

ATTACHMENT TO AGENDA ITEM

Ordinary Meeting

17 December 2019

Agenda Item 8.1 Public Toilet Policy and Draft Strategy

Attachment 1 Public Toilet Management Policy 2019 94

Attachment 2 Draft - Public Toilet Strategy 2019 - Public Consultation 100

GREATER SHEPPARTON CITY COUNCIL

Policy Number 16.POL1

PUBLIC TOILET POLICY

Version 1.0

Adopted 26 November 2013

Last Reviewed 26 November 2013

Department:	Parks, Sport and Recreation
Responsible Officer:	Manager Parks, Sport and Recreation
Approved By:	Chief Executive Officer
Next Review:	26 November 2016

PURPOSE

Public toilets play a critical role in the cultural, economic and environmental development of a region. They are proven to improve local amenity and increase participation in social, recreational and commercial activity. They also play a significant role in increasing the quality of life for many people.

OBJECTIVE

The objective of this policy is to formalise the Greater Shepparton City Council's commitment to the provision of quality, universally accessible and appropriately located public toilet amenities to meet community needs. This policy will guide the provision and management of public toilets with respect to:

- Siting and Distribution
- Accessibility
- Quality and Service Levels
- Public Safety
- Service Communication

SCOPE

This policy applies to all public toilets within the municipality that are owned and managed by Council. The Policy excludes toilets within leased areas and those in permanent staffed Council buildings, community centres and local commercial centres.

DEFINITIONS

Reference term	Definition

General Public Toilet	High quality public toilets for people of all abilities, genres and the LGBTIQ+ community. Adult and baby change facilities, as well as areas for baby feeding may be provided, where significant demand is demonstrated. Generally the service is available on a 24 hour basis. Typical locations are district parks, town entries, and small town central business districts.
Restricted Public Toilet	High quality public toilets for people of all abilities, genres and the LGBTIQ+ community. Adult and baby change facilities, as well as areas for baby feeding are unlikely to be provided, however may be considered in some locations, where significant demand is demonstrated.

	Access is based on formal and scheduled activity by hire groups and during the hire period access is regulated by the hiring group. Typical locations include most sporting facilities and recreation reserves.
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POLICY

The general principles for the location of public toilets are;

1. Siting and Distribution

- a) Locations that are associated with and support high levels of community and social interaction and activity (central business districts, regional and district parks and recreation and sporting reserves).
- b) All large towns should have at least 1 General Public Toilet or Precinct Public Toilet. Large towns include: Mooroopna, Tatura, Merrigum, Murchison, Toolamba, Undera and Dookie.
- c) Aligned with existing and planned commercial and private developments that include public access to toilet and change room facilities.
- d) The Council will work collaboratively with developers and the general public in order to maximize the distribution and availability of both Council and privately provided public toilet and change facilities in commercial business districts and at community facilities that have high levels of community interaction and activity.
- e) At wayside stops only when adjacent to a community facility with reasonable levels of community use (for example a district park at a town entry)
- f) Public toilet facilities will not be provided at drainage reserves, community parks or small open spaces or within close proximity to residential properties.
- g) No public toilets will be provided to service shared pathways unless there is an adjacent community facility that has high levels of community interaction and activity.
- h) The existing and proposed future siting, type and distribution of public toilets shall be documented and described within the Greater Shepparton Public Toilet Strategy

2. Accessibility

- a) Universal design principles should be applied, as far as practical. This includes upgrades to existing facilities and new facilities.
- b) Facilities must be usable and universally accessible to people of all abilities, genres and the LGBTIQ+ community
- c) Facilities should accommodate a wide range of individual preferences and abilities
- d) Facilities should be easy to access and use, regardless of the user's experience, knowledge or language skills.
- e) Facilities must communicate necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities
- f) Facilities should provide appropriate size and space for approach, reach, manipulation, and use, regardless of a user's body size, posture or mobility.
- g) All new facilities should meet the requirements of the Federal Disability Discrimination Act and Australian Standard AS 1428.1 (Design for Access and Mobility). Existing facilities should be progressively modified, renewed and replaced to meet these standards.

3. Quality and Service Levels

- a) All facilities shall be maintained at a high level of hygiene and cleanliness.
- b) Cleaning frequency will be based upon the level of use and volumes of activity associated with each facility.
- c) Restricted Public Toilets will be accessed by user groups through a formal booking arrangement. User groups will be responsible for the availability of access during the hire period. The user will monitor the cleanliness of the facility, replenish supplies and clean following use.
- d) The frequency of cleaning and levels of service response for all existing public toilets shall be fully documented within the Greater Shepparton Public Toilet Strategy

4. Public Safety

- a) Provision of new public toilets should incorporate Crime Prevention through Environmental Design (CPTED) principles which increase visibility, encourage passive surveillance, provide predictable routes and entrapment locations.
- b) CPTED principles will also be applied, where possible, to existing public toilet facility refurbishments such as the removal of alcove walls.
- c) Maximum use of natural light and if used after sunset, good artificial light in and around the facility
- d) Entrances should face towards areas of maximum pedestrian activity

5. Service Communication

- a) The time and date of the last cleaning of each public toilet and contact details to report poor conditions or damage will be displayed prominently at each venue.
- b) Directional signage will be available throughout central business districts and towns to provide clear indication of amenity locations.
- c) Directional signage which is clear, uniform and universally accessible will be provided no less than 100 meters from each public toilet facility.

RELATED POLICIES AND DIRECTIVES

RELATED LEGISLATION

- Australian Standard AS 1428.1 (Design for Access, the Mobility)
- Federal Disability Discrimination Act
- Disability (Access to Premises - buildings) Standards 2010 (the Premises Standards).

REVIEW

The Council's Public Toilet Management is to be reviewed every three (3) years by the Council's Manager Parks, Sport and Recreation.

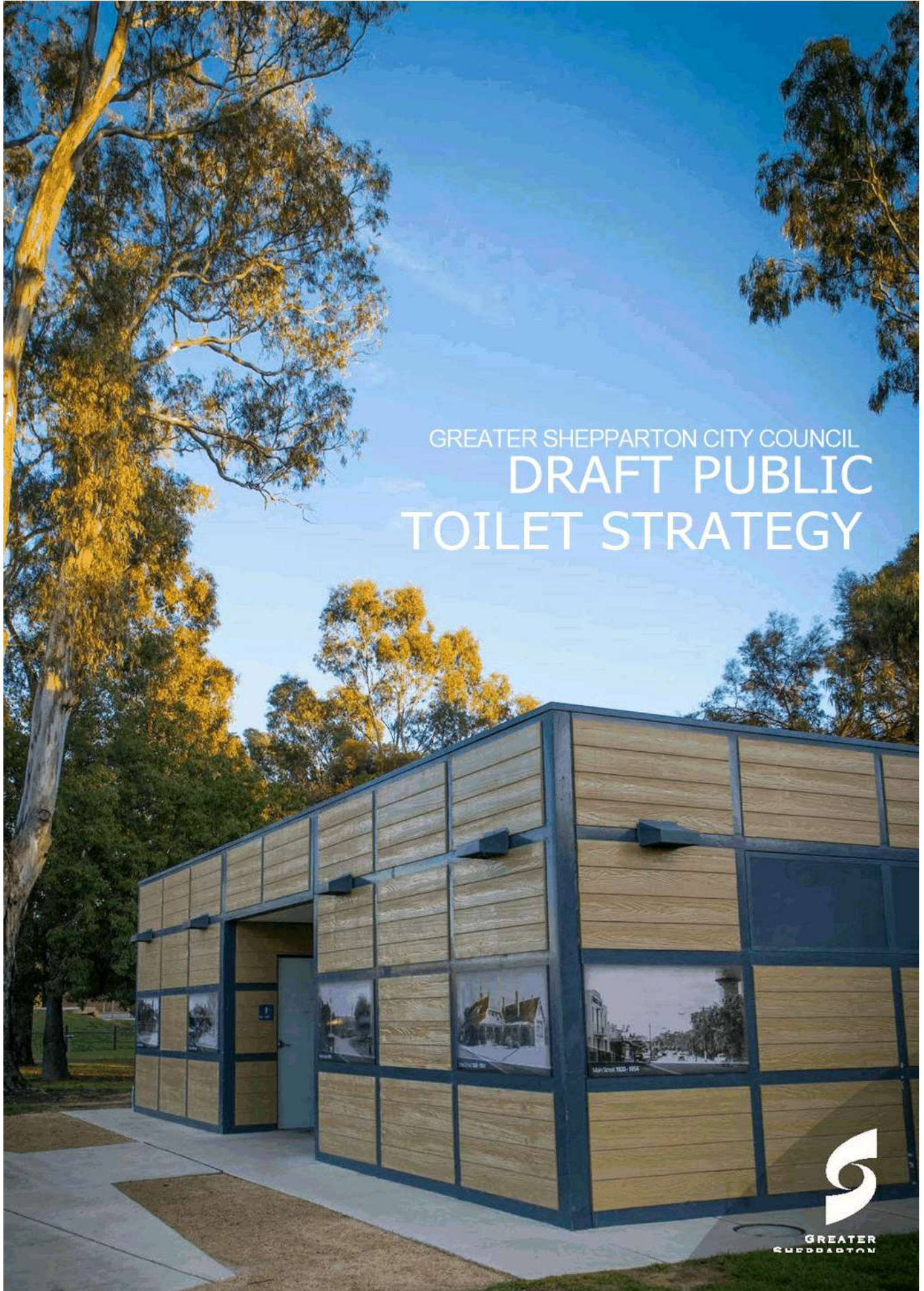
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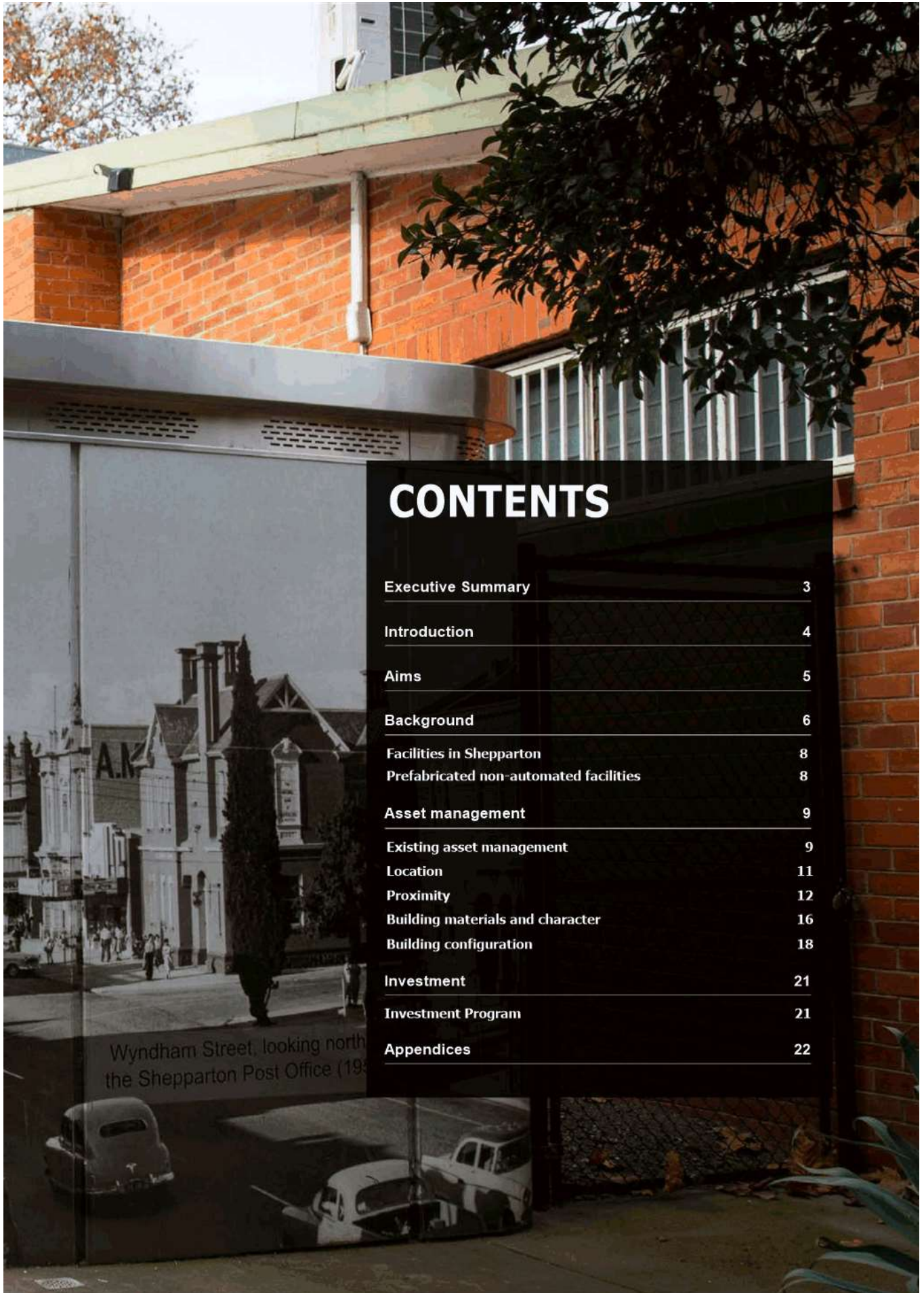
Chief Executive Officer

ATTACHMENTS

Nil.







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Wyndham Street, looking north
the Shepparton Post Office (1930s)



2 Greater Shepparton City Council Public Toilet Strategy

EXECUTIVE SUMMARY

Intent

This strategic report provides an overview of public toilet facilities in the Shepparton region. It has been developed to guide the provision of universally accessible public toilet facilities and associated infrastructure for the next ten years.

Design guidelines/Principles

Guidelines/Principles for the future provision of public toilets have been provided. These accord with relevant standards for safety, accessibility and environmentally sustainable design.

Recommendations

A proposed capital works plan is included to assist in the delivery of Capital works.

Accessible public toilet

An accessible toilet is designed to accommodate the needs of people with disabilities such as those with vision impairment and people using mobility aids. It is also designed to meet the needs of carers. It may not meet the needs of all persons, however.

Ambulant public toilet

Ambulant toilets are designed for people who have limited mobility and people who may require handrails and more space or room for a carer. It may not meet the needs of all persons, however.

Changing Places

Changing places is a consortium which campaign for the provision of facilities for people who require a change table and/or hoist facilities. They encourage the provision of equipment to enable carers to meet hygiene requirements for people with disabilities in a dignified manner. Changing Places toilets are designed specifically for people with disabilities who cannot use standard accessible or ambulant public toilets.

Crime Prevention through Environmental Design (CPTED)

CPTED is a strategy that focuses on reducing opportunities for crime through the planning and design of buildings and public areas.

Universal Design / Universal Access

Universal designs aim to provide universal access to public places. It focuses on creating products, environments, and services which are easier for all people to use, regardless of their abilities, age, genre or current state of health.

Environmentally Sustainable Development (ESD)

ESD is a socially and ecologically responsible approach to design which considers the human and environmental impacts of building both now and the future. It aims to design buildings and places in a way which ensures that there is no negative impact in the environment.



INTRODUCTION

Public toilets play a critical role in urban design and town planning. As outlined in GSCCs Municipal Public Health Plan, physical infrastructure, including public toilets “is critical to the connectedness of a community”. Public toilets are more than just a piece of utilitarian infrastructure. They are proven to improve local amenity and increase participation in social, recreational and commercial activity. Their availability enables many people to have a more active, social and rewarding life.

Public toilets are particularly important for children, women, older people, people with disabilities and people experiencing homelessness. People living in regional communities travel extensively and providing public toilets that meet their needs is crucial to helping support them in their in daily activities.

Good quality, appropriately located public toilets are also proven to “help encourage use of an area” (Beeton, S. 1998). This is true for both local residents and tourists. People plan their routes around facilities such as play grounds and toilets and towns in the Shepparton region will benefit greatly from having high quality toilets available to travellers.

In the past, toilets were designed to be out of public view. It is now recognised that these facilities should be located where they can easily be seen and accessed.

Gender neutral/unisex toilets are implemented to ensure the safety of public toilet users who identify as transgender, intersex, and/or gender diverse. For some individuals, using unisex toilets is often a safer alternative to using gendered facilities.



AIMS

Much is asked of GSCC's resources. Like most regional Councils, meeting community expectations within the available Council resources is a challenge. GSCC have consistently demonstrated that they are highly responsive to meeting the needs of their community.

There is an increasing need for public toilets in the Shepparton region. This report will focus on appropriate, achievable and cost effective ways in which Shepparton's public toilet facilities can be greatly improved. The specific aims of this report are summarised below.

Location:

To provide a network of public toilet facilities and ensure placement best meets community needs.

Safety:

Apply Crime Prevention through Environmental Design (CPTED) principles to ensure public toilet facilities provide a safe environment for users and that opportunities for crime are minimised.

Universal access:

To ensure public toilet facilities are usable and accessible to the majority of people regardless of their abilities and genres.

Quality:

To ensure all public toilet facilities are of a suitable quality that meets the needs of the community.

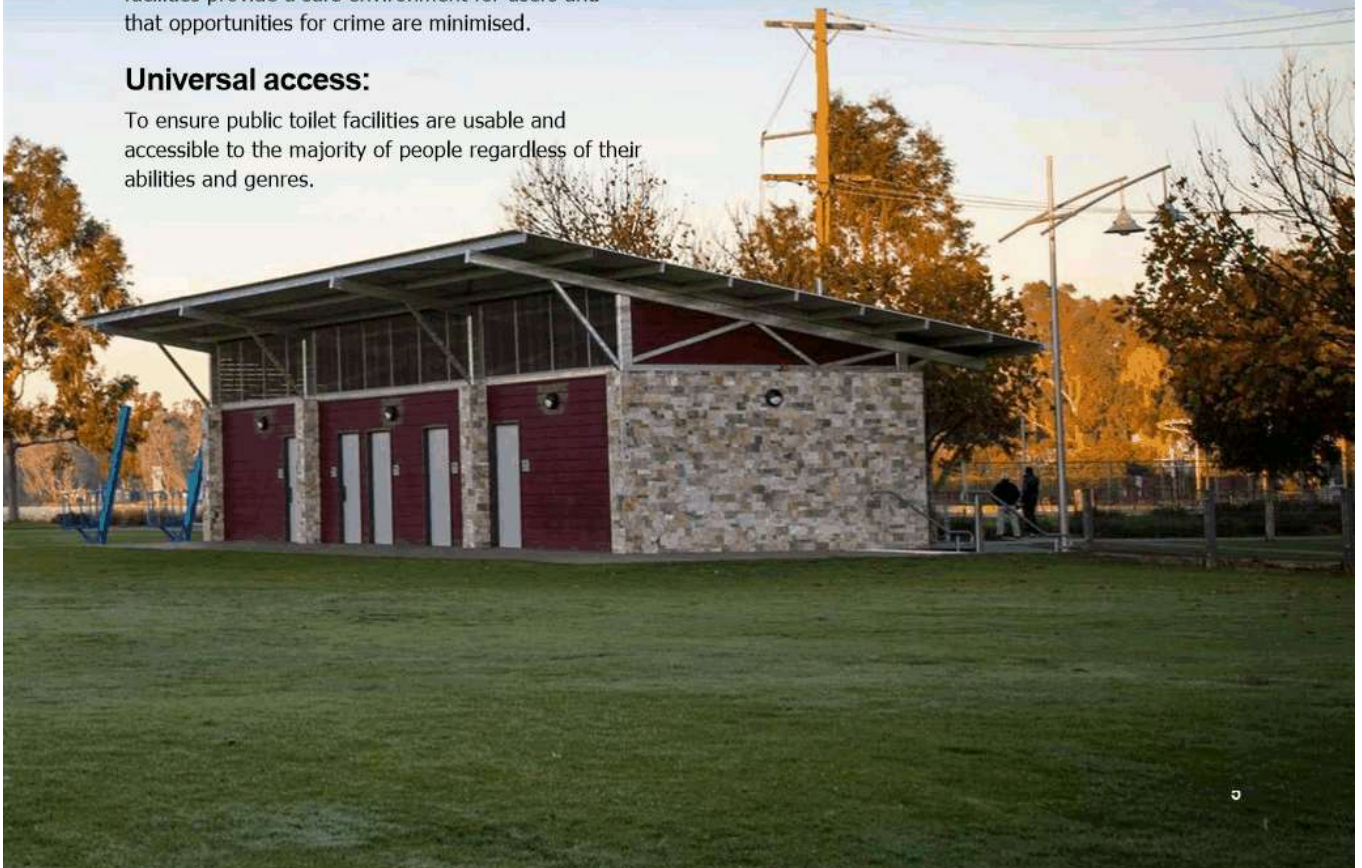
Cleaning and maintenance:

To ensure maintenance and cleaning regimes are appropriate and can be supported by GSCC.

Environmental sustainability:

To make public toilet facilities in the region more environmentally sustainable.

With the support of GSCC and the community, we believe that Shepparton can have public toilet facilities that not only meet the needs of the local population and visitors, but that will also generate activity and interest, facilitate social inclusion and draw people to designated areas. This review will outline how this can be achieved



BACKGROUND

Facilities in Shepparton

Below is a list of the public toilet facilities that GSCC currently maintain.

FACILITY	TYPE	TOWN	OPENING/ CLOSING TIMES
A.F.Larsen Reserve	Unisex	Tallygaroopna	24 Hour
Arcadia	Prefabricated	Arcadia	24 Hour
Colaura Gardens	Unisex	Toolamba	24 Hour
Kialla Park Recreation Reserve	Traditional	Kialla	Sports/Event Use Only
All Abilities Playground	Unisex	Shepparton	8am to 8pm
Mactier Gardens	Unisex	Tatura	24 Hour
Congupna Recreation Reserve x 2	Prefabricated and Traditional	Congupna	24 Hour
Central Park Recreation Reserve	Traditional	Shepparton East	Sports/Events Use Only
Cussen Park - Tatura	Unisex	Tatura	24 Hour
Dookie CWA Gardens	Traditional	Dookie	24 Hour
Ducat Reserve	Traditional	Shepparton	24 Hour
Ferrari Park	Unisex	Mooroopna	24 Hour
Fraser Park	Unisex	Shepparton	8am to 8pm
Harry Bird Park	Traditional	Shepparton	24 Hour
Jaycee Park	Traditional	Murchison	24 Hour
Deakin Reserve x 2	Traditional	Shepparton	Sports/Event Use Only
John McEwen Reserve x 4	Traditional and Unisex	Shepparton	Sports/Event Use Only
John Pick Playground	Unisex	Shepparton	8am to 8pm
Katandra West Recreation Reserve	Traditional	Katandra west	24 Hour
Kidstown	Unisex	Mooroopna	24 Hour
Judd Park	Prefabricated	Merrigum	24 Hour
Princess Park x 2	Traditional	Shepparton	Sports/Event Use Only
Queens Gardens Exeloo	Fully automated	Shepparton	24 Hour
Riverbank Gardens	Traditional	Murchison	24 Hour
Shepparton Showgrounds x 2	Prefabricated and Traditional	Shepparton	Sports/Event Use Only
Stuart Mock Place	Traditional	Tatura	24 Hour
Tatura Showgrounds	Traditional	Tatura	24 Hour
Undera Road	Traditional	Undera	24 Hour
Water Tower Gardens	Traditional	Mooroopna	24 Hour
Monash Park	Unisex	Shepparton	8am to 8pm
Vaughan/Maude street Bus interchange	Unisex	Shepparton	8am to 8pm

*Opening times can be adjusted based on levels of use, Community Events and increased vandalism

Scope

The scope of this strategy includes the 38 external public toilet facilities owned by GSCC. 27 of these facilities are public use and are cleaned and managed by GSCC. The only exceptions are a number of the sports facilities which are cleaned by the sports groups using them. GSCC is responsible for the building maintenance of all facilities.

Public toilet facilities included in this plan have been divided into the following categories. A description of these categories is provided on the following pages.

- Traditional facilities
- Sports use and events facilities
- Unisex single and multiple cubicle facilities
- Prefabricated facilities
- Fully automated facilities

Traditional facilities

These conventional style toilets are typically older in style and constructed from solid brick and concrete. They have separate areas for each gender. They have separate access points and in some cases, complex internal layouts with partition walls. Designated female areas typically have washbasins, cubicles and occasionally a baby change table while male areas generally do not have baby change facilities but do have urinals. They generally have numerous cubicles to cater for multiple users. Accessible cubicles are usually provided within the separate male and female areas and none comply with current DDA standards. These facilities are generally only open during daylight hours with the exception of a few which are open 24 hours.

Sports use / events facilities

Some of these facilities are only available during sporting events while others are available during daylight hours. For those which are locked, keys are made available to sporting groups as required. Some of these buildings are stand alone and whilst others are attached to other sports use buildings. The layout of these buildings is typically similar to the traditional facilities with separate areas for each gender.

Unisex, multiple and single cubicle facilities

This building is constructed from glazed, solid brick. This public toilet facility can have single and multiple unisex cubicles joined together and is not fully automated. The cubicles open directly outside.



Facilities in Shepparton

Prefabricated non-automated facilities

There are four of these public toilet facilities in the region. Three are single unisex cubicle and the other has multiple male and female cubicles. They do not have automatic doors, but do have features such as baby change tables and electric hand driers. The cubicles open directly outside.

Fully automated facilities

There is only one fully automated public toilet facility in the Shepparton Region. It is located in Queens Gardens opposite the GSCC offices. This facility has three unisex toilets, all with fully automated door opening and locking. A timer automatically opens the door after a period of 10 minutes. Toilet flushing, hand dryers, soap and paper dispensing are also fully automated. The toilet also has a self-cleaning function and is fitted with a baby change table.

Recent works

In the 6 years since the 2013 Toilet Review GSCC has installed new and upgraded facilities at a variety of locations. Upgrades and new facilities were built at Ferrari Park (2014), Toolamba (Colaura Gardens) (2014), Deakin Reserve (2014), Mactier Gardens Tatura (2016), Congupna Recreation Reserve (2016), Monash Park – Senior Citizens (2018), Victoria Park Lake – John Pick (2019) and Maude/Vaughan Street Bus interchange. With upgrades and refurbishments to occur at Water Tower Gardens Mooroopna, Stuart Mock Tatura and in 2019/20 financial year.

These facilities have been well received and used by the community and visitors to the Greater Shepparton district. A schedule and expected expenditure of Capital is attached below in this toilet review



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OPERATIONS AND MAINTENANCE

Existing Maintenance

The majority of public toilets are maintained by GSCC staff. The cost of maintenance of existing public toilets varies greatly at each site dependent on aspects such as the building structure, age and location.

Vandalism of toilets is also a significant issue in the Shepparton region. High levels of vandalism and have increased the building maintenance required for most sites.

Cleaning

Public toilets in Shepparton CBD, Mooroopna and Tatura are typically cleaned daily by GSCC staff. They are also cleaned on request if the need arises. Others, with the exception of the sports use facilities, are cleaned every other day, or once a week. Sports use facilities are generally cleaned by the sports groups using them after an event. The Exeloo is self-cleaning, but does require regular maintenance and daily cleaning to ensure everything is working effectively.

Opening hours

Public toilet opening hours vary greatly in the Shepparton region. Sports use toilets provide restricted access to sports groups during sporting events. The majority of facilities are open to the general public on a 24 hour basis, but some others are closed at night due to vandalism and anti-social behavior.

Crime Prevention through Environmental Design (CPTED)

To ensure the maximum safety of public toilet users, the location, design and management of toilets should be consistent with Crime Prevention through Environmental Design.

The principles focus on controlling the relationship between the physical environment and its users. CPTED is recognised in criminology and design fields as an effective method in reducing crime and the fear of crime in set locations. These principles provide guidance on the following.

Visibility - Public toilets should be highly visible from the surrounding area and not hidden from the public

Access - Entrances to public toilets should be clearly visible from the street and other public areas; and public toilets in or near playgrounds should be clearly visible from the playground. Access should not be obscured.

Light - Maximum use of natural light in the public toilets, and if used after sunset, good artificial light in and around the facility

Location and proximity to other buildings - Public toilets should be capable of natural surveillance from pedestrian activity and other building users. Other buildings or landscape features should not obscure the view of the public toilet.

Orientation - Entrances should face towards areas of maximum pedestrian activity

Landscaping - Should not obscure public toilet. Low planting is acceptable

Building materials and finishes - Should be light in colour and a type of material that discourages graffiti and which is easy to maintain and clean.

Building design and cubicle configuration - Design should be welcoming with cubicles having direct access to the public area, natural lighting to be maximised and light coloured surfaces

It is recommended that these principles be applied to all public toilets in the Shepparton region, both as a tool for ongoing assessment and also as a guide for all future works.

Universal Design Principles

Universal Design principles should be applied to the design of all future public toilet facilities. This includes modifications to existing facilities and new facilities. The principles, summarised below, state that public places such as public toilets must be usable and accessible to the majority of people of all abilities.

- **Principle 1-Equitable Use**

The design does not disadvantage or stigmatise any group of users

- **Principle 2-Flexibility in use**

The design accommodates a wide range of individual preferences and All Abilities

- **Principle 3-Simple and intuitive use**

Use of the design is easy to understand, regardless of the users experience, knowledge, language skills or current concentration level

- **Principle 4-Perceptible information**

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities

- **Principle 5-Tolerance of error**

The design minimises hazards and the adverse consequences of accidental or unintended actions.

- **Principle 6-Low physical effort**

The design can be used efficiently and comfortably with a minimum of fatigue

- **Principle 7-Size and space for approach and use**

Provide appropriate size and space for approach, reach, manipulation, and use, regardless of a user's body size, posture or mobility. All new public toilets should be designed to ensure that they also meet the requirements of the Australian Standard AS 1428.1 (Design for Access and Mobility) and the Federal Disability Discrimination Act.

Public toilet facilities should be designed and constructed in accordance with ESD (Environmentally Sustainable Design) principles. Achieving zero net environmental impact should be the aim for all future public toilet works. Where this is not possible, all options to minimise their environmental impact should be explored. It is recommended that all future public toilet works aim to incorporate the following considerations:

- Water and storm water
- Water efficient appliances and fixtures.
- Water reuse from sinks in toilets.
- Rainwater tanks for catchment / reuse, water efficient appliances / fixtures.
- Water efficient landscaping.
- Water Sensitive Urban Design (WSUD).
- Energy
- Good solar orientation.
- Energy efficient hot water systems
- Energy efficient lighting.
- Renewable energy systems.
- Energy efficient appliances.
- Materials
- Retention of existing structures where possible.
- Re-use of existing materials.
- Use of recycled and environmentally friendly materials.
- Waste Management Plans for demolition and construction phases.

Indoor Environment Quality

- Provision of direct access to natural daylight.
- Provision of direct access to natural ventilation.
- Selection of low VOC (Volatile organic compounds) materials.
- Innovation
- Inclusion of innovative sustainable design solutions.

Location Visibility

CPTED principles emphasise that public toilet buildings should be highly visible from surrounding activity areas and people passing by. They should not be hidden from public view. Landscape features and other buildings should not restrict views to the public toilet and external hiding places should be minimised. It is important that users feel safe when entering and using the facility and increasing visual access to the facility will help increase their perception of safety.

High visibility is also important to reduce confusion when trying to find the facility and to increase patronage. It is also recognised that there is often a sense of urgency when people need public toilet facilities. All facilities should therefore be highly visible from the designated areas of approach such as prominent signage must be provided.

Siting

Finding the appropriate site for a public toilet facility is crucial in maximising its use. This is important, as CPTED principles outline, the more a public toilet is used for the designated purpose, the safer people will feel using it.

To ensure maximum use of public toilets, it is recommended that they are only located where the following criteria can be met:

- They are as close as practicable to footpaths, streets and car parking.
- They are highly visible from all or most directions.
- They are opposite or adjacent to a building that provides an opportunity for casual Surveillance.
- They are near to regularly used activity areas such as BBQ areas or sports facilities.
- There are high levels of pedestrian traffic or in rural towns, there is a regular flow of vehicular traffic.

Also, where possible, public toilet facilities should not be located near items such as notice boards or public telephones which may legitimise loitering. Seats should not be located near facility entrances and if provided, there should be clear visibility around them and to facility entrances.

In high activity areas outside of the CBD, it is appropriate for toilet block facilities to be located further apart. It is recognised that people are likely to drive to these areas and participate in activities from a base point near that area.

The distance between toilet blocks at a regional scale is dependent on driving distance and proximity to destination points such as tourist attractions and other town centre's. There are no recommended guidelines for the suggested driving distance between public toilets, however, 15 minutes has been reported to be the maximum time in which a person with health problems or disabilities is able to wait to use a toilet. Therefore, it is recommended that toilets outside of the major CBD areas be located no further than 15 minutes driving distance apart.



Proximity

Access and orientation

CPTED principles state that the entrance to all public toilet facilities should be oriented towards the most actively used public space. This may be a playground, picnic area, sports reserve or car park. Increasing visual access into the facility will help deter criminal activity and increase the safety of users.

Access to public toilet facilities should be easy for both able bodied people and people with disabilities. There should be a minimum 1.5 metres wide sealed footpath for wheelchair users and parents with prams and strollers. Footpaths should not be steeper than 1:50 with a maximum cross fall of 1:40 sloping away from building.

Where possible, steps and ramps should be avoided and entrances should be provided at grade. Compliant ramps may be used, as required to allow access for people with disabilities where steeper gradients do not allow access.

Designs should follow all disability and universal access guidelines, in regard to both general access and car parking. For legal requirements please refer to AS1428 and AS2890.

Drainage both of rainwater and from cleaning should not be allowed to pool at entrances or inside facilities. The building should be designed to ensure all water drains away effectively.

The building should be oriented to maximise natural light and ventilation. It should be oriented north, and oriented to maximise solar power if this is a consideration.

Lighting

Lighting levels should ensure that people can see easily and feel safe within public toilet facilities. They must comply with AS1428.1 for lighting luminance.

Where possible, there should be maximum use of natural light during daylight hours. The building design should provide good natural light through the use of wide entrances, skylights, gaps and grilles. The use of robust, low maintenance, light coloured, reflective and opaque materials should also be explored. If it is impossible to achieve adequate natural light inside the facility, then solar powered lighting should be provided.

The need for lighting at night should be determined prior to its installation. Lighting after dark may provide opportunities for undesirable activity. With the exception of sites that will be used at night, this report recommends that the majority of public toilet facilities should not be open at night. Where sites do require night time use, it is crucial that good artificial lighting be provided in the facility, the surrounding area and along all access areas to the facility entrance.

All artificial lighting, should be robust, vandal resistant and mounted high. Lighting should provide an even spread of light where natural light is not possible. Dark areas should not be created. All lighting should be appropriate for visually impaired users and should meet all relevant Australian Standards.

Vegetation

CPTED principles state however that landscaping should not obscure the public toilet. It is recommended that, where appropriate, low (below 700 mm high), well maintained planting be provided to create a positive impression of the facility without obscuring sight lines. To ensure low water use and plant health, plants should be drought tolerant, preferably indigenous species. Garden beds should be mulched. The use of recycled or reclaimed water is recommended.

It is recommended that all future planting designs and decisions be undertaken in consultation with GSCC’s management team to help determine the best approach.

Signage

The entrance to the public toilet facility should be clear and obvious to all users. It should meet the needs of people with visual impairments and language constraints. Braille should also be provided. It should also meet all relevant Australian Standards. Both directional and labelling signage should be provided. All signage must comply with AS1428.1. Directional signage should clearly direct users to the facility from major activity areas and access roads / paths.

Where appropriate, it should also provide additional information such as distance to toilet, proximity to cycle path or directions to the town center. There is an opportunity to create a feature of signage elements, using materials, colours and forms, appropriate to the region. This would provide Shepparton with facilities that are unique and clearly identifiable as Shepparton’s. The designated user group, such as male, female, all gender, unisex, parents and people with disabilities, should be easily identifiable through symbols.

Opening and closing times should be clearly displayed. GSCC’s contact number for maintenance problems should also be listed.

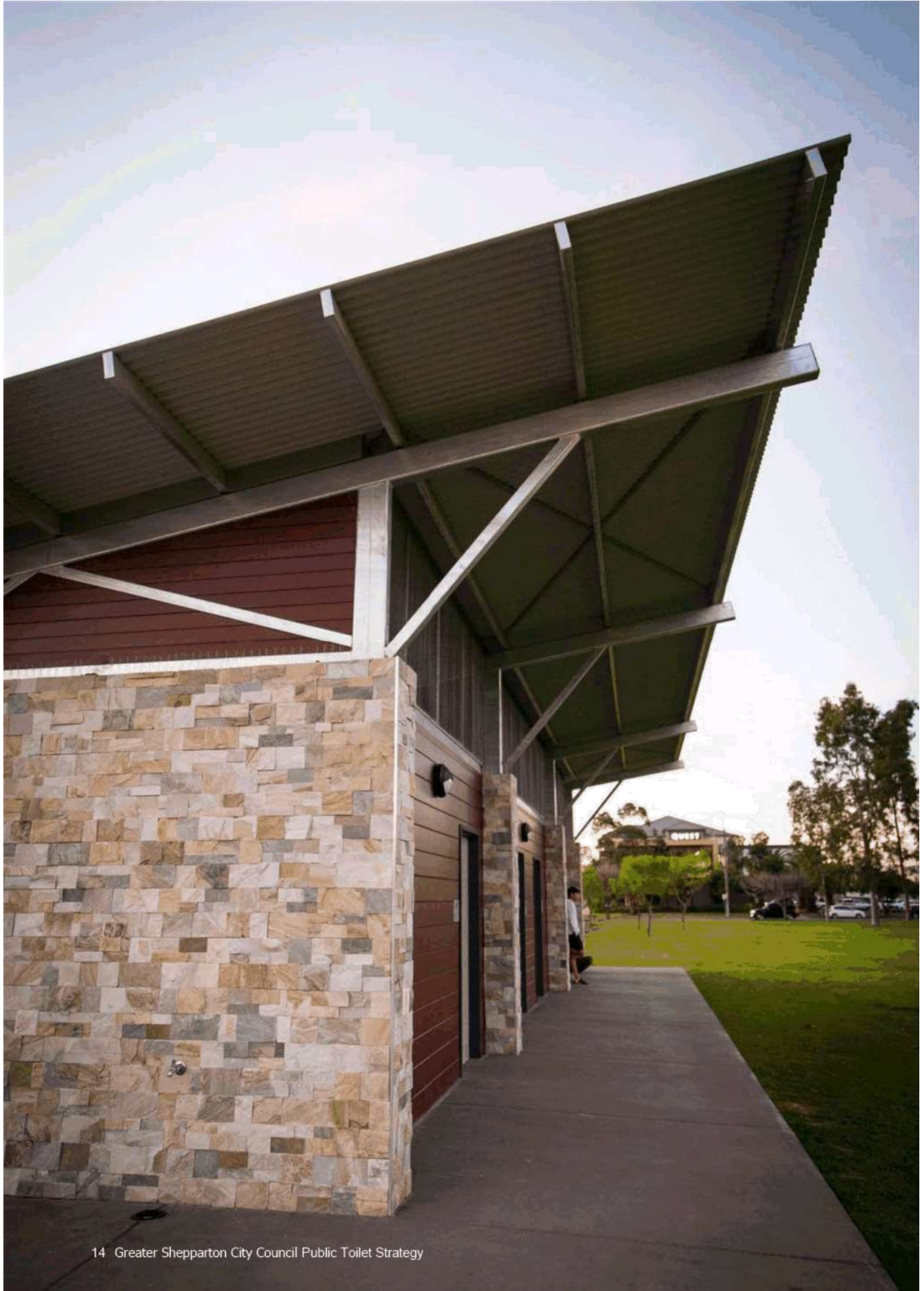
Parking

Where appropriate, public toilets should be located close to car parks. In accordance with AS1428 it is recommended that at least one designated accessible parking bay be located at each facility. A continuous, accessible path of travel must be provided between the designated accessible parking bay and the accessible toilet.

Where public toilets are located in CBD areas, free 15 minute parking should be available. Where appropriate, such as near parenting and breastfeeding facilities, parking should be provided for parents with prams.

In locations where there is likely to be high use by cyclists, racks which allow for bike to be locked, could be provided.





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Building materials and character

Public Toilets should provide a good first impression. This means that they must appear to be well maintained and clean. The materials used in their construction must also be appropriate. They should complement the surrounding land uses and built form, and also have something unique and inviting about them. They should not appear to be cold, dark and uninhabited.

Walls

The appearance of all exterior walls should relate to the building form and be sympathetic to the surrounding environment. They should be of an appropriate scale, material and colour. They should be constructed of robust, long lasting materials.

Interior and exterior walls should be designed to reduce opportunities for graffiti. When graffiti does occur, it should be removed within 24 hours. Prompt removal is proven to discourage future graffiti and also reduces the development of a negative impression of the facility.

Plain walls can form a blank canvas, attracting graffiti. The use of coloured bricks or mortar arranged in deliberate patterns should be explored to reduce this appeal. This would add visual interest and provide branding opportunities for the facilities. This treatment would also detract from any residual graffiti often apparent after cleaning. To make removal easier, all brick walls should also be treated with an appropriate anti-graffiti coating.

Where appropriate, wall tiles may be used on the interior. Their use is to be minimised, however, as they can be difficult to match when replacement is required. The majority of the tiles should be light in colour to increase natural light. Coloured tiles may be used, however, to create deliberate patterns, add visual interest and detract from any graffiti. Grout should be coloured or dark to disguise any graffiti paint which may be absorbed in the grout. ASA Epoxy MegagROUT or a similar approved product is recommended.

Where flat, brick exterior walls are to be refurbished, or are required, they should be

painted with a bright or light colour that is easy to colour match. Opportunities to add visual interest and improve practicality of building facade should be explored. This may include options such as colouring sections of the walls in separate colours. This would add visual interest and allow for easier touch ups when repainting is required. It would also mean that when sections of walls are repainted, there would not be an obvious contrast between older, faded paintwork and the new paintwork. To make graffiti removal easier, all painted walls should be treated with an appropriate anti-graffiti coating.

Where bricks are not appropriate, other robust, graffiti resistant, easy to clean materials such as corrugated iron or metal sheeting should be used. It is recommended however that these materials are used sparingly or used in out of reach areas as they are not resistant to etching and cannot be painted over easily.

Where possible, there should be a continuous gap in the brickwork between the roof and wall. This would increase natural light and ventilation. Where required, this may be covered with a non-climbable grill or battens. These grills and battens should be designed to maximise natural light and ventilation.

Any traditional maze style entries should be removed during refurbishments. Exterior entrance walls and screens should be built with translucent materials such as perforated steel or slatted timbers to increase natural light and visibility. These walls should have a gap at the bottom and the top to maximise ventilation. These walls must still provide privacy inside the cubicles and ensure that any areas which may be used as change facilities are out of direct sight lines. An opportunity exists to create a feature of these walls to highlight and create a sense of invitation at the entry.

Building materials and character

Roof

The roof structure and appearance should be appropriate to the building form and sympathetic to the surrounding environment. It should be of an appropriate colour, height and shape. It should be constructed of long lasting, easily replaceable materials such as 'Colorbond' or zincalume sheeting and flashing and all fixings should be standard items. This will ensure that damaged sections can easily be replaced.

As previously outlined, gaps between the roof and wall should be provided to increase natural light and ventilation. The roof must be designed to ensure protection from prevailing weather. This includes weather protection for areas around any external wash basins and entries. Protected areas must be provided externally to protect people waiting for the toilet. Where appropriate, skylights should be installed to increase natural light. These should be designed with extra reinforcement or safety mesh to ensure they can withstand human body weight. They should also be designed to minimise any build-up of plant debris which could restrict light and cause ongoing maintenance problems.

Where appropriate, the roof should be designed to allow for storm water collection and reuse. It should also have a northerly aspect to provide an opportunity for the installation of solar power, either in the short or long term.

Doors

All new doors and fixings are to be made of scratch resistant, robust, repaintable materials that cannot be easily removed or damaged. External doors must be designed to ensure people cannot break in after hours. All cubicle doors must have internal locks which indicate usage and provide privacy. Locks must be provided to all external doors where the public toilet facilities are only used during events or daylight hours.

Many doors are not appropriately sized. All doorways to facilities which cater for people such as parents and people with disabilities should be wide enough to allow these user groups to move freely within the space. There should be enough room for items such as double prams and wheelchairs. There should be no corners to navigate around in the facility entries. All doorways should be well lit and clearly visible. External doors should be coloured to provide contrast to the building surround and help highlight entry

All external doors should be 100mm above floor level to ensure the toilet can be easily hosed out. Doors do not need to fill the frame. Semi-translucent, opaque or perforated materials, may be used in sections to increase ventilation and natural light. Doors must provide privacy inside the cubicles and ensure that any areas which may be used as change facilities are out of direct sight lines. All doors should be designed to allow fast and easy access in case a person collapses behind the door (for example doors which open outwards or doors with hinges which allow the door to be lifted out of the hinges and frame).

Floor

Floors to all future public toilet facilities must slope to an internal drain to prevent the pooling of water inside or around the facility. Where possible, this drain should be located near hand basins. The drain should have a vandal proof, removable, stainless steel grate. This will facilitate easy cleaning and reduce opportunities for injury due to slipping. Concrete flooring, when used, should be finished with a non-slip, epoxy paint or similar material that is fireproof, hard wearing and able to be hosed down. Opportunities to use non-slip tiles or other finishes should also be explored.

Ceiling

Ceilings should be constructed from a durable, vandal and fire resistant material. They should be light coloured to increase natural light. They should be a minimum of 2700mm high. The building design should ensure that opportunities for birds and insects to nest in or on the ceiling / roof structure are minimised.

Windows and mirrors

To reduce opportunities for vandalism, glass windows and mirrors should be avoided. The use of materials such as perforated or expanded mesh should be explored. Where possible, openings should be incorporated to provide ventilation and light. Polished stainless steel or other vandal resistant materials should be used as an alternative to glass mirrors. It is recognised that stainless steel mirrors may require more maintenance by cleaning staff, but, given the high levels of vandalism in the region, they are recommended as they reduce the opportunity for injury caused by broken glass and the need for ongoing mirror replacement.

Fittings and Fixtures

All fixtures and fittings should be practical, robust and vandal resistant. Fully automated and manual fittings and fixtures should be investigated. Paper towel, soap dispensers and the like could be installed at appropriate locations that are secure and less likely to be vandalized. Allowing for these items will ensure consistency in quality and appearance in both new and refurbished facilities. It should also ensure easy replacement. It is recommended that where more than 2 cubicles are provided and where appropriate, external sinks / handwashing areas are provided. Council endeavor to exceed minimum standards.

Fire prevention

The lighting of fires in public toilets is of particular concern in Shepparton. Wherever possible, nonflammable materials should be used in public toilets. Any opportunities to start fires should be minimised, and materials should not encourage flames to spread.



Security and opening hours

Many public toilet facilities in Shepparton have had their opening hours altered to discourage misuse. Opening and closing times for each facility should be site specific. It is recommended that some sites do not provide access after 8pm. If a toilet block is not intended to be used at night it should not be lit and access should be restricted to avoid misuse or unwanted activity. Privately owned service stations and road houses may provide facilities for traveler's at night.

CBD areas will require public toilets to be open during business hours. Facilities in sporting precincts will require toilets to be open during sporting activities. People with disabilities and health problems may require accessible toilets 24 hours a day. Where deemed safe, (MLAK Master Locksmiths Access Key) locks should be provided. Opening, closing and cleaning times should be provided at each facility, along with the Council's contact number to report maintenance problems.

Building configuration

Facilities for parents and families

Parent rooms provide a safe area for families to attend to their children's toilet and feeding needs. They also provide a place where parents and children can all use public toilets in a safe environment.

Like all specialist facilities, parents' rooms will draw families to particular areas. It is recommended that parents' rooms be provided at locations where families will want to stay for long periods of time. This includes CBD areas and regional play spaces / parks. Parents' rooms must be open and available to parents during peak activity times in these areas.

All parents' rooms must allow access and space for double prams. They should also provide space for other children and parents to wait comfortably. It is recommended that where possible, play equipment be provided to help occupy children while their parents are attending to another child. Opportunities to create colorful interactive spaces should be explored in the design of parents' rooms.

These rooms should be practical and provide all the facilities needed for feeding and changing children. This includes, change tables, nappy bins, microwaves, sinks and seats. Adult toilets must be provided and, where possible, children's toilets should also be provided. There must also be appropriate leg clearance under change tables for parents who use wheelchairs

It is recommended that where parents' rooms cannot be provided, all accessible toilets should provide fold down baby change tables. Cubicles should open directly to the outside to enable parents to wait close by for children, while still letting them have their privacy. This also means that parents can always accompany children of the opposite sex to them to the cubicle door. This building arrangement also accords with CPTED principles for access.

Breastfeeding rooms

Breastfeeding rooms provide mothers with a safe, comfortable and private environment for feed their children.

Although Breastfeeding can take place anytime, anywhere, some mothers feel uncomfortable breastfeeding in public areas, but also breastfeeding in front of others. Where possible, breastfeeding rooms should provide private rooms or cubicles with doors or screens.

All breastfeeding rooms must allow access for double prams. They should also provide space for other children and parents to wait comfortably. It is recommended that where possible, play equipment be provided for children, to help occupy them while their mothers are attending to a younger child.

Facilities for people with disabilities

In rural areas and regional cities such as Shepparton, people often drive long distances between towns and spend long periods of time in town. This may mean changing a person on a toilet floor, or risking injury to a fall. Carers also risk their health by trying to lift or bend over the person they are caring for.

People with disabilities should not be discriminated against. GSCC recommends that all refurbished, replacement and new toilets provide access for mobility impaired persons or wheelchair users. GSCC also aim to provide a minimum of one accessible cubicle for each gender or an accessible unisex cubicle at every public toilet block. This cubicle should include baby change facilities and be wide enough to fit a double pram. It is also recommended that separate ambulant facilities be provided at each site. These facilities can generally be accommodated in a standard cubicle.

Where it is not physically possible to meet current accessibility standards, the most critical considerations to the design and construction of accessible toilets are:

- Ensuring access to the facility and close accessible car spaces.
- Lockable doors.
- Adequate circulation space in doorway to enable wheelchair maneuverability.
- Adequate internal circulation space to enable wheelchair maneuverability for safe transfer and use of fixtures.
- Appropriate placement of fittings and fixtures.
- Access out of standard business hours via MLAK



Facilities for people with disabilities

Changing places is a consortium which campaign for the provision of facilities for people who require a change table and/or hoist facilities. Standard disabled toilets do not meet the needs of all people with disabilities or their carers. Changing Places toilets are designed specifically for people with disabilities who cannot use standard accessible public toilets.

Equipment

- A height adjustable adult-sized changing bench.
- A tracking hoist system, or mobile hoist if this is not possible. Enough space
- Adequate space in the changing area for people with disabilities and up to two carers.
- A centrally placed toilet with room either side for the carers.
- A screen or curtain to allow people with disabilities and carers some privacy.
- A safe and clean environment
- A large waste bin for disposable pads.
- A non-slip floor.

It is recommended that a changing places toilet be provided at high activity locations where people are likely to stay for long periods such as Shepparton CBD. At major events of a temporary nature, such as markets and festivals, it is recommended that portable facilities be provided. If these facilities are provided, people with disabilities will be able to participate in a wider variety of activities and the pressure on family and carers will be greatly reduced.



INVESTMENT PROGRAM

Recommendation guidelines

Refurbishment

If the public toilet facility is structurally sound, estimated to have a life span of more than 10 years and appropriately located, refurbishment may be considered. It is recognised that regional councils often work with limited resources, therefore, refurbishment in the short to medium term may be worth considering while funding for a replacement toilet is sourced. Refurbishment may be a more environmentally responsible course worth considering as it can include the reuse of at least part of the infrastructure.

The decision to refurbish a public toilet, as opposed to replacing, will need to be based on a detailed cost / benefit analysis. If the changes are minor, the costs are significantly less than replacement and the outcome will be appropriate, then refurbishment should be considered.

Any requirements for specific user groups such as parents, children and people with disabilities should be determined and addressed. All refurbishments must ensure that the current relevant standards are met and that universal design and CPTED principles are applied.

Replacement

A public toilet should be replaced in either the same location or a new location if it meets one or more of the following criteria.

- The building is not structurally sound.
- It is incorporated into a sports use building or other public building that is programmed to be replaced.

- The building requires refurbishment, but the cost of refurbishment exceeds the cost of replacement.
- The building is sited away from public view. In this instance the public toilet should be replaced with a new facility in a more appropriate location.

It is necessary to provide access for people with disabilities or specific user groups, but the existing building structure and surrounds will not accommodate the changes required to meet these needs (e.g. there is insufficient space to provide a cubicle for people with disabilities).

Removal

Removal of an existing facility can be difficult if the facility is still being used, even if its usage is low. When deciding whether to remove a toilet, the usage, accessibility and availability of an alternative public toilet should be considered.

It is recommended that a public toilet be removed if it meets the following criteria.

- A public toilet facility in high activity area may be removed and not replaced if there is another easily accessible public toilet facility within 500 metres.
- The estimated usage of the existing public toilet facility to be removed is very low, or if the usage is not near to a particular activity area such as a playground or shopping precinct.
- The facility does not provide a safe environment for users (e.g. It is hidden from public view or it is poorly sited) or it has a history of antisocial behavior (e.g. Related to vandalism, homelessness, drugs and/or sexual activity).

APPENDICES

APPENDIX 1 – CAPITAL PLAN

YEARLY PROGRAM	LOCATION	ACTION	COMPLETED
YEAR 2014			
Deakin Reserve	Shepparton	New	YES
Ferrari Park	Mooroopna	New	YES
Queens Gardens Brick Toilets	Shepparton	Remove	YES
MLAK System and Retrofit Signage	Greater Shepparton	All Existing	YES
Undera Road	Undera	New	YES
Toolamba	Toolamba	New	YES
YEAR 2015			
VP - Con Paling Toilets	Shepparton	Minor Refurbishment	YES
Monash Park	Shepparton	New	YES
YEAR 2016			
Shepparton Showgrounds	Shepparton	New	YES
Robert Mactier VC Memorial Gardens	Tatura	New	YES
YEAR 2017			
Vaughn Central	Shepparton	New	YES
Congupna Recreation Reserve	Congupna	New	YES
YEAR 2018			
VPL - John pick	Shepparton	Minor Refurbishment	YES
YEAR 2019			
Mooroopna Water Tower Gardens	Mooroopna	Major Refurbishment	NO
Design of 2019 upgrades			NO
Stuart Mock Place	Tatura	Major Refurbishment	NO
YEAR 2020			
Design of 2021 upgrades			NO
YEAR 2021			
Dookie CWA Gardens	Dookie	Major Refurbishment	NO
Riverbank Gardens	Murchison	Major Refurbishment	NO
AF Larsen Reserve	Tallygaroopna	Major Refurbishment	NO
Katandra West Recreation Reserve	Katandra	Major Refurbishment	NO
YEAR 2022			
Design of 2023 upgrades			NO

YEAR 2023			
Cussen Park	Tatura	Minor Refurbishment	NO
Tatura Park	Tatura	Major Refurbishment	NO
VP-Harry Bird Toilets	Shepparton	Minor Refurbishment	NO
Shepparton Showgrounds	Shepparton	New	NO
YEAR 2024			
Design of 2025 upgrades			NO
YEAR 2025			
Craigmuir Lake	Mooroopna	New	NO
Jaycee Park	Murchison	Remove	NO
VP - All Abilities Playground	Shepparton	Minor Refurbishment	NO
Kialla Park Recreation Reserve	Kialla	Major Refurbishment	NO
Princess Park West	Shepparton	Demolish	NO
YEAR 2026			
Design of 2027 upgrades			NO
YEAR 2027			
Judd Park	Merrigum	Major Refurbishment	NO
Charlie Taylor Park	Tatura	Minor Refurbishment	NO
Undera Road	Undera	Minor Refurbishment	NO
Princess Park East	Shepparton	Major Refurbishment	NO
Ducat Reserve	Shepparton	Remove	NO
Apex Park	Tatura	Remove	NO
TOTAL PROGRAM (2014-2027)			

NEW FACILITIES AT NEW SITES

The only new toilet facilities identified are Craigmuir lakes and The Shepparton Showgrounds. The community are encouraged to work in partnership to identify potential sites and new developments.



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