

Public Toilet Plan 2013 - 2023



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1 Introduction

The provision of clean, safe, accessible public toilets affects all local residents and visitors to an area, and plays a major role in the image of a council or neighbourhood.

While there are no statutory requirements upon the City of Port Phillip to provide public toilets, it is generally accepted that councils have a role in the provision of public toilets to support active participation by the community in social, recreational and commercial activities.

In the past, public toilet facilities were intentionally hidden away out of view, consequently attracting a whole range of antisocial behaviours and crime. Over the years however, the provision of public toilets has evolved to being more than just an 'add-on' in the planning and development of public spaces and facilities are now viewed as a critical piece of urban infrastructure, proudly placed in locations that are highly visible and incorporated into the surrounding landscape.

1.1 Aim

The aim of this Plan is to provide guidance and practical assistance for planning and decision making in the development, maintenance and operation of the public toilet network across the City of Port Phillip.

1.2 Vision

The vision of this Plan is to enhance liveability in the community by improving the safety, accessibility, environmental sustainability and convenience of our public toilet facilities, in line with the Crime Prevention through Environmental Design (CPTED) principles and current Disability Discrimination Act (DDA) standards.

1.3 The Importance of Public Toilets

A public toilet is a toilet that is accessible to the general public.

International research and surveys consistently show that while using a public toilet is often a choice of last resort, the vast majority of the community regard public toilets as an essential facility. They may appear to be small and insignificant buildings, but their impact is disproportionate to their size.

Public toilets are especially important for particular groups such as children, older people, women, people with disabilities, public transport users, visitors to an area and people experiencing homelessness.

Facilities located close to public transport and activity hubs such as parks, playgrounds, sports grounds and the foreshore encourage locals and visitors to utilise public areas for longer periods of time. Public toilets can also support local businesses by boosting footfall, and allowing potential customers to spend a longer period in shopping precincts.

Public toilets are the missing link in sustainable, accessible, equitable cities and society. They are a key component in urban design and civic planning and are important to the functioning of the city as a whole.

2 Definitions and Explanations

The following terms are used regularly throughout this document;

2.1 Crime Prevention through Environmental Design (CPTED)

Originally formulated in the early 1970's, and updated in 2004, 'Crime Prevention through Environmental Design' (CPTED) principles have gained wide international acceptance and are now generally regarded as a guide for the design, location and management of public toilet facilities to maximise the safety of users.

The CPTED principles are;

- a) Visibility – public toilets should be highly visible from the surrounding area and not hidden away from public view.
- b) Access – entrances to public toilets should be clearly visible from the street and other public areas; and public toilets in or near playgrounds should be clearly visible from the playground. Access should not be obscured.
- c) Light – Maximum use of natural light in the public toilet, and if used after sunset, good artificial lighting in and around the facility.
- d) Location and proximity to other buildings – public toilet should be capable of natural surveillance from pedestrian activity and other building users. Other buildings or landscape features should not obscure the view of the public toilet.
- e) Orientation – Entrances should face towards areas of maximum pedestrian activity.
- f) Landscaping – should not obscure the public toilet. Low landscape planting well maintained is appropriate.
- g) Building design and cubicle configuration – design should be welcoming with cubicles having direct access to the public area, natural lighting to be maximised, and light coloured surfaces.

An example of a unique, successful and effective CPTED toilet is the 'Portland Loo' in the United States, which is vandal resistant and has the objective of being functional rather than comfortable (see images provided).

Keeping it open so it gets very cool in winter and hot in summer is designed to keep visitation short, and being able to see in enables police and others to monitor use and antisocial behaviour.



2.2 Community Toilet Schemes (CTS)

The community generally regards toilets in shopping centres, cafes and fast food outlets as 'public' toilets. A Community Toilet Scheme (CTS) is when local retailers, bars or cafes form a partnership with Council and open their existing toilet facilities to members of the general public (see also item 11.4.1).

It is a commonsense and cost effective approach to increase the number of public toilets available.

2.3 Automatic Public Toilet (APT)

Automatic Public Toilets (APT's) such as Exeloo's are designed to minimise vandalism, can self clean and are programmed to automatically open after 10 minutes, which prevents prolonged occupation by users.

However, there is a varying degree of support for APT's across the community due to issues identified with DDA and CPTED compliance, as well as some users finding the toilets confusing to operate.

2.4 Changing Places Toilet

Changing Places toilets are for people with disabilities and have enough space and the right equipment, including a height adjustable changing bench and a hoist, to accommodate the toileting/changing needs of people who cannot use standard accessible toilets.

If such toilets are provided, not only do people with disabilities have a level of provision comparable to other people (so that they can go out), the pressure on carers and families is greatly reduced also.

2.5 Urilift

Urilifts are 'pop-up' urinals. They can be retracted and disappear under the footpath during the day, and are raised out of the ground when they are required, usually later at night. They are popular because they do not detract from the aesthetics of civic precincts. Growing in number throughout the UK and common in Europe, Urilifts have been recognised as contributing significantly to a reduction in inappropriate public urination in busy night-time precincts.

A female version of the urilift, which can also be used by males, has also recently been developed in Europe.

The images below show the Borough of Reading (BoR) Urilift retracted during the daytime (image on the left), and extended for demonstration (image on the right).



3 General Issues with Public Toilets

3.1 Undesirable and Inappropriate Behaviour

While negative perceptions prevail about public toilets, some of this perception stems from the past when toilets were intentionally designed to be placed out of public view, and therefore attracted undesirable and inappropriate behaviour.

Drug use, sexual activity and vandalism are more likely to occur in public toilets with minimal public surveillance, which provide the opportunity for these practices to occur.

3.2 Public Urination

Public urination is predominantly a male practice and usually associated with a lack of facilities around bar and nightclub areas. It affects both those present whilst it is occurring as well as the residents, business owners, police and cleaners that are required to deal with it.

Whilst it cannot be stopped altogether, a number of successful measures have been introduced around the world to reduce the incidence of street urination at night.

These measures include:

- a) A successful trial in Sydney of overnight portable urinals in five hotspots, including Kings' Cross, which led to a longer term 13 week "summer deployment" from November 2011 to the end of January 2012 at eight locations. The trial was so successful that it has now become a regular practice during busy periods.
- b) In selected nightclub/restaurant districts in the United Kingdom, the installation of 'Urilifts' (see item 2.5) which operate at night, but retract into the ground and thus disappear from view, during the day.

- c) Following a successful trial of portable urinals, in Victoria, Canada, the installation of a permanent urinal.

These have all led to significant decreases in urination flows onto pavements and streets.

3.3 Safety

Toilets that meet CPTED principles significantly improve user safety due to their high visibility, appropriate lighting, location, proximity to other buildings, and orientation towards high pedestrian activity. Providing staff at selected public toilets can also assist in increasing the feeling of safety for users.

Anecdotal evidence and usage statistics from the City of Perth and the City of Melbourne, demonstrate that women in particular prefer to use staffed toilets with female usage significantly higher than for non-staffed toilets.

In the City of Perth, it was identified that 53% of users who visited the city's busiest staffed toilet were female. In the City of Melbourne, 41% at the Town Hall's staffed toilet users were female, and in comparison, usage by females at other non-staffed toilets was as low as 17%.

3.4 Accessibility

Older 'accessible' toilets often fall well short of current standards and requirements.

The most critical areas that need to be applied to the design and construction of accessible toilets are;

- a) Access to the facility (including near by accessible car spaces and entrance pathways).
- b) Door locking devices.
- c) Doorway circulation spaces to enable wheelchair manoeuvrability.
- d) Internal circulation space to enable wheelchair manoeuvrability for safe transfer and use of fixtures.
- e) Placement of fittings and fixtures.

A means of providing access for people with disabilities to accessible toilets 24 hours a day is via the 'MLAK' system. The Master Locksmiths Access Key (MLAK) is an innovative, universal 'key and lock' system that can be fitted to any lockable public facility, including accessible public toilets. People with a disability are able to purchase an MLAK master key for around \$10, which opens any facility fitted with this specially designed lock. There are currently no MLAK facilities in the City of Port Phillip.

3.5 Hygiene

Many public toilet facilities are ageing and/or in poor condition, thus giving the impression they are unhygienic, even when they have been recently cleaned.

Issues with hygiene also often stem from large numbers of the general public utilising a facility, particularly around peak periods or during certain events.

3.6 Gender Equity

There has been increasing recognition of the inequity of provision in terms of gender equality in recent years.

It is believed that unequal provision stems from the Victorian era when most grand civic building infrastructure was built and toilet provision reflected the fact that men walked, rode or went by public transport to work, whereas women predominantly stayed at or close to home or worked locally.

In more recent times, the provision of toilet space provided has been equal, but this has still allowed for greater provision for males, given urinals take up less space than a pan and private cubicle required for females.

To add further to the inequality of provision for females, research has also demonstrated what most believe is common knowledge; that women generally take twice as long as men to use a toilet.

This is due to 2 contributing factors:

- a) Men often have more facilities for urination than women (due to urinals taking up less space than cubicles).
- b) A number of biological, physical and cultural factors influence the time it takes for women to use a toilet.

Furthermore, women are more likely to have a young child in tow when using public toilets, particularly near playgrounds or recreational areas. Whether assisting the child to use the toilet, or both parent and child using the toilet, a more extended period within the toilet cubicle is usually necessary.

4 Background Information

The previous City of Port Phillip Public Toilet Strategy 2007 - 2011 has expired and it is timely that a new Public Toilet Plan be developed.

In the previous strategy, key performance standards of safety, accessibility and demand were used to identify the likely demand for the provision of accessible public toilets across the City.

The Strategy identified that signage across the municipality was poor and that there were a number of gaps in provision. The design and/or construction of seven new facilities across the municipality was recommended and \$675,000 was allocated over five years to fund the public toilet strategy implementation.

However, only two of the recommended upgrades or improvements were completed;

- a) Middle Park Beach Public Toilets (project cost: \$500,763)
- b) Sandridge Beach Public Toilets (project cost: \$417,930)

Work at the following identified priority locations did not proceed;

- a) Fitzroy Street, St Kilda
- b) Jim Duggan Reserve
- c) Ormond Road Shopping Precinct
- d) Talbot Reserve
- e) Victoria Avenue, Albert Park

In April 2012 external consultants were engaged to provide information and research to develop a new Public Toilet Plan. As part of the process, the consultants conducted an internal consultation session and carried out a condition audit on the 49 public toilet sites across the municipality.

The audit data was then collated with additional data obtained through previously conducted condition and accessibility audits of the facilities. The information gathered has highlighted that much of the existing public toilet stock is ageing, in moderate condition, and not DDA compliant, and that signage across the municipality remains poor.

The 'Provision of Information for a Public Toilet Plan' document provided Council with a clear outline of identified issues within the existing provision of public toilets, and provided recommendations for improvements based on the audit data, national and international research and best practice as well as resident requests to Council.

The document also highlighted that there are still significant anti-social issues such as drug use, sexual activity and vandalism associated with many toilets within the municipality.

4.1 Relevant Documents

In addition to the 'Provision of Information for a Public Toilet plan' document and the previous Public Toilet Strategy 2007-2011, the following Council documents were utilised as part of the research and planning for the 2012 Public Toilet Plan and are listed in alphabetical order;

- a) Ageing Well in Port Phillip Strategy 2006-2016
- b) Carlisle Street Plan
- c) Council Plan 2009-2013
- d) Disability Action Plan 2013-2018 (City of Port Phillip Accessibility Plan)
- e) Fitzroy Street Streetscape Plan 2009
- f) Foreshore Management Plan 2012
- g) Health & Well Being Plan 2007-2013
- h) Homelessness Action Strategy 2008-2013
- i) Marina Reserve Masterplan 2010
- j) Open Space Strategy 2009
- k) Play Space Strategy 2012
- l) Port Melbourne Waterfront Urban Design Framework 2012
- m) Public Toilet Review May 2000
- n) Reconciliation Action Plan 2011
- o) Social Justice Charter 2011
- p) St Kilda Road Action Plan
- q) St Kilda Triangle Site
- r) Sustainable Design for Council Buildings
- s) Toward Zero

4.2 Public Toilets included in this Plan

A number of public toilet sites within the City of Port Phillip that are accessible for public use have not been included in this Public Toilet Plan. For the purposes of clarification, an explanation of which public toilet facilities are included in this Plan is provided below.

The following public toilets are included as part of this Public Toilet Plan;

- a) Council owned and managed public toilets (either stand alone buildings or toilets located within another buildings' footprint, eg. sports pavilion).
- b) Town halls and libraries, community centres that the public can easily access (Alma Road Community House, Betty Day Centre, Elwood St Kilda Neighbourhood Learning Centre, and Middle Park Community Centre), and the public toilets located at the South Melbourne Market.
- c) Toilets owned and/or managed by a private business where Council has a licence agreement with the business to allow access by the public
- d) Marine Parade toilets at St Kilda Marina (between Marina and sea)

The following public toilets are not included as part of this Public Toilet Plan:

- a) Sites such as the North Port Oval and the J. L. Murphy Reserve Soccer Pavilion, which are located inside fenced reserves and are locked except on match / training days.
- b) St Kilda and Skinners Adventure Playgrounds and Community Centres where toilets are not generally accessible for general public use.
- c) The 9 public toilets located in Albert Park Reserve, managed by Parks Victoria.
- d) Privately owned toilets that are also available to the public during working hours and retail trading hours, within shopping centres, cafes, service stations and restaurants.

Note that as part of any feasibility studies the proximity of these toilets will be considered.

4.3 Recently Completed and Scheduled Works

The new Marina Reserve, Middle Park Beach and Sandridge Beach public toilets have been completed and the St Kilda Library public toilets have recently been upgraded.

In addition, capital works are either earmarked or scheduled to commence at Alma Park Pavilion, Emerald Hill Library and the South Melbourne Life Saving Club, and public toilet facilities will be included as part of these works.

5 About the City of Port Phillip

5.1 Geography

The City of Port Phillip includes the suburbs of Albert Park, Balaclava, Beacon Cove, East St Kilda, Elwood, Garden City, Middle Park, Port Melbourne, Ripponlea, South Melbourne, St Kilda, St Kilda West, Windsor and the St Kilda Road precinct. The municipality has an area of 20.62 km².

One of the oldest areas of European settlement in Melbourne, Port Phillip is known for its many dynamic urban villages, a foreshore which stretches for over 11km, cultural diversity, magnificent heritage buildings, artistic expressions and beautiful parks and gardens.

Port Phillip is well served by a number of varied and substantial retail, entertainment and leisure precincts. These include Bay Street (Port Melbourne), Clarendon Street (South Melbourne), Fitzroy and Acland Streets (St Kilda) and Carlisle Street (Balaclava).

A number of significant employment areas sit within Port Phillip, including the St Kilda Road office district and industrial, warehousing and manufacturing districts in South Melbourne and Port Melbourne.

The City has experienced a significant amount of residential development since the 1990s, particularly in areas close to the foreshore.

The City of Port Phillip is well served by public transport in a number of precincts, with a substantial tram network, the St Kilda and Port Melbourne light rail lines and two train stations on the Sandringham rail line. However, some areas within Port Melbourne, Elwood and Middle Park are under serviced, and connectivity along the foreshore is also difficult.

5.2 Demographics

The current population of the City of Port Phillip is estimated at 97,854 (2011 Census).

Over 50% of the population is within the 25 to 49 year old age group, which means that with an ageing community, the percentage of older residents is set to increase, particularly the proportion of people in the 50 – 59 year and the 70+ year age cohorts.

In terms of visitation, the City of Port Phillip is included in the Inner Melbourne Region (also made up of the municipalities of Melbourne, Stonnington and Yarra) and is the second largest tourism market in Australia. Information has been collated from the Tourism Australia Student Database (2012) to provide an indication of typical visitors to the City of Port Phillip;

- a) A typical day visitor is likely to be between the ages of 25 and 64, and someone who lives within the Melbourne metropolitan area. The most popular destination for day visitors is St Kilda, with weekends the busiest time, with a large proportion of visitors eating out at restaurants and visiting friends and relatives.
- b) A typical overnight visitor is likely to be travelling alone or as a couple, between the ages of 25-44 years, who lives in other parts of Victoria or Australia. The most popular destination for overnight visitors is St Kilda, with accommodation either with friends or relatives or in a hotel, and the most popular activities for overnight visitors and eating out at restaurants, visiting friends and relatives, sight seeing, shopping, visiting pubs and discos and going to the beach.
- c) A typical international visitor is likely to be travelling alone or as a couple, between the ages of 20 and 29 and from New Zealand, the UK or Europe. The most popular destination for international visitors is St Kilda, with eating out, shopping and sightseeing the most popular activities.

6 Current Situation

6.1 Number and type of toilets

The City of Port Phillip has 50 council managed public toilet sites across the municipality. (However, it should be noted that the Marina Reserve public toilets had not been completed during the development of this Plan, and therefore could not be factored into the audit process or data collected).

Of the 49 sites audited, 19 are stand alone public toilets, (three of which are Exeloo facilities) and 30 are part of an existing building or pavilion. 38 of the toilets are accessible. None of these sites provide 24 hour access.

There are 187 pans and urinals available for males and 121 pans for females, (a total of 308), which equates to a male to female ratio of 3:2. However, it should be noted that the current population ratio percentage of males to females in Port Phillip is 49.6% male to 50.4% female.

Three of the toilet facilities are not within Council managed buildings; however Council has a licence agreement with the private operator to allow public access. These facilities are outlined further in item 6.8.1.

During working hours and retail trading hours, other privately owned public toilets are also available for public use within shopping precincts at cafes, several shopping arcades and fast food outlets. Privately owned facilities are not included in the audit data and are not listed in detail in this document; however the provision of privately owned facilities is important to the public and should be considered in the future planning and development of public toilet facilities. The provision of public toilets located in Albert Park Reserve, managed by Parks Victoria, should also be considered.

With regard to the many small and large scale events held every year within the City of Port Phillip, event organisers are required to provide and maintain adequate portable toilets appropriate to the number of patrons expected, where existing supply of public toilets will not meet demand.

This Plan recommends that more information is collected on an ongoing basis to more accurately determine the number, type and location of privately owned facilities available to the public in the City of Port Phillip.

Also recommended is a cyclical review of public toilets within the City of Port Phillip to measure the current level and quality of provision and assess whether facilities are meeting user demand.

6.2 Condition

Most of the public toilet facilities in the City of Port Phillip are ageing and were identified through the audit processes as being in moderate condition.

With specific regard to cleanliness, the consultants' audit demonstrated that on a scale of 1 to 5 (1 being described as very good and 5 being very poor), 38 facilities were rated as either 1 or 2 and one facility was awarded with a very poor score of 5 (being the Coles car park toilet in Balaclava, shown below).

The 2012 Play Space Strategy outlines that 17.7% of the most commonly identified worst aspects of Port Phillip play spaces were 'amenities including toilets'.

In addition, the Foreshore Management Plan 2012 indicates that there has been an increase in community requests regarding improvements to assets (including public toilets) representing 31% of all public requests on the foreshore since 2003.



6.3 Accessibility

The recently completed Disability Access Audit indicates that the majority of 'accessible' toilets in the City of Port Phillip do not comply with current standards.

In many cases, access to the facility is difficult, ramps are at incorrect gradients, entrance doorways are too narrow, fixtures and fittings are placed at inappropriate heights and internal circulation areas are insufficient.

There are also a number of public toilet locations where there are no accessible toilet facilities present.

6.4 Environmental Sustainability

Across the City of Port Phillip there are 29 timed flow taps, and 201 dual flush units in total. A total of 17 waterless urinals exist in Council managed amenities across the municipality.

Only three stand alone public toilet facilities are serviced by rain water tanks, at the newly developed Marina Reserve, Middle Park and Sandridge Beach public toilets. Rain water tanks will also be included at the redeveloped facilities at Alma Park Pavilion.

6.5 Location

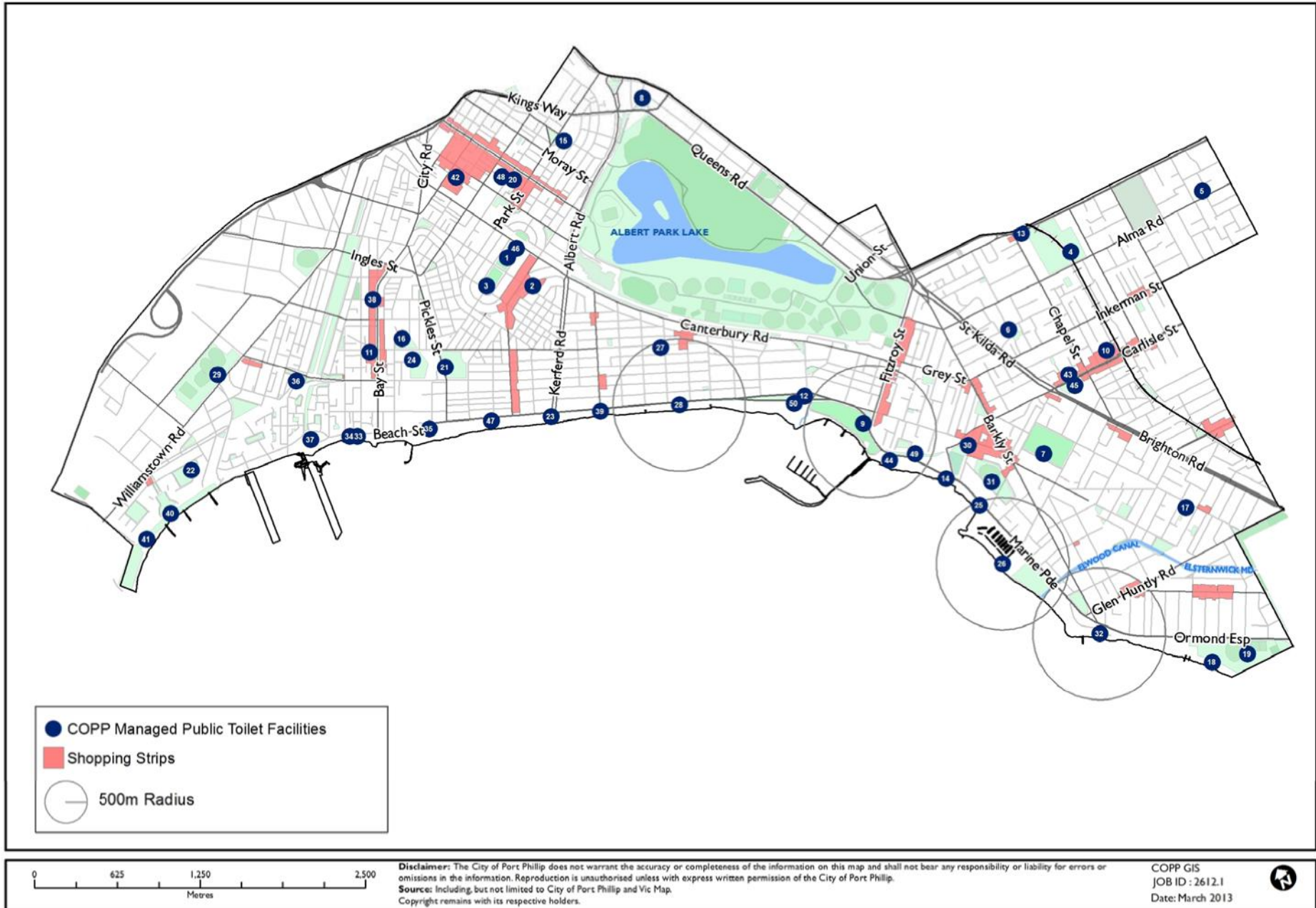
The spread of City of Port Phillip owned and managed public toilet facilities varies across the municipality with 13 in both Port Melbourne and St Kilda, and 7 in South Melbourne. The remaining suburbs vary between 2 and 4 facilities, with 1 located in the St Kilda Road district.

Spatially there is an under provision of public toilets in the Waterfront Place precinct at Port Melbourne opposite Station Pier; along St Kilda Rd; and along Ormond Rd.

Public toilets have been closed at both Balaclava and Ripponlea train stations. Public toilets are included in the plans for the Balaclava Station Upgrade; however these will be located within the actual station area and will not be accessible for the general public.

The map on the following page shows the distribution of public toilets within the City of Port Phillip, the location of shopping nodes and an indicator of distances between some public toilets along the foreshore.

6.6 Map of the City of Port Phillip Public Toilet Network



Map Legend

No.	Site
1	Albert Park Bowls Club
2	Albert Park Library
3	Albert Park Tennis Club
4	Alma Park Public Toilets
5	Alma Rd Community House
6	Betty Day Community Centre
7	Botanic Gardens Public Toilet
8	Bowen Cres Reserve Public Toilet
9	Catani Gardens Public Toilets
10	Coles Carpark Balaclava Public Toilet
11	Coles Supermarket Bay St
12	Cummings Reserve Public Toilet
13	Dandenong Road Public Toilet
14	Donovans Restaurant
15	Eastern Road Exceloo
16	Edwards Park Public Toilets
17	Elwood St Kilda Neighbourhood Learning Centre
18	Elwood LSC
19	Elwood Park Pavilion
20	Emerald Hill Library
21	Gasworks Arts Park
22	Julier Reserve Gym & Toilet
23	Kerferd Rd Exceloo
24	Lagoon Reserve Pavilion
25	Marina Reserve Public Toilets
26	Marine Parade Public Toilet (adjacent to Riva)
27	Middle Park Community Centre
28	Middle Park Public Toilets
29	J. L. Murphy Reserve Main Pavilion
30	O'Donnell Gardens Exceloo
31	Peanut Farm Reserve Pavilion
32	Point Ormond Public Toilets
33	Port Melbourne Beach Female Toilets
34	Port Melbourne Beach Male Toilets
35	Port Melbourne LSC
36	Port Melbourne Tennis Club & toilets
37	Port Melbourne Public Toilets
38	Port Melbourne Town Hall
39	Sandbar Restaurant
40	Sandridge Beach Toilets
41	Sandridge LSC
42	South Melbourne Market (x2)
43	St Kilda Library
44	St Kilda Seabaths
45	St Kilda Town Hall
46	St Vincent Gardens Female Toilets
47	Sth Melbourne LSC
48	Sth Melbourne Town Hall
49	The Slopes
50	West Beach Pavilion

6.7 Operation and Maintenance

6.7.1 Cleaning

Public toilets along the foreshore are cleaned three times daily from November to March and twice daily from April to October. Cleaning is carried out by Council's contract cleaner.

Toilets not located on the foreshore are cleaned twice daily throughout the year.

The three Exeloos located in the City of Port Phillip are cleaned by an external contractor, as they are specialised units.

Despite this cleaning regime many of the public toilet facilities within the City of Port Phillip are ageing, thus giving the impression they are unhygienic, even when recently cleaned.

6.7.2 Operating Hours

All City of Port Phillip public toilets are advertised as open from dawn to dusk. This means that operating hours vary throughout the year as a result of the changing seasons and daylight savings.

However, actual times between facilities vary as toilets are opened and closed progressively across the municipality by the contractor over a one-two hour period.

It has been identified that these operating hours do not meet the needs of many users, particularly those visiting entertainment precincts and foreshore areas later at night during the summer months, and also those experiencing homelessness.

This Plan recommends that operating hours of selected public toilets in high use areas be extended.

Public toilets located within other buildings (such as libraries or the Bay Street Coles Supermarket) have operating hours that match the opening hours of the buildings they are within.

6.8 Value and Cost of City of Port Phillip Public Toilets

It is difficult to determine the total value of all of Council's public toilet facilities, given that the majority are located within the footprint of another building. However, the approximate value of Council's 19 stand alone facilities is around \$4 million (an average of \$210,526 each).

The following table provides an annual cost breakdown of the management and operation of Council managed public toilets in the City of Port Phillip;

Description	Cost	Percentage
Maintenance and call-out jobs	\$239,857	38%
Cleaning Contract	\$183,356	29%
Security (locking and unlocking)	\$85,357	14%
Exeloos (cleaning and maintenance)	\$28,428	5%
Licence Agreements (3 locations)	\$88,245	14%
Annual Cost	\$625,243	

Excluding the three public toilets under a licence agreement, the average annual cost to Council for the management and operation of public toilets is \$11,673.86 per site.

6.8.1 Public Toilets under Licence Agreement

The City of Port Phillip currently has three licence agreements with private businesses for the provision of public toilets at a total annual cost of \$88,245;

Location	Notes
Coles, Bay St Port Melbourne	Annual Council contribution to ongoing maintenance and cleaning
St Kilda Sea Baths	Annual Council contribution to ongoing maintenance and cleaning
101 Beach St, Port Melbourne	Annual rental fee, plus Council responsible for all maintenance and cleaning

From an operational perspective it appears that it is more cost effective for Council to manage its own public toilet facilities than enter into a licence agreement with a private business. However, capital costs need to be considered and it should also be noted that these toilets are more highly serviced than other City of Port Phillip public toilets.

This Plan recommends that Council investigate the effectiveness of the existing licence agreements, and consider whether a Community Toilet Scheme (CTS) approach would be more suitable, particularly with regard to promotion of facilities (also see item 11.4.1). Investigations will also factor in capital costs and full life cycle cost comparisons between the different operating models.

6.9 Information Management of Public Toilets

6.9.1 Websites and Promotion

The City of Port Phillip website currently has some information on public toilets included in the 'Garbage and Environmental Services' section under 'Cleaning up Port Phillip', and provides a link to a basic map which shows the location of public toilet facilities across the municipality.

The section on the website also includes a link to the National Public Toilet Map.

The National Public Toilet Map (the Toilet Map) shows the location of more than 14,000 public and private public toilet facilities across Australia. Useful information is provided about each toilet, such as location, opening hours, availability of baby change rooms, accessibility for people with disabilities and the details of other nearby toilets.

The Toilet Map is funded by the Australian Government Department of Health and Ageing as part of the National Continence Management Program.

6.9.2 Asset Management System

The current Asset Management System used by Council lists all assets and their details by building.

However, 30 of the public toilets included in this plan are located within an existing building or pavilion, such as libraries, town halls, community centres and sports pavilions.

This means that the public toilet component of these buildings is not separated out from the whole of building details, making it difficult to determine and identify specific details such as maintenance history and asset value.

This Plan recommends that then the current Asset Management System is upgraded, all public toilets are separated and categorized independently where possible, to allow for a more accurate understanding of the asset management details for each public toilet facility.

7 Key Findings and Issues

7.1 Issues Snapshot

Through the audit and consultation processes conducted, a number of gaps or issues with public toilets in the City of Port Phillip were identified.

A snapshot of issues is summarised below;

- a) Much of the public toilet stock is ageing and in moderate or poor condition.
- b) Directional and way finding signage for public toilets across the municipality is poor to non-existent.
- c) Many 'accessible' toilets do not comply with current Disability Discrimination Act (DDA) requirements.
- d) Excluding accessible toilets, there is currently a male to female ratio of 3:2 male to female.
- e) Some parks and playgrounds have been developed to encourage users to stay for longer periods; however there are no public toilet facilities within close proximity.
- f) After public toilets are closed in the evening, toilet facilities are only available in restaurants, bars and nightclubs in entertainment precincts, resulting in ongoing public urination issues.
- g) Along the foreshore, there are not enough toilets to cope with demand during the summer season. Conversely, there is potential over provision in some foreshore areas in winter.
- h) There is no after hours public toilet provision for marginalised communities including, people experiencing homelessness.
- i) Spatially, there appears to be an under provision of public toilets at a number of locations including; the Waterfront Place precinct in Port Melbourne opposite Station Pier; St Kilda Rd; and Ormond Rd, Elwood
- j) Public toilets have been closed at Balaclava and Ripponlea train stations.
- k) There is only one Parent Room available within the City of Port Phillip, at St Kilda Library.
- l) There is no 'Changing Places' type toilet.
- m) Research has identified that providing staff at public toilets can assist in increasing the feeling of safety for users, however there are no staffed public toilets in the City of Port Phillip.
- n) There are no Community Toilet Schemes in place (particularly in shopping precincts where there are a lack of public toilets).
- o) Council currently has three licence agreements with private businesses to provide toilets to the public; however further investigation is required to determine whether this is the most effective way of providing public toilets on an ongoing basis.
- p) There is limited information available for the public to access in relation to the location, opening hours, cleaning, maintenance and facilities available at public toilets operated and maintained by the Council.

7.2 Issues and Gaps by Category

The following section provides an outline of the most prevalent issues identified within the City of Port Phillip by general category.

7.2.1 Foreshore

The foreshore has always been highly valued by the community, with the 2006 Community Plan survey indicating that 52.7% of residents identified the foreshore areas as what they value most about the City of Port Phillip. Between 2004 and 2008, there was an overall increase in beach attendance of 9% on weekends over summer, with some beaches experiencing a threefold increase in usage at this time.

Additionally, based on VicRoads data, the off-road Bay Trail recreational bike path has seen a 32% increase in usage at St Kilda on weekends and public holidays since 2006.

Population growth and increasing usage along the foreshore is resulting in rising demands for new facilities such as toilets and beach showers. The City of Port Phillip 2012 Foreshore Management Plan highlighted that there has been an increase in community requests regarding assets (including public toilets) representing 31% of all public requests on the foreshore since 2003.

There is considerable community demand for the condition, capacity and functionality of public toilets to match new standards and meet current and future beach patronage demands.

The 2012 Foreshore Management Plan highlights a number of issues regarding condition and public toilet provision on the foreshore and findings/recommendations include;

- a) Developing and implementing an upgrade program for high demand public toilets particularly in the Port Melbourne, St Kilda and Elwood areas
- b) Upgrade the South Melbourne Life Saving Club to increase the capacity of the public toilets.
- c) Demand for public toilet facilities in Port Melbourne outweighs the existing supply. Visitors to the foreshore would benefit from directional signage to the rented public toilets behind the 109 tram terminal and increased capacity.
- d) The current capacity of the existing St Kilda public toilets is not meeting local and visitor demand.
- e) The current capacity of the existing Point Ormond and Elwood public toilets and showers is not meeting local and visitor demand.

It is recommended that the provision of additional temporary toilets be considered for days where a larger number of visitors are expected along the foreshore, either due to the warmer weather and/or specific events being held in the area.

The recommendations for improvements to specific public toilet sites along the foreshore are outlined in item 7.3 'Specific Issues by Site' and in Attachment I: Implementation Plan.

7.2.2 Marginalised Communities

The City of Port Phillip is renowned and recognised for the work it does with marginalised communities, including people experiencing homelessness, and a number of organisations who work with these communities are based within the municipality.

Council recognises that anyone can experience homelessness, and if people are sleeping rough in public spaces due to not having any other shelter, then they may not have access to any toilets, other than public toilets.

However, as all Council managed public toilets only operate from dawn to dusk, this means that people experiencing homelessness regularly have no choice but to use the streets and public open spaces to go to the toilet after hours.

This is an anomaly that needs to be addressed, and this Plan recommends that Council identify and select existing public toilet sites to be opened for longer periods each day (if not for 24 hours) in areas where there is high need, including areas where there are people experiencing homelessness.

It is also recommended that the sites selected be upgraded to improve CPTED compliance or, where appropriate and possible, replaced with a 'Portland Loo' type facility, to improve natural surveillance and reduce antisocial behaviour.

7.2.3 Parks & Playgrounds

In a survey conducted of play space users as part of the 2012 Play Space Strategy, it was identified that around 17.7% of respondents considered amenities, including public toilets, to be the worst aspect of play spaces in the municipality.

30.8% also suggested that improvements to amenities, including toilets, could be made to the play space they were surveyed in.

The Strategy also outlined a 'Play Provision Model' which was developed to provide a framework for the provision and management of play spaces within the City of Port Phillip.

Consistent with the City of Port Phillip Open Space Strategy, play spaces across the municipality were classified as either 'local', 'neighbourhood' or 'regional' play spaces.

The 'Play Provision Model' included the type and level of infrastructure and facilities to be provided for each category of play space, including toilets.

'Local' play spaces are primarily used by local residents who live within 400m walking distance and are targeted to pre-school aged children. Being smaller in size and incorporating limited play elements, they cater to a small number of visitors and are designed for short, frequent visits.

'Neighbourhood' play spaces still have a focus upon local users, but are intended to be accessed by people from a wider catchment than local play spaces. They are of a medium scale with a variety of play structures, surfaces and spaces available for mixed age groups.

Neither local nor neighbourhood play spaces are required to have public toilet facilities.

However, 'Regional' play spaces are intended to be used by people from a wide catchment area, and a high proportion of users access them by car or public transport.

Regional play spaces provide a range of experiences for mixed age groups and are commonly used by groups of people as a gathering space, rather than by individual users. Complementary facilities such as BBQ's and seating are provided on site to encourage people to stay for more extended periods of time. To support longer stays, public toilets are required in or near regional play spaces.

It has been identified that the only regional play space in the City of Port Phillip that does not currently have a public toilet either on site or within close proximity, is Garden City Reserve in Port Melbourne. The Sandridge Trugo Club is located adjacent to the playground and has toilet facilities; however they are only accessible internally through the building and are for use by club members during operating hours only.

Therefore, this Plan recommends that a feasibility study be conducted to determine a suitable option for providing a public toilet facility in or around Garden City Reserve.

It should also be noted that this Plan recommends that accessible and CPTED compliant public toilet facilities are included in the South Melbourne Life Saving Club Detailed Design Development in 2012-2014. This will assist in meeting the needs of the nearby Plum Garland Reserve, which is a regional playground which has recently been redeveloped.

Whilst public toilets are not required for the other categories of play spaces, it is recommended that if the need for toilet facility is identified at a particular play space, a study be conducted to investigate the feasibility of either installing a public toilet facility on site or providing an alternative, more suitable solution (such as the implementation of a Community Toilet Scheme with nearby local businesses or a local service provider).

Other recommendations for improvements to public toilets located at, or in proximity to, play spaces are outlined in Attachment I: Implementation Plan.

7.2.4 Signage

This Plan has identified that directional and way finding signage for all public toilets across the municipality is poor and in need of improvement.

Council has recently begun rolling out standard and recognisable signage for parks and open spaces across the municipality.

This Plan recommends that public toilet signage be developed in line with the Parks & Open Space design and rolled out across the municipality. This Plan also recommends that signage be compliant with ASI428 2010 design for access and mobility.

Signage should include the distance to nearest toilet, opening hours and types of facilities available, including information on accessibility, and parent and/or baby change facilities.

Signage should be provided along the foreshore walking/bike paths at 250m intervals, indicating distance to the nearest public toilet and should be placed at hotspots of activity where people are likely to be looking.

It is important that publicly accessible toilets within or adjacent to private premises such as Sandbar, St Kilda Sea Baths and Port Melbourne Tram terminal are also appropriately signed to encourage public access and use.

7.3 Specific Issues by Site

The following section provides an outline of the most prevalent issues identified within the City of Port Phillip, by specific site.

Not all public toilet sites are discussed in this section, as some facilities have relatively minor issues and recommendations, (which are covered in Attachment 1: Implementation Plan), or they are part of a broader issue or recommendation, (in which case, the site where the issue is most prevalent is discussed).

Sites are listed and discussed in alphabetical order.

7.3.1 Bay Street, Port Melbourne

The Bay Street shopping precinct is a vibrant and busy location in the heart of Port Melbourne.

Council currently provides a public toilet facility within in the Bay Street Coles Supermarket, through a licence agreement. Whilst this is a central location within in the precinct, a number of issues have been identified with this site, particularly with regard to general accessibility and opening hours.

There are also other public toilet facilities in the surrounding area, located at the Port Melbourne Town Hall, Edwards Park, Lagoon Reserve and at the end of the street on Port Melbourne Beach. However, it has been identified by the local community and local traders that a clearly signed, centrally located, accessible facility is needed in Bay Street, to meet the needs of older people, people with disabilities and visitors to the shopping precinct.

This Plan recommends that Council conduct a feasibility study to investigate the most appropriate option for a central, accessible facility in Bay Street, Port Melbourne. The study should take into account the existing licence agreement with Coles Supermarket, the consideration of implementing one or more Community Toilet Schemes (CTS's) in the precinct, and the option of developing a new facility.

7.3.2 Carlisle Street (Coles Balaclava)

It has been identified that the public toilet in the Coles car park in Balaclava is in very poor condition, particularly with regard to hygiene, and that the facility attracts significant antisocial behaviour.

Of the 528 call-out jobs for public toilets received in 2011, these toilets received the most maintenance requests, with a total of 43 call-outs for the year. Issues were predominantly regarding plumbing (blockages and flushes not working) and vandalism.

Council is currently investigating with Major Projects Victoria how best to redevelop the car park to achieve a full line supermarket. A set of supermarket guidelines were prepared based on the Carlisle Street Structure Plan (Amendment C80) to outline Council's objectives for the precinct, which include new public toilets as a part of any redevelopment. Preliminary discussions with the property owner of the Coles site have confirmed the necessity for the provision of a public toilet at this location.

This Plan recommends that Council Officers work closely with the developers to ensure that public toilet provision is included in the development and that they adhere to CPTED principles.

Considerations for the upgrade should include;

- a) Baby change facilities.
- b) 2 x unisex, accessible toilets.
- c) If the redeveloped facility is to remain in the car park area, given the after hours activity in the area a “Portland Loo” type facility could be considered, and possibly even a Urilift.

While planning work continues, the realisation of this project is likely to take some years. In the event that the redevelopment of the supermarket site does not occur for 2-3 years, given the very poor condition of the toilets and the number of complaints Council receives about them, interim renewal or upgrade works may also need to be considered.

With regard to the Balaclava Train Station, the existing toilets have been closed for some years. The station will be upgraded in 2013 by Public Transport Victoria (PTV). There will be toilets constructed as part of the station and it will be upgraded to be a premium station, (manned during service). The new station toilets will be located on the platform side of the station and users will technically require a ticket to be able to access them. Council’s repeated request for toilets to be located outside of the ticket area to allow access for all was not successful.

7.3.3 Cummings Reserve

In the middle of busy Beaconsfield Parade in West St Kilda, is the Cummings Reserve public toilet facility.

This facility is not heavily utilised and is situated in close proximity to other public amenities located at West Beach Pavilion, Catani Gardens and Middle Park Beach.

This Plan recommends that counters be installed at the Cummings Reserve public toilets to determine the level of usage. Subject to confirmation of minimal usage in comparison to the surrounding facilities, this Plan recommends that the Cummings Reserve public toilets be closed and removed, in conjunction with any associated directional signage.

7.3.4 Dandenong Road

This public toilet facility is located near Alma Park, not far from the corner of Chapel Street, but is not situated within the actual park or in an area of high use. It is also not CPTED compliant. These facilities attract a high level of inappropriate activity and antisocial behaviour, and are not regularly accessed by the public for public toilet use.

It is recommended that Council investigate the feasibility of demolishing the Dandenong Road public toilets and consider the following options;

- a) Developing a CPTED compliant single, accessible replacement facility on the corner of Dandenong Rd & Chapel St.
- b) Depending on usage data collected, not replacing at all.

The proposed feasibility study should consider the potential impact of the demolition of the existing toilet facilities. More specifically, as the existing site is known for inappropriate activity, the users may relocate to another public area, therefore impacting local residents and other members of the general public.



7.3.5 Donovan's Restaurant

There is a 24 hour culture along the foreshore over summer and the existing public toilet infrastructure does not cope with user demand, particularly around the St Kilda Beach and Donovan's Restaurant area.

The installation of counters at the Donovan's public toilets has highlighted that these are by far the most utilised Council managed facilities in the municipality, with an average of 41,836 monthly visitations between January and March 2013, and almost 47,000 visitations in January alone.

This Plan recommends upgrading the public toilets located at Donovan's Restaurant to better cater for heavy demand in summer and improve the experience for users.

This Plan also recommends investigating the feasibility of increasing the availability and safety of other public toilets in the vicinity of Donovan's, to distribute the use more evenly (for example The Slopes public toilets, see item 7.3.13).

It should also be noted that new facilities at Marina Reserve have recently been constructed and are located approximately 400m to the south of Donovan's. It is anticipated that they will partially assist in better meeting demands of visitors to the foreshore area.

7.3.6 Fitzroy Street

Public urination at night in Fitzroy St, the restaurant and nightclub district of St Kilda has been a problem for many years and highlights the fact that there is a lack of evening public toilet provision in the area.

As part of the Fitzroy Street Streetscape Plan December 2009, discussions were held between Council and local traders about the continuing issues with public urination and the possibility of installing public toilets in the precinct.

All of the traders identified that there was a need for more public toilets in the area; however none of the traders agreed to the development of a toilet block in proximity to their establishment. Jackson Street was earmarked as a potential location for a new facility; however this did not proceed as there was significant public objection relating to potential antisocial behaviour occurring at the site.

This Plan recommends that a trial of temporary open air street urinals be conducted in Fitzroy Street, to assess the impact on reducing public urination.

The results of the trial should then be used as part of a feasibility study to determine the most appropriate option for one or more permanent solutions including;

- a) The installation of a Urilift type retractable toilet at one (or more) public urination hotspot/s to operate from 10pm to 5.30am each night.
- b) A regular deployment of portable urinals at identified hotspots over the peak summer season from 10.00pm to 5.30am in conjunction with issuing of fines for public urination.
- c) Installation of a permanent urinal and/or a permanent unisex/accessible public toilet facility.
- d) Implementation of a Community Toilet Scheme (CTS).

7.3.7 O'Donnell Gardens

The Exceloo located in O'Donnell Gardens receives a high number of complaints, particularly from overseas visitors regarding the amount of vandalism, anti social behaviour and syringes left in the area.

The Vineyard Restaurant is located in close proximity to the facility, and under the new lease requirements, the tenant will have an opportunity to undertake building developments, which may incorporate a public toilet facility.

If this scenario eventuates, the existing Exceloo would be removed and replaced by the new public toilets.

If new public toilets are not developed in line with the Vineyard lease, this Plan recommends that the development of an arts project could be considered to assist in decreasing vandalism at the existing Exceloo facility.

7.3.8 Ormond Road, Elwood

The Ormond Road Shopping precinct does not currently have any existing public toilet facilities.

During the Elwood Festival held in December 2011, a trial was carried out to utilise the trader's facilities during the event, similar to a Community Toilet Scheme (CTS).

The traders' indicated that the trial did not work as they reported that there were not enough facilities to

cater for all of the people at the event, and it was decided that portable toilets would be hired for the following years' events. However, the reason that the trial was unsuccessful could be attributed to the fact that there was a significant influx of additional visitors on the day.

The purpose of a CTS is to supplement existing public toilet provision by offering more toilets to the usual crowd. A CTS may help to attract additional visitors, but not on the scale of an annual event. For events where large numbers of people are expected to attend, it is recommended that temporary facilities are brought in.

Given the lack of public amenities in the area and the high number of traders in the precinct, this Plan recommends that a feasibility study and trial be carried out to implement a CTS program in Ormond Road (see also item 11.4.1).

CTS's have been also successful in areas that have low anti-social activity levels and a high socio-economic group demographic, and the Ormond Road precinct fits into this category.

Following on from the findings and/or success of a trial in Ormond Road, a similar CTS could be trialled and implemented at other shopping precincts such as Albert Park, Bay Street (Port Melbourne), Fitzroy Street, Middle Park, Tennyson Street (Elwood), St Kilda Road and the Ripponlea shopping strip (along Glen Eira Rd).

7.3.9 Port Melbourne Tennis Club

The Port Melbourne Tennis Club has public toilets abutting the pavilion, but also has its own toilets for members of the club inside the building.

The public toilets are in poor condition and in need of upgrade; however there is doubt as to whether they are warranted in this location.

Adjacent to the club is the Morris Reserve Playground; a very small space, which is mostly utilised by local residents on their way to or from school, or by children accessing the tennis club (who also have access to the toilets inside the pavilion). The playground is scheduled for an upgrade, and will remain a small local play space for use by local residents.

The Graham Street Skate Park is located approximately 160m away and is adjacent to the recently upgraded Turville Place Reserve, which has created a substantial recreational precinct for older children and teenagers.

This area is also in close proximity to the light rail, and footfall surveys taken in the past suggest that there is significant pedestrian traffic from the light rail to Bay Street on a daily basis. Feedback from the community and anecdotal evidence suggest that there is a public urination issue under the bridge.

This Plan recommends that visitation data of the existing Port Melbourne Tennis Club public toilets be collected to ascertain their level of day to day use.

Should there be high demand for a public toilet, then a single unisex accessible toilet would suffice by way of replacement. If there is very limited demand, then closure of the existing public toilet facility should be considered and a feasibility study conducted to identify an alternative, more suitable, location for public toilets within the precinct. The feasibility study should include a survey of all user groups and the collection of usage and footfall data.

7.3.10 Point Ormond

The existing public toilets at Point Ormond consist of three male and two female toilets, plus external showers. The installation of counters at these facilities has demonstrated that they are highly used, with an average of 10,832 monthly visitations between January and March 2013, and 12,369 visitations in January alone.

However, they are not CPTED compliant and receive many complaints regarding poor hygiene and condition. Feedback from the community has also included negative comments about the unwelcoming environment, particularly for children, and the antisocial and inappropriate activity occurring in and around them.

The location of the existing facilities is deemed suitable as it is situated alongside the highly used pedestrian and cycling path along the beach, 240m to the north of the kiosk and 370m to the south of the Point Ormond Reserve playground.

This Plan recommends that a study be conducted to determine the feasibility of demolishing and replacing the existing facilities with a CPTED compliant, accessible facility with a coastal sensitive design in the same location.

Assessment of demand and footfall surveys will be needed to determine the number of toilets required. Possible options include:

- a) Three accessible unisex units with external showers.
- b) Two accessible units (one female only, one unisex) plus a permanent urinal.

The provision of an accessible car parking space in the vicinity of the public toilets would also need to be considered in this study.

7.3.11 St Kilda Road

There is only one public toilet in the vicinity of St Kilda Rd within the City of Port Phillip municipality (in Bowen Crescent, for which there is a sign on St Kilda Road). There is also a 24-hour McDonalds at the Toorak Rd end of the precinct.

The reality is that most activity along this section is during business hours and there are several cafes in the area, so the assumption is that there is minimal demand for a public toilet. However, given it is more than 2.2km from the McDonalds restaurant to the south end of St Kilda Rd, spatial planning recommendations for public toilets (maximum distance 1000m) suggests that this may be inappropriate provision.

Should the City of Port Philip develop any community facilities in or around St Kilda Road in the future, the inclusion of a public toilet should be considered.

Alternatively, there is potential for a Community Toilet Scheme (CTS) to be developed with eateries along St Kilda Rd along with a footfall/usage survey to assess whether there is demand for a permanent public toilet. If the implementation of a CTS in this precinct is investigated, other non City of Port Phillip public toilet facilities including Fawkner Park, the Botanical Gardens and around the Shrine, should also be considered in the process.

7.3.12 St Vincent Gardens

The female/accessible public toilet in the eastern section of the gardens is not CPTED compliant and located out of view behind the Albert Park VRI Bowls Club.

There is also a male public toilet located within the building footprint of the Bowls Club, but with external access. This is a low use area of the park, especially as the club has its own toilets inside the building.

This Plan recommends that counters be placed at both the female and male public toilets to determine usage. Subject to confirmation that there is need for public toilets in this part of the park, it is recommended that the female toilets be closed and removed, and the male toilets be converted into a unisex, accessible toilet.

Male and female public toilets are also provided at the Albert Park Tennis Club at the western end of the gardens, near the popular children's playground. However, feedback from the community has highlighted that there is dissatisfaction with the condition of these toilets for many visitors to the park. This Plan recommends upgrading the public toilet facilities at the western end of St Vincent Gardens, including consideration of the installation of a baby change table.

7.3.13 The Slopes

The Slopes public toilet building was constructed in the 1920's and is located on the Lower Esplanade, beneath the Esplanade Market, near the Palais car park area. It is an architecturally significant building; however it is not CPTED compliant and is a known location for inappropriate activity and antisocial behaviour.

The nearest public toilets are located across busy Jacka Boulevard on the foreshore, at Donovan's Restaurant, which does not meet the high demand during the summer months (as highlighted in item 7.3.5). Also located on the foreshore to the north are the St Kilda Seabaths, which Council currently has a licence agreement with to provide their amenities as public toilets.

It should be noted that the 2008 Parks Victoria St Kilda Harbour Concept Plan includes the development of a public toilet facility; however this has not yet been adopted by the State.

The St Kilda Life Saving Club is also located on the St Kilda foreshore. A concept design will be developed in 2013/2014 for the future redevelopment of this facility; however there will be no scope to provide public toilets at this facility due to the tight footprint constraints of the building/site.

The Slopes public toilets are not part of the St Kilda Triangle site; however the draft documentation outlines that there is a key opportunity to improve the connectivity between the Esplanade, Lower

Esplanade and across to the foreshore. This would allow people to move more freely around the site, thereby increasing pedestrian traffic and improving natural surveillance and feeling of safety around the area.

This Plan recommends that visitation data of The Slopes public toilets be collected to ascertain their level of day to day use (during winter and summer), compared to other nearby public toilets. Depending on the outcomes of the survey, several options could be considered;

- a) Improve directional signage.
- b) Improve aesthetics and accessibility and address CTPED principles.
- c) Consider implementing a social procurement project to provide staff at the facilities during summer, when Donovan's struggles to meet the demand of the foreshore users.
- d) Close the toilets in winter, limiting them to event/market days and summer toilets only.

7.3.13 Waterfront Place, Port Melbourne

Waterfront Place is a vibrant precinct located in the direct vicinity of busy Station Pier, with around 58 cruise ships carrying around 160,000 passengers and crew docking each year.

There are currently public toilet amenities, including an accessible toilet, located behind the pizza restaurant at the tram terminus, which are maintained and cleaned by City of Port Phillip contractors. However, access to the toilets is difficult, with the nearest access point from tram level up steps; people in a wheelchair are required to take a detour of 140m up a narrow path.

Staff in three businesses adjacent to the forecourt all noted that "where are the nearest toilets?" is the most frequently asked question by visitors. Of note too, the popular D'lish Fish restaurant does not have a toilet.

In summary, the number and quality of the toilets is inadequate to cater for demand in this high activity, high value tourist location.

The local community have identified the need for toilet facilities at Station Pier for campervan patrons waiting for the TT-Line.

This Plan recommends investigating the feasibility of installing a new visible, centrally located public toilet facility at Waterfront Place to better cater for tourists and people with a disability. The study should include footfall surveys, consultation with local businesses and assessment of demand.

The future location of the proposed public toilets within Waterfront Place should also ensure that it meets the objectives of the Port Melbourne Waterfront Urban Design Framework 2012. Once adequate toilets have been provided in this precinct, discontinuation of the licence agreement for 101 Beach Street could be considered

8 Guidelines for Planning and Design

The following points provide direction and guidance for the future planning of public toilet facilities in the City of Port Phillip;

8.1 Internal Planning Processes

The importance of public toilets needs to be recognised and included as an integral component of Council's planning and design processes, not as an 'add on' or after thought with little reference to the surrounding spatial, social or design aspects of the area.

Public toilets should be a key component in urban design and civic planning and be given the prominence they warrant as a critical piece of urban infrastructure, important to the functioning of the city as a whole.

This Plan recommends the development of a design checklist and planning framework for public toilets which addresses the issues of safety, location and design to assist in this process. Furthermore, where appropriate the Planning Scheme should be used as a tool to provide public toilets in specific locations.

8.2 CPTED Principles

All new public toilet facilities and existing facilities due for renewal or upgrade should adhere to the CPTED principles (see item 2.1). These principles have been developed to maximise safety, reducing opportunities for crime and antisocial behaviour, thereby reducing the fear for personal safety of toilet users.

8.3 Number of toilets to provide

There is a lack of research-based data providing clear rules about what constitutes appropriate provision of public toilets.

However, British Standard (BS6465 – Part 4 Section 11) provides the most comprehensive guidance on determining the appropriate numerical levels of public toilet provision and recommends undertaking usage surveys, but also provides some useful formulas and issues to consider in assisting the planning process.

These formulas enable planners to assess demand based on the number of people in the catchment area and likely usage rate in a given period. It is flexible and assumptions can be tested for appropriateness over time. The formula assumes no one having to wait for more than 2 minutes to use a public toilet facility.

The key message is that footfall surveys and/or analysis of usage of existing toilets should be undertaken before any assessment is made about adding to or closing existing public toilet facilities.

Consideration also needs to be given to other nearby provision (public or private), potential developments and population changes.

Other measures to assist in the provision of public toilets include;

- a) The British Toilet Association recommends that “a Local Authority should provide no less than one cubicle per 550 women and girls and one cubicle or one urinal per 1,100 men and boys dwelling in the area”. (any large number of people visiting the area regularly would have to be added to these population numbers).
- b) The ACT Government, in its document ‘Design Standards for Urban Infrastructure’, provides guidance about the minimum number of toilets required: one unisex toilet cubicle for every 100 users (daily average usage).

8.4 Location of public toilets

Consistent with the previous Public Toilet Strategy 2007-2011, this Plan recommends that the provision of public toilets must be located in areas of high demand within the community, in particular:

- a) Areas where high pedestrian traffic volumes exist.
- b) Activity centres or hubs such as shopping precincts.
- c) Major tourist destinations.
- d) Foreshore areas.
- e) Parks & Playgrounds (particularly in or around ‘regional’ play spaces and those where there are public ‘activity generators’ such as BBQ facilities and play equipment).
- f) Public transport precincts (it is recommended that the City of Port Phillip engage with the Department of Transport to ensure appropriate provision in and around public transport stations and stops, improve signage and consider partnerships for public toilet provision).

8.5 Distances between public toilets

In 2012 'The Provision of Information for a Public Toilet Plan' outlined the standard or recommended distances between public toilets adopted by other Local Government Authorities and the UK British Standard;

- a) City of Glen Eira (Victoria) – Public Toilet Strategy 2010-14
Maximum of 1,000m between public toilets
- b) Bayside City Council (Victoria) – Public Toilet Strategy 2012
Maximum of 1,000m between public toilets
- c) City of Melbourne (Victoria) – Public Toilet Plan 2008-13
Maximum 500m between public toilets where there is high pedestrian activity
- d) City of La Trobe (Victoria) – Public Toilet Plan 2010
Spacing of 1,000m between public toilets
- e) UK – British Standard (BS6465 – Part 4)
Maximum 300m between public toilets in busy areas

Several other local councils in Australia have public toilet plans which have spatial standards for provision, although these recommendations appear to be based on common sense rather than any research based norms.

Based on this local and international information, this Plan recommends the following, where possible, for the distance between public toilet facilities in City of Port Phillip;

- a) A 350m gap within the high visitation, high tourist value areas of the municipality (including Fitzroy St, Acland St and St Kilda beach).
- b) A 500m gap between activity and recreation areas along the foreshore and medium footfall areas.
- c) A 1,000m gap in low footfall areas, such as St Kilda Road.

It is essential that any assessment of gaps needs to also factor in the availability of other appropriate, publicly accessible toilets.

The map on page 40 provides a visual reference for the location of and distance between existing and proposed Council managed public toilet sites across the municipality.

8.6 Types of toilets to provide

All new and upgraded public toilets must aim to comply with Crime Prevention through Environmental Design Principles (CPTED).

An outline of the specific types of toilets recommended to provide is outlined below;

- a) It is recommended that unisex, ambulant, accessible toilets be provided in line with current Disability Discrimination Act (DDA) requirements.

These toilets are suitable for use by the entire community, including people with disabilities and family groups, particularly parents or carers taking care of children or people of the opposite gender.

The number of toilets to be provided should be based on current or predicted usage of the area obtained from footfall surveys. The Building Code of Australia (BCA) may also assist in this process.

This Plan also recommends that Council consider the implementation of the MLAK system for selected accessible public toilets to improve after hours access to people with disabilities (as outlined in item 3.4).

- b) Public toilets similar to the 'Portland Loo' design are recommended for entertainment precincts and areas with high night activity, including areas where there are people experiencing homelessness. These toilets are suitable for 24 hour operation.
- c) Permanent and/or retractable urinals such as the Urilift are recommended for areas identified as public urination hot spots, particularly if a trial of temporary urinals has occurred and has demonstrated successful findings.
- d) It is recommended that 'Changing Places' type toilets be considered for high visitation or tourist precincts.
- e) Parent rooms are also recommended for consideration around high visitation or shopping precincts, as well as parks and playgrounds.

This Plan does not recommend the installation of Automatic Public Toilets (APT's) such as Exeloo, particularly for areas where there is potential or known inappropriate activity.

Some research by neighbouring Councils showed that satisfaction with APTs was higher than traditional toilet facilities because users felt safer, more secure and that the overall cleanliness was better.

However, APT's are not particularly DDA compliant, and do not meet CPTED principles, with users being able to lock themselves in the toilet area for 10 minutes, completely unseen. Concerns have also been raised by some disability groups and older people, particularly around getting locked in, the toilet door opening too soon, the wetness of the seats and lack of privacy for a user with carer (it is difficult for the carer to exit and re-enter the toilet).

8.7 Gender Equity

Where toilets are not unisex, provision should be 2:1 in favour of females, in recognition that females generally take twice as long to use a toilet. Current provision in the municipality is 3:2 in favour of men – in real terms this means there are 86 too few female pans and 86 too many male pans.

However, it is not just the number of pans that constitutes gender equity in provision.

Women in particular, value staffed toilets and these types of facilities should be considered in equitable provision of public toilets.

8.8 Environmentally Sustainable Design

The City of Port Phillip defines sustainable design as an approach to building procurement and other urban development, which works towards achieving zero net environmental impact.

Council is committed to ensuring that all council buildings and facilities minimise their environmental impact, and aims to increase the percentage of built form in the municipality incorporating sustainable design principles.

In line with the Environmental Performance Requirements in the 'Sustainable Design for Council Buildings' document, it is expected that all new public toilet developments or upgrade projects will aim to meet minimum requirements and work towards incorporating the following design considerations;

- a) **Energy**
Good solar orientation, energy efficient lighting, renewable energy systems, energy efficient HVAC systems (where relevant), energy efficient hot water systems, energy efficient appliances, and building tuning and commissioning.
- b) **Water**
Water efficient appliances within one star of the best available WELS (Water Efficiency Labelling Scheme) rated tap ware, toilets and showers, rainwater storage tanks for reuse, water efficient appliances, fixtures and fittings, water efficient landscaping, grey water treatment/storage systems.
- c) **Stormwater**
Water Sensitive Urban Design (WSUD) including detention through on-site filtration, diversion from stormwater system, treatment on site prior to release, rain gardens, swales and other stormwater treatment measures.
- d) **Waste**
Retaining existing structures where possible, re-use of existing materials (re-cycling where required), Waste Management Plans for demolition and construction phases.

- e) **Materials**
Retention of existing structures where possible, re-use of existing materials (re-cycling where required), more environmentally friendly material types that are certified and/or justified as to what processes are involved in classifying the material as environmentally friendly.
- f) **Indoor Environment Quality**
Providing direct access to natural daylight, providing direct access to natural ventilation, selecting low VOC paints, low to no formaldehyde emitting joinery.
- g) **Transport**
Provide secure bicycle storage spaces.
- h) **Biodiversity**
Use of indigenous plants in landscaping, green roofs
- i) **Innovation**
Inclusion of innovative sustainable design solutions.

8.9 Other features

8.9.1 All fixtures, fittings and materials

Council is in the process of developing a reference guide that will outline standard specifications for all fittings, fixtures and materials to be installed in all Council buildings. This will ensure consistency when new buildings are built or when existing structures are retrofitted.

8.9.2 Baby change tables

In the past, baby change tables were removed from public toilets predominantly due to vandalism issues. This Plan identifies that baby change tables are required at certain locations, however the design and materials utilised will need to be considered prior to installation. Installation of baby change tables in accessible toilets should also be considered.

8.9.3 Basins

Where appropriate, it is recommended that wash basins be located outside facilities. This would be particularly suitable for unisex and/or accessible facilities which generally take up more space. The intent of this design is to remove the requirement for an enclosed communal space, and a translucent form of screening could provide discretion for users.

8.9.4 Bins

The placement of waste bins inside public toilets is not recommended due to a history of being heavily vandalised, stolen, and or set alight. However, lack of bins has caused some problems with waste being placed in sharps containers and sanitary bins, and nappies being placed down toilets, resulting in issues with blockages.

The installation of signage to discourage inappropriate disposal of waste and suggest alternative options may assist in preventing this practice.

The placement of bins external to the facility (but within the vicinity) should also be considered.

8.9.5 Blue (monochromatic) lights

In theory, blue light presents difficulty for injecting drug users looking for a vein to inject, however research demonstrates that blue lighting is not particularly successful in preventing injecting drug use, as drug users often inject in dark conditions and adapt quickly. There is also a lack of evidence as to its efficiency, and a potential increased risk to users.

The installation of blue lights also has a negative impact on other members of the public as the lighting creates an unwelcoming environment and also presents further difficulties to people with impaired vision.

For these reasons, the installation of blue lights is not recommended.

8.9.6 Sharps Bins

There are sharps bins installed in every public toilet in the City of Port Phillip.

The installation of sharps disposal bins in public toilets is a responsible measure to minimise the risk of harm to all members of the community. Research demonstrates that injecting drug use does not increase after bin installation, and that for every bin installed in the City of Port Phillip; around \$4 is saved on waste removal.

The placement of syringe disposal bins in locations where syringes are being frequently discarded can significantly reduce the number of syringes found unsafely in public places. External placement of sharp bins on facilities could also be considered.

8.9.7 Showers

Where appropriate, it is recommended that showers be placed outside facilities, particularly along the foreshore areas.

9 Guidelines for Operation and Maintenance

9.1 Operating Hours

One of the key performance standards outlined in the 2007 Public Toilet Strategy was that public toilets should provide for 24 hour access within the major activity and entertainment precincts. To date this has not occurred.

This Plan recommends that consideration should be given to extending operating hours in public toilet facilities located in high activity areas, such as entertainment precincts and locations on the foreshore (particularly in the summer), as well as those that are identified as being important to marginalised communities, including people experiencing homelessness. This process could include a trial period over the busy summer months.

9.2 Cleaning and Maintenance

Further to item 9.1 above, it is recommended that service levels are increased at selected sites where operating hours are extended, particularly along the foreshore in summer. Service levels should also be increased during events where a large number of visitors are expected.

If a location is identified as high usage in winter, it is recommended that cleaning be increased to 3 times per day.

This Plan also recommends the development of a proactive public toilet asset maintenance plan with timelines and costings, to assist with the planning of preventative maintenance public toilet facilities.

10 Guidelines for Renewal, Upgrade, New and Demolition

For asset management purposes, buildings (including public toilets) have a lifespan of approximately 100 years. The following guidelines have been developed to assist in the decision making process for determining the type of works to be conducted at each public toilet facility to extend the life of the asset, or where that is not feasible or relevant, in the development of a new facility.

10.1 Renewal

Renewal works generally involve replacing 'like for like' and are based on data collected as part of the building condition audits. Renewal works can also be derived from requests from users or recommendations from Council Officers and contractors.

Public toilets that are considered historically or architecturally significant may warrant renewal works in order to maintain the aesthetic integrity of the building, but where possible accessibility and CPTED principles should be incorporated in the renewal works.

10.2 Upgrade

Decisions to upgrade or refurbish a public toilet facility should be based on data collected as part of the building condition and DDA audit reports and supported by relevant Council masterplans and strategies. Upgrades can also be derived from requests from users or recommendations from Council officers and contractors.

Public toilets should be upgraded wherever possible in order to meet CPTED principles and DDA compliance, and could include the addition of extra pans and/or the redesign of a facility to include unisex and/or ambulant, accessible toilets to better meet the needs of the community.

If the public toilet is located within an existing building undergoing upgrade works, the public toilet should also be upgraded.

10.3 New

The development of any new public toilet facility must be based on an identified need, as well as an assessment of demand and determination of the most appropriate site within the precinct.

This Plan recommends that the following be considered in the decision to develop any new public toilet facilities;

- a) Recommendations in relevant Council masterplans and strategies.
- b) Identified areas of high demand within the community, especially where high pedestrian traffic volumes exist.
- c) Areas where there are public 'activity generators' such as BBQ's or play equipment, or where patrons are encouraged to stay for extended periods of time.
- d) Requests generated from the community and relevant stakeholders or feedback provided through a consultation process.
- e) Distance from other public toilets in the area, where a spatial gap has been identified.
- f) Areas where specific issues have been identified (for example, public urination as a result of a lack of facilities).

This Plan also recommends that a feasibility study be conducted prior to the development of any new public toilet facility, with the study to include;

- a) Usage data and/or footfall survey.
- b) Where appropriate, a trial of temporary facilities.
- c) Community consultation (including a survey of user groups and local residents).
- d) Internal consultation with Council Officers.
- e) An outline of rationale supporting the site selected within the area or precinct.
- f) Completion of the proposed design checklist and planning framework for public toilets to address the issues of safety, location and design (outlined in Attachment I; Implementation Plan).

10.4 Demolition/Closure

The decision to demolish or close a public toilet facility should be based on building condition audits, usage data and local research findings, as well as feedback obtained through consultation.

This Plan recommends that the following be considered in the decision to demolish any public toilet facilities;

- a) Recommendations in relevant Council masterplans and strategies.
- b) Counters to be placed at the site to determine the current usage, (preferably over summer months if the site is located near a park or foreshore area).
- c) Conduct consultation with local residents and users or invite feedback from the community.
- d) Conduct a feasibility study to determine the impact of removing a public toilet facility and identify a possible site for relocation and/or alternative facilities that could be utilised in its absence.
- e) Consider the potential impact that the closure of the building will have on surrounding areas, for example; if the existing facility is a site known for inappropriate activity, will these users relocate to an alternative location and how will this impact other users, local residents and the general public?

If a public toilet is located within an existing building cited for demolition, relocation or replacement of the public toilet facility should also be considered in this instance.

11 Opportunities

11.1 Promotion of Public Toilets

This Plan recommends that information on Council's website be significantly improved by providing a section dedicated to public toilet provision, which should include information regarding the location, accessibility, baby change facilities, and parent's rooms, opening hours, cleaning and maintenance of facilities.

Other improvements to the website could include a web based form for the public to report problems, and a link to a more informative and interactive map.

Other forms of information and promotion to consider are; hard copy maps, leaflets and a phone application.

Council would need to delegate an officer to be responsible for ensuring the website content is up to date and that any changes in provision are communicated to relevant agencies, such as the National Toilet Map.

11.2 A Unique City of Port Phillip Specific Design

The City of Port Phillip has the opportunity to develop an appropriate, relevant and unique toilet design, specific to the municipality, particularly for areas of high tourist visitation

One example of a unique, successful and effective CPTED toilet is the 'Portland Loo' in the United States, which is vandal resistant and has the objective of being functional rather than comfortable (as outlined in item 2.1).

Another example is in the City of Victoria, Canada. Following the success of a trial of portable urinals in reducing street urination in 2010, a permanent outdoor urinal was installed (see image provided overleaf). Whilst the urinal meets CPTED principles, it also adds to the streetscape as a piece of public art, and has been described as 'an attraction in itself.'

It is recommended that the City of Port Phillip consider artistic and design principles in the development of future public toilet facilities, with the view to creating a unique and recognisable toilet, specific to the municipality.

11.3 Community Engagement

Local Government Authorities have the opportunity to generate positive social impacts through the procurement of services with the local community.

11.3.1 Social Procurement Project

Through the internal consultation process, it was identified that The Slopes public toilets would be an appropriate site to consider the implementation of a social procurement project.

The Slopes are not CPTED compliant and are a known location for inappropriate activity.

Across the road on the foreshore are the Donovan's Restaurant public toilets, which do not meet demand of the foreshore users, particularly in the summer months. To resolve the issue of undersupply of toilets in this precinct, a method of encouraging people to use The Slopes could be considered.

It is envisaged that if staffing and cleaning was provided, more people (particularly women) may choose to use these facilities.

This Plan recommends the development and implementation of a social procurement project to engage people who have experienced long term unemployment or homelessness, to staff The Slopes in summer.

Council would need to develop a contract with the staff that includes positive social impacts as a key deliverable, both for the staff and the broader community.

Prior to undertaking such a project, further consideration and discussion would need to be undertaken with relevant internal and external stakeholders, particularly regarding how the contract and the program would operate, how to engage potential and suitable staff, and learning from other similar social procurement projects.

Pending the outcomes of this type of project the services could be extended further to staff and clean other toilets in the municipality.

11.3.2 Local Arts Project

There are a number of opportunities to engage with local service providers to develop local arts projects that are focussed around local public toilets.

Similar to the 'Commingled Recycling Education Program' Adopt a Bin Project at the South Melbourne Market, a local arts project could involve Council Officers engaging with Childcare Centres and Services, schools or local artists to design and implement arts projects that could be installed at local public toilet facilities.

The projects could be anything from mosaics to street art to paintings, and could represent specific attractions and qualities of the local area.

A locally made arts project installed on a public facility may assist in decreasing the occurrence of vandalism and at the same time, help the facility to appear more aesthetically pleasing.

An example of where an arts project could assist in decreasing vandalism is at the O'Donnell Gardens Exeloo, which currently experiences vandalism on a regular basis.

11.4 Commercial Engagement

11.4.1 Community Toilet Scheme (CTS)

There are opportunities to engage with local traders to develop Community Toilet Schemes (CTS's) across the municipality.

Community Toilet Schemes are in practice across the UK, and have proven to be very successful. As of April 2011, of the 847 toilets available to the public in London, 358 were part of a CTS and in the London Borough of Richmond, 97 businesses are members of the CTS.

A CTS is essentially a partnership-based approach, led by the council, where the public can access toilet facilities that are owned and managed by private businesses.

A CTS provides a positive outcome for all stakeholders; the public, local businesses and Council.

The public are provided with a network of local public toilet facilities, especially in areas of high pedestrian traffic. Some groups of people, who have traditionally felt uncomfortable with using private facilities or felt obligated to spend money in the premises, feel more welcome and therefore more likely to visit a retail precinct with a CTS in operation.

Local businesses are provided with a potential increase in patronage, as well as a subsidy or funding assistance from Council.

A CTS also provides Council with the opportunity to provide safe and welcoming public toilet facilities without the significant cost of developing, upgrading and maintaining Council owned facilities.

For a CTS to be successful in the City of Port Phillip, Council would need to implement the following;

a) Ensure Council buy-in at all levels.

- b) Appoint a dedicated Council Officer to drive the uptake by businesses and be responsible for co-ordinating the scheme, engaging with stakeholders and building relationships.
- c) Create a strong brand image and marketing campaign (including items such as good on-street signage and identification stickers for participating businesses).

A CTS is a flexible approach so can be tailored to suit the area in which it is operating. However, a CTS needs to be supplemented by other types of toilet provision, as they are not appropriate everywhere and may provide only a partial solution to the adequate provision of public toilets.

This Plan recommends that a CTS be trialled in Ormond Road, Elwood, and if the pilot is successful, seek to introduce a CTS in the following precincts where there are no (or few) public toilets including:

- a) Acland Street shopping precinct
- b) Albert Park shopping precinct
- c) Bay Street Port Melbourne shopping precinct
- d) Fitzroy Street
- e) Glen Eira Road (Ripponlea shopping precinct)
- f) Middle Park shopping precinct

- g) St Kilda Road
- h) Tennyson Street shopping precinct

In addition, it is proposed to investigate the potential of utilising the existing toilet at St Kilda Marina (between the Marina and the sea) as part of a CTS.

11.4.2 Developers

This Plan recommends engaging with local developers in the planning process, to consider the inclusion of public toilet facilities where appropriate in new developments across the municipality.



12 Recommendations

The list provided in Attachment I: Implementation Plan summarises the recommendations made for the Public Toilet Plan. The recommendations are based on findings from the condition and DDA audit data, advice from Council Officers and requests and feedback received from residents of, and visitors to, the City of Port Phillip.

Recommendations are categorised into operational, feasibility or capital projects and are grouped in priority order. Each priority group is then listed in alphabetical order according to location. Recommendations were prioritised by the following factors;

- a) Potential impact on users and the general public
- b) Anticipated community benefit
- c) Number of complaints or requests received
- d) Opportunities due to other relevant projects scheduled for commencement

A map is provided on the next page to provide a visual snapshot of recommendations at specific sites across the municipality (with the corresponding map legend provided on the following page).

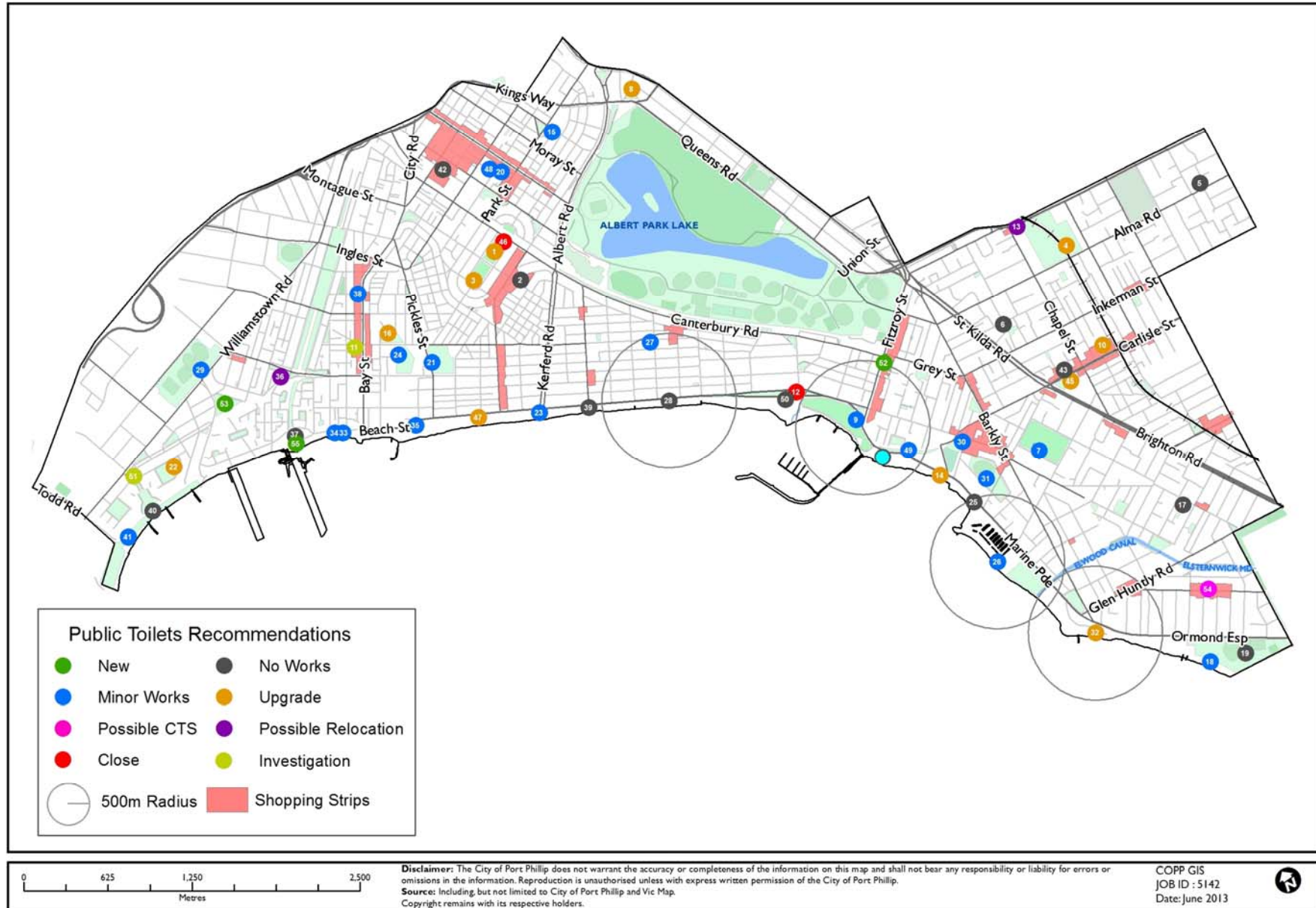
12.1 Financial Implications

Based on the list of recommendations for public toilet facilities in Attachment I: Implementation Plan, the financial implications for the City of Port Phillip are as follows;

- a) \$234,900 towards operational costs and services (of which \$102,000 are one off costs and the remainder of \$132,900 are ongoing operational costs)
- b) \$370,000 towards feasibility studies
- c) \$4,408,000 towards capital improvements

The figure provided for operational costs and services is in addition to the annual figure of \$625,243 for the management and operation of Council managed public toilets in the City of Port Phillip. The figure provided for capital improvements is approximate only and is based on recent public toilet projects and costs.

12.2 Map of Recommended Works



Map Legend

No.	Site	Recommendation
1	Albert Park Bowls Club	Upgrade
2	Albert Park Library	No Works
3	Albert Park Tennis Club	Upgrade
4	Alma Park Public Toilets *	Upgrade *
5	Alma Rd Community House	No Works
6	Betty Day Community Centre	No Works
7	Botanic Gardens Public Toilet	Minor Works
8	Bowen Cres Reserve Public Toilet	Upgrade
9	Catani Gardens Public Toilets	Minor Works
10	Coles Carpark Balaclava Public Toilet	Upgrade
11	Coles Supermarket Bay St	Investigation
12	Cummings Reserve Public Toilet	Close
13	Dandenong Road Public Toilet	Possible Relocation
14	Donovans Restaurant	Upgrade
15	Eastern Road Exceloo	Minor Works
16	Edwards Park Public Toilets	Upgrade
17	Elwood St Kilda Neighbourhood Learning Centre	No Works
18	Elwood LSC	Minor Works
19	Elwood Park Pavilion	No Works
20	Emerald Hill Library *	Minor Works *
21	Gasworks Arts Park	Minor Works
22	Julier Reserve Gym & Toilet	Upgrade
23	Kerferd Rd Exceloo	Minor Works
24	Lagoon Reserve Pavilion	Minor Works
25	Marina Reserve Public Toilets	No Works
26	Marine Parade Public Toilet (adjacent to Riva)	Minor Works
27	Middle Park Community Centre	Minor Works
28	Middle Park Public Toilets	No Works
29	J. L. Murphy Reserve Main Pavilion	Minor Works
30	O'Donnell Gardens Exceloo	Minor Works
31	Peanut Farm Reserve Pavilion	Minor Works
32	Point Ormond Public Toilets	Upgrade
33	Port Melbourne Beach Female Toilets	Minor Works
34	Port Melbourne Beach Male Toilets	Minor Works
35	Port Melbourne LSC	Minor Works
36	Port Melbourne Tennis Club & toilets	Possible Relocation
37	Port Melbourne Public Toilets	No Works
38	Port Melbourne Town Hall	Minor Works
39	Sandbar Restaurant	No Works
40	Sandridge Beach Toilets	No Works
41	Sandridge LSC	Minor Works
42	South Melbourne Market (x2)	No Works
43	St Kilda Library	No Works
44	St Kilda Seabaths	No Works
45	St Kilda Town Hall	Upgrade
46	St Vincent Gardens Female Toilets	Close
47	Sth Melbourne LSC	Upgrade
48	Sth Melbourne Town Hall	Minor Works
49	The Slopes	Minor Works
50	West Beach Pavilion	No Works

* Denotes works already scheduled prior to this Plan

Note: the locations of proposed new toilets or Community Toilet Scheme (CTS) listed below have not been confirmed. A feasibility study will be required to identify specific locations.

51	Fisherman's Bend	Investigation
52	Fitzroy Street	New
53	Garden City Reserve	New
54	Ormond Road	CTS
55	Waterfront Place	New

13 Acknowledgements

The City of Port Phillip would like to acknowledge the following people who contributed to the development of this Plan.

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I 4 Appendix: Public Toilet Implementation Plan 2013-2023

CoPP Public Toilet Implementation Plan 2013 - 2023

Priority	Description of Work	Location	Suburb	Cost Breakdown \$			Total Cost	Photo	Key Departments
				Operational	Feasibility	Capital			
High	Develop standard and recognisable, directional/way finding/on-site signage for public toilets (in line with the Parks & Open Space signage) and install across the municipality. Ensure signage is compliant with AS1428 2010 design for access and mobility.	All	All	\$0	\$0	\$250,000	\$250,000	n/a	Property Services, Parks & Open Space, Project Services, Governance & Engagement, Assets
High	Develop and promote the CoPP website (and other promotional mediums) to include a section dedicated to toilet provision, with an interactive map and information on accessibility, baby change facilities and parent rooms, plus a web based report form to report problems.	All	All	\$0	\$0	\$0	Within existing staff resources	n/a	Property Services, Governance & Engagement
High	Advocate for a 'Changing Places' type facility to be developed.	All	All	\$0	\$0	\$0	Within existing staff resources	n/a	Diversity & Ageing, Property Services, Assets
High	Increase the number of Baby Change/Parent Room toilets in the City of Port Phillip.	All	All	\$0	\$0	\$0	Unknown	n/a	Family Youth & Children, Asset Services, Property Services, Project Services
High	Develop a design checklist and planning framework for public toilets which address the issues of safety, location, design and sustainability.	All	All	\$0	\$0	\$0	Within existing staff resources	n/a	Property Services, City Development, City Strategy, Sustainability, Parks & Open Space
High	Create all public toilet facilities as individual assets on Council's Asset Management System (Hansen).	All	All	\$0	\$0	\$0	Within existing staff resources	n/a	Property Services, Assets
High	Conduct a feasibility study to investigate the most appropriate option for a central, accessible facility in Bay Street, Port Melbourne.	Bay Street	Port Melbourne	\$0	\$20,000	TBC	Within existing staff resources	n/a	Property Services, City Strategy, Project Services, Assets, City Development

CoPP Public Toilet Implementation Plan 2013 - 2023

Priority	Description of Work	Location	Suburb	Cost Breakdown \$			Total Cost	Photo	Key Departments
				Operational	Feasibility	Capital			
High	In conjunction with the redevelopment of the supermarket site, upgrade the Coles car park public toilet to a CPTED and DDA compliant facility with a baby change table (and/or consider interim renewal or upgrade works if the supermarket site redevelopment does not occur for 2-3 years).	Carlisle Street	Balaclava	\$0	\$0	\$350,000	\$350,000		Property Services, City Strategy, Project Services, Assets, City Development, Sustainability
High	Collect usage data and investigate the feasibility of closing Cummings Reserve Public Toilets and associated signage.	Cummings Reserve	St Kilda	\$0	\$20,000	\$30,000	\$50,000		Property Services, Parks & Open Space, Project Services, Governance & Engagement, Assets
High	Investigate the feasibility of demolishing the Dandenong Road toilets and relocating to the cnr Dandenong Rd & Chapel St as a stand alone single, unisex accessible facility, or not replacing at all.	Dandenong Road	Balaclava	\$0	\$20,000	\$300,000	\$320,000		Parks & Open Space, Property Services, Project Services, Assets, Community Development
High	Renovate and modify the public toilets to better cater for heavy demand in summer (particularly for female users), improve circulation area to accessible toilet and utilise existing underground water tank for toilet flushing.	Donovan's Restaurant	St Kilda	\$0	\$0	\$100,000	\$100,000		Parks & Open Space, Property Services, Project Services, Assets
High	Conduct a trial of temporary open air street urinals in Fitzroy Street, in conjunction with a feasibility study, to determine the most appropriate option/s for a more permanent solution, including the installation of Urilift type retractable toilet, a unisex/accessible facility and/or a CTS.	Fitzroy Street	St Kilda	\$20,000	\$20,000	\$250,000	\$290,000		Property Services, City Strategy, Project Services, Assets, City Development, Sustainability
High	Conduct a feasibility study to determine a suitable option for providing a public toilet facility in or around Garden City Reserve and construct.	Garden City Reserve	Port Melbourne	\$0	\$20,000	\$450,000	\$470,000	n/a	Parks & Open Space, Property Services, Project Services, Sustainability, Assets
High	Collect usage data and investigate the feasibility of changing the existing facility to provide one unisex, accessible toilet, or alternatively, closing the public toilet and relocating to a more suitable location within the precinct and construct.	Port Melbourne Tennis Club	Port Melbourne	\$0	\$20,000	\$450,000	\$470,000		Parks & Open Space, Property Services, Project Services, City Strategy, Sustainability, Culture & Leisure






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Priority	Description of Work	Location	Suburb	Cost Breakdown \$			Total Cost	Photo	Key Departments
				Operational	Feasibility	Capital			
High	Investigate the feasibility of demolishing and replacing the existing facilities with a CPTED compliant, accessible facility with a coastal sensitive design and construct.	Point Ormond	Elwood	\$0	\$20,000	\$550,000	\$570,000		Parks & Open Space, Property Services, Project Services, Assets, City Strategy, City Development, Sustainability
High	Conduct a usage survey of the public toilets at the eastern end (Albert Park VRI Bowls Club) and investigate the feasibility of closing the female toilet and redesigning the existing male public toilets to comprise of one unisex, accessible toilet. Upgrade the facilities at the western end (Albert Park Tennis Club).	St Vincent Gardens	Albert Park	\$0	\$30,000	\$100,000	\$130,000		Parks & Open Space, Property Services, Asset Services, Project Services, Culture & Leisure
High	Collect usage data and investigate the feasibility of a number of options for the future, in context with any decisions made on the St Kilda Triangle site development.	The Slopes	St Kilda	\$0	\$20,000	Unknown	\$20,000		Property Services, City Strategy, Assets
High	Extend operating hours and improve cleanliness and service levels of public toilets located in high use areas, to address lack of provision for visitors to entertainment precincts and foreshore areas late at night, and for people experiencing homelessness.	Various	All	\$77,900	\$0	\$0	\$77,900	n/a	Community Development, Property Services, Assets, Project Services, Parks & Open Space
High	Consider upgrades to improve CPTED compliance at sites where operating hours are extended, or consider replacing with a 'Portland Loo' type facility.	Various	All	\$0	\$0	\$150,000	\$150,000	n/a	Parks & Open Space, Property Services, Project Services, Sustainability, Assets
High	Introduce counters at selected public toilet sites to more accurately gauge and assess usage.	Various	All	\$17,000	\$0	\$0	\$17,000	n/a	Property Services
High	Investigate the feasibility of installing a new public toilet facility at Waterfront Place in line with the Urban Design Framework, to better cater for tourists and people with a disability and construct.	Waterfront Place	Port Melbourne	\$0	\$20,000	\$550,000	\$570,000	n/a	Parks & Open Space, Property Services, Project Services, Assets, City Strategy, City Development, Sustainability, Diversity & Ageing






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Priority	Description of Work	Location	Suburb	Cost Breakdown \$			Total Cost	Photo	Key Departments
				Operational	Feasibility	Capital			
	HIGH PRIORITY SUBTOTAL			\$114,900	\$210,000	\$3,530,000	\$3,854,900		
Medium	Conduct a cyclical review of public toilets within the City of Port Phillip to measure the current level and quality of provision, assess whether facilities are meeting user demand and update costs of recommendations.	All	All	\$0	\$0	\$0	Within existing staff resources	n/a	Property Services
Medium	Consider the implementation of the Master Locksmiths Access Key (MLAK) system for selected accessible public toilets to improve after hours access to people with disabilities.	All	All	\$25,000	\$0	\$0	\$25,000	n/a	Property Services, Diversity & Ageing
Medium	Allocate responsibility to an officer to ensure CoPP website and National Toilet Map content is updated.	All	All	\$0	\$0	\$0	Within existing staff resources	n/a	Property Services
Medium	Investigate the possibility developing of a phone application that identifies the location and details of public toilets in the City of Port Phillip.	All	All	\$0	\$0	\$0	Within existing staff resources	n/a	Property Services, Governance & Engagement, Information Systems
Medium	Engage with the Department of Transport to ensure appropriate provision of public toilets in and around public transport stations and stops, improve signage and consider partnerships for public toilet provision.	All	All	\$0	\$0	\$0	Within existing staff resources	n/a	City Strategy, City Development, Property Services
Medium	Develop a proactive public toilet asset maintenance plan with timelines and costings.	All	All	\$0	\$0	\$0	Within existing staff resources	n/a	Property Services







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Priority	Description of Work	Location	Suburb	Cost Breakdown \$			Total Cost	Photo	Key Departments
				Operational	Feasibility	Capital			
Medium	Develop a design for a unique and recognisable CoPP toilet.	All	All	\$30,000	\$0	\$0	\$30,000	n/a	Assets, Property Services, Governance & Engagement, City Strategy, City Development, Sustainability
Medium	Upgrade accessible toilet fixtures and fittings to comply.	Botanic Gardens	St Kilda	\$0	\$0	\$50,000	\$50,000		Project Services, Assets, Property Services, Parks & Open Space
Medium	Improve accessibility and CPTED compliance; shorten length of doors, reconstruct pathway and entrance area, install accessible toilet and increase room dimensions, upgrade fittings and fixtures, install grab rails, towel and soap dispensers.	Catani Gardens	St Kilda	\$0	\$0	\$50,000	\$50,000		Property Services, Project Services, Assets, Parks & Open Space
Medium	Widen entrance, install new access button and tactile indicators, and consider the installation of an accessible car park.	Eastern Road Exeloo	South Melbourne	\$0	\$0	\$15,000	\$15,000		Project Services, Assets, Property Services
Medium	Investigate the feasibility of removing toilets, replacing with single unisex accessible toilet with entry opening onto playground.	Edwards Park	Port Melbourne	\$0	\$20,000	\$130,000	\$150,000		Parks & Open Space, Family Youth & Children, Property Services, Assets, Project Services, Sustainability
Medium	Minor upgrade to improve facilities	Elwood Life Saving Club	Elwood	\$0	\$0	\$35,000	\$35,000		Culture & Leisure, Property Services
Medium	Investigate options for a public toilet facility in or around the Centre Avenue precinct in Fishermans Bend.	Fisherman's Bend	Port Melbourne	\$0	\$20,000	\$0	\$20,000	n/a	Community Development, Culture & Leisure, Property Services, Assets, Project Services

CoPP Public Toilet Implementation Plan 2013 - 2023

Priority	Description of Work	Location	Suburb	Cost Breakdown \$			Total Cost	Photo	Key Departments
				Operational	Feasibility	Capital			
Medium	Consider temporary toilet provision on selected sites over the summer months and during events.	Foreshore	All	\$30,000	\$0	\$0	\$30,000	n/a	Parks & Open Space, Property Services
Medium	Install a baby change table, relocate/lower fixtures & fittings, install TGSI.	Gasworks Arts Park	Albert Park	\$0	\$0	\$4,000	\$4,000		Culture & Leisure, Project Services, Assets, Property Services
Medium	Conduct an assessment of the Kerferd Road Exeloo and consider options for the future.	Kerferd Road	Albert Park	\$0	\$20,000	\$0	\$20,000		Property Services, Parks & Open Space, Project Services, Assets
Medium	Investigate potential for a Community Toilet Scheme with St Kilda Marina operators.	Marine Parade	St Kilda	\$0	\$20,000	\$0	\$20,000		Project Services, Assets, Property Services
Medium	Subject to the outcomes of the Vineyard lease, consider a street art project in or around the O'Donnell Gardens Exeloo to assist in the prevention of vandalism and graffiti.	O'Donnell Gardens	St Kilda	\$10,000	\$0	\$0	\$10,000		Culture & Leisure, Property Services
Medium	Investigate the feasibility of implementing a Community Toilet Scheme (CTS) with the Ormond Road Traders, with a view to implementing a CTS at other similar shopping precincts where there are no (or few) public toilets.	Ormond Road	Elwood	\$0	\$20,000	\$0	\$20,000	n/a	Property Services, City Strategy
Medium	<i>Refurbish sanitary ware and finishes, clear vegetation around entrance and advocate for accessible and CPTED compliant public toilets in the Peanut Farm Master Plan process.</i>	<i>Peanut Farm Pavilion</i>	<i>St Kilda</i>	\$0	\$0	\$22,000	\$22,000		<i>Culture & Leisure, Property Services, Project Services, Assets</i>






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Priority	Description of Work	Location	Suburb	Cost Breakdown \$			Total Cost	Photo	Key Departments
				Operational	Feasibility	Capital			
Medium	Refurbishment; upgrade access pathway, upgrade accessible fittings and fixtures, new accessible compliant fit out, renew floor surfaces.	Port Melbourne Beach	Port Melbourne	\$0	\$0	\$35,000	\$35,000		Project Services, Assets, Property Services, Parks & Open Space
Medium	Upgrade accessible toilet to comply, install handrails.	Port Melbourne Town Hall	Port Melbourne	\$0	\$0	\$50,000	\$50,000		Project Services, Assets, Property Services
Medium	Install hoist for adult change table, remove internal male and female showers and build external ones, replace tiles on floor and walls, paint walls and timber seating.	Sandridge Life Saving Club	Port Melbourne	\$0	\$0	\$12,000	\$12,000		Culture & Leisure, Property Services, Project Services, Assets, Parks & Open Space
Medium	<i>Liaise with Project Management regarding the South Melbourne Life Saving Club Detailed Design Development in 2012-2014 and the inclusion of public toilet facilities that are accessible and CPTED compliant, and will also meet the needs of the nearby regional playground (Plum Garland Reserve).</i>	<i>South Melbourne Life Saving Club</i>	<i>Albert Park</i>	\$0	\$0	\$0	<i>Within existing staff resources</i>	<i>n/a</i>	<i>Culture & Leisure, Project Services, Assets, Property Services,</i>
Medium	Upgrade accessible facilities to meet regulations.	Sth Melbourne Town Hall	South Melbourne	\$0	\$0	\$50,000	\$50,000		Project Services, Assets, Property Services
Medium	Consult with external stakeholders to investigate, develop and implement a social procurement project involving staffing The Slopes in summer.	The Slopes	St Kilda	\$25,000	\$0	\$0	\$25,000		Property Services, Community Development
Medium	Improve accessibility; install handrail at entrance, upgrade accessible toilet, upgrade accessible fittings and fixtures.	The Slopes	St Kilda	\$0	\$0	\$35,000	\$35,000		Project Services, Assets, Property Services

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Priority	Description of Work	Location	Suburb	Cost Breakdown \$			Total Cost	Photo	Key Departments
				Operational	Feasibility	Capital			
Medium	Investigate the effectiveness of the existing licence agreements, and consider whether more of a Community Toilet Scheme (CTS) approach would be more suitable, particularly with regard to promotion of facilities.	Various	Various	\$0	\$0	\$0	Within existing staff resources	n/a	Property Services
Medium	Investigate the feasibility of closing selected public toilets in winter.	Various	All	\$0	\$20,000	\$0	\$20,000	n/a	Parks & Open Space, Property Services
Medium	Clear out accessible areas used for storage.	West Beach Pavilion	St Kilda	TBC	\$0	\$0	\$0		Property Services
MEDIUM PRIORITY SUBTOTAL				\$120,000	\$120,000	\$488,000	\$728,000		
Low	Engage with local developers in the planning process, to consider the inclusion of public toilet facilities where appropriate in new developments across the municipality.	All	All	\$0	\$0	\$0	Within existing staff resources	n/a	City Strategy, Property Services
Low	Collect more information on an ongoing basis to more accurately determine the number, type and location of privately owned facilities available to the public in the City of Port Phillip.	All	All	\$0	\$0	\$0	Within existing staff resources	n/a	City Strategy, City Development, Property Services
Low	Facilitate discussions regarding community arts projects that could be linked with public toilet provision and development.	All	All	\$0	\$0	\$0	Within existing staff resources	n/a	Culture & Leisure, Property Services

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Priority	Description of Work	Location	Suburb	Cost Breakdown \$			Total Cost	Photo	Key Departments
				Operational	Feasibility	Capital			
Low	Consider demolition and replace with single accessible unisex toilet.	Bowen Crescent Reserve	Melbourne	\$0	\$20,000	\$130,000	\$150,000		Property Services, Assets, City Strategy, City Development
Low	Investigate the feasibility of closing toilets and replacing with single unisex accessible toilet.	Julier Reserve	Port Melbourne	\$0	\$20,000	\$130,000	\$150,000		Culture & Leisure, Property Services, Assets, Project Services, Parks & Open Space
Low	Remove internal walls so toilet is open and have external door lockable.	Lagoon Reserve	Port Melbourne	\$0	\$0	\$20,000	\$20,000		Culture & Leisure, Property Services, Assets, Project Services
Low	Install a baby change table in accessible toilet, modify handrails to improve access to accessible toilet.	Murphy Reserve Pavilion	Port Melbourne	\$0	\$0	\$6,000	\$6,000		Culture & Leisure, Property Services, Assets, Project Services
Low	Widen doorway opening.	O'Donnell Gardens	St Kilda	\$0	\$0	\$5,000	\$5,000		Property Services
Low	Upgrade accessible toilet, refurbish fittings and fixtures.	Port Melbourne Life Saving Club	Port Melbourne	\$0	\$0	\$34,000	\$34,000		Culture & Leisure, Property Services, Assets, Project Services, Parks & Open Space
Low	Install fully accessible toilet in upstairs public areas.	St Kilda Town Hall	St Kilda	\$0	\$0	\$65,000	\$65,000		Project Services, Assets, Property Services

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Priority	Description of Work	Location	Suburb	Cost Breakdown \$			Total Cost	Photo	Key Departments
				Operational	Feasibility	Capital			
	LOW PRIORITY SUBTOTAL			\$0	\$40,000	\$390,000	\$430,000		
	TOTAL			\$234,900	\$370,000	\$4,408,000	\$5,012,900		