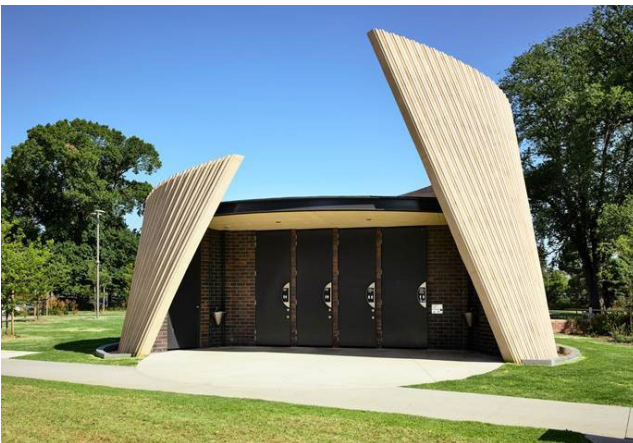


# DRAFT Greater Dandenong Public Toilet Strategy 2020-2030





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**1.0**



INTRODUCTION



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# 1.0 Introduction

## 1.1 Purpose

Public toilets are vital community assets that contribute to the health and wellbeing of residents, workers and visitors to the municipality. Often unacknowledged, public toilets support the vitality and accessibility of public places and spaces.

This Strategy highlights some of the key issues and challenges associated with public toilets in Greater Dandenong and also identifies opportunities for improvement.

Core elements of the Strategy are:

- Policy context;
- Overview of the condition, usage and profile of existing public toilet facilities;
- Gap analysis of public toilet network distribution; and
- Recommendations for upgrades and improvements to the public toilet network.

Supporting documents to the Strategy are:

- Toolkit comprising assessment frameworks to assist Council in determining future upgrades;
- Key strategic and operational actions to improve the existing and future toilet network; and
- A 10 Year Capital Works Plan (to be reviewed after 5 years).

## 1.2 Vision

The vision for public toilets in the municipality is:

*Council will provide high quality, accessible public toilets that are well located, clean, safe and cater to the needs of all residents, workers and visitors to the City of Greater Dandenong.*

The Vision will be achieved through the following objectives:

- Provide a framework of consistent decision making for the provision, rehabilitation and maintenance of public toilet facilities.
- Provide a comprehensive, efficient and well-distributed network of accessible public toilets at key locations, which will cater to the needs of users, including but not limited to:
  - Visitors to the region (either passing through or extended stays);
  - Motorists;
  - Shoppers;
  - Users of activity centre shopping precincts;
  - Users of recreation and sporting fields (organised sport);
  - Users of parks, reserves and river areas for recreation (including play equipment, skate ramps etc.);
  - Users of barbecue and picnic facilities;
  - Cyclists;
  - Parents and carers of children and babies; and
  - People with a disability and/ or limited mobility.

- Apply universal design guidelines to all future upgrades and ensure public toilet availability and location are clearly promoted and communicated to all users:
  - Provide guidance on where the different types of public toilet designs (within a predetermined hierarchy) are to be provided;
  - Design public toilets to be attractive, safe and accessible to users of all ages and abilities;
- Prioritise the safety of all public toilet users in Greater Dandenong by minimising occurrences of anti-social behaviour;
- Maintain toilets to an appropriate standard of cleanliness to enhance the safety, health and wellbeing of all users.
- Provide direction about where Council should focus advocacy and encouragement of other organisations to provide public toilet facilities; and
- Ensure public toilets are cost effective and can be managed efficiently.

## 1.3 Public Toilets

Public toilets are essential community assets which contribute to the enjoyment and amenity of public spaces by residents and visitors to the municipality.

The provision and governance of public toilets can be complex. While there is no statutory or legislative requirement for councils to provide public toilet facilities, the City of Greater Dandenong is committed to fulfilling its social and corporate responsibility by promoting the health and wellbeing of the community and the vitality of public spaces.

Council is the primary provider of public toilets in the municipality which are free to use and located in key community spaces.

Some toilets may be sited within public buildings such as libraries or sporting pavilions. These toilets are often only available during specified times such as business hours or weekends. In addition to this, users may be required to pass through a control point to access a toilet, not all of which are Council owned or maintained assets.

Many privately owned businesses also operate and provide toilets for use by the public in a variety of locations. Although these facilities are often perceived to be available for general public use, they are usually provided to service the needs of staff and paying customers.

There are also other government agencies which provide and manage toilets on public and Crown land such as Parks Victoria and DOT Roads.

There are opportunities to explore future partnerships with the private sector to enhance the network of toilets in Greater Dandenong which are explored in this Strategy. Capital works and other recommendations outlined in this Strategy relate only to Council's assets.

There are currently public toilets located at 53 sites throughout Greater Dandenong that are owned or maintained by Council.

As community needs and preferences evolve and as the municipality continues to grow and change, it is important that Council has a clear framework to guide decision making to ensure public toilets are well located and equitably distributed.

It is also important that upgrades and installations of new facilities respond to community needs. Issues around the accessibility, design and safety of public toilets can result in the marginalisation of some user groups and exclude others from using public toilets. This can result in negative perceptions about existing facilities.

There are opportunities to improve the process of planning for new facilities, the standard of existing toilets and improve the efficiency of the network through-out the municipality.

The Greater Dandenong Public Toilet Strategy 2020 provides a rationale and strategic planning framework to guide future upgrades and installation of new facilities over the next ten years.

## 1.4 Report Overview

The City of Greater Dandenong Public Toilet Strategy 2020 provides strategic direction for the distribution and design of public toilets within the City of Greater Dandenong. This report is presented as follows:

### **Chapter 1: Introduction**

Outlines the purpose and staging of the project and an overview of this Report.

### **Chapter 2: Strategic Context**

Summarises Council plans and strategies relating to the provision of public toilets across Greater Dandenong.

### **Chapter 3: Condition**

Provides an overview of the structural lifespan, condition, and usage & profile of public toilets within the municipality.

### **Chapter 4: Distribution**

Assesses the distribution and coverage of existing facilities in the context of open space and Activity Centre frameworks within Greater Dandenong.

### **Chapter 5: Design**

Assesses the design of existing public toilets with respect to typology, configuration, and fixtures and fittings; and identifies best practice design and siting principles.

### **Chapter 6: Accessibility**

Assesses the accessibility of existing public toilets and explores potential alternative public toilet provision models through a series of case studies.

### **Chapter 7: Management**

Assesses the management of existing public toilets with respect to safety, maintenance and cleaning, opening hours, and temporary provision.

## **Chapter 8: Conclusion**

Contains an Action Plan with a comprehensive list of physical and operational actions for public toilets in Greater Dandenong to guide Council's future decision-making.

## **Chapter 9: Public Toilet Toolkit**

Provides a Toolkit with two assessment frameworks, a service hierarchy for provision, and a standard suite of fixtures and fittings to guide configuration of new and upgraded public toilets through the implementation of the Action Plan.

**2.0**



STRATEGIC  
CONTEXT



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## 2.0 Strategic Context

### 2.1 Council Plan

#### **Council Plan 2017 - 2021**

The Greater Dandenong Council Plan 2017 - 2021 (Revised 2020) outlines Council's goals and priorities over a four (4) year period, which include the following relevant objectives:

- A vibrant, connected and safe community
- A healthy, liveable and sustainable city
- A city planned for the future.

There is a range of municipal-wide and local plans and strategies that have informed the development of this strategy.

#### **Community Wellbeing Plan 2017 - 2021**

The Community Wellbeing Plan sets out four key priority areas to achieve the public health and wellbeing objectives set out in the strategy:

1. Community infrastructure, transport and environment
2. Learning and employment
3. Mental and physical health
4. Engagement, social cohesion and safety.

Priority 1 relates to ensuring that community infrastructure (including public toilets) is appealing, accessible and safe.

#### **Community Plan: Imagine 2030**

The Imagine 2030 Community Plan was a community consultation project which asked community members of Greater Dandenong to provide feedback on what they thought was most important in terms of lifestyle and wellbeing, city and neighbourhood; and what they would like to see for the future of the Greater Dandenong community.

Participants commonly considered the theme of health and safety important for a 'good life' in the municipality, which included access to safe public toilets.

### 2.2 Public Toilet Strategy

The City of Greater Dandenong prepared a Strategy for Public Toilets in April 2001, which was subsequently updated by the Public Toilets Strategy Review in November 2008.

#### **Strategy for Public Toilets 2001**

This Strategy considered things such as design, built form, cleanliness, access, safety and maintenance of public toilet facilities within the municipality. A total of 49 facilities were surveyed and reviewed as part of this study.

The Strategy identified the following issues with the public toilet network:

- Facilities should be located on the periphery of parks to ensure public view, with minimal vegetation to deter inappropriate use;
- Facilities should be installed where there are picnic/BBQ facilities and demonstrated casual use (e.g. jogging, dog walking);
- Sportsground facilities should be open to the public on match days;
- Facilities should be clean, modern, attractive and designed to compliment the surrounding character;
- The floor area of the sanitary facilities should be kept to a minimum to deter inappropriate use;
- Opening hours of all facilities should be restricted to a minimum.

The main recommendation from the study was to replace large conventional facilities with self cleaning sanitary facilities to avoid inappropriate use, and promote a greater level of amenity, cleanliness and good design.



## Public Toilets Strategy Review (2008)

This document reviewed the actions that were undertaken since the 2001 Public Toilet Strategy. It updated the inventory of public toilet locations and facilities, established decision-making criteria and updated the audit of existing facilities. It also provided an Action Plan incorporating recommendations for maintenance, upgrade, replacement and relocation of facilities. The Public Toilets Strategy Review 2008 was not adopted by Council.

Community consultation was held in order to gauge the level of satisfaction community members had with the current provision of public toilets. Key findings included:

- General satisfaction with the number and distribution of public toilets;
- Criticism that public toilets need to be cleaned more frequently, are old, and there is anti-social behaviour and drug activity in some locations;
- Public toilets aren't perceived as safe either during the day or night;
- Of residents who used Exeloo toilets, two out of three were satisfied with the facilities. The main reasons for not liking them were "not being clean" and "not trusting them"; and
- Suggested improvements included better locations, direction signage, more toilets in shopping precincts, and locations in visible or high use areas.

Principles for the provision of public toilets in the City of Greater Dandenong were outlined:

- Public toilets will be clearly visible and easily accessible to users;
- The setting of public toilets will aim to enhance and contribute to the amenity of the locale in which they are situated;

- Public toilets will be built and managed in accordance with the guidelines of Environmentally Sustainable Design, the Council's Sustainable Development Policy (2002), the Disability and Discrimination Act, and Crime Prevention Through Environmental Design.

Public Toilet Design Guidelines were also proposed to provide users with safe and effective public toilets and provide Council with durable, efficient and easy to maintain facilities. According to these, public toilets should:

- Be easily identifiable;
- Be designed upon CPTED principles and DDA-compliant:
  - Ensure doors open to a high-use public area;
  - Utilise permeable walls and grilles that incorporate a common area for hand-basins; and
  - Install non floor-to-ceiling doors.
- Be provided as unisex cubicles or a group of cubicles within a building; and
- Incorporate environmentally sustainable features to reduce energy costs and potable water-use.

The Review also developed a project prioritisation scoring matrix to assist Council in prioritising public toilet upgrades, renewal and replacement projects, which involves a range of criteria and a scoring matrix.

## 2.3 Open Space Strategy

The strategic document entitled 'Places for People: Open Space in Greater Dandenong' has served as Council's Open Space Strategy since May 2009. Council is currently in the process of reviewing the Open Space Strategy.

### **Places for People: Open Space in Greater Dandenong 2009**

The Places for People strategy develops a hierarchy of open space within the municipality by type of open space (passive reserves, sports reserves and bushland reserves) and the catchment area of the open space (District, Neighbourhood and Local). This hierarchy then informs which facilities are to be provided within the park, including the provision of public toilets.

The Strategy identifies that public toilets are to be provided in "district passive", "sports reserves" and "bushland spaces". Public toilets may be present in "neighbourhood passive areas", and will not be present in "local passive open space".

At the time, Springvale South had the lowest provision of facilities within open space, with approximately 65% of reserves of a low standard, while Keysborough and Dandenong North had the best presence of facilities in parks and reserves.

### **Open Space Strategy Review 2020**

The Greater Dandenong Open Space Strategy provides a framework for Council to manage and improve the quality, design and provision of open space over the next 10 years to ensure the needs of existing residents and future generations are met.

It provides a detailed analysis and categorises both the hierarchy and typology (primary function) of open space throughout the municipality. The combination of hierarchy and typology determines whether or not the area of open space must or should contain a public toilet facility, among consideration of many other items of public infrastructure (refer to Table 1). This provides that, for example, open space of the smallest 'Pocket' hierarchy should not contain a public toilet, regardless of its typology; while open space with a 'Linear' typology must not contain a public toilet facility, regardless of its hierarchy.

In instances such as the 'Pocket' level of the hierarchy where the review states that the open space may contain public toilet facilities, these will need to be considered on a case-by-case basis as local circumstances or public demand may take precedence. This may include consideration of surrounding land uses which may include toilet facilities that are not part of Council's network, such as railway stations and activity centres.

**Table 1 – Open Space Categorisation by Hierarchy & Typology**

**LEGEND**

<b>H</b>	High
<b>M</b>	Medium
<b>L</b>	Low
<b>xx</b>	Must not
<b>x</b>	Should not
<b>✓</b>	Should
<b>✓✓</b>	Must

Hierarchy (size)	Catchment	Typology (primary function)	Land Use *	Public Toilets				
Regional (>10ha)	800 metres	Urban & Civic	N/A	✓				
		Linear		xx				
		Conservation		✓				
		Passive		✓✓				
		Sports		✓✓				
		Urban & Civic		N/A	✓			
		Linear	xx					
		Conservation	✓					
		Passive	✓✓					
		Sports	✓✓					
		Neighbourhood (0.5-3ha)	500 metres		Urban & Civic	N/A	✓	
				Linear	xx			
	Conservation			N/A	✓			
	Passive				✓✓			
	Sports			✓				
	Local (0.25-0.5ha)			500 metres	Urban & Civic	N/A	✓	
			Linear		xx			
			Conservation		N/A	✓		
			Passive			✓		
			Small Local (0.1-0.25ha)		300 metres	Urban & Civic	N/A	✓
						Linear		xx
	Conservation			N/A		✓		
	Passive	✓						
	Pocket (<0.1ha)	300 metres		Urban & Civic		N/A	✓	
Linear				xx				
Conservation				N/A	✓			
Passive					✓			

## 2.4 Sport and Recreation Strategy

### Playground Strategy and Action Plan 2013 - 2023

The Playground Strategy sets out a long term plan to achieve a comprehensive playground network that meets current and future recreational needs of the municipality over the next 20 years. The strategy developed a three-tiered playground hierarchy similar to the one in Places for People strategy, which guides future playground development as well as the provision of different amenities and facilities at each playground audited. The highest tier, District Playgrounds, should have associated facilities such as public toilets. The strategy identifies 8 locations within the municipality as shown on Figure 01.

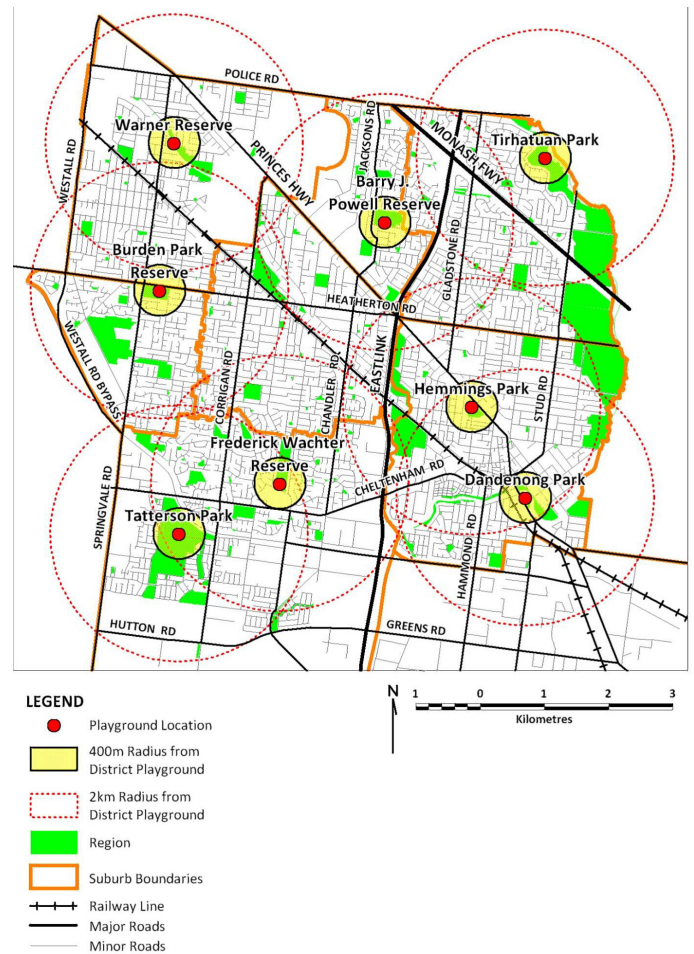
### Activate: Sport & Active Recreation Strategy 2014-19

The City of Greater Dandenong developed this Strategy to guide Council in the provision of facilities, services and programs designed to increase participation in sport and active recreation within the municipality.

More than one third of residents do not meet the recommended levels of physical activity with a low level of female participation. A low level of disposable income, a high level of cultural diversity (and associated language barriers) and high forecast population growth are placing pressure on infrastructure and services available.

As part of the plan, creating accessible and inclusive facilities will support “engaged, connected and active communities by increasing participation in sport and active recreation.” Another strategic action includes the improvement of outdoor sporting facilities and supporting infrastructure as part of a revised Sports Facilities Plan. This also includes the upgrade of dated amenities and provision of facilities for female participants.

01 Proposed District Playground Network



## 2.5 Activity Centres

### Neighbourhood Centre Planning Framework (2016)

The City of Greater Dandenong has 45 local shopping centres across the municipality. This report assesses the performance of all these shopping centres and establishes a strategic hierarchy that aligns with metropolitan and local planning strategies for an outlook period until 2026.

As part of the assessment of each centre's amenity, an Amenity Rating Scale was developed to evaluate different categories of amenities scored from 0 to 3. One category includes Public Facilities, which covers benches, bins, public art, place signage, public phones, public toilets, and post boxes.

A range of other toilet facilities supplement Council's existing public toilet network. These toilets service the needs of staff or paying customers and are sometimes available for public use. The most common locations/land uses include:

- Cafés and restaurants
- Service stations
- Shopping malls
- Office buildings.

There are opportunities to explore future partnerships with private enterprise to expand and improve the existing network of Council assets, or to direct people to other nearby toilets using local wayfinding signage within the public realm. This approach maximises benefits to members of the public, as people will not differentiate between toilets under different management, as long as the toilets are publicly available when needed.

### Activity Centres Placemaking Framework (2016)

The Placemaking Framework 2016 aims to provide a strategic approach to placemaking for the organisation and for activity centres. It provides objectives, benefits and principles that are expected to be applicable over the long term.

The Placemaking Framework objectives provide strategic direction to capture the overarching goals for the City of Greater Dandenong's placemaking work. All placemaking projects will be designed to deliver on these objectives.

1. Deliver places that meet the diverse needs and aspirations of all community members no matter their age, culture, interests or economic position
2. Support the economic sustainability of key community destinations and self sustaining activation of shared spaces
3. Protect and build on the unique characteristics of each activity centre
4. Support the attraction of government and business and community investment in the activity centres

The benefits of the Placemaking Framework include the improvement of places on the ground and as part of an overall network. The benefits for the organisation include:

- Alignment between Council departments will ensure a coordinated approach to the prioritisation and delivery of place management, enhancement and activation of the activity centres.
- Collaboration between council, state government, trader groups, local businesses and community will be integral to the planning and prioritisation of place enhancement and activation of the activity centres.

- Accountability to a placemaking approach in the activity centres that are appropriate, achievable and sustainable.
- Engagement with and visitation to each of the activity centres will allow for the opportunity for a collaborative assessment of the offer, challenges and opportunities that each Centre presents.

The benefits for the activity centres include:

- A network of places to reduce spend leakage for those seeking different experiences or retail offering.
- Improved place experience to create places that people want to spend time in and that attract investment in their growth and sustainability
- Proactive and responsive to allow specific issues to be identified and appropriately addressed in a proactive manner

The following principles capture the values of a placemaking approach. These principles can be used as a guide to inspire creative thought regarding projects and as a means of outlining what a successful placemaking approach will achieve. A placemaking approach must:

1. Respond to the essential character of the place
2. Be meaningful to people; emotionally and spiritually
3. Involve local people in the place's planning and production
4. Be attractive to people; physically and intellectually
5. Provide a choice of experiences
6. Be sustainable economically and environmentally

## 2.6 Social Inclusion Strategy

### **Disability Discrimination Act (1992)**

The Disability Discrimination Act (DDA) sets out the legislative framework for providing universal access under Australian Standard AS1428. AS1428 is a suite of building codes that specifies the design requirements for new building work, as required by the Building Code of Australia (BCA) and the Disability (Access to Premises – Buildings) Standards (Premises Standards), to provide access for people with disabilities. Particular attention is given to:

- Continuous accessible paths of travel and circulation spaces for people who use wheelchairs.
- Access and facilities for people with ambulatory disabilities; and
- Access for people with sensory disabilities.

AS1428 sets out the design of circulation spaces, at grade access, design fixtures and fittings (including height and spacing), floor surfaces and lighting. Accommodating all these requirements can be challenging when seeking to retrofit older buildings, particularly if a facility is spatially constrained. Many older facilities constructed from the 1970s to 1990s are usually not DDA compliant and are expensive to retrofit.

### **Disability Policy (2012)**

The Disability Policy (2012) provides a consistent framework for the provision of Council services to enable people with a disability, their parents, family and carers to actively participate and be included in the City of Greater Dandenong.

Regarding the provision of accessible facilities, these must be provided in accordance with the Disability Discrimination Act (1992).

### **Disability Action Plan (2017)**

The Disability Action Plan (2017) (DAP) updates the DAP for the period of 2017 - 2023. The Plan focusses on promoting an integrated, whole-of-Council approach which encourages increased access and inclusion of everyone in the community, inclusive of all age groups.

Having accessible facilities is a key objective in ensuring that the physical and natural environment are accessible to all. Key challenges in achieving this include maintenance, upgrades to existing infrastructure, and ensuring that facilities are built to appropriate standards and regulations, particularly taking into account the needs of people with a disability.

### **Unisex (Gender-neutral) Access**

Unisex toilets can be an efficient way to improve accessibility of the network in higher use areas and during events.

Users within the LGBTIQ+ community, those who identify as non-binary (a gender identity outside the traditional categories of male or female), people with specific cultural or social preferences and practices, or single parents with children of the opposite gender need to be considered in public toilet design. These are some of the examples of people who may require unisex facilities that are typically not available in older or co-located facilities.

### **Opening Hours**

Access may be limited by time constraints, such as facilities which are only open during daylight hours or when an event is being held. The Public Toilet Strategy provides an opportunity to reconsider existing opening hours, if this is a key barrier to access in some areas.

## **2.7 Diversity, Access & Equity Policy 2015**

This policy describes the nature of diversity and the manner in which Greater Dandenong Council seeks to meet the needs of, support, engage, advocate on behalf of and empower its diverse community.

The goal of this policy is to enable the community to participate in Council programs, services and facilities, and contribute their voice to decisions which affect their lives. Accordingly, Council strives to deliver services and engage with the community in a way that respects human rights and equal opportunities for all.

## **2.8 Positive Ageing Strategy 2017-2025**

The Positive Ageing Strategy guides the development, management and future direction of Council with regards to our ageing population.

The strategy seeks to ensure that older people continue to contribute actively to the City of Greater Dandenong and that skills and knowledge are used for the greater good of the entire community. A key part of achieving this goal is ensuring that older people are supported, valued and encouraged to remain active members of the community



## 2.9 Sustainability Strategy 2020-2030

This strategy is a high-level strategic document for the municipality to inform decisions, shape places and undertake activities that help realise its vision for a sustainable future.

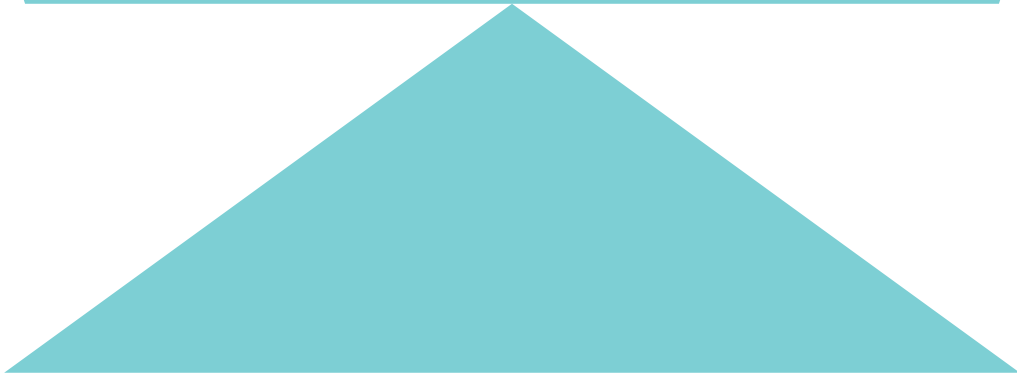
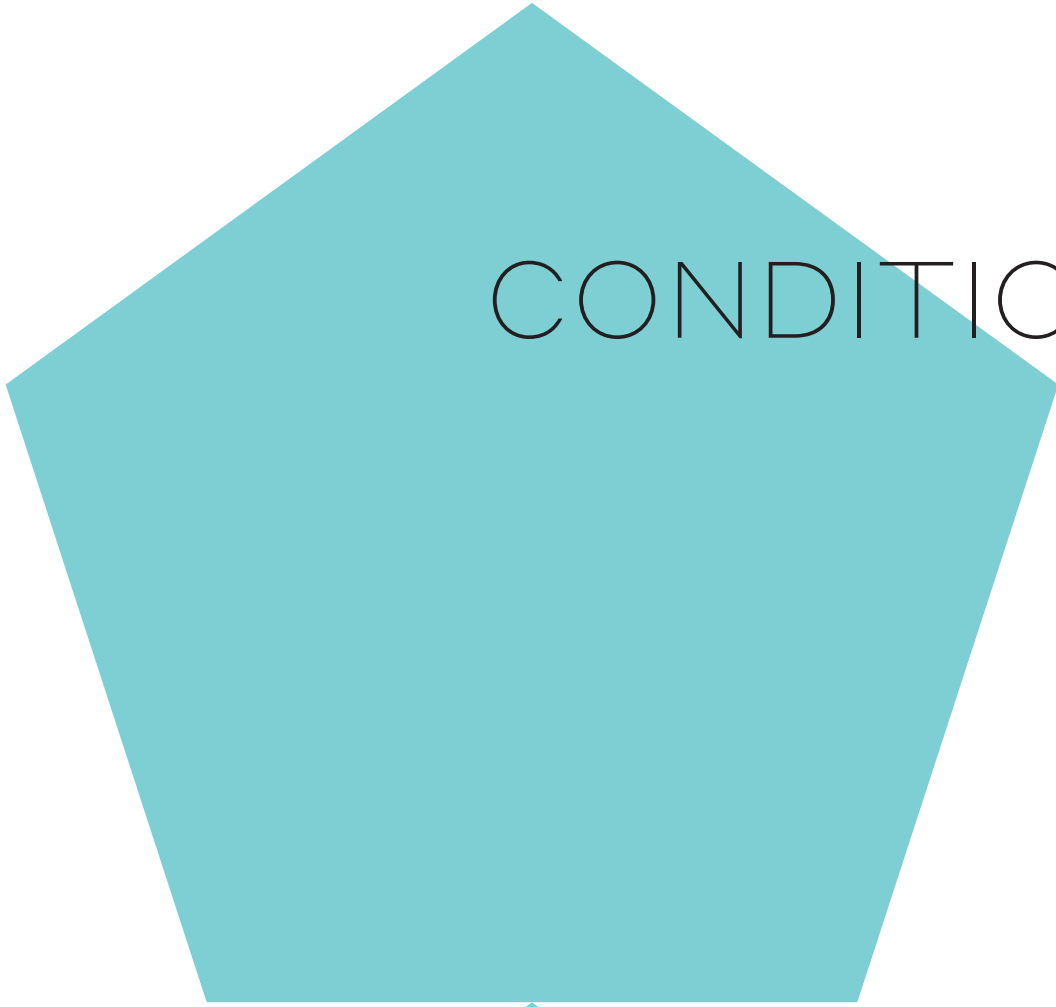
This Strategy sets out that existing facilities should enhance energy and water efficiency, while new facilities should be designed, constructed and operated to meet best practice Ecologically Sustainable Design (ESD) Standards, as well as the update and implementation of Council's Buildings and Facilities Asset Management Plan.

In the context of public toilet facilities, this may relate to the incorporation of design elements such as solar panels, automatic lighting and timed hand dryers to minimise energy usage. Water sensitive urban design of public toilet facilities may include using recycled water and timed or spring-loaded faucets.

## 2.10 Tourism Strategy & Action Plan 2014-18

The City of Greater Dandenong Tourism Strategy and Action Plan outlines the council's strategic direction for the development, management and marketing of Greater Dandenong as a visitor destination.

CONDITION



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## 3.0 Condition

### 3.1 Structural Lifespan

The previous Greater Dandenong Public Toilet Strategy (2001) identified public toilets as an asset with a lifespan of 40-45 years, with an average useful life of 16 years. The useful life of a public asset has not been defined in any previous Council document, however is interpreted to denote the time after which an asset ceases to depreciate.

Structural elements of a public toilet will deteriorate over time. This may be exacerbated by the type of construction materials and frequency of maintenance.

Facilities that appear old and poorly maintained may be perceived as less hygienic or safe than their newer counterparts. When coupled with poor location and design elements, these facilities may see an increase in anti-social behaviour and create the need for more maintenance.

Depending on the local context, it may be beneficial for Council to renew and retrofit older assets to pro-actively address these issues.

Public toilets should be classified as short-life buildings, regardless of their construction material, as their refurbishment cycles are shorter than usual for masonry or brick buildings that may otherwise be considered long-life buildings.

Council's records provide data on the existing 40 public toilets within Greater Dandenong, including the creation and expiry dates for the public toilets. These facilities were constructed between 1960 and 2018. Of those facilities that have not been removed, the expected expiry dates of these buildings ranges from 2035 to 2093. The two facilities expected to expire in 2093 are both "Exeloo" facilities, indicating these types of public toilets are more robust than their traditional counterparts.

None of the facilities listed in the Council records have already expired, with the Edinburgh Reserve toilet block being the facility with the closest expiry date (2024). This facility was created in 1964 and would have expired during the lifetime of this strategy, however it has already been removed.

According to Council records, six public toilets have been removed:

- Edinburgh Reserve Toilet Block
- Noble Park Reserve Toilet Block
- Parkfield Reserve Toilet Block
- Roth Hetherington Reserve Toilet Block
- Springvale Reserve Toilet Block (East)
- Shepley Oval Toilet (East)

These facilities were some of the oldest within the municipality, all built between 1960 and 1980. While the majority of these facilities were not due for replacement within the next ten years, these public toilets were removed due to a combination of low usage, low profile and/or poor physical condition.

Of the 40 facilities within Council records, 8 of these are Disability Discrimination Act (DDA) compliant. The compliant facilities were all constructed from 2013 onwards.

#### Recommendations

- Replace older facilities reaching the end of their structural lifespan, including:
  - Warner Reserve
  - Tirhatuan Reserve
  - Ross Reserve
  - Racecourse Road Reserve
  - Rowley Allan Reserve
- Favour the removal or replacement of older facilities which are also not DDA compliant
- Ensure new facilities are designed to be DDA compliant.

## 3.2 Condition Ratings

Council conducted an audit of the condition of the public toilet facilities throughout the municipality and provided a rating for the facilities under a number of different categories. These categories include:

- Structure
- Roof Structure
- Enclosure or External Fabric
- Interior
- Finishes and Fittings
- Services
- Site Surround Works
- Overall Condition
- External Environments and Approach
- Doors and Entry Points
- Horizontal Circulation
- Vertical Circulation
- Sanitary Facilities

Of these, overall condition and sanitary facilities are the most important considerations. These two categories are used to provide an overview of the current state of the public toilet facilities within Greater Dandenong.

From the data available regarding the public toilets in the municipality, the ones in the best condition include:

- Warner Reserve Toilet Block (West)
- Springvale Library Toilet
- Hemmings Park Toilet
- Ross Reserve Skate Park Toilet
- Dandenong Market Toilet

These facilities rated highly on both the overall and sanitary conditions categories. These public toilets were built since 2016, some as recent as in 2020. It is expected that newer facilities would be in better condition, given they have been in use for a shorter period of time.

Typically, it is the older facilities, built before 2000, that are in worse condition. This is likely due to their age and amount of use. Further details regarding the remaining lifespan and condition of toilets according to Council records can be found at Appendix A.

### 3.3 Usage and Profile

Public toilet facilities throughout the Greater Dandenong municipality are strategically located to serve both a wide catchment of people and areas that experience high community use.

Council records show that the majority of facilities are in moderate to very good overall condition, regardless of the usage amount and profile of the facility. Facilities such as the Douglas Street toilet block and Burden Park Reserve toilet block are considered to be core services that experience high usage and are a critical high profile asset. These facilities maintain a 'good' or 'very good' overall condition and suggests that high use and high profile facilities are well-maintained.

Facilities that are considered to be non-core services, with little or no usage and/or profile, such as the Coinda Centre toilet and Keshava Reserve toilet block, possess an overall condition rating of 'moderate' to 'good'. Only one facility, the Shepley Oval Reserve east toilet, received an overall condition rating of low, and this facility has already been decommissioned.

The two facilities that are considered to be in the best overall and sanitary condition, the Hemmings Park and Ross Reserve public toilets, are located in high profile areas and experience high usage.

Generally speaking, the audit demonstrates that facilities in important locations and ones that experience high usage do tend to be better maintained, regardless of their year of construction. The Hemmings Park public toilet in particular has been well-maintained due to its high usage and high profile location, within the John Hemmings Memorial Park.

## 3.4 Summary of Recommendations

### Condition

Replace older facilities reaching the end of their structural lifespan, including:

- Warner Reserve
- Tirhatuan Reserve
- Ross Reserve
- Racecourse Road Reserve
- Rowley Allan Reserve

---

Favour the removal or replacement of older facilities which are also not DDA compliant

---

Ensure new facilities are designed to be DDA compliant

---





**4.0**



DISTRIBUTION

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## 4.0 Distribution

### Objective:

Provide a comprehensive, efficient and well-distributed network of accessible public toilets at key locations throughout the municipality.

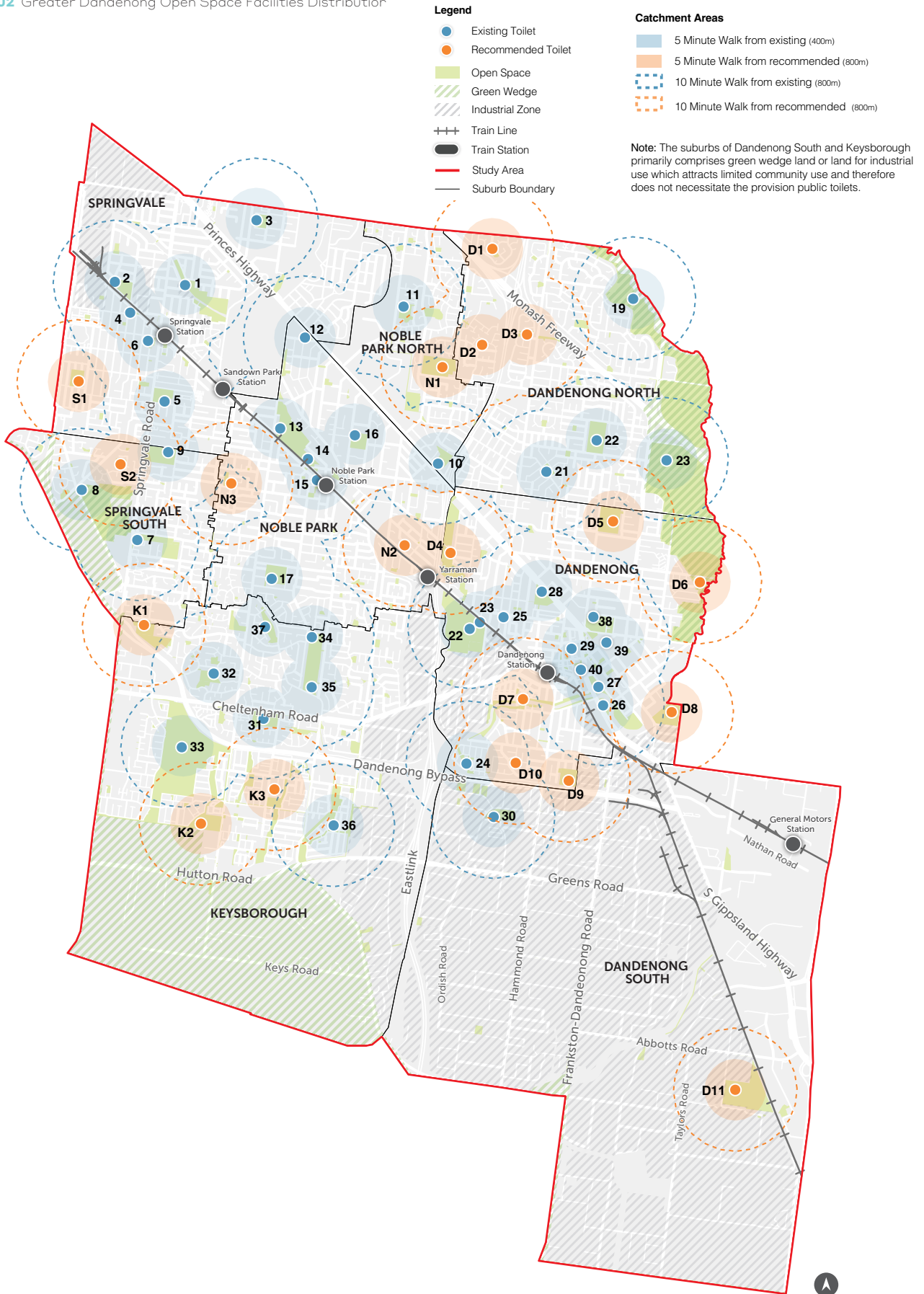
#### Issues & Challenges

- Not all regional open spaces or regional level playgrounds have direct access to public toilets.
- Co-located facilities do not offer the same level of service provision or accessibility due to restricted opening hours, design or security. This reduces network availability.
- Balancing and prioritising community expectation and need with capital works expenditure and asset management.
- Cleaning and maintenance across the lifespan of a toilet can be costly.

#### Opportunities for Improvement

- Improve the distribution of the public toilet network in key locations and activity centres.
- Install new toilets and upgrade existing toilets at key open spaces and play spaces in accordance to the relevant hierarchy.
- Work with private land developers and government agencies to improve the public toilet network and ensure a consistent level of service.
- Integrate the recommendations of the Public Toilet Strategy through future master plans and other key Council strategies (e.g. the new Open Space Strategy).

02 Greater Dandenong Open Space Facilities Distribution



## 4.1 Open Space

As discussed in Section 2.2, Council has developed a hierarchy of open space throughout the municipality which describes where public toilets should or should not be provided (refer to Table 1).

Accordingly, the following maps and discussion categorise open space throughout the municipality using these public toilet provision criteria. Existing public toilet facilities are overlaid to demonstrate where there are geographical gaps in the network.

Public toilets play an important role in enabling people of all ages and abilities to participate in everyday activities. This strategy seeks to support this role by ensuring that the City has a comprehensive network of toilets in areas of high demand, primarily activity centres and open space areas controlled by Council. The network has been mapped on the following pages, with circles showing walking distances to each toilet. The maps show that there is an existing or proposed toilet within a 5 minute walk (400 metres) of all major open space areas; and within 10 minutes (800 metres) of most residential areas. The 5 minute benchmark is intended to support equitable access to open space, while the 10 minute benchmark ensures an even distribution of facilities across the City.

### Springvale

All parks and reserves in Springvale which should contain a public toilet already do, except for Norman Luth Reserve which contains a soccer pavilion which may already house change rooms, a bathroom or similar.

The Springvale City Offices is characterised as an area of open space that may contain a public toilet. The reserve contains the Springvale Library, which is likely to have a bathroom for patrons and users of the reserve.

There are a number of relatively smaller open space areas which may contain a public toilet and currently do not. They are outside the 400 metre walkable catchment of existing facilities, and some are also outside of the 800 metre walkable catchment:

- Turner Reserve
- Hope Reserve
- Glendale Reserve
- Regent Park
- Victoria Reserve
- Carre Square Reserve
- Moishe Reserve
- Olinda Reserve
- Andrew Ericksen Gardens

Dependant on existing amenities and community demand, these may be suitable locations for the future provision of public toilet facilities.

### Recommendations

- Formalise any existing co-located facility, or provide a new public toilet facility at Norman Luth Reserve
- Consider providing new public toilets in other locations using the Assessment Framework (Chapter 9)

03 Springvale Open Space Facilities Map

**Legend**

- Existing Toilet
- Recommended Toilet
- Open Space
- Green Wedge
- Industrial Zone
- Train Line
- Train Station
- Study Area

**Catchment Areas**

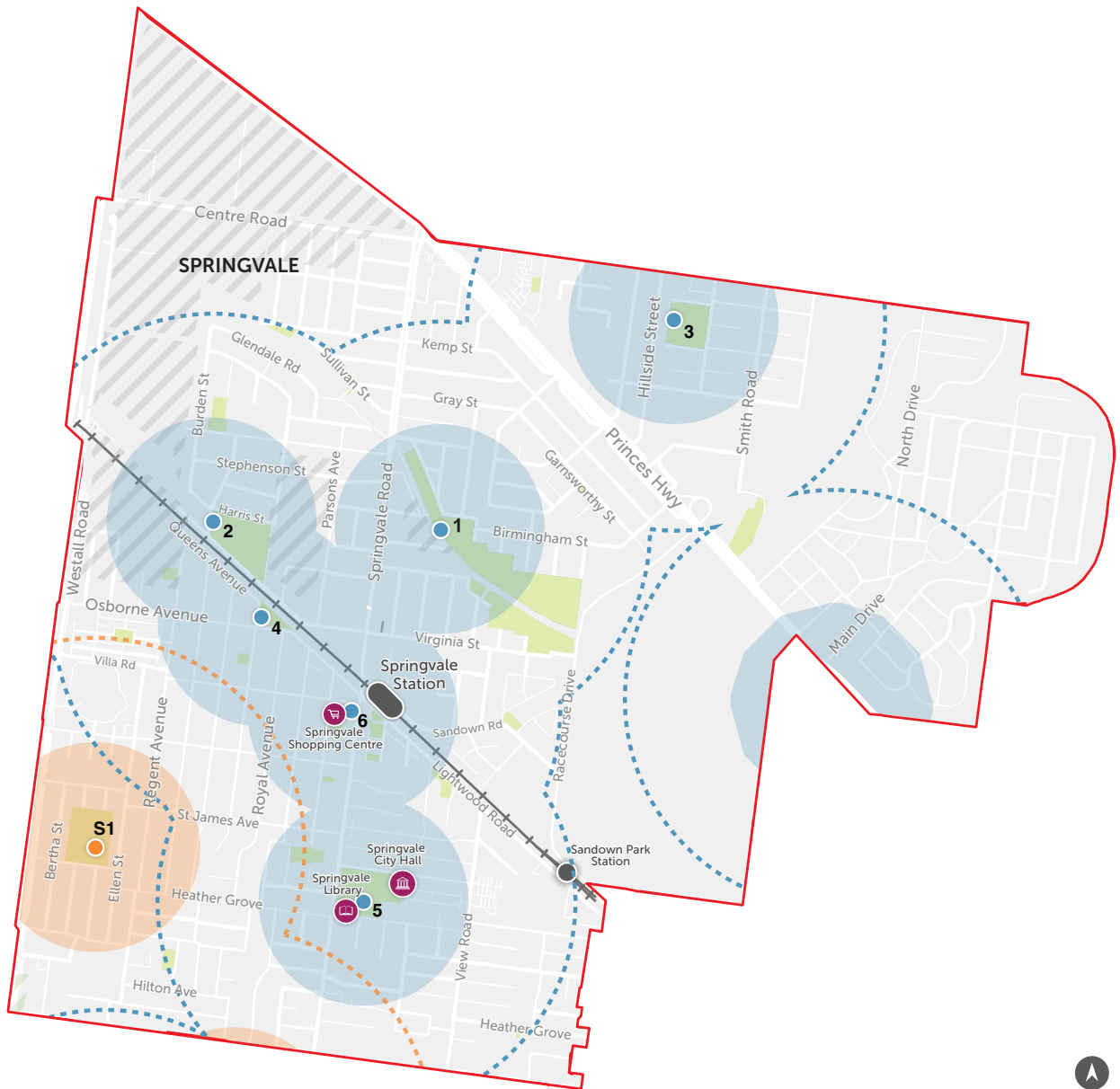
- 5 Minute Walk from existing (400m)
- 5 Minute Walk from recommended (800m)
- 10 Minute Walk from existing (800m)
- 10 Minute Walk from recommended (800m)

**Location of Existing Facilities**

Key	Name	Classification
1	Warner Reserve	Standard
2	Springvale Reserve	Premium
3	Edinburgh Reserve	Standard
4	Djerring Trail - Queens Ave	Basic
5	Springvale Community Precinct	Iconic / Changing Places
6	Balmoral Ave Car Park	Standard

**Location of Recommended Facilities**

Key	Name	Classification
S1	Norman Luth Reserve	Standard



## Springvale South

Burden Park Reserve in Springvale South is identified as open space which should have a public toilet, and one is provided.

Alex Nelson Reserve is characterised in the same way, however no public toilet is provided. This reserve is, however, within the 400-800 metre walkable catchment of a public toilet facility in Alex Wilkie Reserve, to which this reserve is contiguous.

The Spring Valley Reserve is the largest area of open space in Springvale South and contains a public toilet facility in its north-west corner. The 400 metre walkable catchment from this facility does not extend to the entire area of open space. This is in part attributed to the size of the park and also the location of the facility. The facility does, however, capture the Spring Road Reserve within its 400 metre walkable catchment.

The Amersham Reserve is characterised as an open space where a public toilet may be provided. This reserve falls on the boundary of the 800 metre walkable catchment of two other facilities and does not contain any sport structures that may already house a bathroom or similar. There is potential for a facility to be provided in this location in the future.

Relatively smaller areas characterised as open space where a public toilet may be provided but there is none at present include:

- Corio Reserve
- Doris Reserve
- Bartley Reserve
- Elisabeth Reserve
- Charlotte Reserve

These reserves all fall at least partly within

the 800 metre walkable catchment of existing toilets provided in other parks and reserves and should only be considered for their own facility where existing amenities and community demand are present.

### Recommendations

- Consider relocating the Spring Valley Reserve public toilet to a more central location, so that the walkable catchment services a larger proportion of the park.
- Provide new public toilet facilities at Amersham Reserve, Springvale South
- Consider providing new public toilets in other locations using the Assessment Framework (Chapter 9)

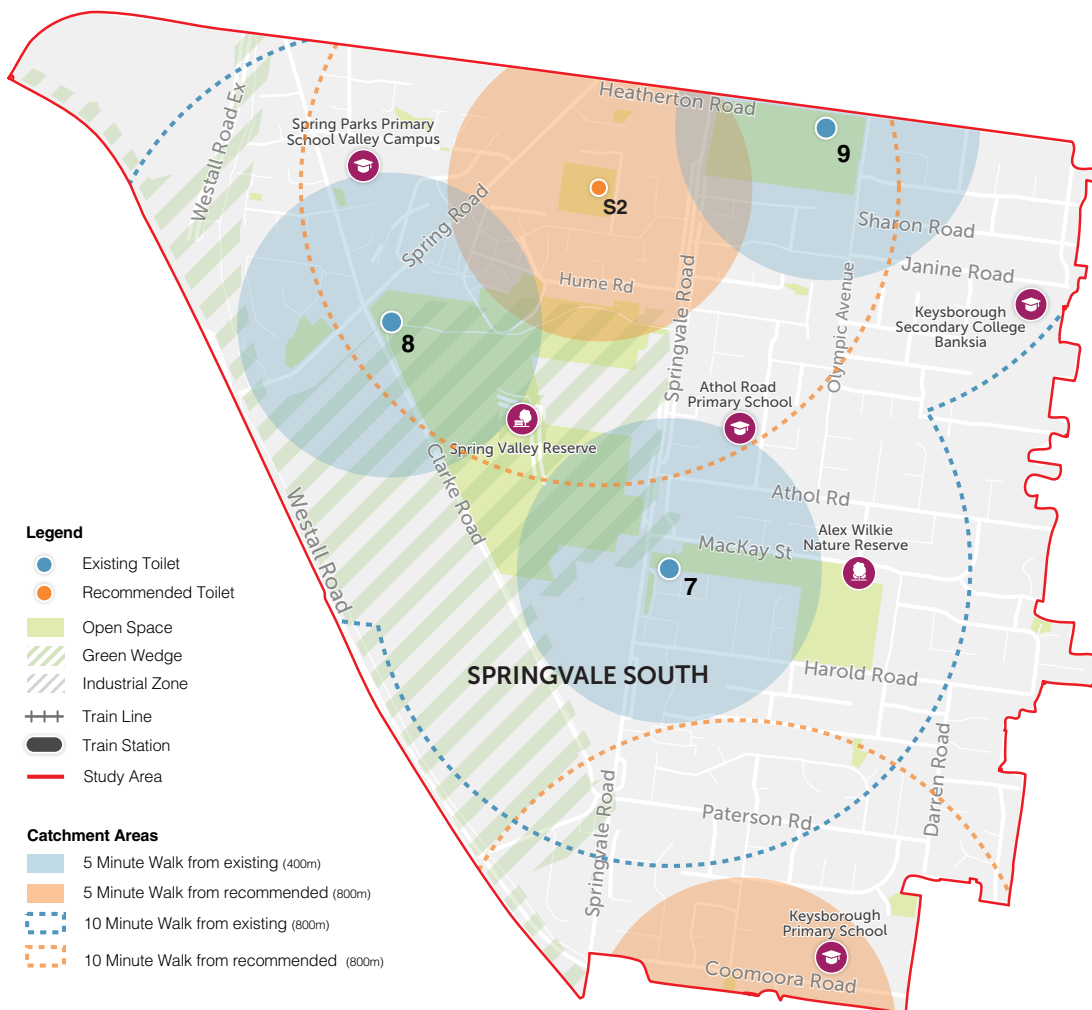
04 Springvale South Open Space Facilities Map

Location of Existing Facilities

Key	Name	Classification
7	Springvale South Reserve	Basic
8	Spring Valley Reserve	Basic
9	Burden Park Reserve	Basic

Location of Recommended Facilities

Key	Name	Classification
S2	Amersham Reserve	Basic





## **Noble Park North**

Noble Park North contains two public toilet facilities, both within reserves that are characterised as open space which may contain a public toilet facility.

Barry J Powell Reserve and Elonera Retarding Basin are characterised as areas of open space which should contain a public toilet but currently do not. Neither fall wholly within the 800 metre walkable catchment of existing public toilet facilities and the Barry Powell Reserve contains a pavilion that may contain an existing, co-located bathroom / change room open to patrons and the public on an as-needed basis.

The Elonera Retarding Basin does not contain any sporting or community structures that may house a change room or bathroom and is relatively isolated from other areas of open space. It may be suitable for future provision of a public toilet facility, however it is not currently publicly accessible.

### **Recommendations**

- Formalise any existing co-located facility, or provide a new public toilet facility at Barry J Powell Reserve.

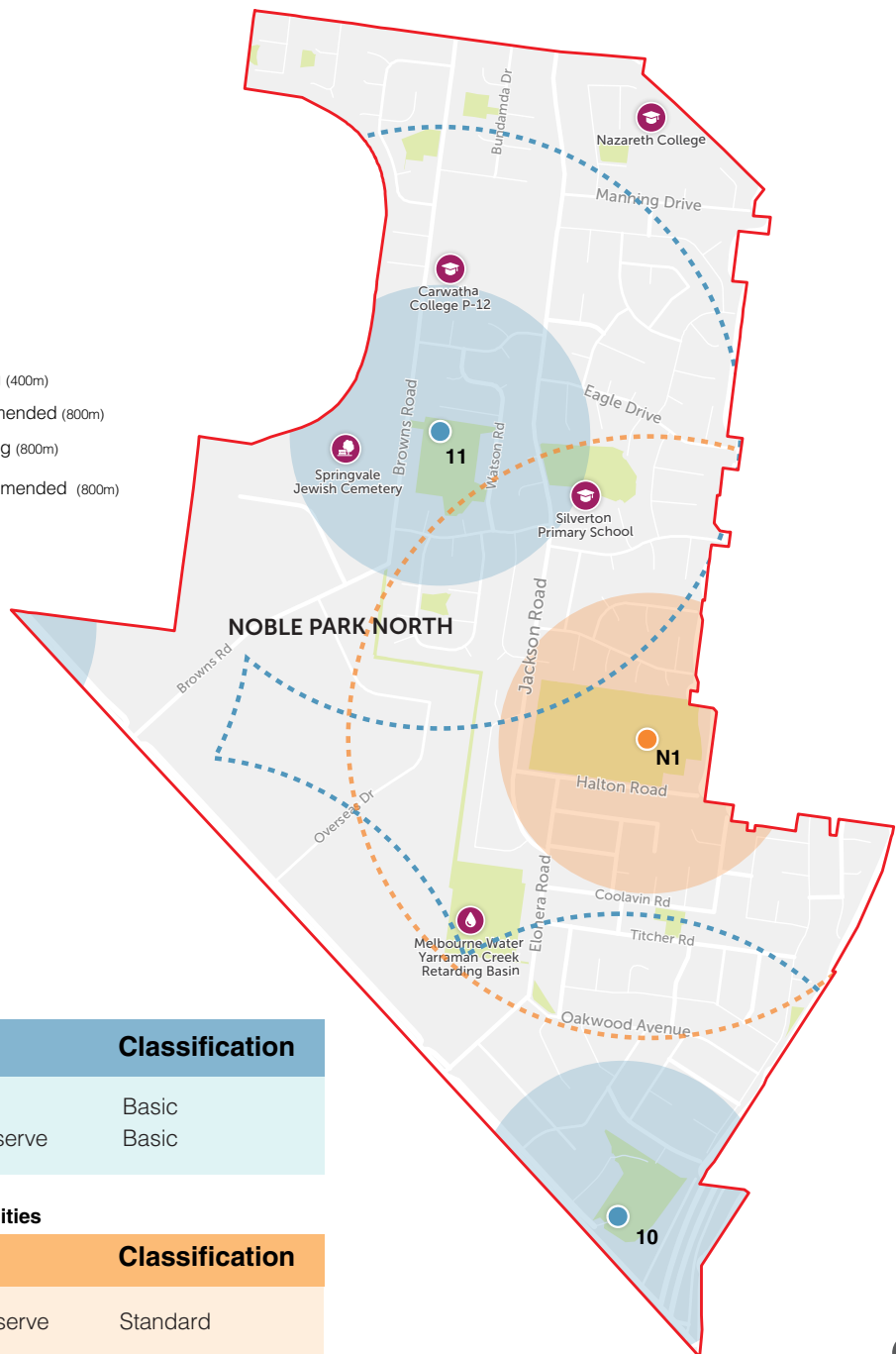
05 Noble Park North Open Space Facilities Map

**Legend**

- Existing Toilet
- Recommended Toilet
- Landmark
- Open Space
- Train Line
- Train Station
- Study Area

**Catchment Areas**

- 5 Minute Walk from existing (400m)
- 5 Minute Walk from recommended (800m)
- 10 Minute Walk from existing (800m)
- 10 Minute Walk from recommended (800m)



**Location of Existing Facilities**

Key	Name	Classification
10	Oakwood Park	Basic
11	G J Duggan Reserve	Basic

**Location of Recommended Facilities**

Key	Name	Classification
N1	Barry Powell Reserve	Standard

## Noble Park

The suburb of Noble Park provides public toilet facilities in all open space areas where it has been determined that a public toilet should be provided.

There are gaps in the network to the south-east and west of the suburb. These could be addressed by providing new toilet facilities at Yarraman Shopping Centre and Luxford Reserve.

The remaining open space areas are predominantly those where a public toilet facility may be provided, none of which contain community facility buildings that may contain change rooms and the like:

- Leon Trembath Reserve
- Harrisfield Kindergarden Reserve
- J B Sheen Reserve
- Corrigan Road (49A) Reserve
- Edith MacPherson Park
- Cleal Reserve
- Thomas Reserve
- Avard Reserve
- Naomi Reserve
- Verbena Reserve
- Maxwell Reserve
- Brooke Reserve
- Kiwanis Reserve
- Goodman Reserve
- Kenneth Reserve
- Bennett Reserve

These areas of open space are generally very small and isolated from broader open space networks. Provision of public toilets in these locations would need to be driven by community demand and assessed against the Assessment Framework.

## Recommendations

- Provide new public toilet facilities at:
  - Yarraman Shopping Centre
  - Luxford Reserve.
- Consider providing new public toilets in other locations using the Assessment Framework (Chapter 9)

**Location of Existing Facilities**

Key	Name	Classification
12	Lions Park Reserve	Basic
13, 14	Ross Reserve	Iconic
15	Douglas Street Reserve	Premium
16	Parkfield Reserve	Standard
17	Noble Park Reserve	Standard

**Legend**

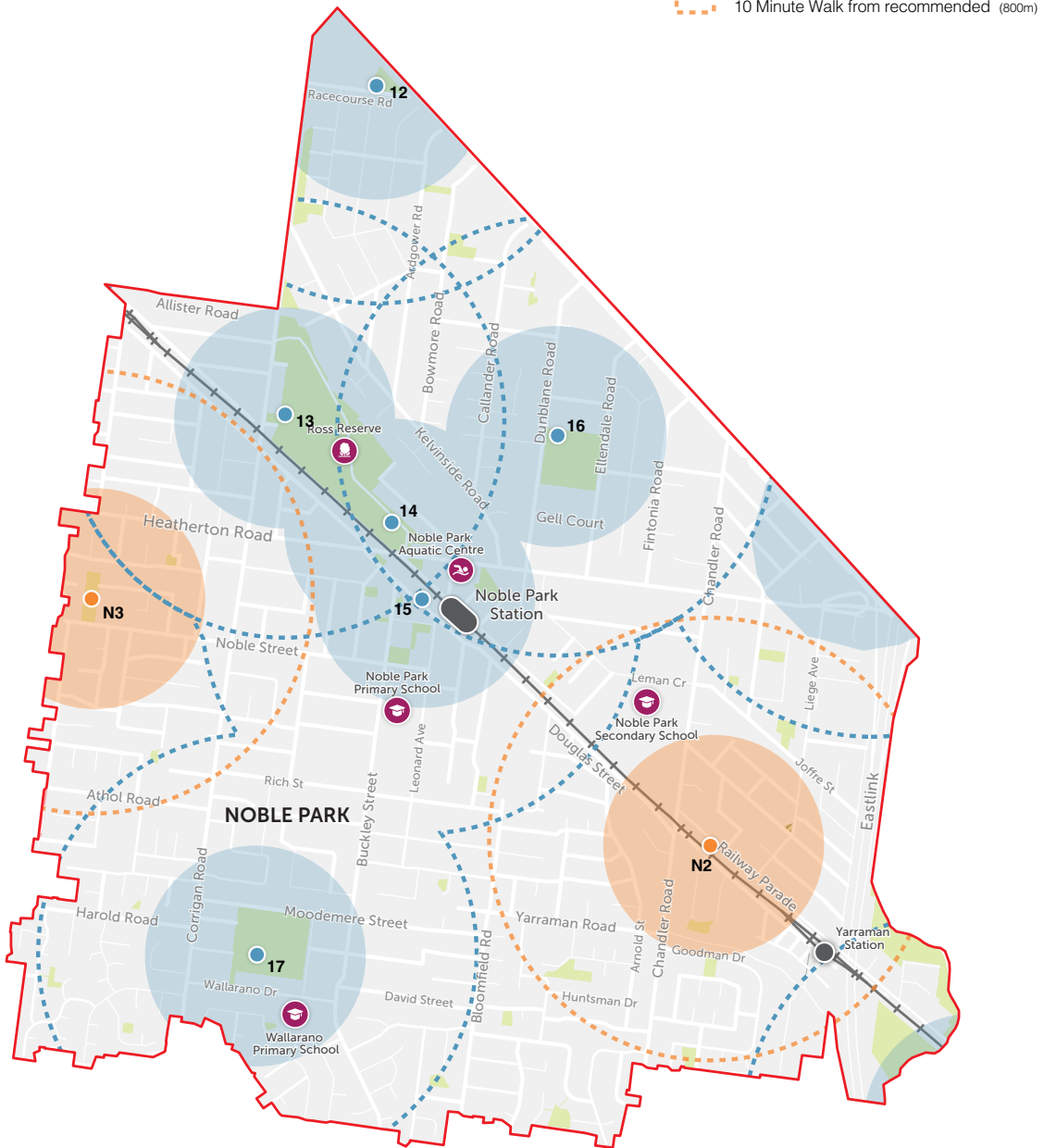
- Existing Toilet
- Recommended Toilet
- Landmark
- Open Space
- Train Line
- Train Station
- Study Area

**Location of Recommended Facilities**

Key	Name	Classification
N2	Yarraman Shopping Centre	Basic
N3	Luxford Reserve	Basic

**Catchment Areas**

- 5 Minute Walk from existing (400m)
- 5 Minute Walk from recommended (800m)
- 10 Minute Walk from existing (800m)
- 10 Minute Walk from recommended (800m)



## Dandenong North

All parks and reserves characterised as open space which should contain a public toilet in Dandenong North already have an existing facility. Many of these reserves are very large, such as the Tirhatuan Reserve and the Dandenong Indoor Sports Stadium Reserve. The existing public toilets are generally provided centrally and their 400 metre walkable catchment captures the majority of the reserves.

There are gaps in the public toilet network to the north-west of the suburb. In this location the Monash Freeway and Eastlink act as physical barriers. It is therefore recommended that new facilities be provided at:

- Blackmore Street Reserve
- Aberdeen Reserve
- Rawdon Hill Reserve.

There are a number of relatively smaller parks and reserves characterised as open space which may contain a public toilet facility. These do not contain existing sport or community facilities that may already house a change room or similar:

- Madison Reserve
- Fillmore Reserve
- Bakers Reserve
- Gatley Reserve
- Hennessy Reserve and HW Reserve Basin
- Hennessy Way Reserve
- Manks Reserve
- McKeon Reserve
- Purley Reserve
- Briar Hurst Reserve
- Golding Reserve

- Kandra Reserve
- Heyington Reserve
- Booth Reserve
- Pitman Reserve
- Simpson Reserve
- Cypress Reserve

It is not feasible to provide a public toilet in each of the reserves. They should only be provided where there are existing or planned amenities and community demand and subject to an evaluation using the proposed Assessment Framework.

### Recommendations

- Provide new public toilet facilities at:
  - Blackmore Street Reserve
  - Aberdeen Reserve
  - Rawdon Hill Reserve
- Consider providing new public toilets in other locations using the Assessment Framework (Chapter 9)

**Legend**

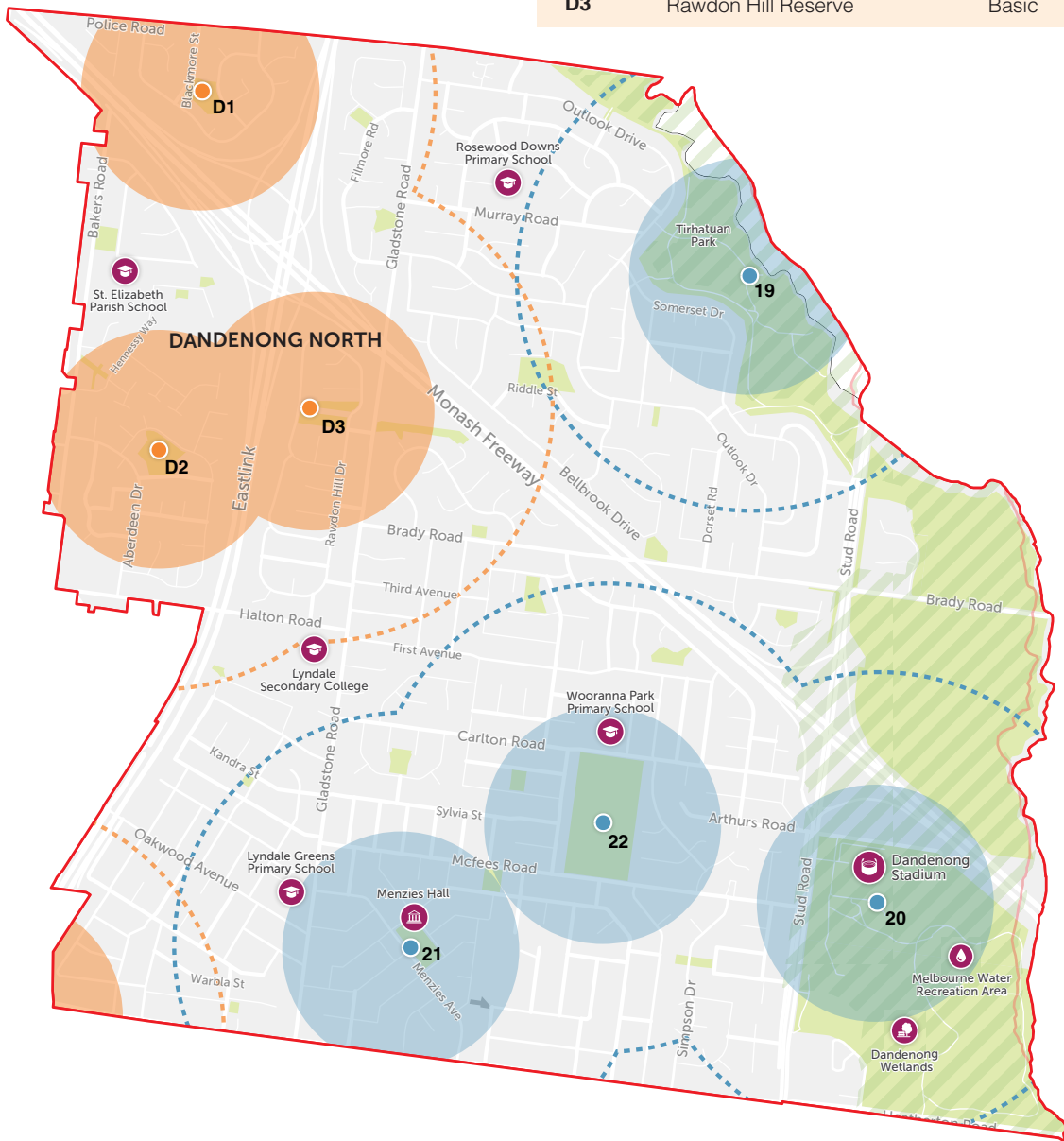
- Existing Toilet
  - Recommended Toilet
  - Open Space
  - Green Wedge
  - Industrial Zone
  - Train Line
  - Train Station
  - Study Area
- Catchment Areas**
- 5 Minute Walk from existing (400m)
  - 5 Minute Walk from recommended (800m)
  - 10 Minute Walk from existing (800m)
  - 10 Minute Walk from recommended (800m)

**Location of Existing Facilities**

Key	Name	Classification
18	Tirhatuan Park	Standard
19	Dandenong Wetlands	Basic
20	Menzies Avenue Reserve	Basic
21	Lois Twohig Reserve	Basic

**Location of Recommended Facilities**

Key	Name	Classification
D1	Blackmore Street Reserve	Basic
D2	Aberdeen Reserve	Basic
D3	Rawdon Hill Reserve	Basic



## Dandenong

The suburb of Dandenong contains a large number of open space areas, with a diverse range of public toilet requirements. There are several open space areas which should contain a facility but do not. These areas are also partly or wholly outside the 400 metre and in some cases 800 metre walkable catchment of existing facilities, and are relatively isolated and do not form part of a broader open space network.

Some reserves may be within the 800 metre walkable catchment of a public toilet facility, however it is unlikely that visitors to a specific park will be willing walk through generally suburban areas to a public toilet facility, especially if they have the option to instead visit an area of open space that does provide public toilets.

Many of the parks and reserves in Dandenong contain community facility buildings (such as sporting pavilions) which may already contain co-located change room or bathroom facilities which may already be used during events by sporting clubs and spectators that frequent the reserve. There may be opportunity for these facilities to be formalised as public toilet facilities where they are in reserves which should contain a public toilet.

A number of parks and reserves have been identified that contain neither a public toilet or community facility, but for which a new toilet facility is recommended. These are:

- Fotheringham Reserve (southern section);
- J C Mills Reserve;
- George Andrews Reserve;
- Norine Cox Reserve;
- Thomas P Carroll Reserve;
- Dandenong Creek Trail
  - David Street, and
  - Morwell Avenue.

There are also a number of smaller open space reserves where a public toilet may be provided, which also fall outside of the 400 metre walkable catchment of existing facilities. The provision of public toilet facilities in these locations should be driven by the existing or planned provision of complementary public facilities (playgrounds, BBQ / picnic facilities, etc.) and/or where the community identifies there is demand, so as to demonstrate a need to accommodate visitors to be able to remain in the open space area for longer.

### Recommendations

- Provide new public toilet facilities in:
  - Fotheringham Reserve;
  - J C Mills Reserve;
  - George Andrews Reserve;
  - Norine Cox Reserve;
  - Thomas P Carroll Reserve;
  - Dandenong Creek Trail, David Street;
  - Dandenong Creek Trail, Morwell Avenue.
- Consider providing new public toilets in other locations using the Assessment Framework (Chapter 9)

**Location of Existing Facilities**

Key	Name	Classification
22, 23	Greaves Reserve	Premium
24	Keshava Reserve	Basic
25	Hemmings Street	Basic
26	Red Gum Rest	Iconic
27	Dandenong Park	Iconic
28	Hemmings Park	Standard
29	Thomas Street	Premium
38	Dandenong Market	Standard
39	Palm Plaza	Standard
40	Dandenong Civic Centre	Standard

**Location of Recommended Facilities**

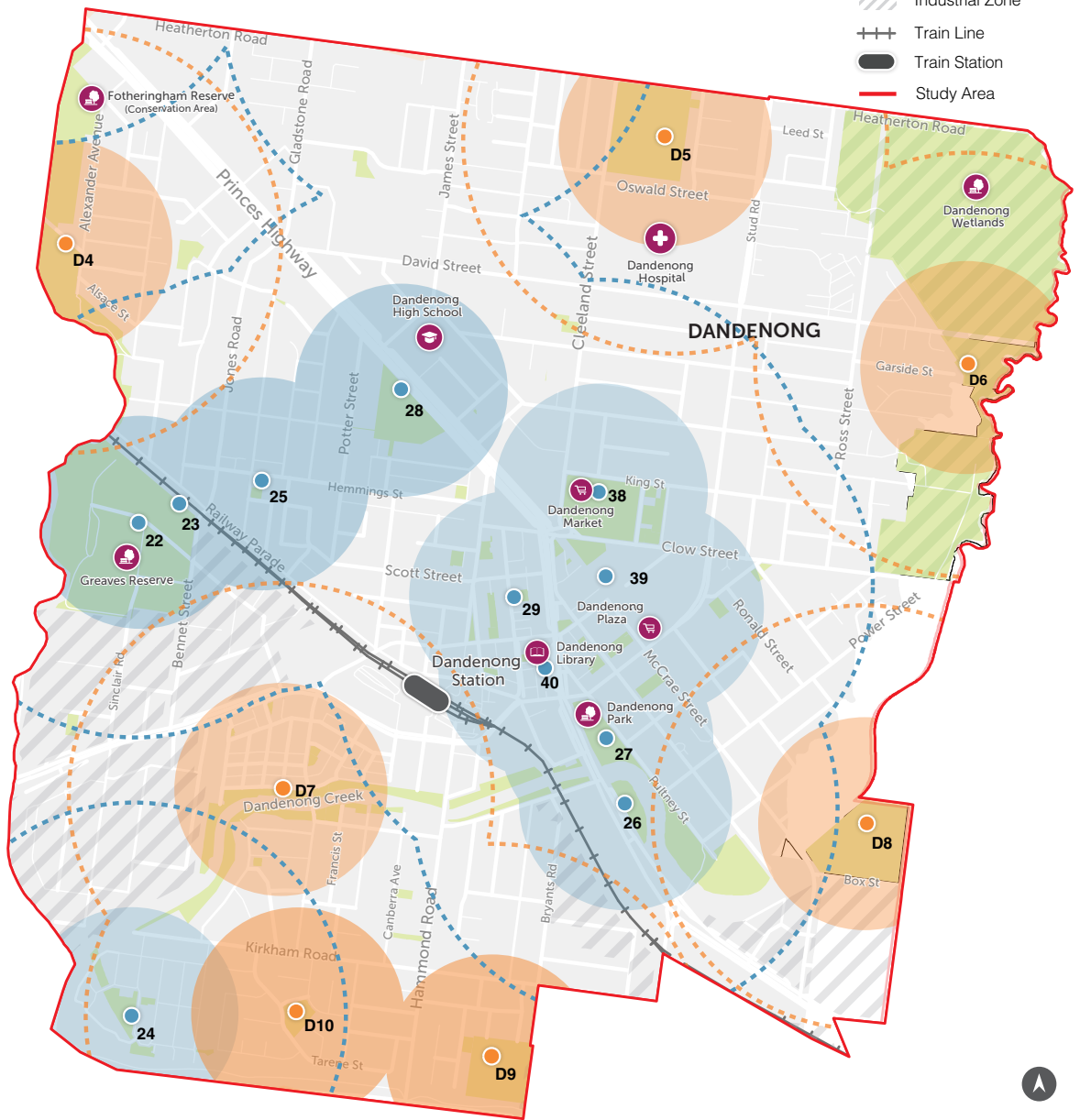
Key	Name	Classification
D4	Fotheringham Reserve	Basic
D5	JC Mills Reserve	Standard
D6	Dandenong Creek Trail, David St	Basic
D7	Dandenong Creek Trail, Morwell Ave	Basic
D8	Thomas P Carroll Reserve	Standard
D9	George Andrews Reserve	Basic
D10	Norine Cox Reserve	Basic

**Catchment Areas**

- 5 Minute Walk from existing (400m)
- 5 Minute Walk from recommended (800m)
- 10 Minute Walk from existing (800m)
- 10 Minute Walk from recommended (800m)

**Legend**

- Existing Toilet
- Recommended Toilet
- Open Space
- Green Wedge
- Industrial Zone
- Train Line
- Train Station
- Study Area





## **Dandenong South**

Dandenong South is a primarily industrial area and does not contain a significant amount of open space. Logis Reserve in the northern section of the suburb is identified as open space which should contain a public toilet, and a facility is provided.

The National Reserve in the southern part of the suburb is identified as open space which may contain a public toilet facility and one is not provided. Given the size of this reserve and significant isolation from a broader open space network and existing public toilet facilities, it is appropriate to provide a new public toilet facility at this location.

### **Recommendations**

- Provide a new public toilet facility in National Drive Reserve.

09 Dandenong South Open Space Facilities Map

**Catchment Areas**

- 5 Minute Walk from existing (400m)
- 5 Minute Walk from recommended (800m)
- 10 Minute Walk from existing (800m)
- 10 Minute Walk from recommended (800m)

**Legend**

- Existing Toilet
- Recommended Toilet
- Open Space
- Green Wedge
- Industrial Zone
- Train Line
- Train Station
- Study Area

**Location of Existing Facilities**

Key	Name	Classification
30	Logis Boulevard Reserve	Basic

**Location of Recommended Facilities**

Key	Name	Classification
D11	National Drive Reserve	Basic

**Note:** The suburb of Dandenong South primarily comprises green wedge land or land for industrial use which attracts limited community use and therefore does not necessitate the provision public toilets.



## Keysborough

Keysborough contains many larger areas of open space (such as the Ian Tatterson Leisure Park) which contain public toilet facilities.

The Coomoora Reserve in the north east should contain a public toilet but currently does not. It does, however, contain a sports pavilion which may house a change room or similar bathroom facility, which may be opened to the public on an as-needed basis. A co-located or new facility in this location would also service the adjacent Coomoora Nature Reserve.

Pencil Park on Chapel Road Reserve is larger than the Coomoora Reserve and should contain a public toilet facility. There is no existing toilet or community facilities that may contain a bathroom. This location may be suitable for a new facility.

There are a number of parks and reserves which may contain a public toilet facility. These include the Ross Hetherington Reserve, which is one of the larger reserves in this category and does contain a public toilet facility. The nearby Alan Corrigan Reserve is similarly larger than most parks and reserves which may contain a public toilet, but does not contain an existing public toilet or community infrastructure that may house an existing bathroom. There are a number of larger parks and reserves that fall into the same category that may also be suitable for a new public toilet facility, depending on the provision of existing or planned community infrastructure and demand, including:

- Fabian Reserve
- Marriott Drive Reserve
- Chandler Reserve
- Kinnoul Reserve
- Bergen Reserve

## Recommendations

- Formalise any existing co-located facility, or provide a new public toilet facility at Coomoora Reserve.
- Provide new public toilet facilities at:
  - Pencil Park;
  - Westwood Boulevard Reserve;
  - Chandler Road Reserve.
- Consider providing new public toilets in other locations using the Assessment Framework (Chapter 9)

**Location of Existing Facilities**

Key	Name	Classification
31	Rowley Allan Reserve	Premium
32	Keysborough Community Park	Basic
33	Tatterson Park	Premium
34, 35	Frederick Wachter Reserve	Basic
36	Pirate Park	Basic
37	Roth Hetherington Reserve	Basic

**Location of Recommended Facilities**

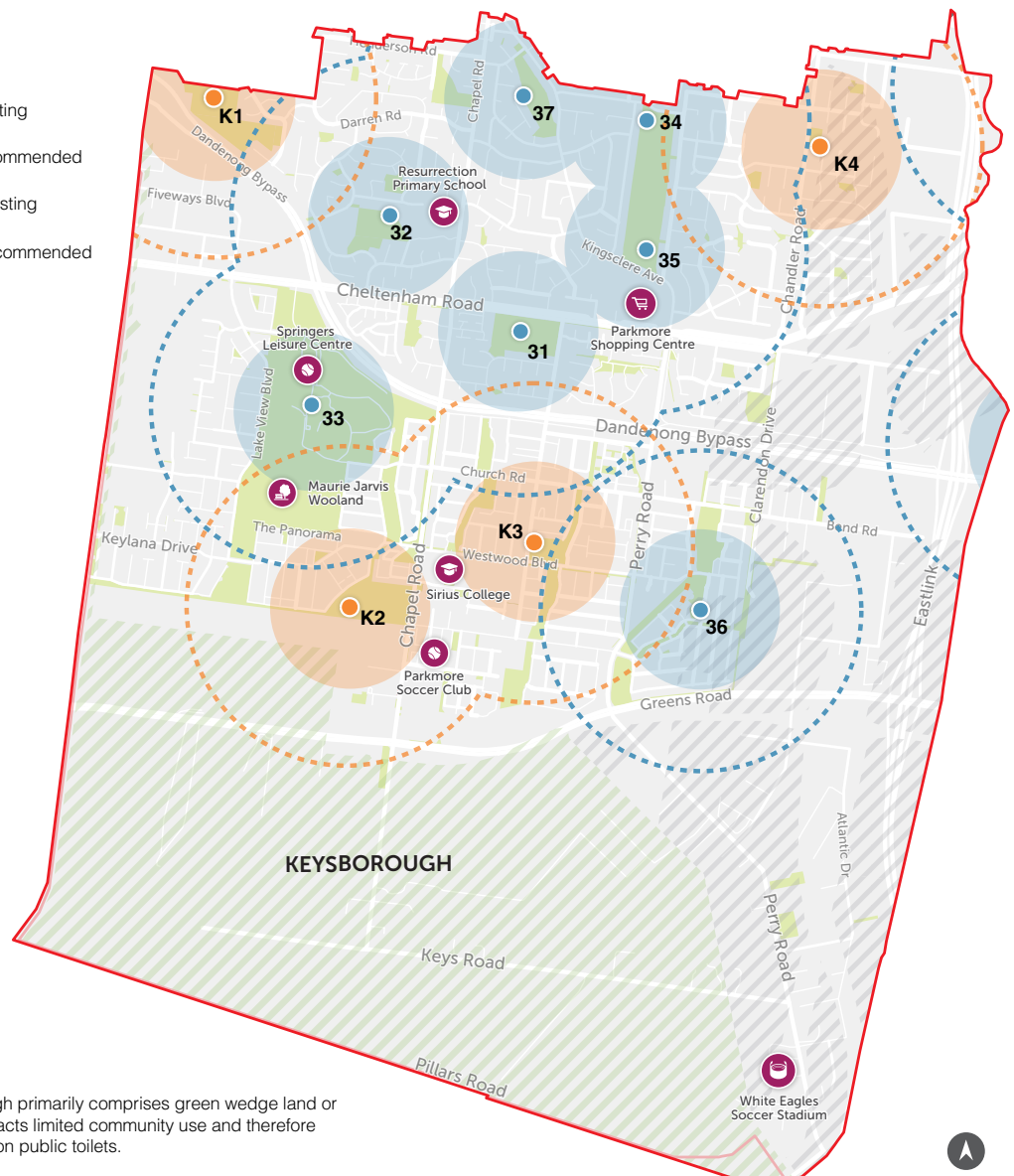
Key	Name	Classification
K1	Coomoora Reserve	Basic
K2	Pencil Park	Basic
K3	Westwood Boulevard Reserve	Basic
K4	Chandler Road Reserve	Basic

**Catchment Areas**

- 5 Minute Walk from existing (400m)
- 5 Minute Walk from recommended (800m)
- 10 Minute Walk from existing (800m)
- 10 Minute Walk from recommended (800m)

**Legend**

- Existing Toilet
- Recommended Toilet
- Open Space
- Green Wedge
- Industrial Zone
- Train Line
- Train Station
- Study Area



**Note:** The suburb of Keysborough primarily comprises green wedge land or land for industrial use which attracts limited community use and therefore does not necessitate the provision public toilets.

## 4.2 Commercial Activity Centres

The City of Greater Dandenong contains a wide variety of activity centres of different scales and functions.

Public toilet provision is known to contribute to the length of peoples stay, to encourage patronage by women (often the parents of children or carers of the elderly) and to contribute to the overall level of visitor satisfaction.

In Dandenong Activity Centre, the majority of Council's public toilet network is provided in areas of open space on the outer periphery of the centre. Whilst it is also common for areas of open space that provide for active recreation to have community facilities, such as sport pavilions and clubhouses, which contain change rooms, bathrooms or similar facilities, they are not readily accessible and access must be pre-arranged on an as-needed basis.

The following maps show the four main activity centres within the municipality, and the location of toilet facilities (public and private) within varying walking distances of each centre's core and key activity drivers. The maps also show four categories of facility access, as follows:

- **Accessible 24 hours:** open at all times of the day/night.
- **Limited/Variable Access:** permission is required to use facilities or hours are dependent on other factors (i.e. sporting events, store opening times).
- **Restricted Hours:** regular set times that the facilities are opened or closed.
- **Daytime:** Only open during daylight hours, not set hours.

### Recommendation (general to all centres)

- Undertake a review of all publicly accessible facilities (including privately owned and managed facilities) within each commercial centres to identify the following:

- Current usage (whether current and projected supply is sufficient)
- Condition and lifespan
- Design (do the facilities meet contemporary expectations)
- Accessibility

### Dandenong Major Activity Centre

As shown in Figure 11, there is a fair distribution of toilet facilities across the activity centre, however all public facilities are located to the periphery of parks, with the exception of a facility that is integrated into Thomas Street. Other privately owned facilities are within commercial uses such as petrol stations.

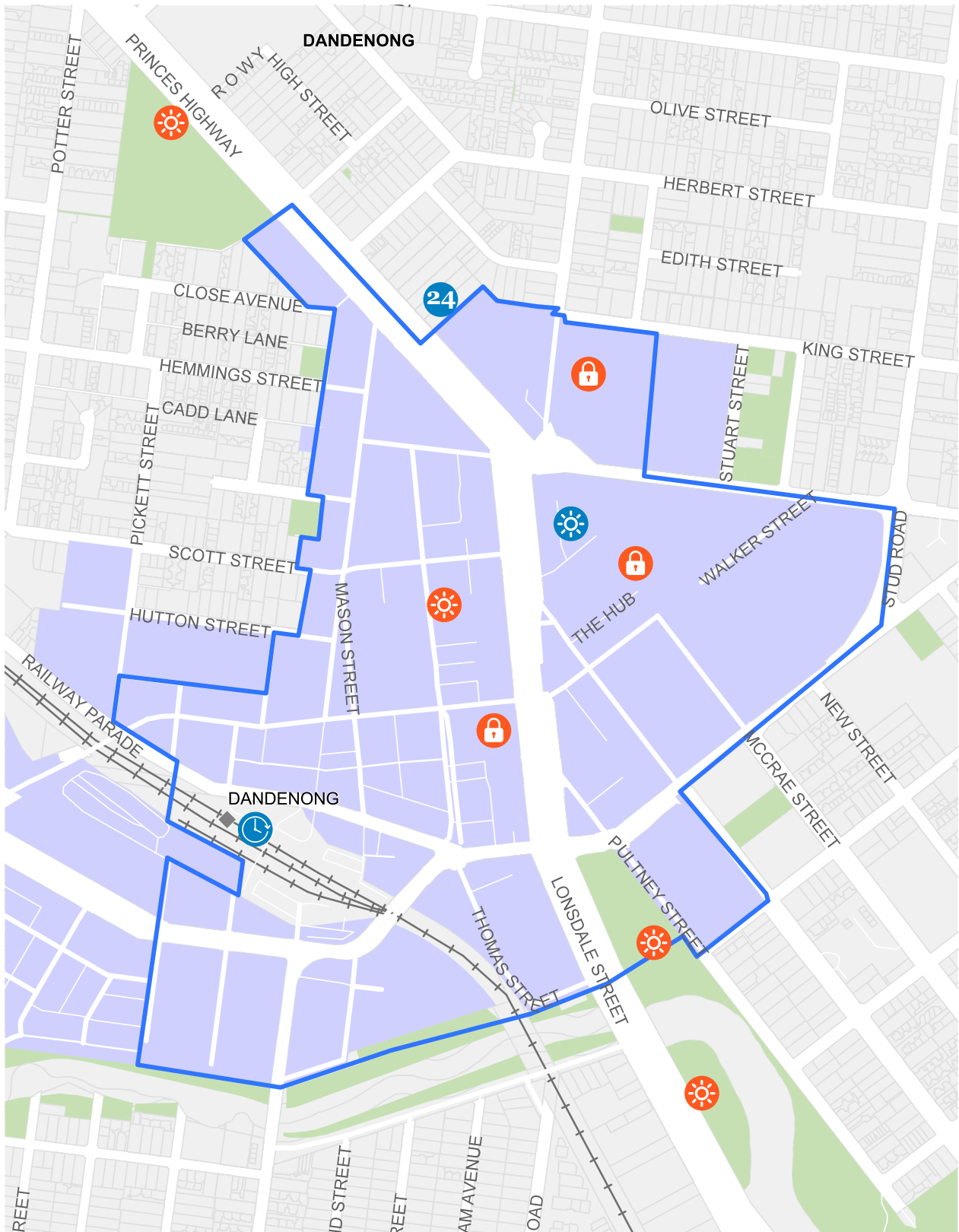
The facility at Dandenong Station is provided by Metro Trains, and therefore is not Council owned.

### Gaps

Although toilet facilities are distributed fairly evenly across the activity centre and no spatial gaps in provision are identified, it should be noted that access to most facilities is restricted to daytime hours or to shopping centre hours of operation. Only one toilet at the northern edge of the activity centre provides 24 hour access.

### Recommendations

- Maintain existing Council-owned public toilet facilities to a standard consistent with the high volume of usage generated by the Dandenong Activity Centre.
- Monitor usage to determine whether additional facilities are required as population increases.
- Upgrade public toilet facilities at Palm Plaza Mall to a premium standard.
- Consider providing new public toilets in other locations as population increases



**LEGEND**

- Commercial Areas
- Parks and Reserves
- Major Activity Centre Area
- +◆+ Tran Station and Line

**FACILITY TYPE**

- Council Owned Facilities
- Privately Owned Facilities

**FACILITY ACCESS**

- 24** Accessible 24 hours
- 🔒
 Limited/Variable Access
- 🕒
 Restricted Hours
- ☀️
 Daytime

### **Noble Park Activity Centre**

The Noble Park Activity Centre Area contains two Council-owned facilities, one in Ross Reserve and one on the south side of Noble Park Station (in Douglas Street). There are no known privately-owned facilities that are open to the public.

These facilities are generally well distributed for this commercial area, with a facility being accessible within a close walk on either side of the trainline. It is noted that the Noble Park Station toilet is provided by the Metro Trains, and is therefore not a Council owned facility.

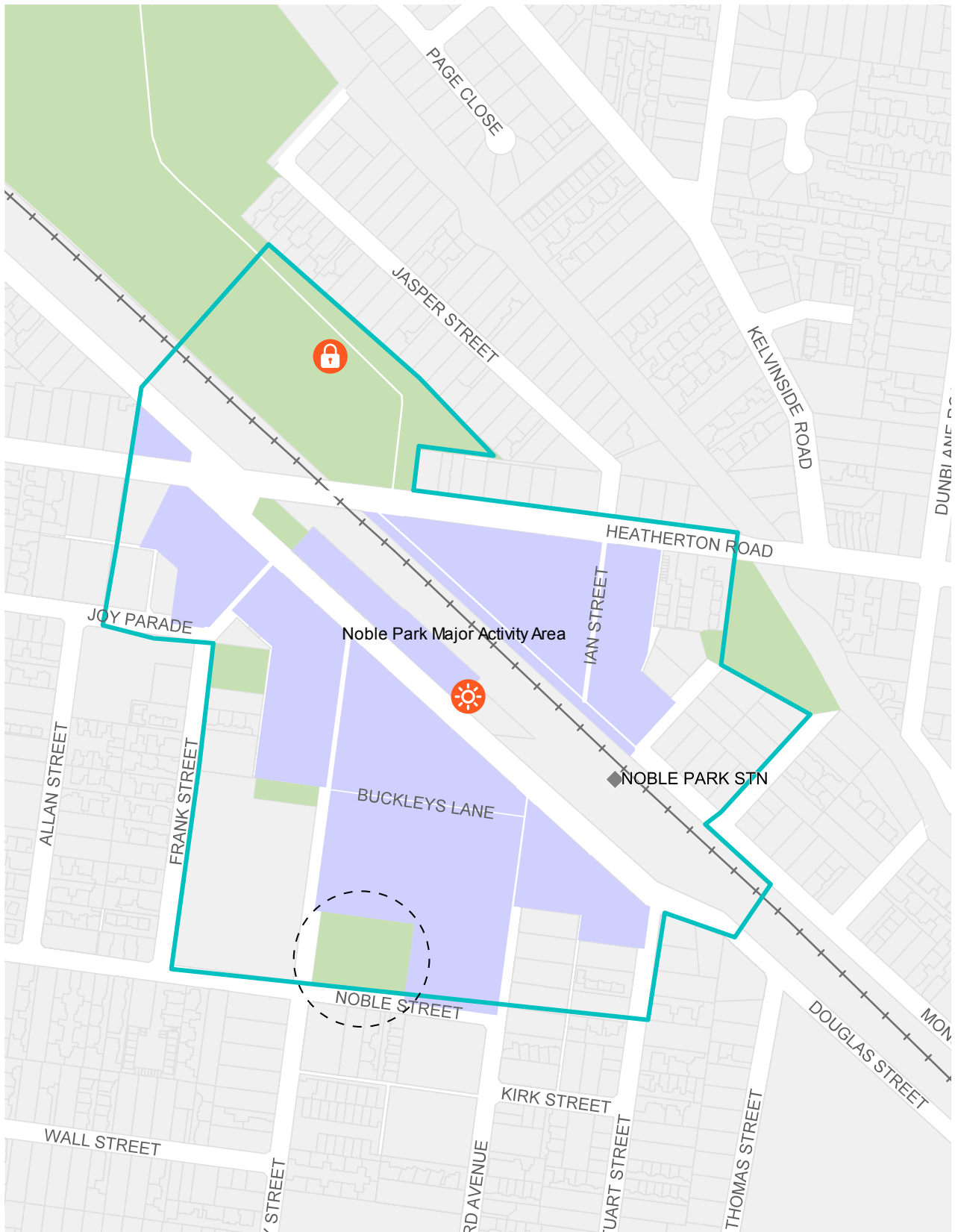
### **Gaps**

Only one gap was identified in this activity area, to the southern edge of the activity centre around Copas Park. This park is classified as “may” require a facility, in accordance with the CGD Open Space Strategy (2019) (refer to Figure 6).

### **Recommendations**

- Provide a new toilet facility in close proximity to Copas Park.
- Monitor usage to determine whether additional facilities are required as population increases.





**LEGEND**

- Commercial Areas
- Parks and Reserves
- Activity Centre Area
- Identified Gap in Facilities
- + Tran Station and Line

**FACILITY TYPE**

- Council Owned Facilities
- Privately Owned Facilities
- Identified Gap in Facilities

**FACILITY ACCESS**

- 24** Accessible 24 hours
- + Limited/Variable Access
- + Restricted Hours
- + Daytime



## Springvale Activity Centre

There is a fair distribution of public toilet facilities throughout the north of the Springvale Activity Centre. This includes a mix of both Council and privately owned public toilet facilities, that are located in open space and commercial areas.

Springvale Activity Centre is the only activity centre in Greater Dandenong with a 24 hour publicly accessible toilet, however it is located at the north of the activity centre away from the major activity generators and is more than 500 metres or a 10 minute walk away.

The facility at Springvale Station is provided by Metro Trains, and therefore is not Council owned.

The public toilet in the heart of the activity centre at Balmoral Avenue car park is a council owned public toilet. While it is recognised that council is currently undertaking a refurbishment of the public toilet they are not DDA compliant. Given the high number of people in vicinity of the public toilet, (69,000 ppl per week) higher quality finishes are required to service the existing demand and growing population/ visitation.

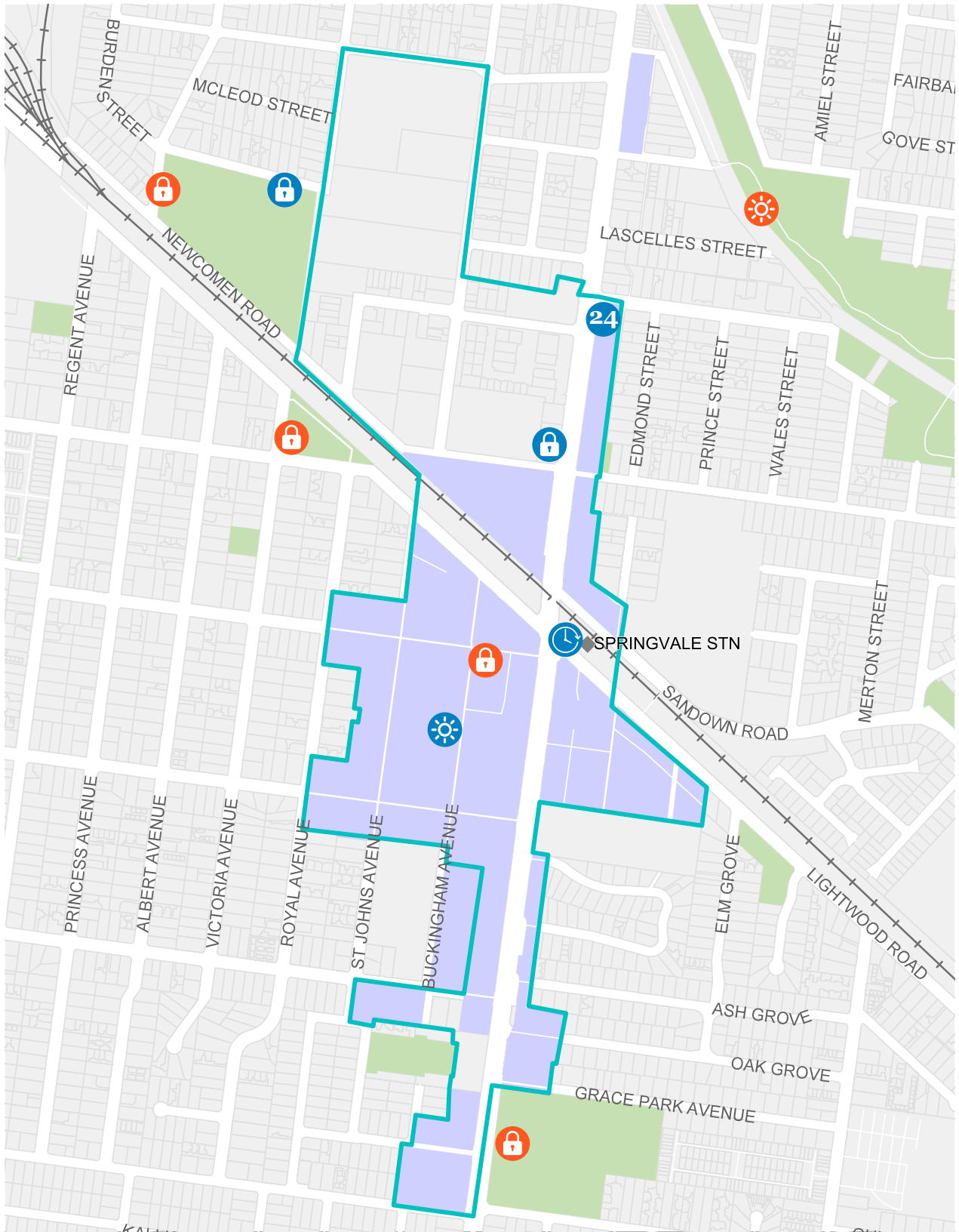
While there are public toilets in the north of the activity centre, distances between key destinations in the centre to public toilets in the north of the centre represent significant distances for pedestrians (more than 500m or 10 min walk). Other public toilet facilities in the shopping centre complexes are very poorly presented due to a lack of shopping centre management.

## Gaps

To the south of the train line, there are four facilities, two of which are owned by Council. However, it is noted that none of the facilities in this area of the activity centre provide 24 hour access.

## Recommendations

- Monitor usage to determine whether additional facilities are required as population increases.



**LEGEND**

- Commercial Areas
- Parks and Reserves
- Activity Centre Area
- Tran Station and Line

**FACILITY TYPE**

- Council Owned Facilities
- Privately Owned Facilities

**FACILITY ACCESS**

- 24 Accessible 24 hours
- Limited/Variable Access
- Restricted Hours
- Daytime

### **Parkmore Activity Centre**

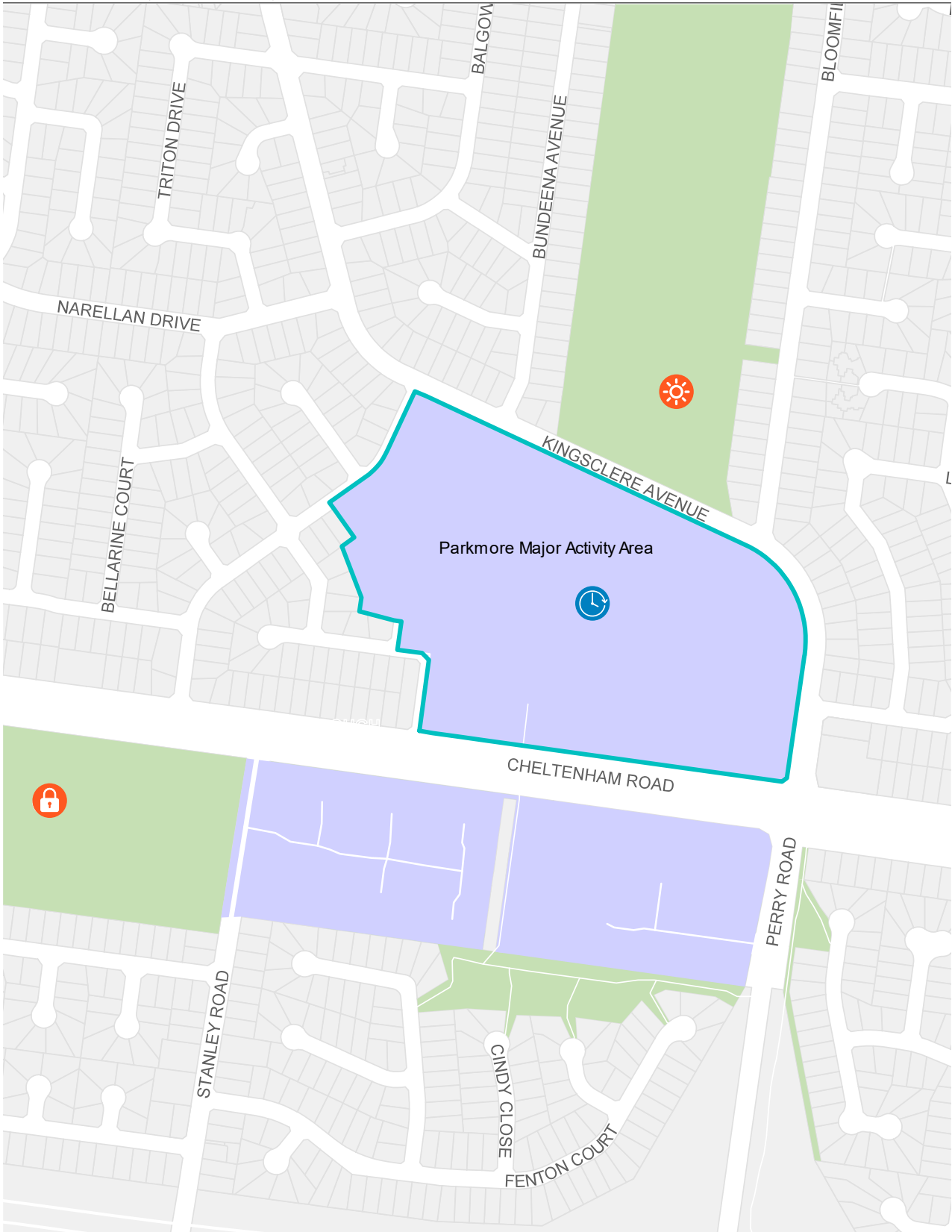
Parkmore is the smallest of the four activity centre areas within the municipality and is essentially a privately operated hardtop retail shopping centre surrounded by customer parking. There is an excellent distribution of public toilet facilities throughout the commercial area, largely serviced by Parkmore Shopping Centre Management, with Council owned facilities to the periphery within open spaces that are on either side of Cheltenham Road.

### **Gaps**

Considering the size of this commercial area, the current provision of public toilet facilities is deemed suitable and does not require further facilities to be implemented.

### **Recommendation**

None.



**LEGEND**

- Commercial Areas
- Parks and Reserves
- Activity Centre Area
- Tran Station and Line

**FACILITY TYPE**

- Council Owned Facilities
- Privately Owned Facilities

**FACILITY ACCESS**

- 24** Accessible 24 hours
- Limited/Variable Access
- Restricted Hours
- Daytime

## 4.3 Summary of Facilities

### Existing Toilet Facilities

Key	Name	Classification	Location
1	Warner Reserve, Springvale	Basic	Stand alone
2	Springvale Reserve	Premium	Stand alone
3	Edinburgh Reserve, Springvale	Standard	Co-located
4	Springvale Community Aid and Advisory Bureau Toilet Block - Exeloo Djerring Trail	Basic	Stand alone
5	Springvale Community Precinct	Iconic / Changing Places	Stand alone
6	Balmoral Avenue Car Park, Springvale	Standard	Co-located
7	Cooinda Centre Toilet, Springvale South Reserve	Basic	Stand alone
8	Spring Valley Reserve Park, Springvale South	Basic	Stand alone
9	Burden Park Reserve, Springvale South	Basic	Stand alone
10	Oakwood Park, Noble Park North	Basic	Stand alone
11	G J Duggan Reserve, Noble Park North	Basic	Stand alone
12	Racecourse Road Reserve Lions Park Reserve, Noble Park	Basic	Stand alone
13 & 14	Ross Reserve, Noble Park	Iconic	Stand alone
15	Douglas Street Civic Space, Noble Park	Premium	Stand alone
16	Parkfield Reserve, Noble Park	Standard	Stand alone
17	Noble Park Reserve	Standard	Stand alone
18	Tirhatuan Park, Dandenong North	Standard	Stand alone
19	Dandenong Wetlands, Dandenong North	Basic	Stand alone
20	Menzies Avenue Reserve, Dandenong North	Basic	Stand alone
21	Lois Twohig Reserve, Dandenong North	Basic	Stand alone
22 & 23	Greaves Reserve, Dandenong	Premium	Stand alone
24	Keshava Reserve, Dandenong	Basic	Stand alone
25	Hemmings Street, Dandenong	Basic	Stand alone
26	Red Gum Rest, Dandenong	Iconic	Stand alone
27	Dandenong Park	Iconic	Stand alone
28	Hemmings Park, Dandenong	Standard	Stand alone
29	Thomas Street, Dandenong	Premium	Co-located
30	Logis Boulevard Reserve, Dandenong South	Basic	Stand alone

Key	Name	Classification	Location
31	Rowley Allan Reserve, Keysborough	Premium	Co-located
32	Keysborough Community Park	Basic	Stand alone
33	Tatterson Park, Keysborough	Premium	Stand alone
34 & 35	Frederick Wachter Reserve, Keysborough	Basic	Stand alone
36	Somerfield Drive North Keysborough	Basic	Stand alone
37	Roth Hetherington Reserve, Keysborough	Basic	Stand alone
38	Dandenong Market	Standard	Co-located
39	Palm Plaza	Standard	Co-located
40	Dandenong Civic Centre	Standard	Co-located

## Recommended Toilet Facilities

Key	Name	Classification	Location	Priority	Timeframe
K2	Pencil Park, Keysborough	Basic	Stand alone	1	T1
K3	Westwood Boulevard Reserve, Keysborough	Basic	Stand alone	2	T1
D10	Norine Cox Reserve, Dandenong	Basic	Stand alone	3	T1
S2	Amersham Reserve, Springvale South	Basic	Stand alone	4	T1
D9	George Andrews Reserve, Dandenong	Basic	Stand alone	5	T1
N1	Barry Powell Reserve, Noble Park North	Standard	Co-located	6	T1
S1	Norman Luth Reserve, Springvale	Basic	Co-located	7	T1
K4	Chandler Road Reserve, Keysborough	Basic	Stand alone	8	T2
N2	Yarraman Shopping Centre, Noble Park	Basic	Stand alone	9	T2
D4	Fotheringham Reserve, Dandenong	Basic	Co-located	10	T2
D7	Dandenong Creek Trail, Morwell Avenue, Dandenong	Basic	Stand alone	11	T2
K1	Coomoora Cricket Club, Keysborough	Basic	Stand alone	12	T2
D3	Rawdon Hill Drive Reserve, Dandenong North	Basic	Stand alone	13	T3
D1	Blackmore Street Reserve, Dandenong North	Basic	Stand alone	14	T3
D5	J C Mills Reserve, Dandenong	Standard	Co-located	15	T3
D6	Dandenong Creek Trail, David Street, Dandenong	Basic	Stand alone	16	T3
D2	Aberdeen Reserve, Dandenong North	Basic	Stand alone	17	T3
D8	Thomas P Carroll Reserve, 100 Box Street, Dandenong	Standard	Co-located	18	T3
D11	National Drive Reserve, Dandenong South	Basic	Stand alone	19	T3
N3	Luxford Reserve, Noble Park	Basic	Stand alone	20	T3

**T1** 1-3 years

**T2** 3-5 years

**T3\*** 5-10 years

\* T3 – delivery is dependent on population growth and community demand

## 4.4 Summary of Recommendations

### Distribution

Formalise any existing co-located facility, or provide a new public toilet facility at:

- Norman Luth Reserve
- Barry J Powell Reserve
- Coomoora Reserve
- Thomas P Carroll Reserve

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Provide new public toilet facilities at:

- Amersham Reserve
- Yarraman Shopping Centre
- Landford Reserve
- Blackman Street Reserve
- Aberdeen Reserve
- Rawden Hill Reserve
- Follingham Reserve
- J C Mills Reserve
- Dandenong Creek Trail (David Street and Morwell Street)
- George Andrews Reserve
- National Drive Reserve
- Norine Cox Reserve
- Pencil Park
- Westwood Boulevard Reserve
- Chandler Road Reserve
- Copas Park

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Consider relocating the Spring Valley Park public toilet to a more central location, so that the walkable catchment services a larger proportion of the park.

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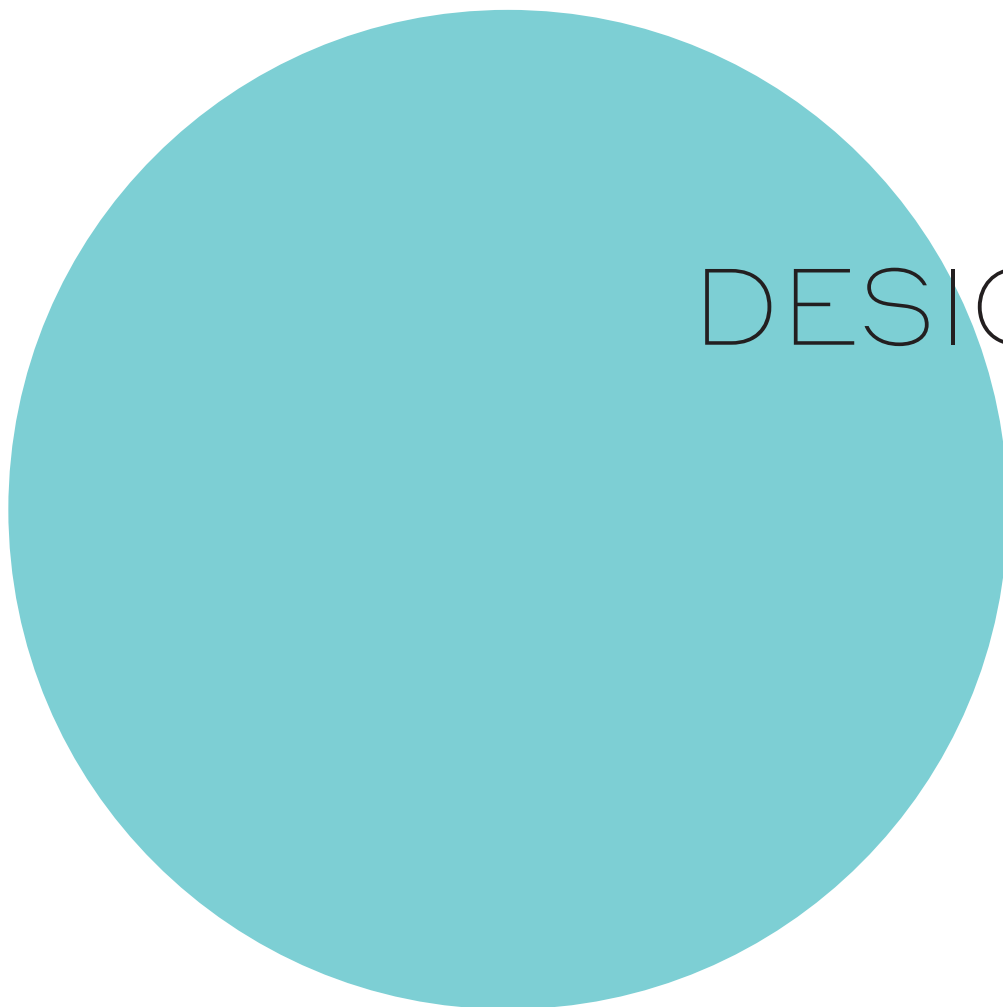
Consider providing new public toilets in other locations using the Assessment Framework.

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**5.0**

DESIGN



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## 5.0 Design

### Objective:

Design toilets to be attractive, safe and accessible to users of all ages and abilities.

#### Issues & Challenges

- Many existing toilets do not support the needs of some user groups including the elderly, people with disabilities and parents with children.
- Older toilet blocks are often not DDA compliant.
- Some toilets are poorly integrated into the public realm, creating negative perceptions of safety and usability.
- Automated fixtures and fittings are often not intuitive and present difficulties for many users.
- Inconsistent provision of fixtures and fittings across all facilities.
- Proximity and location of public toilets to other uses (e.g. shops, cafés, etc.) creates conflicts.
- Cost of maintaining older, less efficient facilities.
- The location of Council public toilets tend to be on the periphery of activity centres at distances of more than 500 metres or a 10 minute walk which does not meet the needs of women, children and the elderly.

#### Opportunities for Improvement

- Upgrade toilets that are not DDA compliant to improve accessibility across the toilet network.
- Develop overarching design and siting principles to improve the integration of toilets into activity centres, the public realm, and reduce anti-social behaviour.
- Develop a hierarchy of preferred typologies that are robust, repeatable, and clearly sets out minimum standards for design, fixtures and fittings.
- Improve design and integration of toilets by promoting opportunities for community involvement through public art programs.
- Showcase local artists and reinforce a sense of place.
- Provide new facilities where there is a physical gap in the network, and improve facilities where there is a perceived gap.
- Improve the environmental performance of toilets to reduce life cycle costs of individual facilities.

## 5.1 Typology

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

There are many different ways of categorising public toilet designs with regard to form and typology. Broadly speaking, there are two types of facilities: stand alone toilet blocks and co-located facilities. Within each of these typologies there are various different configurations, interpretations and adaptations.

Key features of stand alone public toilets are:

- Freestanding (not attached to or within another building structure);
- Externally accessible from public realm;
- Separate male/female entrances or single fronted unit doors; and
- Can include separate or integrated disabled access.

Key features of co-located public toilets are:

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

Stand alone toilet block configurations can present various design constraints due to their rigid construction, often resulting in compliance problems with Australian Standard 1428 (AS 1428). Many older blocks tend to lack natural lighting or ventilation and are commonly perceived to be unsafe and unhygienic. Toilets that are poorly integrated into their environment can further create perceptions of exposure and lack of privacy.

The provision of new public toilets should be contextual to the site and scale of the location. Activity generators must also be considered when designing public toilets and in locations with high peak usage. The design standard of fixtures and fittings should be commensurate to use. The Assessment Framework (see Section 9.2) outlines key decision making considerations for determining the most appropriate typology for specific locations.

### Recommendations

- Refer to the Service Provision Hierarchy when determining the typology of new public toilets (see Public Toilet Toolkit Chapter 9).

## 5.2 Configuration

The most common configuration of public toilets is generally split gender; comprising separate male and female toilet entrances either in a toilet block style or an open unit style. Unisex or split gender cubicles with single access doorways are less common.

Balancing design and configuration requirements with practical needs should be carefully considered when developing new facilities. For example, in some high use locations, it may be more appropriate to build larger facilities to cater for high volumes of users.

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

For split gender toilets, the differences in male and female needs require further consideration. Unable to use urinals, women tend to spend longer in toilets due to menstruation, anatomical differences, and cultural factors. Recent public health research recommends split gender toilet provision of 2:1 female-to-male to achieve equitable access, also referred to as 'potty parity'. Provision of unisex rather than split gender toilets is an alternative method of achieving more equitable access.

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

### Recommendations

- When appropriate, undertake consultation and engagement with the local community prior to the development and installation of a new public toilet
- Provide split gender toilets at a 2:1 female-to-male ratio.

## 5.3 Fixtures and Fittings

Council has a number of newer public toilets which are hybrid typologies and provide automated functions such as locking doors, hand washing and cleaning. There are a number of issues associated with these facilities in regard to their usability and accessibility for different user groups.

In certain locations, fixtures and fittings should be customised to reflect the needs of specific user groups. For example in locations with high peak usage such as sport pavilions, male urinals should be considered; or in locations where there are high volumes of families with children, the provision of baby change tables should be considered.

The Toolkit (Chapter 9) contains a suite of standard and custom fixtures and fittings and provides guidance to where they may be appropriate.

### Recommendations

- Standardise the provision of fixtures and fittings in accordance with the service provision to ensure consistency across the network (see Public Toilet Toolkit Chapter 9).
- Incorporate additional features in site specific locations as appropriate to the site.
- Apply the design and siting principles as relevant to the upgrade of existing facilities and the installation of new toilets (see Public Toilet Toolkit Chapter 9).

# Design & Siting Principles

The following design and siting principles should be adopted when retrofitting, upgrading or installing new toilets. The principles are based on relevant industry best practice:



1

## Location

Locate toilets in central, multi-use community facilities that draw on existing walking catchments and maximise visibility to the street/public space.



2

## Orientation

Orientate toilets and entrances toward well lit areas to maximise safety.



3

## Integration

Integrate toilets seamlessly into the public realm and avoid obstructing toilets with dense landscaping, vegetation or impermeable barriers.



4

## Local Character

New toilets should reflect the local character and where appropriate, encourage artistic design expression in locations with high usage or visitation.



5

## Fixtures & Fittings

Incorporate appropriate fixtures within toilets that are responsive to the local context and balance community expectations with maintenance practicalities and environmental sustainability.



6

## Accessibility

Ensure compliance with AS1428 and DDA and other best practice accessibility guidelines.



7

## Signage

Clearly sign toilets by providing directional signage where required to improve legibility and access. Provide signage on toilets which shows opening hours, contact details and gender availability.



8

## CPTED

Incorporate Crime Prevention through Environmental Design (CPTED) principles to minimise opportunities for crime and anti-social behaviour.

## 5.4 Summary of Recommendations

### Design

Provide split gender toilets at a 2:1 female-to-male ratio.

Refer to the Service Provision Hierarchy when determining the typology of new public toilets.

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

Standardise the provision of fixtures and fittings in accordance with the service provision to ensure consistency across the network.

Incorporate additional features in site specific locations as appropriate to the site.

Apply the design and siting principles as relevant to the upgrade of existing facilities and the installation of new toilets (see Public Toilet Toolkit Chapter 9).



ACCESSIBILITY



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## 6.0 Accessibility

### Objective:

Incorporate universal design principles into all future upgrades and ensure public toilet locations are clearly promoted and communicated to all users.

#### Issues & Challenges

- Many public toilets are inaccessible for people with disabilities or special access requirements.
- DDA requirements can result in poor design outcomes if not well integrated into the design process.
- Many facilities do not cater for the needs of specific user groups such as the elderly or parents with children.
- Some facilities are poorly sited, obscured and/or not visible from the street.
- Co-located accessible facilities are often locked or inaccessible.
- There is currently only one 'Changing Places' facility within Greater Dandenong.
- Wayfinding and promotion of toilets is inconsistent across the municipality.

#### Opportunities for Improvement

- Identify key toilets that provide limited accessibility and upgrade accordingly.
- Develop a standard suite of fixtures and fittings that consider the needs of various user groups.
- Improve toilet signage and information provision.
- Review the availability of facilities co-located with sports pavilions and consider opening well located facilities to the public on a permanent basis.
- Improve wayfinding and legibility around public toilets.
- Investigate interactive communication tools (e.g. smart-phone app) to improve wayfinding.
- Consider providing a 'Changing Places' facility associated with the all abilities playground project at Ross Reserve



## 6.1 Universal Design

Council is committed to improving the physical and social environment for all community members, including people with a disability. The Disability Action Plan (2017-2023) provides the strategic direction for some of this work. It reflects Council's commitment to ensuring that the way people move around Greater Dandenong, access information and buildings, and their overall experience within the community is inclusive and accessible.

Public toilets play an important role in delivering on this commitment and wherever possible, must be planned around the needs of people with a disability. In delivering on the Public Toilet Strategy, Council seeks to increase the number of universally designed toilet facilities through improvements to current public toilets, planning for new toilets and seeking support from the State Government's Changing Places program.

A key aspect of inclusion is accessibility. Since 2013, Council has constructed a number of DDA-compliant toilets. These actions are consistent with Council's vision as a city which supports opportunities for all.

As Council continues to actively upgrade facilities over time, there remains a number of toilets that are not DDA compliant and do not cater for the needs of people with mobility difficulties. Accessibility is not just about catering for people with additional mobility requirements, it should also consider people with different social, cultural and demographic preferences. Other key user groups include children, parents with young children, the elderly and members of the lesbian, gay, bisexual, transgender and intersex (LGBTI+) community. In this context, it is appropriate to consider universal design principles that cater for the needs of all users, rather than just those with physical mobility requirements.

Using public toilets can be a confronting experience for different user groups and in order to reduce barriers it is important to

ensure that future upgrades and installations of new toilets adopt the key principles of universal design. At its core, universal design promotes fair and inclusive environments that allow people to be safe and independent. The seven principles of universal design are:

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

Culture, identity and social preferences are also important. The specific needs of groups such as those who identify as a non-binary gender and residents with specific cultural practices need to be considered. The absence of unisex facilities can also cause issues for single parents with a child of the opposite sex.

There is increasing research around the promotion of age-friendly cities and designing for people with dementia. Specific requirements

such as use of colour contrasts between materials, tactile surfaces and clear graphic signage are among the key considerations. Many of these principles and considerations cross over with other objectives sought by universal design and CPTED principles.

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

### Recommendations

- Apply the principles of universal design to all toilet upgrades and new installations.
- Consider provision of unisex facilities where possible to accommodate diverse user groups.
- Prioritise the upgrading of toilets in key locations to include family friendly facilities.
- Ensure accessible public toilets are included in pavilion and building upgrades.

## 6.2 Changing Places

Changing Places facilities were introduced in Australia in 2014 and there are currently over 50 certified facilities across the country. Originating in the United Kingdom in 2006, Changing Places facilities are designed for people who require a hoist to use a toilet. The facilities differ from standard accessible or disabled toilets as they include additional features such as an adult change table, hoist, shower, screens and large circulation spaces.

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

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

There are a number of barriers and perceptions around Changing Places facilities that constrain Council in providing these facilities:

- Lack of understanding or awareness of Changing Places;
- Confusion of terminology between Changing Places and changing rooms;
- Expense of facilities (upward of \$150,000 each); and
- Space/footprint requirements of the facility.

The Victorian State Government has previously released funding to assist Councils in building Changing Places facilities.

Greater Dandenong provides a 'Changing Places' accessible toilet and change facility at the Dandenong Civic Centre.

Council is currently undertaking strategic work to provide an all abilities playground, designed to be inclusive of all children, parents and carers with varying abilities. This project provides an opportunity for Council to provide a certified 'Changing Places' facility that complements the objective for a space that caters to all abilities.

Tolerance for error is of critical importance due to the volume and diversity of different users and their needs. In the space of 6 months the CFA has been called out to rescue individuals trapped in toilet facilities, one as a result of misunderstanding, the other through misadventure.

### Recommendations

- Raise community awareness of, and advocate for State Government funding for, a Changing Places facility in Greater Dandenong via the all abilities playground project and the Public Toilet Strategy.

## 6.3 Signage, Wayfinding & Communication

Signage and wayfinding are important factors in promoting an accessible and well-distributed public toilet network. Often considered a minor detail, signage assists residents, workers and visitors to Greater Dandenong in navigating Council's toilet network.

Existing signage on public toilet facilities is varied across the municipality. A limited number of newer toilets currently have large Council signs/branding on the exterior of the facility that identify the name of the toilet, while older toilets are more likely to have minimal signage or lack signage completely. Industry best practice recommends that additional information should be provided on the exterior of all public toilets to convey key aspects of the facility including:

- Gender accessibility;
- Opening hours;
- Contact information (to report repairs, maintenance or closures); and
- Consideration for vision impaired users.

The upgrading of signage on public toilets should be undertaken in an integrated manner and there are opportunities to develop a municipal wide strategy or prepare guidelines to improve signage and wayfinding across Greater Dandenong.

Council currently has a list of parks and recreation areas throughout the municipality that allows the user to isolate lists of parks with playgrounds, sporting equipment and so on. Information about public toilets is not accessible to the average user. Users are likely to use a website like the National Public Toilet Map ([toiletmap.gov.au](http://toiletmap.gov.au)) to locate a facility online.

Although the National Public Toilet Map is a useful community resource, it is an external data source that is not always updated. Council should regularly check and update information within Greater Dandenong on Council owned assets. A number of mobile applications (apps) allow users to access this information on their smart phones as discussed in the case studies on the following pages.

The communication of public toilet locations and availability should be provided across a number of different platforms. Whilst digital tools allow users to easily locate toilets, some members of the community are unable to access or have difficulty connecting to digital communication platforms. The inclusion of toilet locations on key maps and publications throughout Greater Dandenong should still be considered.

#### **Recommendations:**

- Develop a municipal signage/wayfinding strategy to improve the accessibility and standard of signage on Council owned assets, including public toilets.
- Update information annually about Council owned and managed toilets within Greater Dandenong on the National Public Toilet Map.
- Provide a detailed list of information on Council's website of public toilet facilities available within the municipality.

#### **Case Study 1**

## **Mapping & Wayfinding** **National Public Toilet Map**

Developed as part of the National Continence Program, the National Public Toilet Map provides information and the location of more than 16,000 toilets across Australia.

The map also shows listings of publicly available toilets in private businesses such as petrol stations and community centres. Information about the level of accessibility, opening hours, and other facilities is provided.

The map is also available as an app for smartphones and tablet devices.

## Case Study 2

### Apps

#### Flush Toilet Finder

Similar to the National Toilet Map, the Flush Toilet Finder app makes it easier to find free public toilets and shows how to get to them. Once a toilet is found directions are provided via a map.

It also lists whether a toilet has a fee, requires a key to use, or if it provides disabled access.

It currently provides listings all over the world.



## 6.4 Community Toilet Scheme

There are many other locations where toilets are available to the public throughout the municipality. While these toilets may be perceived to be 'public toilets' they are privately owned and operated and do not fall within the jurisdiction of Council. These locations may include, but are not limited to:

- Big box shopping centres
- Private shopping centres
- Restaurants/cafés
- Office/commercial complexes
- Service Stations
- Other community hubs
- Tourist attractions

The availability of these toilets (often during business hours) provides a large number of facilities that can be accessed by people in commercial areas, which can reduce the demand on publicly owned and managed facilities. There are opportunities to work with the private sector to increase the distribution and provision of safe and clean toilets over time through a community scheme or program.

A Community Toilet Scheme (CTS) is a partnership between Council, local businesses and other organisations. The purpose of the CTS is to increase the network of available public toilets within an area using existing infrastructure and available facilities located within businesses or other non-Council buildings.

The program can operate in a number of different ways and be tailored to suit the needs of the individual location, however in principle, it includes an agreement between Council and local businesses to allow members of the public to use privately owned facilities. In return for the community service. Council may provide incentives including:

- Annual servicing fee for cleaning/

maintenance.

- Provision of toilet paper or soap.
- Rate reduction or other tax incentives.
- Partnering with local business allows Council to offer more facilities than could be provided through its own budget.

Another clear benefit of the program would be the increase in potential customers to the host business, driven by promotion, signage and wayfinding techniques discussed above.

Further investigation into the viability of CTS should be undertaken to determine whether the community and local business would be accepting of such a Scheme. Case studies of two CTSs in the United Kingdom and Germany are described on the following page.

If accepted within the broader municipality, this could reduce the demand for additional or multiple toilets in many locations.

#### Recommendation:

- Investigate the viability of a community toilet scheme through a trial in a local community.

#### Case Study 3

### Community Toilet Scheme: Poole, United Kingdom

The Scheme sees a partnership between the Council, local businesses and other partners. Members of the scheme display the 'use our loo' sticker in their window to show that people are welcome to use the facilities in this premise free of charge.

This scheme is reported to provide good value for money and working in partnership with local businesses means the Council is able to offer a much better standard of facilities than in traditional public toilets.



## 6.5 User Paid System

In many cities across the world, local Councils charge a small fee to allow the public to use municipal public toilets. In return for this fee, users are guaranteed a high level of cleanliness and hygiene as well as constant passive surveillance. There are range of challenges associated with a user paid system, primarily the risk to isolated vulnerable members of the community. There are however many ways that a user paid system can operate and it does not necessarily need to apply to all toilets and locations.

This Strategy does not recommend that Council adopt a user paid system. Should a need for such a system arise in the longer term, Council should undertake further investigations and consultation with the community.

### Case Study 4

#### Nette Toilets: Bremen, Germany

Cities pay between \$45 to \$150 per month to a business to open their toilets to the public. If the business opts in to the network, they put a sticker in their window to let people know their toilet is publicly available (not just to paying customers). In 2016, there was a public toilet for every 3,210 people in Bremen, which had a population of over half a million people.

The cost of this extensive network is only approximately \$165,000 per annum. It was estimated that if the city exclusively provided and managed all of these public toilets, the cost would be approximately \$1.65 million per annum. The Nette Toilette app has given Bremen the best ratio of public toilets to citizens in Germany.

The scheme has 210 member cities.

### Case Study 5

#### Sulabh Toilets: India

Sulabh International is a major operator of pay per use public toilets in India.

These toilets are staffed by an attendant, and users are charged a fee of approximately 2 rupees (around 4 cents).

These toilets are situated around many public spaces including transport hubs and markets. In some communities with poor sanitation, these facilities often cater to the populations needs.







## 6.6 Summary of Recommendations

### Accessibility

Apply the principles of universal design to all toilet upgrades and new installations.

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Consider provision of unisex facilities where possible to accommodate diverse user groups.

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Prioritise the upgrading of toilets in key locations to include family friendly facilities.

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Ensure accessible public toilets are included in pavilion and building upgrades.

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Raise community awareness of, and advocate for State Government funding for, a Changing Places facility in Greater Dandenong via the all abilities playground project and the Public Toilet Strategy.

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Develop a municipal signage/wayfinding strategy to improve the accessibility and standard of signage on Council owned assets, including public toilets.

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Update information annually about Council owned and managed toilets on the National Public Toilet Map within Greater Dandenong.

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Provide a detailed list of information on Council's website of public toilet facilities available within the municipality.

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Investigate the viability of a community toilet scheme through a trial in a local community.

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MANAGEMENT



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## 7.0 Management

### Objective:

Prioritise the safety of all public toilet users in Greater Dandenong by minimising occurrences of anti-social behaviour. Maintain toilets to a high standard of cleanliness to enhance the safety, health and well-being of all users.

#### Issues & Challenges

- Poor perceptions of hygiene and cleanliness are common within the community.
- Council does not manage all areas of open space in the municipality.
- Seasonal demand and events put pressure on existing toilet infrastructure.
- Some toilets are poorly sited and/or located and lack visual permeability.
- Presence of graffiti and vandalism can be threatening and deter users.
- Ongoing annual cost of reactive maintenance.

#### Opportunities for Improvement

- Refurbish facilities (as required) at key locations to improve perceptions of safety.
- Reduce anti-social behaviour through site responsive interventions (CPTED).
- Review and increase the cleaning of high use facilities.
- Develop a capital works program to secure future funding and investment for public toilet improvements.
- Consider robust or safety-orientated fixtures that discourage or minimise instances of anti-social behaviour or loitering such as automated locking doors.
- Regularly audit, collect data, monitor toilet usage and update databases.

## 7.1 Safety

As Council continues to upgrade its facilities and improve the level of service provision, it also seeks to reduce and minimise occurrences of anti-social behaviour such as drug-related activity, sexual activity or overnight stays.

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

- Poor integration into the streetscape / public realm;
- Obstruction of the facility behind dense landscaping, overhanging canopy trees, or sited away from passive surveillance;
- Lack of natural light or otherwise poorly designed interiors;
- Age and condition of the facility;
- Presence of graffiti or vandalism;
- Loitering; and
- Odour or lack of cleanliness.

There are many ways that design can minimise anti-social behaviour and contribute to positive perceptions of safety. For example, the Crime Prevention Through Environmental Design (CPTED) framework establishes guiding principles to reduce the incidence and perceptions around crime and safety. Developed by the Queensland Government in association with the Queensland Police in 2007, CPTED principles consider factors such as surveillance, legibility, territoriality, ownership, management and vulnerability. With regard to public toilets, the guidelines consider:

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

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

- Installation of CCTV cameras;
- Time-sensor lighting (solar panel operated);
- Quick response to reactive maintenance;
- Regular cleaning and reporting; and
- Decommissioning facilities that are old, in poor structural condition and subject to ongoing anti-social behaviour.

### Recommendations

- Incorporate CPTED principles into all decision and assessment processes when refurbishing or replacing existing toilets, and providing new facilities.
- Assess the safety and structural condition of all toilet facilities through a Council audit process every five years.
- Record all reports and instances of anti-social behaviour and reactive maintenance and monitor over time to identify key hot spots.

## 7.2 Maintenance & Cleaning

Council has an active schedule of maintenance and cleaning across all of its public toilet facilities. The levels of usage of a facility is reflected in its cleaning frequency with higher usage toilets cleaned the most often. In high use locations, toilets are cleaned up to three times per day. Ongoing monitoring and toilet usage should continue to inform Council's cleaning priorities. Usage can be measured in a number of ways, including:

- Installation of temporary pedestrian counters at toilet entrances;
- Measuring toilet paper and/or soap usage (expenditure, reports from cleaning contractors);
- Monitoring utility consumption (e.g. water, electricity);
- Targeted surveying and observations; and
- Anecdotal feedback and word of mouth from the community.

There is a need for Council to continue reviewing its cleaning schedule, and increase cleaning frequency in accordance with levels of usage. This will also assist with future operational budgeting.

Reactive maintenance is an ongoing challenge with issues such as graffiti and vandalism being of concern. Maintaining a high standard of facilities and responding quickly to maintenance issues should continue to be a key priority.

Alongside routine site inspections by Council staff, there are other ways to collect information about damaged or broken fixtures through a variety of user-sourced smartphone apps. Apps such as Snap Send Solve allow users to directly report issues about Council's assets. There are further opportunities to encourage the use of this program in Greater Dandenong for public toilet assets.

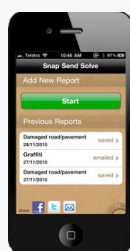
### Recommendations

- Decommission surplus toilets in poor condition with low usage.
- Continue to record and collect information about usage and cleaning performance using counters or other methods.
- Review and update current cleaning and maintenance schedules commensurate to levels of usage and peak demand.
- Update Council's audit data to include information about other Council owned and managed toilets not currently captured.
- Promote the use of Snap Send Solve to allow individual users to report maintenance issues directly to Council through their smart phone.

### Report Maintenance Issues: Snap Send Solve

Snap Send Solve is an app developed in Melbourne that gives residents the ability to report maintenance issues to their local Council.

The app allows users to take a photo of the issue, then send it directly to the appropriate authority/department. It currently has more than 60,000 users across Australia.



## 7.3 Opening Hours

The opening hours of toilets in Greater Dandenong vary between 24 hours and daylight hours. Stand alone toilets are often open 24 hours and co-located toilets are often open during daylight hours.

In some locations, toilets which are open 24 hours can attract anti-social behaviour. There are several known 'hotspot' locations where anti-social activities have been reported. Actions to minimise anti-social behaviour through alternative management practices include:

- Locking toilets during the evening;
- Installation of CCTV cameras;
- Installation of automatic door locks; and
- Security patrols.

Determining the most appropriate response to an issue should be site/context specific and what works in one location to deter anti-social behaviour may not apply in other locations. Responses should also consider the diversity and density of activities around the toilet, particularly evening activities.

24 hour availability presents a range of challenges, particularly in relation to safety and perceptions around anti-social behaviour during the evening. A number of 24 hour toilets are available for use in the CBD at key locations that attract night time activity including:

- Restaurants and bars;
- Nightclubs and other entertainment precincts; and
- Transport hubs such as bus and taxi terminals.

Given the role of larger commercial centres in providing for late night social activities, servicing a regional catchment, there continues to be a need for some 24 hour toilets, which should include robust, anti-vandal fittings. These toilets should be located near transport hubs and on

pedestrian routes.

Council should continue to monitor this need as development and land use patterns change over time.

Costs associated with the operation of Council's public toilet network included a range of wages and contractor hire, some of which may relate to staff travelling between locations to manually lock and unlock facilities each day. This ongoing expense could be reduced or eradicated with the implementation of automatic locks across the network.

### Recommendations

- Continue to monitor and provide management practices at known hotspot locations to minimise anti-social behaviour.
- Identify locations for late night or 24 hour toilets in larger commercial centres. These locations/facilities may replace existing, older facilities.
- Implement auto-timer or otherwise self-locking doors at public toilet facilities that are not open 24 hours.

## 7.4 Temporary Provision

The use of portable toilets is common practice for large municipal events. Legislative and planning requirements require approval of an event management plan prior to the commencement of a large event. Unless there is a considerable demonstrated community need, the provision of permanent toilet infrastructure is not necessary as it encourages the proliferation of dormant toilets in the network (i.e. toilets that are inaccessible to the public as they are locked for the majority of the year).

In addition to the requirements of event management plans, consideration for accessible and changing places facilities should be taken into account for large events. Council should consider the purchase of a Marveloo Changing Places facility to be made available for rent at large events. The provision of these facilities would enable members of the community with additional mobility requirements to participate in municipal events.

### **Recommendation**

- Consider the purchase of a Marveloo Changing Places facility for hire at larger events.

## 7.5 Summary of Recommendations

### Management

Incorporate CPTED principles into all decision and assessment processes when refurbishing or replacing existing toilets, and providing new facilities.

Assess the safety and structural condition of all toilet facilities through a Council audit process every five years.

Record all reports and instances of anti-social behaviour and reactive maintenance and monitor over time to identify key hot spots.

Remove surplus toilets in poor condition with low usage.

Continue to record and collect information about usage and cleaning performance using counters or other methods.

Review and update current cleaning and maintenance schedules commensurate to levels of usage and peak demand.

Update Council's audit data to include information about other Council owned and managed toilets not currently captured.

Investigate the viability of a municipal wide app that allows individual users to report maintenance issues directly to Council through their smart phone.

Continue to monitor and provide management practices at known hotspot locations to minimize anti-social behaviour.

Identify locations for late night or 24 hour toilets in larger commercial centres. These locations/facilities may replace existing, older facilities.

Implement auto-timer or otherwise self-locking doors at public toilet facilities that are not open 24 hours.

Consider the purchase of a Marveloo facility for hire at larger events.





CONCLUSION



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## 8.0 Conclusion

### 8.1 Overview

The strategic and operational recommendations of this Strategy have been translated into an **Action Plan**, categorised by theme and each assigned an indicative timing.

The **Action Plan** sets out a comprehensive list of physical and operational actions for public toilets in Greater Dandenong. The time line provided is indicative and Council should determine the most appropriate phasing and timing of implementation in accordance with budget and expenditure. Prioritisation of actions are categorised as:

<b>T1</b>	1-3 years
<b>T2</b>	3-5 years
<b>T3*</b>	5-10 years

\* T3 – delivery is dependent on population growth and community demand

The relative priority of toilet upgrades and actions was determined according to the following criteria:

- Providing new toilets in locations to address gaps in the network.
- Upgrading/replacing toilets in higher demand locations (major activity centres; regional parks; major tourist destinations)
- Upgrading/replacing toilets in other locations, based on the condition of facilities, particularly DDA compliance.
- Decommissioning toilets in over-serviced areas, taking into consideration upgrades and new toilets in proximity to the facility.

It is recommended that the Action Plan is reviewed after 5 years in order to assess the future priorities, community need and demand.

## 8.2 Action Plan

Action	Timing
<b>Condition</b>	
Replace older facilities reaching the end of their structural lifespan, including:	
<ul style="list-style-type: none"> <li>Warner Reserve</li> <li>Tirhatuan Reserve</li> <li>Ross Reserve</li> <li>Racecourse Road Reserve</li> <li>Rowley Allan Reserve</li> </ul>	T2 / T3
Favour the removal or replacement of older facilities which are also not DDA compliant	Ongoing
Ensure new facilities are designed to be DDA compliant	Ongoing
<b>Distribution</b>	
Formalise any existing co-located facility, or provide a new public toilet facility at:	
<ul style="list-style-type: none"> <li>Norman Luth Reserve</li> <li>Barry J Powell Reserve</li> <li>Coomoora Reserve</li> <li>Thomas P Carroll Reserve</li> </ul>	T2 / T3
Provide new public toilet facilities at:	
<ul style="list-style-type: none"> <li>Amersham Reserve</li> <li>Yarraman Shopping Centre</li> <li>Landford Reserve</li> <li>Blackman Street Reserve</li> <li>Aberdeen Reserve</li> <li>Rawden Hill Reserve</li> <li>Follingham Reserve</li> <li>J C Mills Reserve</li> <li>Dandenong Creek Trail (David Street, Morwell Street)</li> <li>George Andrews Reserve</li> <li>National Drive Reserve</li> <li>Norine Cox Reserve</li> <li>Pencil Park</li> <li>Westwood Boulevard Reserve</li> <li>Chandler Road Reserve</li> <li>Copas Park</li> </ul>	Ongoing
Consider relocating the Spring Valley Reserve public toilet to a more central location, so that the walkable catchment services a larger proportion of the park.	T2 / T3
Consider providing new public toilets in other locations using the Assessment Framework.	Ongoing
<b>Design</b>	
Provide split gender toilets at a 2:1 female-to-male ratio.	Ongoing
Refer to the Service Provision Hierarchy when determining the typology of new public toilets.	Ongoing
When appropriate, undertake consultation and engagement with the local community prior to the development and installation of a new public toilet.	Ongoing
Standardise the provision of fixtures and fittings in accordance with the service provision to ensure consistency across the network.	T1 / T2

Action	Timing
Incorporate additional features in site specific locations as appropriate to the site.	Ongoing
Apply the design and siting principles as relevant to the upgrade of existing facilities and the installation of new toilets.	Ongoing
<b>Accessibility</b>	
Apply the principles of universal design to all toilet upgrades and new installations.	Ongoing
Consider provision of unisex facilities where possible to accommodate diverse user groups.	Ongoing
Prioritise the upgrading of toilets in key locations to include family friendly facilities.	T1/ T2
Ensure accessible public toilets are included in pavilion and building upgrades.	Ongoing
Raise community awareness of, and advocate for State Government funding for, a Changing Places facility in Greater Dandenong via the all abilities playground project and the Public Toilet Strategy.	T1
Develop a municipal signage/wayfinding strategy to improve the accessibility and standard of signage on Council owned assets, including public toilets.	T2
Update information annually about Council owned and managed toilets on the National Public Toilet Map within Greater Dandenong.	T1
Provide a detailed list of information on Council's website of public toilet facilities available within the municipality.	T1
Investigate the viability of a community toilet scheme through a trial in a local community.	T2
<b>Management</b>	
Incorporate CPTED principles into all decision and assessment processes when refurbishing or replacing existing toilets, and providing new facilities.	Ongoing
Assess the safety and structural condition of all toilet facilities through a Council audit process every five years.	Ongoing
Record all reports and instances of anti-social behaviour and reactive maintenance and monitor over time to identify key hot spots.	Ongoing
Remove surplus toilets in poor condition with low usage.	T2
Continue to record and collect information about usage and cleaning performance using counters or other methods.	Ongoing
Review and update current cleaning and maintenance schedules commensurate to levels of usage and peak demand.	T1/ T2
Update Council's audit data to include information about other Council owned and managed toilets not currently captured.	T1/ T2
Investigate the viability of a municipal wide app that allows individual users to report maintenance issues directly to Council through their smart phone.	T1
Continue to monitor and provide management practices at known hotspot locations to minimize anti-social behaviour.	Ongoing
Identify locations for late night or 24 hour toilets in larger commercial centres. These locations/facilities may replace existing, older facilities.	T2
Implement auto-timer or otherwise self-locking doors at public toilet facilities that are not open 24 hours.	T1/ T2
Consider the purchase of a Marveloo facility for hire at larger events.	T1

**9.0**

A large teal diamond is positioned in the upper left quadrant. Below it, three downward-pointing teal triangles are arranged vertically, centered horizontally. The top triangle is the largest, the middle is medium, and the bottom is the smallest.

PUBLIC  
TOILET  
TOOLKIT

## 9.0 Public Toilet Toolkit

### 9.1 How to use the Toolkit

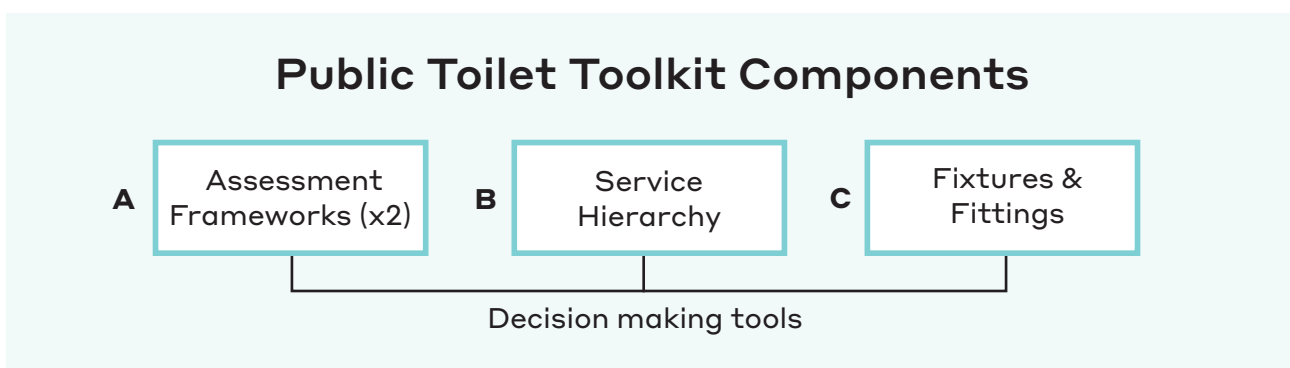
The Public Toilet Toolkit has been developed to assist Council in determining future priorities. It is to be reviewed in conjunction with the Action Plan to guide future decision making processes around the need for upgrading, removing or installing new public toilets.

Two **Assessment Frameworks** have been developed to assist Council in determining future upgrades to public toilets (or installation of new toilet) should a request arise outside the capital works plan. The Assessment Frameworks should be reviewed in conjunction with the overall vision, objectives and principles outlined in this Strategy and used in the following instances:

- Existing Facilities: To be considered for upgrade or removal of a public toilet as part of a planning process (e.g. Recreation Reserve Master Plan)
- New Facilities: Where there is a significant number of community requests for a new public toilet in a location outside of the Capital Works Plan.

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

A standard suite of **Fixtures & Fittings** has been developed to guide the internal and external configuration of new and upgraded public toilet facilities. In addition to the standard suite, a number of site-specific features have been listed. These features should be installed in premium public toilets, or in locations where there is a demonstrated community need. The suite should be used as a guide only.



## 9.2

### A.

## Assessment Frameworks

### Assessment Framework 1: Existing Facilities

#### Is there a demonstrated community demand or volume of requests for this facility to be replaced or refurbished?

##### Resources:

- Evidence from the community or Council audits/records that the existing facility is not adequately functioning
- Maintenance requests from community
- Community surveys
- Public Space Strategy
- Local masterplans or structure plans
- Increase in area usage (based on evidence from audits, place-based reports)

#### Is the existing public toilet in poor condition?

##### Considerations:

- Presence of vandalism or graffiti
- Facilities are unhygienic and difficult to maintain/clean
- Obvious signs of wear on the existing facilities within the toilet
- Features within the toilet are broken or do not work
- Issues with odour or presence of vermin
- Environment/facilities are unsafe or dangerous
- Negative perceptions of safety or presence of anti-social behaviour

##### Resources:

- Public toilet audit data
- Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors

#### Does the existing toilet have a low level of usage?

##### Considerations:

- Location and siting
- Opening hours and availability

##### Resources:

- Counters
- Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors
- Maintenance costs
- Water usage, levels of toilet paper, soap consumed weekly, monthly or annually

#### Does the toilet not have appropriate fixtures or fittings?

##### Considerations:

- DDA Compliance
- Universal access
- Site specific features

##### Resources:

- Service Provision Hierarchy and Fixtures and Fittings
- List of Fixtures and Fittings

## Assessment Framework 2: New Facilities

### Is there a existing public or planned toilet nearby?

#### Considerations:

- Toilets within 400m of the proposed location
- One or more private or community hosted toilets that are accessible within 400m available ? (e.g. libraries, community centres, indoor sport and recreation centres)
- Privately operated public toilets within close proximity to the proposed location? (E.g. Shopping Plaza)

#### Resources:

- GIS database mapping
- National Toilet Map
- Activity Centre strategies
- Neighbourhood Centre Planning Framework 2016
- Local master plans or structure plans
- Public Toilet Capital Works Plan
- Asset Management Strategy 2015-2022

### Is there a high movement of pedestrian, cycling or other active transport modes and the proposed location in an area with a growing catchment?

#### Considerations:

- Activity generators and diversity of land uses
- Transport and connectivity

#### Resources:

- ABS Population projections
- Surrounding mixture of land uses
- Open Space Strategy 2019
- Activate: Sport and Recreation Strategy 2014-19
- Playground Strategy 2013 - 2023
- Local masterplans or structure plans

### Will the new toilet enhance community safety, health and wellbeing?

#### Considerations:

- Contribution to the existing public toilet network
- Social indicators
- Needs of different user groups

#### Resources:

- Council Plan 2017-21
- Community Plan 2010: "Imagine 2030"
- Community Wellbeing Plan 2017-21
- Disability Action Plan 2017-23
- Sustainability Strategy 2016-2030
- Placemaking Framework 2016

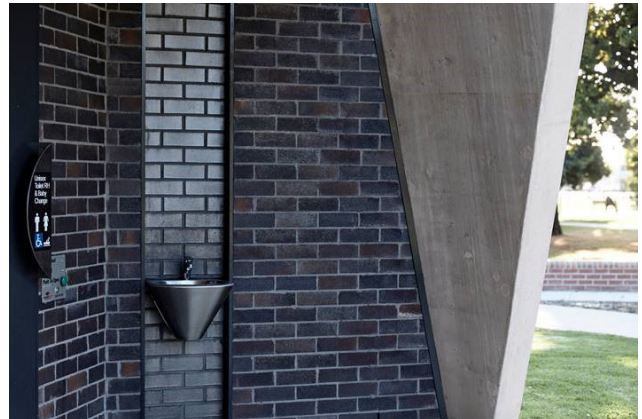


## 9.3

## B. Service Hierarchy

Level of service	Ideal Configuration / Typology	Min. Cubicles	Example Locations	Opening Hours	Min. Cleaning Frequency
<b>Basic</b>	Individual cubicles comprising: <ul style="list-style-type: none"> <li>One unisex disabled cubicle</li> <li>One unisex cubicle</li> </ul>	2-3	Medium Local Shopping Areas Neighbourhood and Local Parks and Reserves (Sports and Passive)	Dawn to dusk	x 1 per day
<b>Standard</b>	Individual cubicles comprising at least: <ul style="list-style-type: none"> <li>One unisex disabled cubicle</li> <li>One male cubicle and two female cubicles (or two unisex cubicles)</li> </ul>	3-4	Large Local Shopping Areas District Parks and Reserves (Sports and Passive)	Dawn to dusk	x 1 per day
<b>Premium</b>	Individual cubicles comprising: <ul style="list-style-type: none"> <li>One unisex disabled toilet</li> <li>One unisex/ambulant/family friendly toilet</li> <li>At least one male cubicle and two female cubicles (or two unisex cubicles)</li> </ul> <b>OR</b> Toilet block comprising: <ul style="list-style-type: none"> <li>One unisex disabled toilet</li> <li>Split Gender, including male urinals</li> </ul>	4+	Major Activity Centres Regional Parks and Reserves (Sports and Passive)	Dawn to dusk <b>OR</b> 24 hours	x 2 - x 3 per day depending on usage and season
<b>Iconic</b>	Incorporate architectural or artistic design elements. Individual cubicles comprising at least: <ul style="list-style-type: none"> <li>One - two unisex disabled toilets</li> </ul> <b>OR</b> <ul style="list-style-type: none"> <li>One - two unisex / ambulant / family friendly toilets; and</li> <li>At least two male and four female cubicles (or four unisex cubicles)</li> </ul>	5-8+	At least one (1) facility in prominent locations that serve as high use, regional tourist destinations, such as: <ul style="list-style-type: none"> <li>Major Activity Centres</li> <li>Regional Parks and Reserves</li> </ul>	Dawn to dusk <b>OR</b> 24 hours	x 2 - x 3 per day depending on usage and season

## B. Service Hierarchy: Example Toilet Typologies



### 1 Example of Iconic Toilets: Dandenong Park, Dandenong



**Examples of Premium Toilets:**

- 2. Douglas Street Civic Space, Noble Park
- 3. Springvale Reserve, Springvale







**Examples of Standard Toilets:**

- 4. Wachter Reserve, Keysborough
- 5. Hemmings Park, Dandenong
- 6. Edinburgh Reserve, Springvale



**Examples of Basic Toilets:**

- 7. Lois Twohig Reserve, Dandenong North
- 8. Logis Boulevard Reserve, Dandenong South
- 9. Roth Hetherington Reserve, Keysborough

## 9.4

## C. Fixtures & Fittings

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

### Notes

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





1



2



3



4

**Examples of Standard Fitting & Fixtures:**

- 1. Vandal proof soap dispenser
- 2. At grade pathway access
- 3. Appropriate wayfinding
- 4. Stainless steel basin



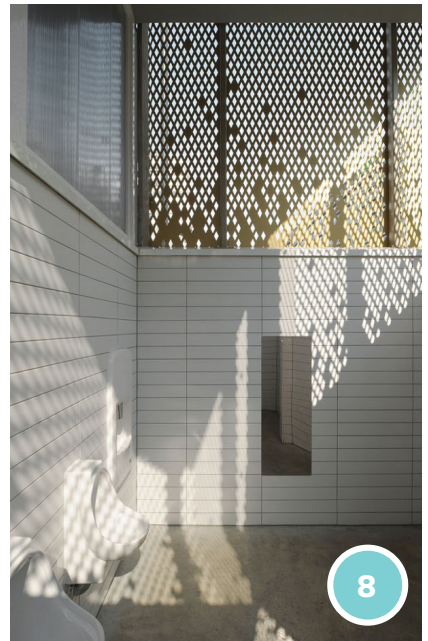
5



6



7



8

**Examples of Customised Fitting & Fixtures:**

- 5. Communal hand wash basins
- 6. Vandal proof electric hand dryer
- 7. Syringe disposal
- 8. Urinals with mirror





# APPENDICES

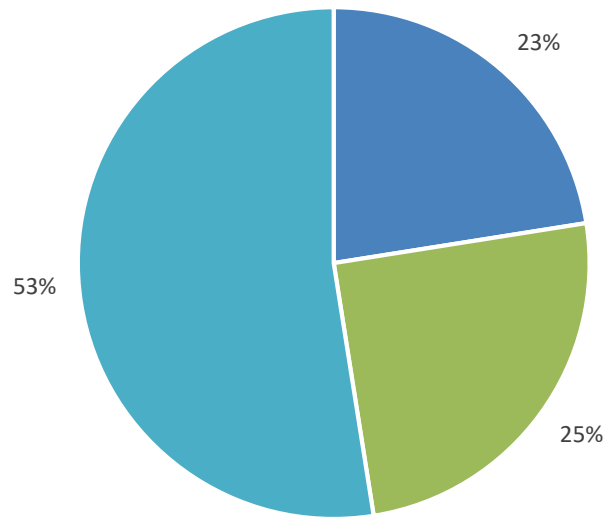


## Appendix A. Condition of Existing Toilets

Map Ref #	Facility	Overall Condition	Overall Facilities	DDA Compliance	Remaining Lifespan
1	Warner Reserve Toilet Block (West)	Very Good Condition	Very Good Condition		11-20
2	Springvale Reserve Toilet Block	Very Good Condition		Yes	20+
3	Edinburgh Reserve Toilet Block	Very Good Condition		Yes	20+
4	Springvale Community Aid and Advisory Bureau Toilet Block - Exeloo	Good Condition	Very Poor		20+
5	Springvale Community Precinct	Very Good Condition	Very Good		20+
6	Balmoral Avenue Car Park	Good Condition	Good		11-20
7	Cooinda Centre Toilet Springvale South Reserve	Moderate Condition	Very Poor		11-20
8	Spring Valley Reserve Toilet Block	Very Good Condition			20+
9	Burden Park Reserve Toilet Block	Very Good Condition		Yes	20+
10	Oakwood Park Public Toilet (Exeloo)	Very Good Condition	Very Poor		20+
11	G J Duggan Reserve Toilet Block	Good Condition			20+
12	Racecourse Road Reserve Toilet Block Lions Park Reserve	Moderate Condition	Very Poor		11-20
13	Ross Reserve Skate Park Toilet	Very Good Condition	Very Good		20+
14	Ross Reserve Toilet Block (Athletics)	Moderate Condition	Very Poor		11-20
15	Douglas Street Toilet Block	Good Condition			20+
16	Parkfield Reserve Toilet Block	Good Condition	Very Poor		11-20
17	Noble Park Reserve Toilet Block	Very Good Condition			11-20
18	Tirhatuan Reserve Toilet Block	Moderate Condition	Very Poor		11-20
19	Dandenong Wetlands Toilet - Exeloo	Very Good Condition	Very Poor		20+
20	Menzies Avenue Reserve Toilet Block	Very Good Condition		Yes	20+
21	Lois Twohig Reserve Toilet Block	Very Good Condition		Yes	20+
22	Greaves Reserve Toilet Block No1	Moderate Condition	Very Poor		20+
23	Greaves Reserve Toilet Block No2	Moderate Condition	Very Poor		20+
24	Keshava Reserve Toilet Block	Good Condition			20+
25	Hemmings Street Toilet Block - Exeloo	Good Condition	Very Poor		20+
26	Red Gum Rest Toilet - Exeloo	Good Condition	Very Poor		20+
27	Dandenong Park Toilet Block	Very Good Condition	Very Poor		20+
28	Hemmings Park Public Toilet	Very Good Condition	Very Good	Yes	20+
29	Thomas Street Car Park (Collocated carpark)	Very Good Condition	Very Good		20+
30	Logis Boulevard Reserve Toilet Block	Very Good Condition		Yes	20+
31	The Rowley Allan Reserve (Keysborough Reserve) Toilet Block	Moderate Condition	Very Poor		11-20
32	Keysborough Community Park Toilet Block	Moderate Condition	Very Poor		20+

Map Ref #	Facility	Overall Condition	Overall Facilities	DDA Compliance	Remaining Lifespan
33	Tatterson Park Toilet Block - Exeloo	Moderate Condition	Very Poor		20+
34	Frederick Wachter Reserve Toilet Block - North	Very Good Condition		Yes	20+
35	Frederick Wachter Reserve Toilet - Exeloo	Good Condition	Poor		20+
36	Somerfield Drive North Toilet Block	Very Good Condition			20+
37	Roth Hetherington Reserve Toilet Block	Very Good Condition			20+
38	Dandenong Market	Very Good Condition	Very Good	Yes	20+
39	Palm Plaza Mall	Good Condition	Good	Yes	11-20
40	Dandenong Civic Centre	Very Good Condition	Very good	Yes	20+

## Condition Rating of Public Toilet Facilities (Overall)



■ Moderate

■ Good

■ Very Good