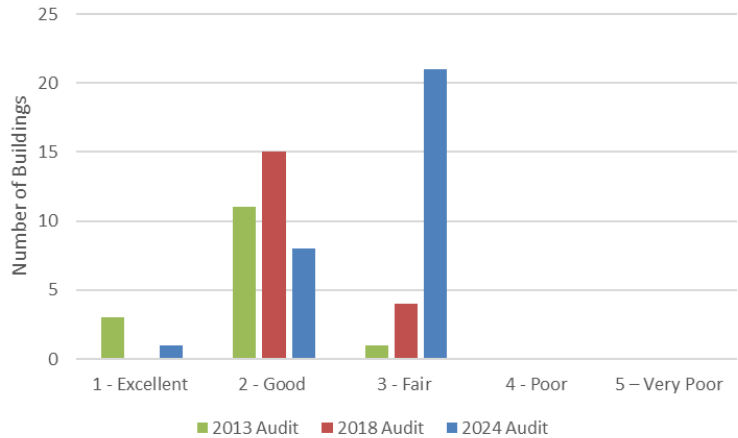


Figure 5 – Public Toilet Condition Distribution 2013 to 2024

4. Current service levels

The following sections summarise Council's current cleaning and maintenance service standards.

Cleaning standards

The service standards summarised in the table below form part of Council's current cleaning contract.

HIGH USAGE FACILITIES – 16 locations		MEDIUM USAGE FACILITIES – 17 locations	
FREQUENCY	TASKS	FREQUENCY	TASKS
3 times per day	- Collect and remove litter - Clean disinfect toilet bowls, urinals, hand basins, toilet seats, toilet lids (where fitted) - Check and replenish toilet paper - Check and replenish soap dispensers - Replenish the deodorising ball in urinals - Sweep floor and external entrance areas of toilet block	Once per day	- Collect and remove litter - Clean disinfect toilet bowls, urinals, hand basins, toilet seats, toilet lids (where fitted) - Check and replenish toilet paper - Check and replenish soap dispensers - Replenish the deodorising ball in urinals - Sweep floor and external entrance areas of toilet block
Mondays, Wednesdays, Fridays	- Hose out toilet block with gurney from top to floor including removal of cobwebs and disinfect - Dry off pans and hand basins, remove water from floor areas of toilet block	Mondays, Wednesdays	- Hose out toilet block with gurney from top to floor including removal of cobwebs and disinfect - Dry off pans and hand basins, remove water from floor areas of toilet block
Fortnightly	Clear sharps containers	Fortnightly	Clear sharps containers
1 month cycle	Clean "P" or "S" trap plumbing configuration	1 month cycle	Clean "P" or "S" trap plumbing configuration
3-month cycle (or earlier if required)	Replace Sani-sleeves (if fitted)	3-month cycle (or earlier if required)	Replace Sani-sleeves (if fitted)

Table 6 – Routine Public Toilet Cleaning Service Standards

Maintenance standards

The table below summarises the current reactive maintenance activities and target response time frames that apply when a member of the community reports an issue of concern.

REACTIVE MAINTENANCE REQUEST CATEGORY	TARGET RESPONSE TIMEFRAME
URGENT - Assess and respond to urgent building maintenance requests (i.e. issues that are potentially hazardous, pose security risks or health concerns)	1 hour (during business hours) 2 hours (outside business hours)
NON- URGENT - Assess and respond to non-urgent building maintenance requests	5 business days
OFFENSIVE GRAFFITI AND VANDALISM MANAGEMENT - Remove/ paint over graffiti	1 business day
GENERAL GRAFFITI AND VANDALISM MANAGEMENT - Remove/ paint over graffiti	5 business days

Table 7 - Reactive Maintenance Service Levels

In addition to reactive maintenance, Council also undertake a broad range of routine maintenance activities including:

- Gutter cleaning
- Servicing of automatic doors and electronic locking systems (wherever applicable)
- Maintenance of Residual Current Devices (RCDs), and backflow devices
- Certification of changing places equipment and fall arrest systems



5. Community satisfaction

The results of the 2025 and 2026 Knox City Council Annual Community Satisfaction Survey were considered in the development of this Plan.

The survey scope and methodology vary slightly from year to year, but the aim of each survey is to:

- Understand how the community rates the importance of individual services and facilities provided by Council
- Measure the level of satisfaction with the provided service
- Explore the issues the community feel need to be addressed

Key findings

Survey results, outlined below (and summarised in Appendix 2) are drawn from reports provided to Council by Metropolis Research.

- Public toilets are extremely important to our community (8.8 to 9 out of 10)
- Satisfaction increased in 2026, rising four percentage points to 6.9 out of 10, which represents a good level of satisfaction
- Despite this improvement, satisfaction with public toilets ranked 35th out of the 36 services considered.
- Satisfaction remained below both the overall average rating for Council services (8.0 out of 10) and the Melbourne metropolitan average of 7.2 recorded in the 2026 *Governing Melbourne* research
- Among residents who had used public toilets in the past 12 months (33% of respondents), 45% were very satisfied and 14% were dissatisfied.
- Male respondents, people aged 75 and over, and respondents from multilingual households were notably more satisfied than other cohorts.
- There was no measurable variation in satisfaction with public toilets across the municipality.
- The majority of concerns raised by the community related to a perceived lack of maintenance and cleaning.

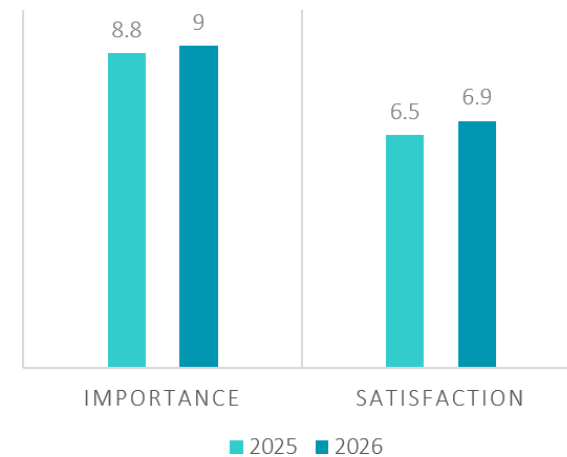


Figure 6 – Annual Community Satisfaction Survey Results

- Verbatim comments provided by survey respondents are included in Appendix 2. These can be grouped according to Council’s core responsibilities regarding public toilets as shown in the table below.

MANAGEMENT OF OUR EXISTING PUBLIC TOILETS	PROVISION OF APPROPRIATE PUBLIC TOILETS
• Cleanliness • Levels of paper provision • Impacts of anti-social behaviours • Availability (open hours and locking) • Automation reliability • Difficulty finding them	• Insufficient number • Poor visibility • Adequacy for seniors and mobility impaired people • Lack of safety features (lighting) • Poor Aesthetics

Table 8 – Annual Community Satisfaction Survey 2025 and 2026 – Summary of types of community concerns raised



Recommendations

- ✓ Improve information relating to public toilet locations and cleaning including - scheduled cleaning times and the date and time that each space was last cleaned.
- ✓ Review signage within reserves and activity centres to improve identification and wayfinding for public toilets.

6. Operational challenges

Manual facility locking results in variable open hours

Our public toilet open hours (shown in the table below) are dependent on the door-locking system available at each site.

The 23 facilities with electronic locks have set opening hours. These only change to align with daylight saving time. The other 10 sites have manual locks, so opening hours can vary by up to two hours and closing times can vary by up to one hour. This is because Council relies on the cleaning contractor staff to unlock and lock each of these buildings at the start and end of each day (at cost of \$4,500 per site / annum).

LOCKING SYSTEM	NUMBER OF SITES	OPEN HOURS
Electronic	23	6am to 9pm (AEDT)
		6am to 7pm (AEST)
Manual	10	Between 7am and 9am to between 8pm and 9pm (AEDT)
		Between 7am and 9am to between 7pm and 8pm (AEST)

Table 9 – Public toilet locking system and open hours

Electronic locking systems provide Council the ability to lock down our public toilet facilities remotely. Installation of electronic systems would therefore provide an effective mechanism to ensure all toilets are available at the required times, without reliance on cleaning contractors and the affiliated costs incurred. Some challenges may arise if remote locking of all facilities leads to increased overnight use by rough sleepers. This potential impact can be monitored via the cleaning contract and addressed on a case-by-case basis.



Recommendation

- ✓ Rollout program to have all public toilets on an electronic locking system by 2030 (total forecast cost of \$200k assuming 10 sites at \$20k per site). Works to be rolled out as part of the renewal program for public toilets.

Ageing automated public toilets (Exeloos)

There are four automated toilets located within the municipality, at the following sites: -

- Alpine Street, Ferntree Gully
- Bayswater Shopping Centre, Bayswater
- Dorset Square Shopping Centre, Boronia
- Ferntree Gully Community Centre (Wally Tew Reserve)

The automated toilet located within Wally Tew Reserve, was installed within the building shell of the public toilet block and is due for decommissioning and replacement with a standard accessible toilet fit out of the space as part of the CWP Building Renewal Program in 2026/27. The remaining three Exeloos are standalone units, located in activity centres. These facilities were installed in 2008 and are now either past (or nearing the end of) their design life.

Our automated public toilets have a self-cleaning function whereby the facility is flushed with water after use. The automated doors and sensors provide useful data on demand and usage levels. Having managed the existing facilities, for more than 15 years, however we have noted significant limitations including:

- **High whole of life costs:** The initial purchase price is high (typically 25% higher), and proprietary maintenance contracts are restrictive and significantly inflate long-term spending.
- **Frequent downtime:** Complex sensors, sliding doors and wash cycles are prone to failure, leaving the facility locked and unusable. Replacement parts (particularly with the current units that are nearing end of life) are often difficult to source, with supply from overseas based manufacturers, resulting in significant downtime and delays.
- **Maintenance restrictions:** Repairs often require specialized technicians rather than local trades. Maintenance agreements with proprietor often include excessive maintenance schedules at high costs (e.g. daily maintenance inspections).
- **Poor user experience:** Wet floors from cleaning cycles and strict timelines can deter elderly users and families.



Recommendation

- ✓ Replace current automated public toilets (Exeloo) at their end of life with traditional / modular builds. Funding to be provided from the Building Renewal Capital Works Program.

Our automated toilets were provided by a propriety company. The set-up cost included design and installation. A maintenance agreement with the proprietary company was also required. This provides for all routine and unscheduled maintenance and repairs, excluding replacement of parts at their end of life.

To service the 4 Exeloo sites within Knox, costs incurred equate to \$35k; \$12k per annum for proprietary maintenance agreement plus \$23k per annum for a daily supplementary clean via Council’s Cleaning Contract, to address community complaints over hygiene.

Assessment of these costs against the cost of a traditional building, constructed using prefabricated modules, robust material and passive designs, typically offers superior reliability and lower whole-of-life costs as illustrated in the table below.

CONSTRUCTION TYPE	DESIGN & CONSTRUCTION COST (2- cubicle facility)	ANNUAL MAINTENANCE & CLEANING COST (per cubicle)
Traditional Standalone Modular/ Prefabricated Public Toilet	\$290k	\$6,700
Automated Standalone Public Toilet (Exeloo)	\$380k	\$7,200

Table 10 – Cost comparison of automated and traditional (modular /prefabricated) public toilets.

Public toilets on non-Council land

Managing facilities that are not on Council land makes it difficult for Council to respond to community concerns regarding the immediate surrounds of the building.

Our existing public toilet network includes three public toilets that are located on land owned and/or controlled by others:

- Ferntree Gully Shopping Centre Exeloo (Alpine Street) – VicTrack land
- Upper Ferntree Gully Shopping Centre Public Toilet – land managed by Metro Trains
- Knoxfield Shopping Centre Public Toilet – VicRoads Road reserve

Current lease agreements exist for two of the sites; Ferntree Gully Shopping Centre (Alpine Street) and Upper Ferntree Gully Shopping Centre with annual lease fees of \$844 and \$1,560 respectively. A lease agreement for the Knoxfield Shopping Centre public toilet will be provided post completion of the current reconstruction of the facility.

The public toilets located in Upper Ferntree Gully and Knoxfield Shopping Centre are currently programmed for a rebuild (at their current location) as part of the 2026/27 Capital Works Program.

The Ferntree Gully Shopping Centre Exeloo on Alpine Street (pictured here) is an automated public toilet (Exeloo). The facility has reached its end of life and can no longer be serviced. Replacement of this public toilet is proposed in the 2027/28 Capital Works Program.



Recommendation

- ✓ Remove the existing automated public toilet on Alpine Street, Ferntree Gully and provide a new public toilet facility within the Ferntree Gully Shopping Centre precinct, on Council owned land

7. Design Considerations

Council's Capital Works Program typically provides funding for a mix of new, upgrade and renewal public toilets each year.

The following guiding principles have been developed to assist planners and project managers with the delivery capital projects.

Prefer individual self-contained cubicles over multi-stall facilities

Objective: Better meet community expectations regarding privacy, safety and inclusivity of our public toilet facilities.

Recent studies indicate that individual cubicles with internal amenities that open directly onto public space (as opposed to multi-stall gendered toilet blocks) have become the preferred toilet design.

The community-at-large now expects greater privacy, safety, and inclusivity from public toilet facilities. They perceive that, individual cubicles opening directly onto the public space, benefits a broad range of people, including parents of young children, women, people with neurodiversity and other "hidden" disabilities, or people who are transgender or gender diverse.

Application: Individual self-contained cubicles should, where feasible and practical, be preferred over multi-stall public toilets.

This principal is currently applied within Knox with only 5 high demand sites containing toilet stalls.



Use Standardised Cubicle Design Templates

Objective: Improve public toilet design efficiencies to more cost-effectively meet community expectation.

Cubicle floor plan design templates have been developed for the following configurations:-

- Accessible toilet (Left Hand) / Accessible toilet (Right Hand) & Baby change
- Ambulant toilet (All-gender, female, male)
- Changing Places facilities

Toilet designs to consider space for mobility aids and prams.

Floor plan layouts are included in **Appendix 3**

Application: Use a combination of these templates to allow a more streamlined approach to the delivery of new and renewed/ upgraded public toilet projects.

Although some sites may require individual design, the majority of sites should make use of existing design templates.

Include vandal-resistant design elements and materials

Objective: Improve public toilet fixtures, fittings and materials to reduce the impacts of anti-social behaviours.

Design improvements have been made in recent years to allow for easy cleaning, resistance to vandalism and increased durability whilst retaining functionality and welcoming aesthetics.

Examples include:

- Greater choice of wall linings e.g. durable compact laminate (rather than painted plasterboard) to reduce breakage and assist graffiti removal
- Recessing of fixtures where possible to make them more difficult to damage

Application: All public toilet designs should assess the feasibility of using vandal-resistant elements and incorporate same where feasible.



Prefer prefabricated (modular) construction methods

Objective: Improve public toilet design and construction efficiencies to cost-effectively meet community expectation.

Purpose-built prefabricated toilet buildings made up of individual self-contained cubicles can be completed with an accelerated timeline that directly translates into cost savings, smaller labour requirements and lower on-site overheads. Prefabricated facilities have become increasingly cost beneficial, with 70% construction occurring offsite, taking approx. 8 weeks.

Application: New public toilets installed within Knox City typically consist of modular buildings, within renewals/refurbishment sites using traditional build methods.



Provide all-gender facilities

Objective: Support participation in public life by all members of our community.

The NCC (National Construction Code) does not currently specify the requirement for all-gender toilets however, consideration is being given to regulating requirements, with provision of an all-gender toilet instead of (or in addition to) other toilet cubicles, and in addition to accessible toilets, depending on the site and cost.

Application: This principal is currently applied – most public toilet sites have all gender cubicles.

Council's individual self-contained cubicle designs (refer Appendix 3) are set up to support all gender toilets.

Investigate opportunity to include Changing Places facilities

Objective: Support the provision of Changing Places facilities to allow people with complex physical needs to participate in public life.

Changing Places is an Australia-wide initiative to provide accessible public toilets and change rooms for people with high support needs. They are larger than standard accessible toilets and have extra features to meet the needs of people with disability and their Carers. A new standalone Changing Places facility can cost between \$180,000 and \$230,000 (or \$120k to \$150k for a retrofit). Commonwealth funding that currently operates across all states and territories will cover up to 50% of the build cost.

Application: Provision of a Changing Places toilet should be considered at the time renewal of an existing public toilet and when a new toilet facility is proposed.



Apply Crime Prevention through Environment Design (CPTED) Principles

Objective: Improve public toilet location planning and design to maximize visibility, deter illegal and anti-social activities, and enhance user confidence and safety through architectural and landscape strategies.

The approach relies on four main principles:

- natural surveillance (maximise visibility)
- natural access control (minimise entry points, discourage loitering)
- territorial reinforcement (aesthetically pleasing and welcoming to generate a sense of community ownership and pride)
- space maintenance and management (vandal resistant materials, prompt repairs)

Application: Provide individual cubicles, where practical, that closely align with CPTED principles (e.g. enable natural surveillance, clear sightlines, unobstructed entry) and thus help combat vandalism and undesirable activity. Limit the use of CCTV cameras to situations where the application of CPTED principles have proven to be ineffective or are not feasible and where ongoing vandalism and anti-social behaviour occurs.



Apply Environmentally Sensitive Development (ESD) Principles

Objective: Council's Sustainable Buildings and Infrastructure Policy (the Policy) provides guidance for embedding ESD principles into the planning, design, construction and operation of Council buildings.

By embedding ESD in new, existing buildings and infrastructure, Council aims to:

- Reduce energy, water, and material consumption
- Lower operational costs and carbon emissions
- Protect local waterways and biodiversity
- Support health, equity, and resilience in the community

Application: All public toilet renewal projects and new public toilet designs must take into consideration the principles outlined in the Policy with the following minimum inclusions provided:

- Water tanks for flushing water use
- Solar panels for internal/external lighting
- Reduced lifecycle and operational costs by using passive design, durable materials, efficient systems and renewable energy
- Incorporate stormwater management consistent with EPA Victoria Best Practice guidance



8. Projected Expenditure

As shown in the graph below, over the next 10 years we expect to spend a total \$10.2 million to renew, improve, and continue to maintain our public toilet network, based on our current state. In this section expenditure forecasts are provided for:

- Maintenance and Operations for our existing 33 public toilet sites and 2 new public toilets planned for construction in Years 1 and 2 (\$6.0M)
- Renewal (including Upgrades) to refurbish our existing public toilets to meet modern day expectations (\$3.25M)
- New public toilet provision (subject to annual CWP funding allocation- currently \$0.9M)

The projected expenditure shown in this section of the document (including the graph below) are in 2026-27-year dollars and will therefore need to be adjusted for inflation. Increases to the forecasted maintenance and operations funding levels will also be required when additional facilities are created.

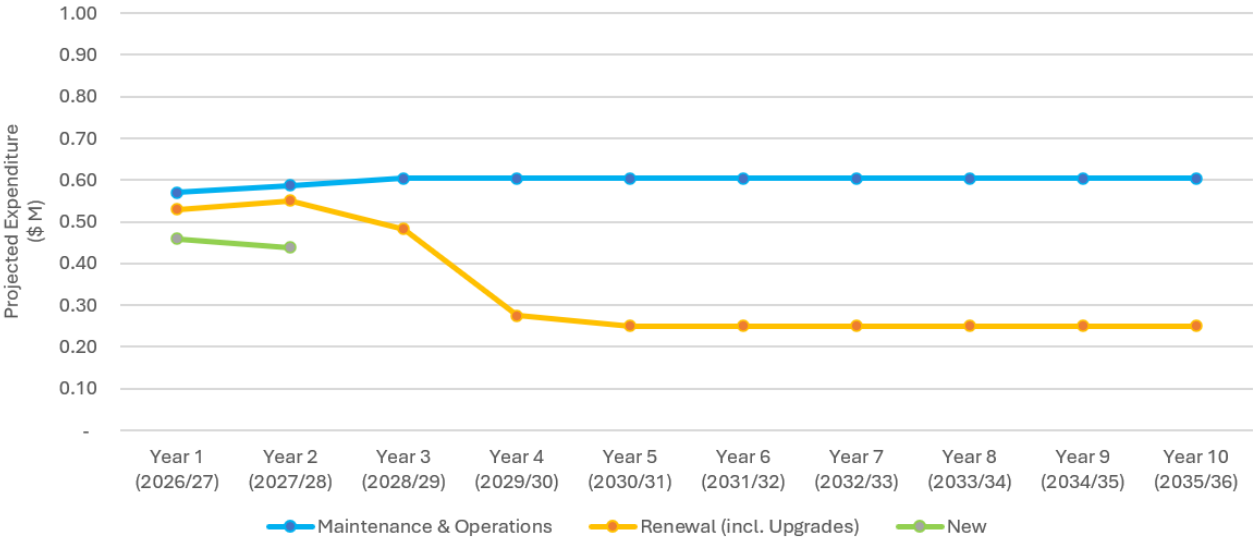


Figure 7 – Projected Expenditure 2026/27 to 2036/37

Forecast maintenance and operations expenditure

Total expenditure on the maintenance and operation of our existing public toilets is estimated to be \$6.0M over the next 10 years. This includes the additional maintenance costs for the two new public toilets planned for construction in 2026/27 and 2027/28.

Public toilets are exposed to high levels of vandalism, graffiti and anti-social behaviours and are therefore very expensive to maintain to an acceptable standard. They require regular cleaning and restocking of supplies and the fixtures, fittings and plumbing are expensive items to repair.

Council’s current budget allocation for the maintenance of public toilets is in the order of \$570k per annum. This equates to an approximate maintenance cost of \$17,300 per public toilet site per annum.

A summary of the maintenance activities and associated costs are provided in the table below. Current cleaning and maintenance standards are detailed in Section 3 of this Plan.

MAINTENANCE ACTIVITY		ANNUAL EXPENDITURE
Electronic door locking	System operations for 22 out of 33 public toilet sites	\$3,700
Cleaning	The current cleaning contract (3401) was awarded in Nov 2024. The cleaning schedules are provided in Section 3 of this Plan	\$297,000
Routine Maintenance	Regular/programmed maintenance including gutter cleaning, servicing of auto doors (wherever applicable), electronic locking, Residual Current Devices (RCDs), and backflow devices. Certification of Changing places equipment and fall arrest systems	\$27,500
Vandalism Repairs	Expenses related to deliberate damage occurring at public toilets	\$77,000
Unscheduled Repairs	Expenses related to wear and tear / breakages of equipment	\$135,000
Utility Bills	Water & electricity usage	\$28,000

Table 11 – Public Toilet Maintenance Expenditure – 2026-27 Budget

Forecast renewal funding (including upgrades)

Total expenditure on the renewal and upgrade of our existing public toilets is estimated to be \$3.25M over the next 10 years.

Council's Capital Works Program provides funding for the refurbishment of public toilets each year. The required funding levels have been informed by the results of our condition audits and asset valuation processes. Council aims to fund asset renewal at a level that keeps all public toilets at a condition rating of 3-Fair (or better). Key factors that inform the assessment are the current asset condition, age, estimated replacement cost and predicted remaining life.

Our most recent asset valuation, in 2024-25, estimated the replacement value of our public toilets as \$10.7M, with a depreciated value of \$8.1M and an expected economic life of 60 years. Some facilities have an estimated useful life of only 25, 27 or 40 years and others a life of 80+ years. Based on these figures, Council will need to spend \$280k on average each year on building renewal, just to keep pace with the predicted rate of deterioration.

The results of the 2024 condition audit found 60% of public toilet buildings had an overall condition rating of 3-Fair. Taking this into account, the required level of renewal funding over the next 10 years has been estimated to be \$3.25M with approx. \$500k per annum, for the next 3 years (to address the higher proportion of condition 3 toilets) and then approx. \$250K for the following 7 years.

Council’s Capital Works Building Renewals Program has allowed renewal funding over the next 4 years as shown in the table below.

YEAR 1 (2026/27)	YEAR 2 (2027/28)	YEAR 3 (2028/29)	YEAR 4 (2029/30)
\$529,236	\$550,405	\$483,120	\$274,500

Table 12 – Projected public toilet renewal funding

This will fund the installation of electronic locks at 10 sites and the refurbishment of one to two facilities each year.

Forecast funding for new public toilets

New public toilet facilities are funded through Council's Capital Works Program. Proposals are prioritized based on the Capital Works Ranking criteria, which are reviewed annually, under Program 4019 - Civic & Corporate Buildings and Facility Upgrades.

The following sites are listed in the CWP program for new public toilet facilities:

- Peregrine Reserve – 2026-27
- Tim Neville Arboretum - 2027-28
- Wantirna Reserve – to be included in Pavilion Redevelopment

The cost of a new public toilet facility varies at each location depending on the number of cubicles provided at the location and the proximity of utility services (i.e. sewer, water, electricity).

Council's Capital Works Program has nominated funding for new public toilets as shown in the table below.

YEAR 1 (2026/27)	YEAR 2 (2027/28)	YEAR 3 (2028/29)	YEAR 4 (2029/30)
\$459,000 ^{#1}	\$436,205 ^{#2}	-	-

Table 13 – Projected new public toilet funding

Notes:

#1 – Funding includes new toilets at Peregrine Reserve and additional funding for Upper Ferntree Gully

#2 – Funding may reduce following site investigations and use of modular design

Before initiating any proposals for the construction of new public toilet facilities at locations where demand is demonstrated, officers investigate the feasibility of providing the public with direct access to existing amenities located within an existing Council building (e.g., sports pavilion). In addition, new/refurbishment of existing pavilions considers opportunities to provide external access to amenities located within the pavilion to enable them to be utilized as public toilets.

Given that the Council's Open Space Strategy and Public Toilet Policy are currently under review, it is premature to provide a 10-year funding projection for new public toilet provision. Whilst provision of public toilets in all reserves is not feasible, it is reasonable to expect the following:-

- As activation of Council's open space reserves and activity centres increases, demand for public toilets is likely to grow.
- Some groups - including older adults, women and young children—may have greater needs which must be considered.

The table below lists the types of sites that may require public toilets in the future.

TYPES OF SITE/ USE	DETAILS
Large, significant or high-use sites i.e. Neighbourhood, Municipal and Regional Recreational Open Spaces and Playgrounds	People will visit for 1 hour or more People may travel for some time /drive to these sites Places where people gather for events, parties, or other social gatherings
Sites used by older adults	Feedback from the Active Ageing team, is that older adults can only really visit parks with toilets. They may drive to a site and immediately need to use the toilet, even if they just used it at home before they left. Sites include; Seniors Exercise parks, neighbourhood playgrounds, local shops.
Sites for teen girls	The Equity Impact Assessment identified that women, and especially teen girls are not well-provided for in open space. Research shows that quality toilets are important for teen girls. Sites might include; training grounds, teen facilities (e.g. skate parks, night-exercise parks, local shops.
Unique green spaces	Green spaces that are used for longer periods or serve focal green community space, e.g. Quarry Reserve.
Active recreation sites	Sporting pavilions include public toilets for use when the facility is opened by the club on game days and training sessions. As well as sports and training reserves, there may be a further need for toilets at places providing active recreation including some of the lesser-known sports and recreation activities.
Fitness /recreation hubs	Sites where lighting/facilities are provided for night-time exercise. Sites with more significant recreation facilities e.g. skate parks, dog parks.

TYPES OF SITE/ USE	DETAILS
Bush kinder/nature play sites	Bush kinder programs are being encouraged through external grant funding opportunities. There is a need to create specific children's nature-play sites where these programs can run. The goal is one nature play site within 1km walk of every kinder. • Ideally these sites will have toilets. Where this is not an option some bush kinder programs take a porta-loo and tent set up. • Note: Bushland reserves are generally considered unsuitable for bush kinder programs because a) negative impacts to vegetation from children's use and play, and b) the environment is not tailored to suit this use and therefore may not be safe or conducive to nature play. For example, long grass can hide snakes and there may be a lack of materials and elements that foster play such as logs, rocks, climbing trees.
Activity Centres / Public Transport hubs / Community markets	Streetscapes/Commercial areas where people gather/wait but where there are no toilets in the shopping centre. Activity centres; include major activity centres, <i>large or medium neighborhood</i> activity centres where shopping centres do not provide public toilets (as defined in the Knox Planning Scheme, May 2026)

Table 14 – Types of sites to be considered for future public toilet provision

Recommendation

- ✓ Further to the adoption of the updated Open Space Strategy, review existing locations for suitability and identify locations for new public toilets within the municipality based on a demonstrated need analysis and refer to the Capital Works Program for funding consideration.

9. Implementation of this Plan

The Facilities and Strategic Open Space teams have responsibility for implementing this Plan. Funding will be allocated as part of Council's capital and operating budget processes. This requires Council to balance investment in public toilets against all other Council priorities.

Council's Asset Strategy team will have responsibility for the collection or periodic asset condition data, asset valuations, predictive modelling and projection renewal funding requirements.

Assessment of new public toilet facilities will continue to include collaboration with other internal Council teams including; the Disability Inclusion, City Futures and Leisure teams.

The relevance of recommended improvement actions (listed in the table below) and the predicted funding levels will be considered annually to ensure they continue to reflect new data and changes in Council and community priorities.

Recommended Actions

ID	RECOMMENDED ACTION	EST. COST	RESPONSIBLE TEAM	TARGET COMPLETION TIME
1	Improve information relating to public toilet locations and cleaning including scheduled cleaning times and the date and time that each space was last cleaned. - Investigate sign design and vandal-resistant product and fixing options - Consider use QR codes (or similar web link) to provide details for each site regarding the cleaning schedule and the last clean date and time. Include complaints register and contact information. - Promote National Public Toilet Map	\$300,000	Facilities team	Subject to CWP funding
2	Review signage within reserves and activity centres to improve identification and wayfinding signage for public toilets. Develop and install consistent Wayfinding and Information Signage for public toilets.	\$250,000	Strategic Open Space	Subject to CWP funding

ID	RECOMMENDED ACTION	EST. COST	RESPONSIBLE TEAM	TARGET COMPLETION TIME
3	Roll-out of Electronic Door Locking Program Rollout program to have all public toilets on electronic locking	(\$200,000) included in CWP Building Renewals Program	Facilities team	2032
4	Replace current automated public toilets (Exeloo) at their end of life with traditional builds (funding from CWP Building Renewal Program).	Included in CWP Building Renewals Program	Facilities team	As per CWP
5	Remove current automated public toilet in Alpine Street, Ferntree Gully, and provide a new public toilet facility within the Ferntree Gully Shopping Centre precinct, on Council land.	Included in CWP Building Renewals Program	Facilities team	As per CWP
6	Further to the adoption of the updated Open Space Strategy, review existing locations for suitability and identify locations for new public toilets within the municipality based on a demonstrated need analysis and refer to the Capital Works Program for funding consideration.	Internal resources	Strategic Open Space	2028

Table 15 – Recommended actions

APPENDIX 1 – Public Toilet List

SITE NO.	LOCATION NAME	SUBURB	OPEN SPACE /ACTIVITY CENTRE	USAGE HIERARCHY	PUBLIC TOILET TYPE	MULTI-STALL/ INDIVIDUAL CUBICLES	AMENITY PROVIDED	LOCKING SYSTEM	CONDITION RATING
CB324	Alchester Village – Public Toilets	Boronia	Activity Centre	High	Standalone	Individual Cubicle	1 All Gender & Parent Room	Electronic	2 - Good
CB73	Dorset Square Shopping Centre – Public Toilets	Boronia	Activity Centre	Medium	Automated Exeloo / Standalone	Individual Cubicles	1 Ambulant All Gender 1 Accessible & Parent Room	Electronic	3 – Fair
CB237	Kings Park – Athletics Pavilion & External Toilet Block	Upper Ferntree Gully	Reserve	High	Attached	Multi-Stall	4 Female- Stalls 2 Male & Urinal -Stalls	Manual	2 – Good
CB83	Knox Park – Public Toilets	Ferntree Gully	Reserve	High	Standalone	Multi-Stall + Individual Cubicle	4 Female - Stalls 2 Male & Urinal 1 Accessible	Manual	2 – Good
CB90	Knoxfield Shopping Centre – Public Toilets	Knoxfield	Activity Centre	High	Standalone	Multi-Stall	4 Female- Stalls 3 Male & Urinal -Stalls	Manual Programmed for upgrade in 206/27	3 – Fair
CB323	Marie Wallace Bayswater Park – Public Toilets	Bayswater	Reserve	High	Standalone	Individual Cubicles	2 All Gender - 1 Accessible 1 All Gender & Parent Room	Electronic	3 – Fair
CB148	Mountain Gate Shopping Centre – Public Toilets	Ferntree Gully	Activity Centre	High	Standalone	Individual Cubicles	2 Accessible 2 All Gender & Parent Room	Electronic	3 – Fair
CB350	Quarry Reserve – Public Toilets	Ferntree Gully	Reserve	High	Standalone	Individual Cubicles	2 All Gender & Parent Room	Electronic	2 – Good

SITE NO.	LOCATION NAME	SUBURB	OPEN SPACE /ACTIVITY CENTRE	USAGE HIERARCHY	PUBLIC TOILET TYPE	MULTI-STALL/ INDIVIDUAL CUBICLES	AMENITY PROVIDED	LOCKING SYSTEM	CONDITION RATING
CB328	Rowville Community Centre – Public Toilet	Rowville	Reserve	High	Standalone	Individual Cubicles	1 All Gender 1 Female & Baby 1 Accessible 1 Accessible & Parent Room	Electronic	3 – Fair
CB91	Scoresby Village Shopping Centre – Public Toilets	Scoresby	Activity Centre	High	Standalone	Individual Cubicles	2 Female 1 Male & Urinal 1 Accessible	Manual Programmed for update in 2026/27	3 – Fair
CB356	Stamford Park Reserve – Public Toilets	Rowville	Reserve	High	Standalone	Individual Cubicles	2 Accessible & Parent Room	Electronic	1 – Excellent
CB56	Studfield Shopping Centre Car Park – Public Toilets	Wantirna South	Activity Centre	High	Standalone	Individual Cubicles	2 Accessible 2 Accessible & Parent Rooms	Electronic	3 – Fair
CB44	Tim Neville Arboretum – Public Toilets	Ferntree Gully	Reserve	High	Standalone	Individual Cubicles	1 All Gender 1 Accessible 2 Accessible & Parent Room	Manual	3 – Fair
CB30	Upper Ferntree Gully Shopping Centre – Public Toilets	Upper Ferntree Gully	Activity Centre	High	Standalone	Multi-stall + Individual Cubicle	2 Female - Stalls 2 Male - Stalls 1 Accessible	Manual Programmed for upgrade in 2026/27	3 – Fair
CB159	Wantirna Mall Shopping Centre – Public Toilets	Wantirna	Activity Centre	High	Standalone	Individual Cubicles	1 All Gender 1 Accessible 1 Accessible & Parent Room	Electronic Programmed for update in 2026/27	3 – Fair

SITE NO.	LOCATION NAME	SUBURB	OPEN SPACE /ACTIVITY CENTRE	USAGE HIERARCHY	PUBLIC TOILET TYPE	MULTI-STALL/ INDIVIDUAL CUBICLES	AMENITY PROVIDED	LOCKING SYSTEM	CONDITION RATING
CB26	Ferntree Gully Community Centre – Public Toilets	Ferntree Gully	Reserve	High / Medium (exeloo)	Automated Exeloo / Standalone	Multi-stall + Individual Cubicle	3 Female & Baby - Stalls 2 Male & Urinal - Stalls 1 Changing Places 1 All Gender (Exeloo)	Exeloo – Electronic Public Toilets - Manual Changing Places – Manual (MLAK Key) Programmed for upgrade in 2026/27	3 – Fair
CB155	Bayswater Shopping Centre – Public Toilets	Bayswater	Activity Centre	Medium	Automated Exeloo / Standalone	Individual Cubicle	1 Accessible	Electronic	3 – Fair
CB70	Boronia Park – Public Toilets	Boronia	Reserve	Medium	Standalone	Individual Cubicles	2 Accessible	Manual	3 – Fair
CB357	Chandler Park – Toilets	Boronia	Reserve	Medium	Standalone	Individual Cubicles	2 Accessible & Parent Room	Electronic	1 - Excellent
CB321	Fairpark Public Toilets	Ferntree Gully	Reserve	Medium	Standalone	Individual Cubicles	2 Accessible 2 All Gender & Parent Room	Electronic	2 - Good
CB2	Ferntree Gully Shopping Centre – Alpine Street Public Toilets	Ferntree Gully	Activity Centre	Medium	Automated Exeloo / Standalone	Individual Cubicle	1 Accessible	Electronic	3 - Fair
CB351	Gilbert Park – Modular Pavilion	Knoxfield	Reserve	Medium	Attached	Individual Cubicles	1 All Gender 1 Ambulant 1 Accessible & Parent Room	Electronic	3 – Fair

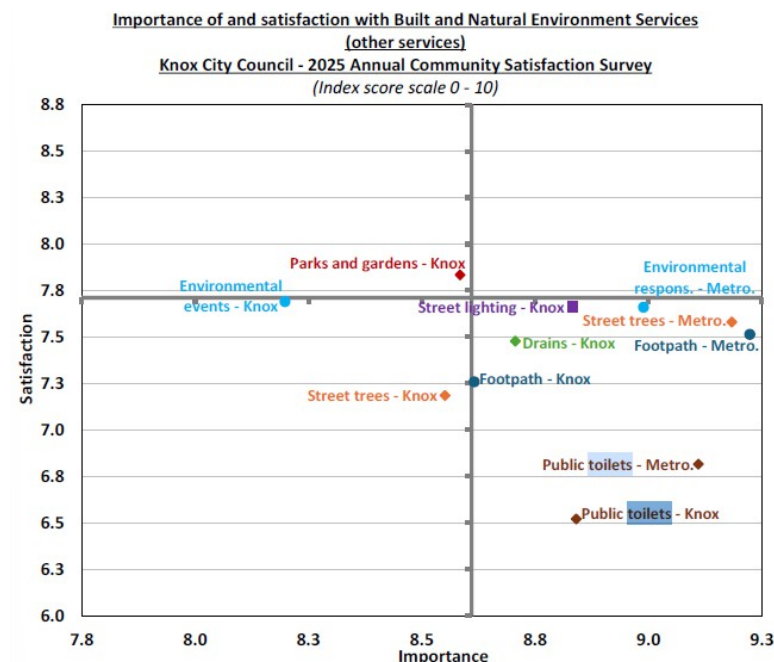
SITE NO.	LOCATION NAME	SUBURB	OPEN SPACE /ACTIVITY CENTRE	USAGE HIERARCHY	PUBLIC TOILET TYPE	MULTI-STALL/ INDIVIDUAL CUBICLES	AMENITY PROVIDED	LOCKING SYSTEM	CONDITION RATING
CB341	Gilbert Park Skate Park Modular Pavilion	Knoxfield	Reserve	Medium	Attached	Individual Cubicles	2 All Gender 1 Accessible 1 Ambulant	Manual	3 – Fair
CB131	Lewis Park Reserve – Public Toilets	Wantirna South	Reserve	Medium	Standalone	Individual Cubicles	2 All Gender 2 Accessible	Manual	3 – Fair
CB342	Liberty Reserve – Modular Pavilion Public Toilets	Rowville	Reserve	Medium	Attached	Individual Cubicles	2 Accessible	Electronic	2 – Good
CS59	Llewellyn Park – Public Toilet	Wantirna South	Reserve	Medium	Standalone	Individual Cubicles	2 Accessible & Parent Room	Electronic	1 - Excellent
CB347	Scoresby Reserve – Modular Public Toilet	Scoresby	Reserve	Medium	Standalone	Individual Cubicles	2 Accessible & Parent Room	Electronic	2 – Good
CB348	Talaskia Reserve – Modular Public Toilet	Upper Ferntree Gully	Reserve	Medium	Standalone	Individual Cubicles	2 Accessible & Parent Room	Electronic	2 – Good
CB345	Templeton Reserve – Modular Public Toilet	Wantirna	Reserve	Medium	Standalone	Individual Cubicles	2 Accessible & Parent Room	Electronic	2 – Good
CB308	The Basin Triangle – Public Toilets	The Basin	Reserve	Medium	Standalone	Individual Cubicles	2 All Gender 1 Accessible 1 Accessible & Parent Room	Electronic	3 – Fair
CB346	Tormore Reserve – Modular Public Toilets	Boronia	Reserve	Medium	Standalone	Individual Cubicles	2 Accessible & Parent Room	Electronic	1 – Excellent
CB336	Wally Tew Reserve – Secondary Change Rooms	Ferntree Gully	Reserve	Medium	Attached	Individual Cubicles	2 All Gender 1 Accessible	Electronic	2 – Good

SITE NO.	LOCATION NAME	SUBURB	OPEN SPACE /ACTIVITY CENTRE	USAGE HIERARCHY	PUBLIC TOILET TYPE	MULTI-STALL/ INDIVIDUAL CUBICLES	AMENITY PROVIDED	LOCKING SYSTEM	CONDITION RATING
CB349	Wicks Reserve – Public Toilets	The Basin	Reserve	Medium	Standalone	Individual Cubicles	2 Accessible & Parent Room	Electronic	2 - Good

APPENDIX 2 - Results Summary - Knox City Council Annual Community Satisfaction Survey 2025 & 2026

2025 Results Summary

- Satisfaction with all but one service or facility recorded satisfaction scores higher than the overall satisfaction with Council this year, suggesting most services and facilities were a positive influence on satisfaction with Council's overall performance. The only exception to this was public toilets, which received a satisfaction score somewhat (3%) lower than the overall satisfaction with Knox City Council.
- Public toilets were rated 7th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.
- Satisfaction with public toilets remained at a "good" level of satisfaction (6.5 out of 10). This score was measurably lower (1.2 points lower) than the average satisfaction for all 36 services (which was 7.7 out of 10).
- Public toilets were ranked almost last again in terms of satisfaction this year (35th). This result comprised 36% "very satisfied" and 14% dissatisfied respondents, based on a total sample of 162 of the 164 respondents from households who had used these facilities in the last 12 months.
- There was some variation in satisfaction with the public toilets observed by respondent profile:
 - young adults (aged 18 to 34 years) notably (6%) less satisfied than average, and at a "poor" rather than a "good" level.
 - adults (aged 35 to 44 years) were notably (6%) more satisfied
 - respondents from multilingual households were notably (5%) more satisfied than respondents from English speaking households.
- Unlike 2024, there was no statistically significant variation in satisfaction with public toilets observed across the municipality at the precinct level.
- Satisfaction with public toilets was somewhat (3%) lower than the metropolitan Melbourne average satisfaction with public toilets of 6.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



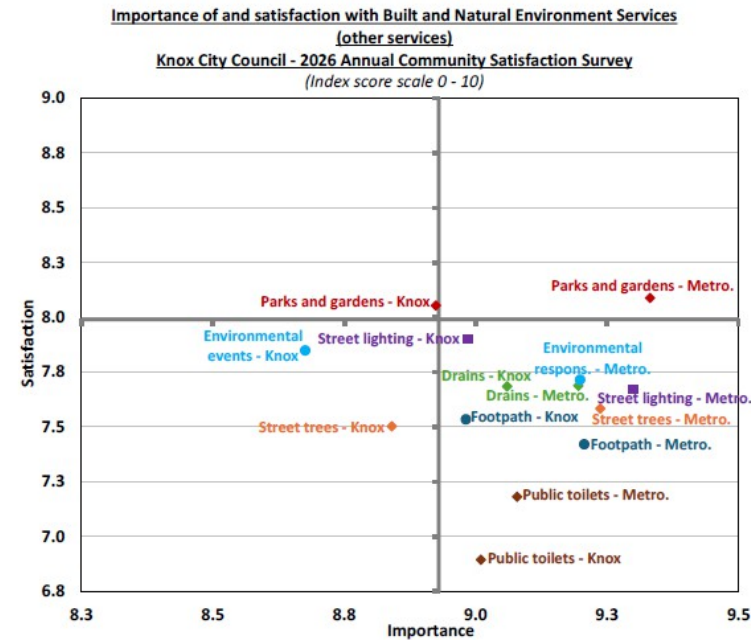
The following tables outline the comments and locations of concern received from respondents dissatisfied with public toilets. The majority of concerns related to a perceived lack of maintenance and cleaning.

REASONS FOR DISSATISFACTION - 2025	
Dirty / gross / unhygienic	16
Need regular cleaning / maintenance	8
Not enough around	4
Better odour control is needed because they smell disgusting	3
No lights at night	2
Footy one should be made public	1
I understand it's hard to maintain	1
I went use but after seeing it, I chose not to, it's that bad	1
Locks don't work at Mountain Gate	1
No toilet paper	1
Not cleaned often	1
Self-cleaning toilets are not working	1
They are disgusting because of the junkies	1
Toilets are contaminated	1
Not a lot available / visible around town	2
Location as there are not many strip shops around	1
Not convenient	1
Should have self-lockable ones	1
Not enough for elderly	1
Safety as we need them to be not too far or secluded	1
Struggled to find them. If you do not go into the shopping centres there won't be any toilets around	1
Total Comments Received	50

SPECIFIC LOCATIONS MENTIONED - 2025	
Mountain Gate public toilet	2
Belgrave main street public toilet (not Council owned)	1
Knoxfield Shops	1
Park	1
Scoresby Village outside woolies	1
Templeton reserve	1
Tim Neville Arboretum toilets	1
Total Comments Received	8

2026 Results Summary

- As for previous years public toilets were rated as higher-than-average importance, but lower than average satisfaction.
- Satisfaction with public toilets rose notably this year, up four percentage points to 6.9 out of 10, which remains a “good” level of satisfaction.
- Public toilets were 35th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (8.0).
- This result comprised 45% “very satisfied” and 14% dissatisfied respondents, based on a total sample of 159 of the 165 respondents (33%) from households who had used these facilities in the last 12 months.
- There was some variation in satisfaction with public toilets observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.
- Male respondents were notably more satisfied than female respondents, and respondents from multilingual households were notably more satisfied than respondents from English speaking households
- By way of comparison, satisfaction with public toilets was measurably (7pts) lower than the metropolitan average satisfaction with the “public toilets” of 7.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.
- There was no measurable variation in satisfaction with public toilets observed across the municipality, with respondents from all four precincts rating satisfaction at “good” levels.



The following tables outline the comments and locations of concern received from respondents dissatisfied with public toilets. The majority of concerns related to a perceived lack of maintenance and cleaning.

REASONS FOR DISSATISFACTION - 2026	
Dirty / disgusting	10
No / not enough public toilets	9
No toilet papers	3
Junkies keep it unclean sometimes	2
Maintenance needs to be better	2
Cleanliness standard need to improve	1
I think the main issue is it is really damaged	1
No toilets around barbecue areas	1
Not always clean generally	1
The ones in the parks are dirty	1
They are ok	1
They do not have seats on it	1
Toilets need cleaning	1
Total Comments Received	34

SPECIFIC LOCATIONS MENTIONED - 2026	
Doors are not locking at Mountain Gate Shopping Centre	1
Mountain Gate Shopping Centre is very dirty	
Lack of cleanliness at Stud Park Shopping Centre	1
Ones at Wantirna Mall are old and never been updated	1
Ones at Wantirna Mall are revolting	1
They are always filthy at Knoxfield shops	1
Lack of cleanliness at Wellington Village Shopping Centre (Not Council Owned)	1
No toilet paper at Knox Cricket Club	1
Club floors were wet at Knox Cricket Club	1
Toilets are blocked at Knox Cricket Club	1
Total Comments Received	10

APPENDIX 3 – Cubicle Design Templates

Cubicle design templates have been developed for the following:

TEMPLATE 1a - **Accessible toilet (Left Hand) & Baby change**, TEMPLATE 1b - **Accessible toilet (Right Hand) & Baby change**

TEMPLATE 2a - **Ambulant toilet (All-gender)**, TEMPLATE 2b - **Ambulant toilet (Female)**, TEMPLATE 2c - **Ambulant toilet (Male)**

TEMPLATE 3 - **Changing Places facilities**

Note: these templates are subject to change as required to meet current regulations.

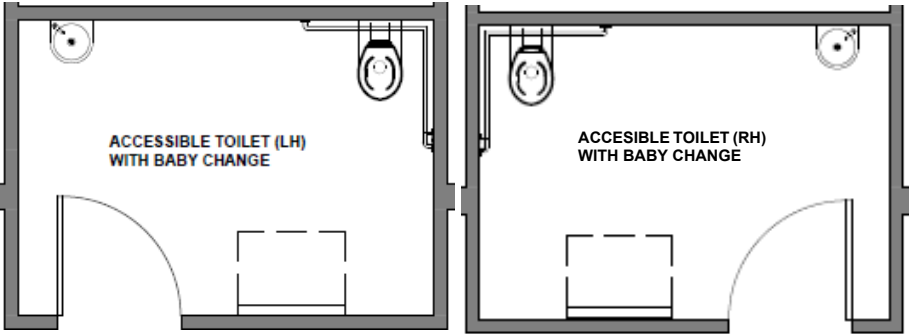
Inclusions

Council's current design parameters/ templates provide for the following inclusions:

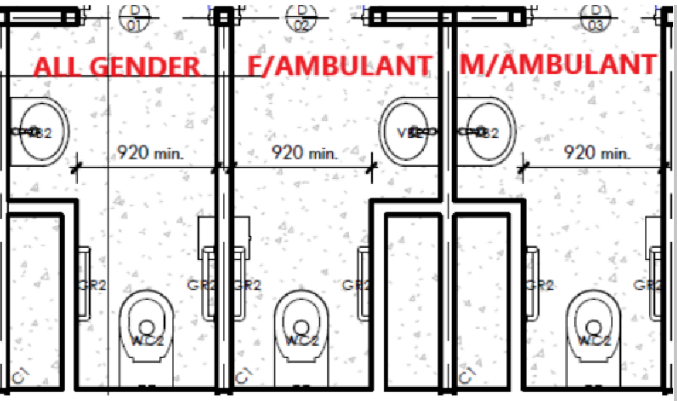
- Needle and syringe receptacles
- Hanging hooks
- Soap dispensers
- Lockable toilet paper dispensers
- Wash basins
- External lighting
- Hanging hooks
- Change tables (within accessible toilets)

Sanitary services / bins are not provided in public toilets. These have traditionally been vandalized (set on fire) and as such are no longer provided. Sanitary services/bins are only provided in toilets located within Council buildings (e.g. Civic Centre, Knox Regional Netball Centre).

TEMPLATE 1a & b - Accessible toilet (Left Hand) / Accessible toilet (Right Hand) & Baby change



TEMPLATE 2a, b & c - Ambulant toilet (All-gender, female, male)



TEMPLATE 3 - Changing Places toilet



APPENDIX 4 – Action Status - Knox City Council Public Toilet Implementation Plan (PTIP) 2017- 2022

Council adopted the PTIP 2017 -2022 on 14 August 2017. Click here to view a copy: [Knox City Council Public-Toilet-Implementation-Plan-2017-2022.pdf](#)

The PTIP set out a five-year Action Plan and Framework that has guided the delivery of Council owned and managed public toilets across the municipality. The table below summarises the progress made in delivering the Public Toilet Implementation Plan.

ACTION	STATUS	PROGRESS NOTES	RESPONSIBLE TEAM
1. Install and upgrade public toilets in line with the recommended program of works - Stud Park, Rowville - Wick Reserve, The Basin - Liberty Ave, Rowville - Brennock Park Drive, Ferntree Gully - Lewis Park, Wantirna South - Railway carpark, Upper Ferntree Gully - Rowville Lakes Shopping Centre, Rowville	COMPLETE	6 out of 7 recommended projects were completed: Rowville Lakes Shopping Centre, Rowville was not deemed to be a suitable location for a number of reasons. • The recommended car park location is not Council owned land. • Demand was assessed as low as the shopping centre only has 12 shops which are mostly take-away food, as well as a real estate agency, chemist and supermarket (IGA), with 3 dine-in facilities each with a public toilet for patrons. An additional 9 public toilets, identified through masterplan development and/or increased activation and redevelopment of the reserve, were constructed at the following locations: • Carrington Park reserve • Chandler Park • Llewelyn reserve • Quarry reserve • Scoresby reserve • Stamford Park Wetlands • Talaskia reserve • Templeton reserve • Tormore reserve	Facilities team

ACTION	STATUS	PROGRESS NOTES	RESPONSIBLE TEAM
2. Review management agreements where public toilets are co-located with sports pavilions.	ONGOING	Sports pavilion toilets are either: - located within the pavilion (and not typically available for public use), or - attached to the building and accessible to the public without entering the pavilion. Each site is managed in accordance with a site-specific maintenance and operational agreement that is reviewed when the relevant lease or licence is renewed. These agreements specify the tenant club responsibilities for cleaning and opening the toilets for public use. In some instances where demand has been identified, and in-lieu of other facilities being available, co-located toilets with external access have been made available to the public and included on Council's cleaning contract.	Connected Communities - Building Advocates
3. Install signage on all new and existing public toilets, which shows gender provision and opening hours.	IN PROGRESS (Completion due 2032)	Completed in part. Signage detailing gender and accessibility are provided. Additional signage detailing opening hours and contact details have also been installed however review of products and fixings is necessary as these signs have tended to be targeted and removed by vandals.	Facilities team
4. Explore opportunities to partner with local business through a pilot program to increase the provision of toilets in activity centres.	COMPLETED	Investigation found a general lack of support from local business in participating in a pilot program to provide access to toilets/amenities located within their premises. Concerns related to higher maintenance and cleaning costs as well as potential public safety risks.	Facilities team, City Futures team

ACTION	STATUS	PROGRESS NOTES	RESPONSIBLE TEAM
5. Install automated locking doors to improve maintenance efficiencies.	PARTIALLY COMPLETE (Completion due 2032)	New public toilet buildings have automatic locks included. Automatic locks have been progressively included within the scope of public toilet upgrade and renewal projects. A small number of public toilet renewal/ upgrade projects have included retrospective installation of automatic locks. 10 sites currently have manual locks.	Facilities team
6. Develop a council policy regarding the provision of changing places toilets and establish two changing places toilets in key locations.	PARTIALLY COMPLETE (Completion due 2026)	Council's Public Toilet Policy is currently under review and a policy position on Changing Places toilets will be included within this revised policy. Changing places toilets are now available at the following locations: • Ferntree Gully Community Centre (Wally Tew Reserve) • Knox Leisureworks • Knox Westfield Shopping Centre • State Basketball Centre, Wantirna South Publicly accessible changing places toilets have been previously funded through State or Federal Grants, application opportunities are pursued by the Disability Inclusion team.	Community Access and Support, Major Projects and Facilities
7. Review maintenance timetabling and scheduling to ensure efficient and responsive cleaning of high use facilities.	COMPLETE	A new Cleaning Contract (3401) was awarded 3 rd November 2024 (3-years + 1+1), This contract includes the cleaning of public toilets as well as toilets within Council facilities. The cleaning schedules included in the Contract were reviewed prior to tender and reflect the usage demands, i.e. High and Medium Usage public toilets.	Facilities team
8. Review planning provisions and agreements for toilets in private buildings to ensure net community benefit.	ONGOING	Planning provisions and agreements are assessed as appropriate during the planning permit application process.	City Planning and Building

ACTION	STATUS	PROGRESS NOTES	RESPONSIBLE TEAM
9. Undertake annual audits of all council public toilet facilities to monitor the delivery of the action plan and assist in prioritizing future maintenance and investment.	ONGOING	Auditing of public toilets is included as part of the Building Condition Audit, undertaken on a 5-year cycle. Most recent audit was completed in 2024.	Asset Strategy team
10. Advocate for the inclusion of public toilet upgrades as part of the master planning process for reserves, playgrounds, or sporting pavilions.	ONGOING	New public toilets aligned to the previous Open Space Plan (and current Draft Open Space Strategy) are reviewed and prioritised annually as part of the Capital Works Program (CWP) project proposal submissions. Provision of public toilets is also considered as part of all reserve master planning designs.	Strategic Open Space and Facilities teams



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 National Relay Service: 133677 (ask for 0392928000)

Speak and Listen: 1300555727 (ask for 039298 8000)

5 Notices Of Motion

6 Supplementary Items

7 Urgent Business

8 Confidential Items

8.1 Appointment of Independent Member to the Audit and Risk Committee

A confidential report is circulated under separate cover as it contains confidential information pursuant to Council's Governance Rules and Section 66 of the Local Government Act 2020, as it relates to personal information, including information about an identifiable person and their performance that would be unreasonable to disclose publicly, or to disclose before they are appointed.