City of GLEN EIRA

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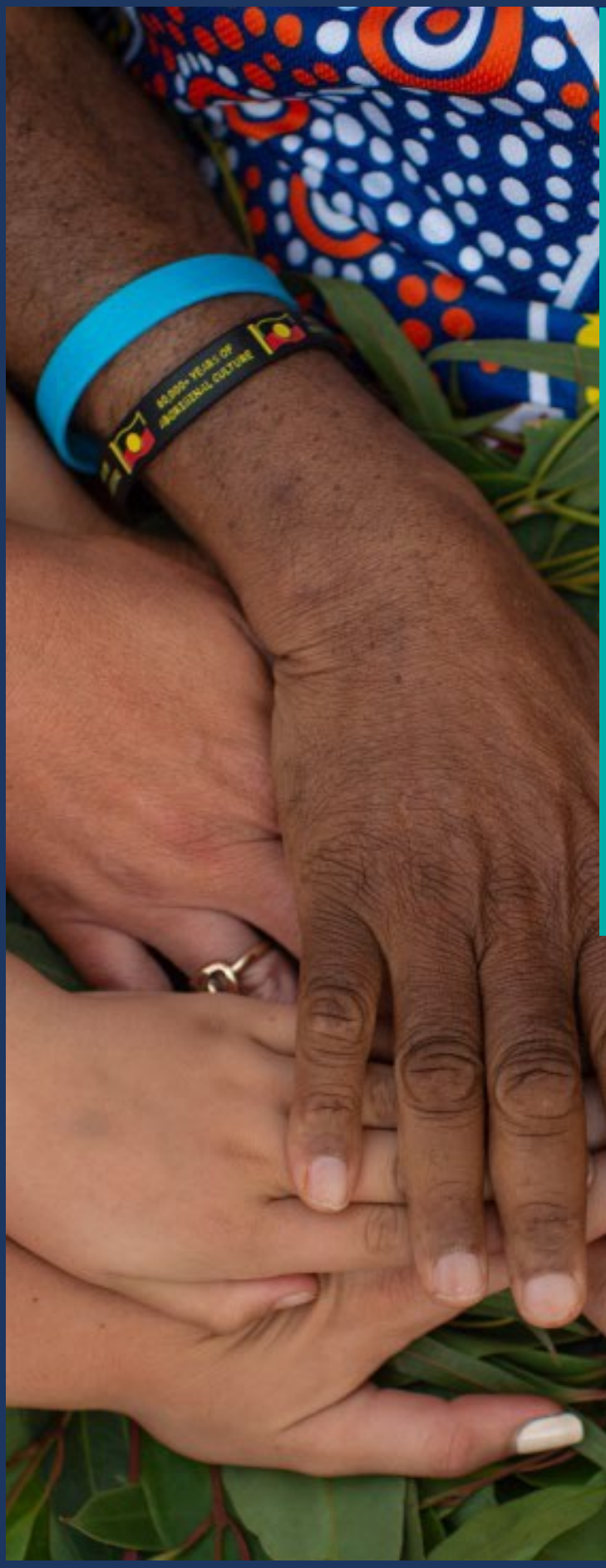
GLEN EIRA PUBLIC TOILET PLAN 2022-2027

SAFE, ACCESSIBLE AND HIGH QUALITY



ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

Glen Eira City Council acknowledges the Boonwurrung / Bunurong and Wurundjeri Woi Wurrung peoples of the Kulin Nation as Traditional Owners and Custodians, and pays respect to their Elders past, present and emerging. We acknowledge and uphold their continuing relationship to land and waterways. Council extends its respect to all Aboriginal and Torres Strait Islander peoples.

Council honours the rich histories and cultures of First Nations peoples and recognises and values the important contribution of Aboriginal and Torres Strait Islander peoples in enriching our community. We support the Uluru Statement from the Heart and are committed to a *Reconciliation Action Plan* which is underpinned by the principles of self-determination. We work towards improved outcomes and long-term generational change, and to consolidate Glen Eira as a culturally safe place for Aboriginal and Torres Strait Islander peoples. We are committed to achieving equality for Aboriginal and Torres Strait Islander people to live healthy and prosperous lives and to improve life outcomes for current and future generations.

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1. EXECUTIVE SUMMARY

This *Plan* responds to the challenge of providing a series of guidelines for the provision and maintenance of public toilets for the next five years (2022-23 to 2026–27).

Public toilet provision in Glen Eira has evolved from a time when toilets were intentionally designed to be out of public view, to now being placed in locations where they can be seen and easily accessed and are safer thus more likely to provide a positive user experience.

In addition to the public toilets managed by Council, there are other Council buildings where the public can access toilet facilities (e.g. Glen Eira Town Hall and Libraries).

The *Plan* builds upon the replacement and upgrading of many of the older style public toilets and installation of new fully automated toilet facilities identified in earlier strategies.

In response to previous community surveys and other research, the *Public Toilet Strategy 2010* and 2012 *Review* provided direction in the following:

- Complete the *Public Toilet Asset Management Plan* with timelines and costing as part of Council's *Building Asset Management Plan*.
- The frequency and timing of the cleaning of toilets continue to be reviewed annually for all public toilets with particular attention to those in high use areas in or near commercial centres.
- Fully automated toilets or hybrid style toilets continue to be installed where practical.
- As a guide, Council adopt a maximum spacing of 1,000 metres between toilets in commercial areas and in parks and reserves — spacing in accordance with the relevant master plan.
- Crime Prevention through Environmental Design (CPTED) principles continue to be used for evaluation of decisions to upgrade or replace older toilets, development of new toilets and the design and siting of the new toilet facilities.
- To provide maximum benefit to the Glen Eira community and visitors it is proposed the following guidelines be used in determining the type of public toilet facility:
    - Single fully automated unisex toilet for occasional usage and/or intermittent high peak usage such as parks and reserve's locations.
    - Multi cubicle toilet at shopping centres and sports grounds where use is consistently high or regular high peaks in usage; or
    - Multi cubicle toilet incorporated into a Council public building such as a pavilion or library, where use is consistently high or there are regular high peaks in usage.

2. INTRODUCTION

THE IMPORTANCE TO COMMUNITY WORLDWIDE OF QUALITY, ACCESSIBLE AND SAFE PUBLICTOILETS SHOULD NOT BE UNDERESTIMATED.

Provision of public toilets in Glen Eira improves our local amenity — supporting active participation in recreational, social and commercial activity within the municipality for residents and visitors alike.

The challenge for Council is to provide a sustainable network of well-located public toilets that provide all users with a convenient, safe and positive experience.

This *Plan* responds to the challenge by providing a series of guidelines for the provision and maintenance of public toilets.

The key outcomes of the *Plan* are to:

- provide direction on the continued use of or replacement for the fully automated toilet;
- establish the design and siting guidelines for new, relocated or refurbished toilets that are consistent with current best practices — including providing universal access;
- develop a methodology for assessing the infrastructure needs of public toilets, that is, whether to refurbish an existing toilet, replace an existing toilet, close an existing toilet or construct a new toilet;
- provide direction on the type of toilet suitable for different locations;
- provide a map showing the location of public toilets in Glen Eira;
- provide information on maintenance of public toilet facilities;
- assess demand for additional toilet facilities in activity centres; and
- set out a five-year action plan (2022–23 to 2026–27).

Harleston Park, Elsternwick

3. STRATEGIC DIRECTION

THE *GLEN EIRA PUBLIC TOILET PLAN 2022-2027* CONNECTS DEEPLY WITH THE FOLLOWING THEMES FROM THE *COUNCIL PLAN 2021–2025 :*

WE WILL STRIVE FOR A CITY THAT IS:

THE *GLEN EIRA PUBLIC TOILET PLAN 2022-2027* ALIGNS WITH THE GLEN EIRA 2040 COMMUNITY VISION

'Our Glen Eira: A thriving and empowered community working together for an inclusive and sustainable future.'

Work towards the actions included in this *Plan* will be supported by:

Asset Management Strategy

Building Asset Management Plan

Integrated Transport Strategy

Place Making Framework
(currently under development)

Climate Emergency Response Strategy

Integrated Planning and Reporting Framework

Open Space Strategy

Procurement Policy

4. PLAN AIMS

Although there is no legislative responsibility for Council to provide public toilets, other than those associated with building regulations, Council provides and maintains 85 public toilet facilities located in commercial centres, sporting and recreational facilities, libraries, and parks.

Glen Eira City Council is progressively upgrading the older public toilet stock and installing new facilities to:

- provide and maintain a network of public toilets that are safe, accessible, high quality and sustainable;
- upgrade the public toilet network ensuring they meet current expectations and are placed at locations that best meet community needs and the principles of Crime Prevention through Environmental Design (CPTED);
- ensure the provision of public toilets of suitable quality, cleanliness and maintenance that support activities within the municipality and are funded in a sustainable manner; and
- provide universal access.

Booran Reserve

5. PUBLIC TOILETS IN GLEN EIRA

Council currently provides 85 public toilet facilities located in shopping centres, Council libraries, attached to recreation and sporting facilities or free standing in parks and reserves. Operational buildings such as Glen Eira Town Hall also contain public toilet facilities.

Council public toilets are managed through asset management software and database. The list is also kept up-to-date on the *National Public Toilet Map*.

The *National Public Toilet Map* www.toiletmap.gov.au is funded by the Australian Government Department of Health as part of the National Continence Program.

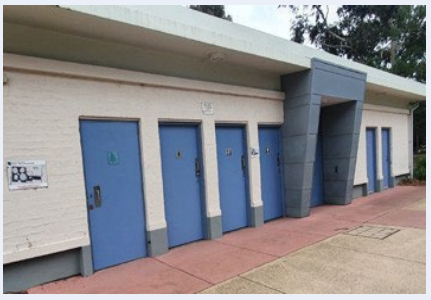
CURRENT TOILET TYPES

The toilet stock in Glen Eira comprises of four main types:

Fully automated unisex/all gender public toilets

The most common brand of fully automated toilet is Exeloo.
The units provide fully automated door opening and locking, toilet flushing, hand dryers, soap and paper dispensing and self-clean functions. The units are also fitted with a baby change table.

Built into pavilion toilets

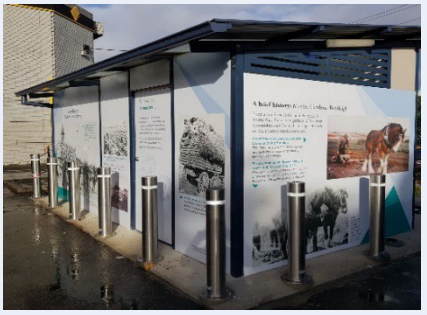


This group includes toilets incorporated within or attached to sportingand recreational pavilions. These toilets have manual fixtures and fittings.

Traditional toilets

This style of toilet is the more conventional older solid brick and concrete type of structure with manual fixtures and fittings.

Hybrid toilets



This style of toilet incorporates the best characteristics of the fully automated toilet but without the many electronic automated functions. Flushing, soap and paper dispensing, and cleaning are undertaken manually.
This allows flexible layout of multiple cubicles at a more economical cost compared with multiple fully automated toilets.

Appendix one provides a map showing the locations of public toilets and *Appendix two* provides a full list of toilet types and locations.

COMMUNITY TOILET SCHEMES

During the preparation of the *Plan*, best practice examples were researched and considered from a variety of councils, both locally and abroad.

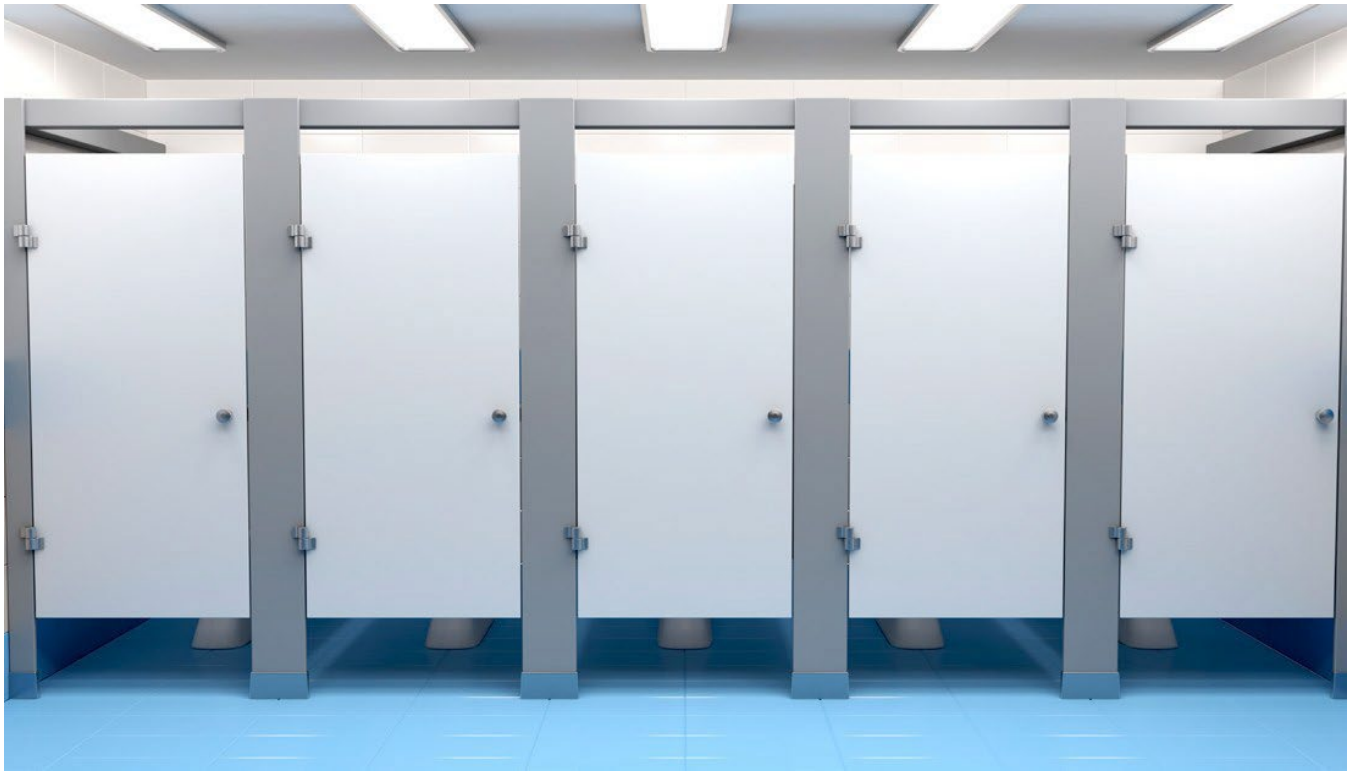
The *Community Toilet Scheme* allows members of the public to use toilet facilities in a range of approved local businesses and other organisations during the businesses normal opening hours. Currently, Glen Eira City Council does not have any Community Toilet Scheme sites. This is largely due to the current spread of public toilets throughout the municipality.

Council will continue to consider and review any opportunities that will provide additional benefit to the community such as this *Scheme*.

PRIVATELY OWNED TOILETS USED BY THE PUBLIC

In addition to the public toilets managed by Glen Eira City Council, there are many additional toilets available through eateries, car parks, shopping complexes and retail stores. These are privately owned toilets that are publicly available.

These toilets supplement the provision of public toilets in the municipality although they are often only available to patrons of the establishment, may have limited opening hours and may not be well advertised.



6. COMMUNITY ENGAGEMENT

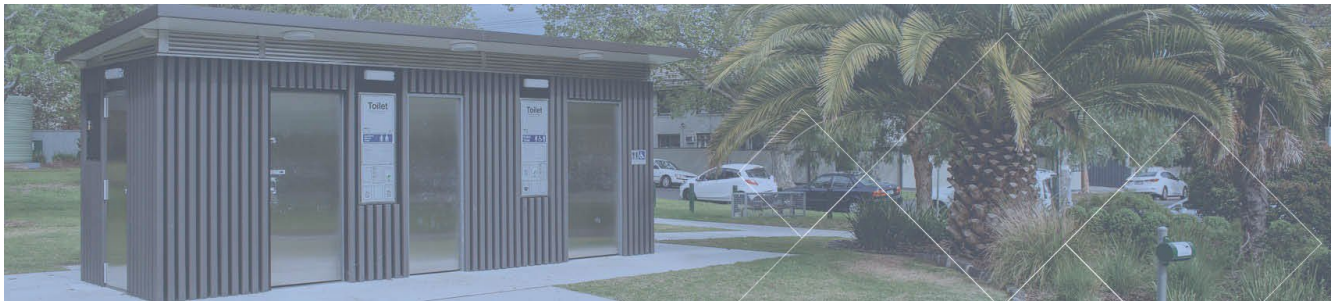
Implementing the recommended actions arising from the *Plan* will better cater for public toilet needs in Glen Eira.

Having regard to the likely impact on the community and level of interest, officers recommended that prior to finalising the *Plan* that Council place the draft on public exhibition and invite feedback by:

a. Placing notices on Council's website and in the *Glen Eira News*, and Council's e-Newsletter.

b. Inviting community members to provide their feedback about the *Plan* via *Have Your Say Glen Eira*.

SUBMISSIONS AND COMMUNITY FEEDBACK



Following the unanimous adoption of the *Draft Public Toilet Plan 2022-2027* by the Councillor group the documents were placed on public exhibition. The submission and engagement period was open from to 2 to 31 May 2022. Notices were placed on Council's website, *Glen Eira News* and Council's social media accounts.

The *Have Your Say Glen Eira* project page received over 100 visits with 41 visitors downloading the draft *Plan*. Ten participants made submissions responding to the *Plan* - one registered on the site, nine chose to remain anonymous and six provided limited demographical details.

Community feedback comments covered the need for safe, clean toilets that are inclusive, family friendly and respond to community visual aesthetics and user amenity. These topics are covered in detail within the *Plan*. One user submitted not wanting more toilets due to feeling unsafe around toilet infrastructure. The need for safe facilities and crime prevention design principles is addressed in the *Plan*.

7. MANAGEMENT OF EXISTING FACILITIES

Maintenance, standard of cleaning and setting of opening hours are the three key operational management priorities for public toilets in Glen Eira.

MAINTENANCE

Three principal types of maintenance are performed on Council's public toilets:

1. Reactive, due to vandalism or equipment failure. This is scheduled on an ad-hoc basis and includes graffiti removal,

2. Programmed, including servicing of fully automated toilets, periodic inspections and scheduled upgrade works following these inspections, and

3. Cyclic painting.

Council has a contract for the cleaning and lockup of all public toilets. Automated toilets use proprietary components and complex electronics and require a specialist to repair. Consequently, a call out to repair an automated toilet can be more expensive than other types of toilets. However, automated toilets are generally robust and less prone to damage than some other designs.

Previous community surveys revealed that most respondents were satisfied with the current level of maintenance. *Park User Surveys* found an increase from a previous survey in the satisfaction with the level of maintenance of public toilets in parks and reserves.

Council's asset management system contains data associated with maintaining each facility. This data is broken down into daily cleaning, routine maintenance, painting, plumbing, graffiti removal, graffiti prevention, general non-routine maintenance, electrical maintenance, glazing, essential services maintenance, lock maintenance and security system maintenance.

Browns Road Bentleigh East

CLEANING STANDARDS AND FREQUENCIES

A sanitary problem with a toilet can happen at any time although more frequent checking would shorten the time between a problem occurring and it being fixed. Outside of existing cleaning regimes (including the automatic wash cycle of the fully automated toilets), extra cleaning or repairs depend upon a user or potential user calling to report it.

Currently the frequency of cleaning toilets is fixed for each toilet. Due to the COVID-19 pandemic, an increased need emerged, with the aim to ensure all public facilities are kept at minimum standard.

Public toilets in Glen Eira are cleaned a minimum of twice daily and ranges up to five times per day at high use toilets. This is in addition to the use of the automated wash cycle at automatic toilets which is recommended to be set at every 30 occupations.

This *Plan* recommends that the frequency and timing of the cleaning of toilets be reviewed annually for all public toilets — with attention to those in high use areas in or near commercial centres. This review was carried out in 2021-2022 and is an ongoing action. The frequency and timing of cleaning will be reviewed on an ongoing basis to ensure that high standards of cleanliness in all toilets is maintained.

OPENING HOURS

Public toilets in Glen Eira are open from dawn to dusk. Opening times are extended during the summer months.

Fully automated toilets electronically lock and unlock to pre-programmed times. All other public toilets are manually locked and unlocked, which can sometimes cause delays in the actual times the toilets are available.

All toilets are generally open during daylight hours.

Princes Park, Caulfield South

8. FULLY AUTOMATED TOILET AND TRADITIONAL TOILET FACILITIES

FULLY AUTOMATED TOILET

Glen Eira City Council has progressively replaced ageing toilets with modern facilities and has installed fully automated unisex toilet facilities to replace conventional toilets and as new facilities in commercial areas, parks and reserves.

The fully automated toilets have more benefits than conventional toilets in that they:

- provide for people with limited mobility such as people using wheelchairs;
- are easy to clean and maintain;
- are much less likely to be associated with antisocial behaviour;
- have a smaller footprint;
- can be relocated or have units added if usage patterns change (e.g. Bentleigh Library site); and
- record times and frequency of occupations to assist with planning for number and location of public toilets and for assessing effectiveness of the cleaning regime.

Melbourne councils first installed automated toilets in the early 2000s.

Glen Huntly Reserve

ANTISOCIAL BEHAVIOUR

Antisocial behaviour associated with public toilets is an ongoing issue in Glen Eira. Reported antisocial behaviour includes:

- illegal drug taking and dealing;
- sexual activity in and around the toilets; and
- vandalism and graffiti of the toilets.

The automated toilets have been very effective in preventing problems with sexual activity associated with public toilets. Where Council replaced old toilets with automated toilets, major problems with sexual activity have been resolved.

Caulfield Police's crime prevention officer is Council's adviser on how to address the issue of sexual activity and safety associated with public toilets and fully supports the use of automated toilets to address this matter. When correctly installed the fully automated toilet is also consistent with the principles of the *Crime Prevention through Environmental Design Guidelines.*

Council has also been active in closing older style public toilet blocks in other Glen Eira parks because of safety issues. These parks now have fully automated toilets and safety has been greatly improved.

Vandalism is less of an issue in automated toilets compared with older toilets because vandals find automated toilets more difficult to damage. In some traditional toilets, hand dryers have been removed because of vandalism.

Fully automated toilets are more prone to water issues such as flooding because vandals can block floor drains. At sites where this is an ongoing problem, officers have deactivated the automatic wash cycle for short periods of time until the issue is resolved.

There has been no apparent change in the level of graffiti between the old-style toilets and the automated toilets. Graffiti is easier to clean or paint over on automated toilets than some older style traditional toilets.

This *Plan* recommends that fully automated toilets continue to be installed in occasional usage and/or intermittent high peak usage locations such as parks and reserves including pavilions.

REPLACEMENT OF TRADITIONAL STYLE TOILETS WITH HYBRID MODEL

Public toilet design is always progressing and improving. In the *Public Toilet Strategy 2010*, a hybrid toilet design was developed incorporating the best characteristics of the fully automated toilet but without many electronic automated functions. Flushing, soap and toilet paper dispensing, and cleaning are undertaken manually in the hybrid model.

The design incorporates the *Crime Prevention through Environmental Design Principles* of high visibility and safety with the doors opening directly into the toilet cubicle and access suitable for people of all abilities.
The hybrid model also allows flexible layout of multiple cubicles at a more economical cost compared with multiple fully automated toilets. The toilets can also incorporate external architectural design features to suit a specific location. A configuration that would address concerns of the transition from the older style toilet to a new facility where there is high usage could include three cubicles — one unisex for disabled and one each dedicated to females and males. In addition, the male cubicle could include both a urinal and a pan.

A hybrid toilet in Hawthorn Road was completed in November 2011. It contains the following features:

- One male, one female and one unisex cubicle.
- Accessible by wheelchair users (unisex cubicle).
- Manual flush, soap dispenser, and toilet paper dispenser.
- Automatic door opening and closing.

In 2012, a survey of users of this new facility was undertaken. Of those users who had also used the old facility, 93 per cent preferred the hybrid toilet.

In 2019 a three-cubicle public toilet was installed in the Heather Street car park in Bentleigh East. The design incorporated automatic opening and closing doors only with all other features manually operated.

With any hybrid style facilities, careful consideration needs to be given to ensure the design is low- maintenance, easy to keep clean, vandal-proof and the toilets are fit for purpose.

GUIDELINES FOR PROVISION OF DIFFERENT TYPES OF PUBLIC TOILET FACILITIES

To provide maximum benefit for the Glen Eira community and visitors, the following *Guidelines* are used in choosing the type of public toilet facility for different location scenarios:

1. Single fully automated unisex toilet for occasional usage and/or intermittent high peak usage locations such as parks and reserves — including pavilions;
2. Fully automated or hybrid multi cubicle units (stand-alone) at shopping centres and parks and reserves where use is consistently high or there are regular high peaks in usage; or
3. Multi-cubicle incorporated into another Council building such as a pavilion, or public building — e.g. a library, where use is consistently high or there are regular high peaks in usage.

9. GUIDELINES FOR PUBLIC TOILET INFRASTRUCTURE NEEDS

The large number of Council owned public toilet assets spread throughout the municipality requires a process for determining the maintenance and renewal or replacement requirements of these assets.

The following Guidelines aid in planning infrastructure work for the public toilets based on four different levels of needs:

1. need to upgrade;
2. need to replace;
3. need to decommission and not replace; or
4. need for a new toilet facility.

9.1 NEED TO UPGRADE

All toilet assets will at some time require upgrading or refurbishing, even the current stock of fully automated toilets. Appropriate annual or timely funding is included in the asset budget for this work to be undertaken.

Should a Council building incorporating a public toilet be programmed to be upgraded, the public toilets will be upgraded at the same time.

Since 2010, the upgrading, refurbishment and replacement of public toilets are included in *Council's Building Asset Management Plan.*

9.2 NEED TO REPLACE

With 19 older traditional public toilet facilities and 13 pavilion public toilets, over time Council will need to select between the option of upgrading or replacing these facilities. By including public toilets in its Building Asset Management Plan, Council will ensure that the decision on whether any existing toilet facility should be upgraded or replaced can be planned for and funded in a strategic manner — taking all its building assets into account.

Should a Council building which includes public toilets be programmed to be replaced, new public toilets should be incorporated into the new building — meeting today's standards and other principles included in this Plan such as *Crime Prevention through Environmental Design (CPTED).*

9.3 NEED TO DECOMMISSION AND NOT REPLACE

Decommissioning of an existing toilet can be difficult and emotive if the facility is still being used — even if the current usage is low. Decisions to decommission should be included in the building asset management process and include consideration of availability and accessibility of an alternative public toilet and associated usage.

9.3.1 Distance between public toilets — commercial areas

Glen Eira City Council has adopted as a guide a maximum of 1000 metres between public toilets in commercial areas. Distances and locations can be found in *Appendix one — Public toilet facilities map*.

9.3.2 Guidelines for decommissioning toilets

In deciding whether to decommission and close a toilet facility in Glen Eira, the processes contained in Council's Building Asset Management Plan should be followed. Consideration will be given to guidelines contained in this *Plan* including alternative public toilet availability, accessibility, and usage.

These *Guidelines* are:

- in areas of lower pedestrian activity, a public toilet could be decommissioned and not replaced if thereis another public toilet within 500 metres of the toilet to be decommissioned (which can be easily accessed); and
- the usage of the existing toilet to be decommissioned is very low and the usage is not linked to an activity centre (e.g. playspace) or event causing high peaks at low frequency.

9.4 NEED FOR NEW PUBLIC TOILETS

Demand for new public toilets is often driven by circumstances that generate greater use of an existing facility, or when a new development places people in a location where a public toilet is not within a reasonable distance or a toilet has been decommissioned.

Demand is often difficult to assess; however, Council should give priority to providing new public toilets when:

- a major new public activity is established — e.g. a playspace or new park. Any new private development on public land that generates demand should provide toilets. (This should be identified at the planning permit stage);
- there are capacity problems at an existing public toilet — when the demand for toilet use at any venue leads to queues or feedback on a regular basis; or
- an existing public toilet is closed and there is not another within the distance stipulated by *Guidelines* in Section 9.3.1.

9.5 CHECKLIST TO AID DECISION MAKING

A checklist to assist in the decision-making process forms *Appendix three*.

10. RECREATION AND OPEN SPACE STRATEGY REFRESH 2020 AND MASTER PLANS

Council's *Recreation and Open Space Strategy Refresh* 2020 defines the process for the location of public toilets in parks and reserves. However, the building asset management process should be used to determine the need to upgrade, replace or decommission a public toilet facility in a park or reserve. All *Recreation and Open Space Strategy Refresh 2020* and *Master Plan* actions regarding public toilets must also be included in this *Plan*.

Information specific to public toilets in parks and reserves can be found in the *Open Space Strategy Refresh 2020,* an excerpt is show below:

7.6.2 Public toilets

There is a range of public toilet facilities in open space reserves including automated public toilets, stand alone brick toilet blocks, and facilities that are located inside sporting pavilions and other facilities. Where the toilets are located in sporting pavilions these are generally not open to the general public outside of sporting events. There is a range of issues associated with public toilets in open space:

- Some are poor condition and design, and this is being addressed with a renewal strategy to progressively upgrade these.
- Placement within the reserve that can influence use, safety and function of the surrounding area.
- Size in relation to the open space and volume of users.
- Level of maintenance.
- Proximity and relationship to other facilities in open space.

The requirement for a toilet facility in a park or reserve follows the guidelines established in the *Recreation and Open Space Strategy Refresh 2020.*

Guide for appropriate facility and feature provision of existing and new open space by use hierarchy as outlined in Table 5–1:

Facilities and features	Municipal	Neighbourhood	Local	Small Local
Toilets	✓	✓		

It is worth noting that local and small local category parks do not have a requirement to provide public toilet facilities as visits to these parks are usually in passing, by residents, and for a shorter period than larger municipal and neighbourhood open space.

11. DESIGN AND SITING OF PUBLIC TOILETS

Design and siting of public toilets requires consideration be given to the surrounding environment, *CrimePrevention through Environmental Design (CPTED) Principles*, equity of access, additional features and environmental sustainability.

The application of *CPTED Principles* and equity principles makes a significant impact on how the existing public toilet stock should be addressed and identifies the need for required changes to be made.

11.1 COMPLEMENT SURROUNDING USES

The design and siting of public toilets should provide a high level service to the community that is safe and convenient. It is also important that the design, location and siting of a public toilet does not cause community concern where it can be perceived that the installation of a public toilet has a negative impact on the neighbourhood.

Glen Eira public toilets are located at numerous sites with different surrounding land uses including major and minor parks, recreation reserves, activity centres, car parks and civic buildings eg. Carnegie Library and Community Centre.

The external appearance of the public toilets can be influenced by surrounding uses, but in Glen Eira they have also been controlled by other factors such as:

- the design of the sports pavilion or public building if the public toilet is incorporated into the building;
- the standard design used for fully automated toilets used in Glen Eira;
- the style of an existing toilet block if it is being refurbished; and
- links to Council's *Placemaking Framework*.

The current fully automated toilets and hybrid public toilets both allow flexibility in their external design features in response to the surrounding environment.

11.2 CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN PRINCIPLES

To maximise the safety of users, the design, location and management of toilets should be consistent with *CPTED Principles*.

CPTED is a proven crime prevention approach which has been shown to reduce opportunities for crime and incivility. The fundamental idea of CPTED is that it is possible to use knowledge and creativity to design environments in ways that lessen or prevent the incidence of crime.

CPTED is accepted in the design and criminology fields as being a credible method of reducing crime in set locations. Using the *CPTED Principles* as a design tool to reduce the likelihood of crime in set locations is an approach to crime prevention that considers the relationship between the physical environment and the users of that environment.

The *CPTED Principles* provide guidance on:

Visibility

Public toilets should be highly visible from the surrounding area and not hidden away from public view.

Access

Entrances to public toilets should be clearly visible from the street and other public areas and public toilets in or near playspaces should be clearly visible from the playspace. Access should not be obscured.

Light

Maximum use of natural light in the public toilet and if used after sunset, good artificial lighting in and around the facility.

Location and proximity to other buildings

The public toilet should be capable of natural surveillance from pedestrian activity and other building users. Other buildings or landscape features should not obscure the view of the public toilet.

Orientation

Entrances should face towards areas of maximum pedestrian activity.

Landscaping

Landscaping should not obscure the public toilet. Low landscape planting that is well maintained is acceptable.

Building materials and finishes

Should be light in colour and a type of material that discourages graffiti, is easy to maintain and is easy to clean.

Building design and cubicle configuration

Design should be welcoming with cubicles having direct access to the public area. Natural lighting should be maximised and light coloured surfaces used.

Management, maintenance and security

Lack of maintenance, management and security often leads to poor image, public disregard and vandalism and other antisocial activities.

Glen Eira's use of fully automated toilets located in visible public areas (parks, reserves and commercial areas) satisfy the principles of CPTED.

CPTED Principles should continue to be used for evaluation of decisions to upgrade or replace older toilets and the development, design and siting of new toilet facilities.

11.3 CO-ORDINATION OF SITING NEW PUBLIC TOILETS

The siting and development of new public toilets should be coordinated amongst all Council departments and stakeholders that have an interest in the location, construction and maintenance of the facility.

11.4 UNIVERSAL ACCESS

Public toilets must be both accessible and useable by the majority of people of all abilities. Design that incorporates the requirements of the *Disability Discrimination Act 1992* and the A*ustralian Standard AS 1428.1 Design for Access and Mobility* or successors, will provide access and use of the toilet in an equitable and independent manner for people with disabilities.

All-gender and gender inclusive facilities should be provided where possible to ensure equal access to public toilets throughout Glen Eira.

11.5 FEATURES

Council should include features in its public toilets such as soap dispensers and hand dryers — sharps bins and baby change facilities should also be considered where appropriate. These features are included in most automated public toilets.

Some of these features are not appropriate to be installed in traditional toilets due to design constraints, vandalism or anti-social behaviour. However, as automated or hybrid style public toilets replace traditional public toilets, this will mean that over time most public toilet facilities will include some or all features as appropriate.

11.6 ENVIRONMENTAL SUSTAINABILITY

Council's Climate Emergency Response Strategy 2021–2025 highlights that urgent climate change action is essential to help us secure our Glen Eira community vision: a thriving and empowered community working together for an inclusive and sustainable future.

Environmentally sustainable principles relating to water and energy usage and the types of building and finishing materials must be applied to any refurbishment of existing toilets or provision of new toilets.

All non-automated public toilets in Glen Eira use water saving flush cisterns and pans.

The fully automated toilets used in Glen Eira incorporate timed water flow taps to reduce water usage and use an average of 10 litres per occupancy (eight litres for pan, one litre for hand wash and one litre for auto wash). The hybrid design public toilets also incorporate low flush pans and other water saving features such as the rainwater tank at Hawthorn Road, Caulfield South and rainwater collection and use at Booran Reserve.

It is recommended that energy efficient components such as LED lighting, timer switches and other initiatives such as solar panels are installed where practicable.

Any future design should balance environmentally sustainable design principles with hygiene requirements and use only established tried and tested products.

FIVE YEAR ACTION PLAN

Council has a range of public toilet facilities throughout the municipality that should continue to be maintained and operated to an acceptable standard. To maintain this standard, management of the facilities require ongoing review. Several older traditional style public toilets require upgrading, replacement or decommissioning.

FIVE YEAR ACTION PLAN 2022–23 TO 2026–27

ITEM	FACILITY	ACTION	TIMELINE
A — OPERATIONAL			
1A	All public toilets particularly those in high use areas	**Routine toilet cleaning** Annually review frequency and timing of routine toilet cleaning to improve overall cleanliness of toilets and ensure supplies of paper and soap.	2022-27
2A	All automated public toilets	**Signage** Review signage and operating instructions for automated toilets and amend as required.	2022-23
3A	All public toilets	**Wayfinding signage** Review way of finding signs to assist in locating public toilets. Link in with any future Placemaking Strategy where possible.	2025-26
4A	All public toilets in high use areas	**Soap and hand dryers** Undertake a review to determine toilets without soap or hand dryer facilities and where practicable provide these facilities at all high use toilets.	2023-24
5A	All public toilets — particularly new toilets	**Sustainability — energy conservation** Investigate effective sustainability initiatives, including energy efficient components and solar panel options. Implement the recommendations of the report in line with the capital works and renewals program. Where practicable implement sustainability measures.	2022-23
6A	All public toilets — particularly new toilets	**Sustainability — water conservation** Investigate effective sustainability initiatives, including methods of reducing water use at the toilets. Where practicable implement sustainability measures.	2024-26

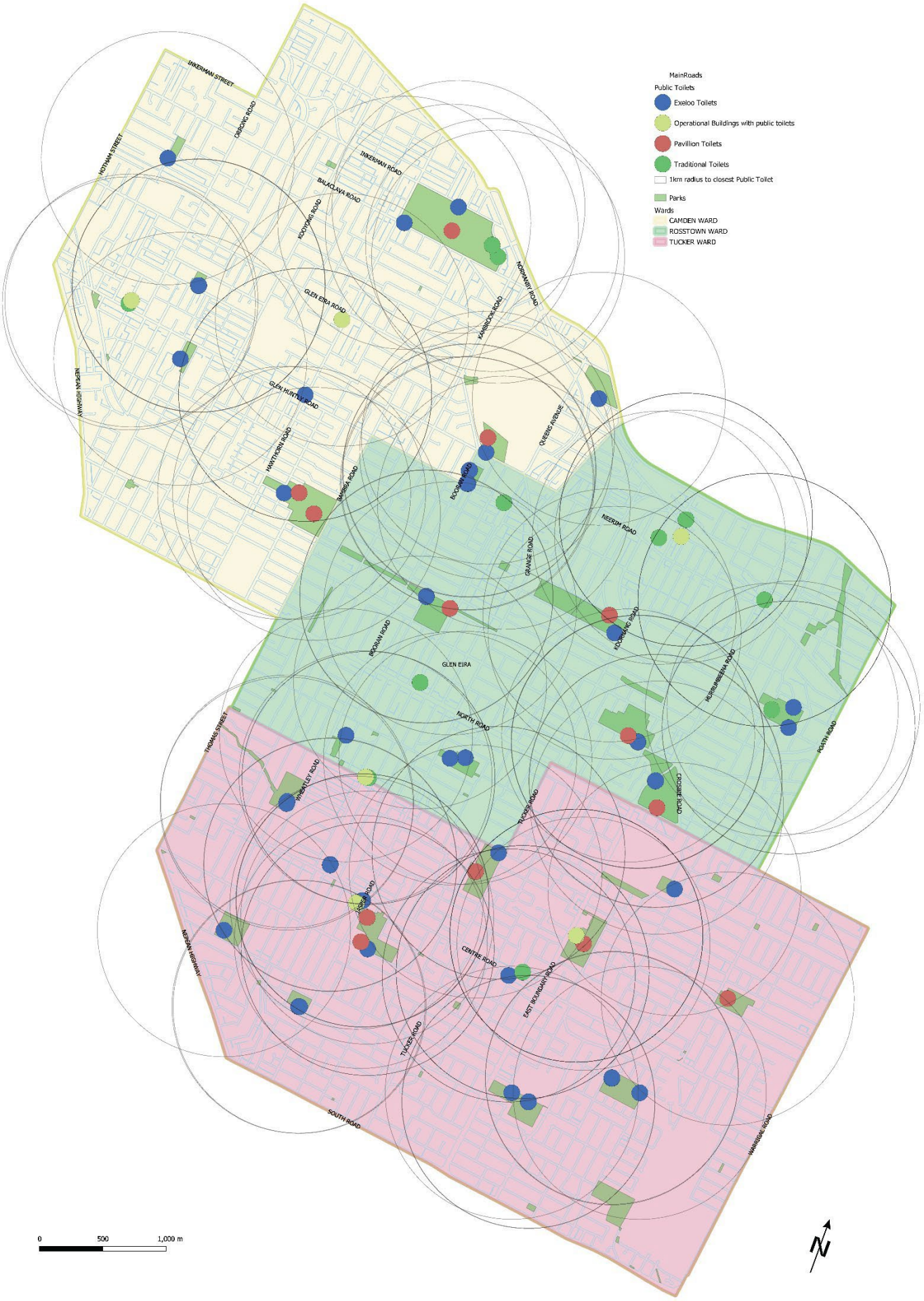
7A	All new public toilets	**Ongoing co-ordination** Refer proposed new public toilets to all Glen Eira City Council Departments that have an interest in the location, construction and maintenance of the facilities.	2022-27

ITEM	FACILITY	ACTION	TIMELINE
8A	All public toilets	**Universal access** Undertake a review to determine toilets where access can be improved in line with best practice and the Disability Discrimination Act (DDA).	2022-27
9A	All public toilets	**Digital by default** Undertake an annual review to ensure all toilets are included on the National Public Toilet Map. Ensure the public toilet information on the Glen Eira website is accurate and current.	2022-27
10A	All public toilets	**Pozi** Arrange for public toilet information to be displayed on the Glen Eira Pozi online mapping system.	2023-24
B — CAPITAL			
11B	All public toilets	**Crime Prevention through Environmental Design (CPTED) Principles** CPTED Principles be used for the evaluation of decisions to upgrade older toilets, place new toilets and design of new hybrid toilet.	2022-27
12B	Carnegie public toilet (Kokaribb Road)	**Assess for upgrade or replacement** Assess and upgrade or replace with hybrid model or fully automated toilet facility.	2022-23
13B	Murrumbeena Park Pavilion public toilet	**Replacement** Install new fully automated public toilet into the new Murrumbeena Community Hub Pavilion.	2023-24
14B	Lord Reserve Pavilion	**Replacement** Install new pavilion style or hybrid public toilets into new pavilion.	2023-24

15B	Staniland Grove (2B Staniland Grove)	**Assess for upgrade or replacement** Assess and upgrade or replace with hybrid model or fully automated toilet facility. Assess placemaking and synergies with future Selwyn Street cultural precinct.	2022-23

ITEM	FACILITY	ACTION	TIMELINE
16B	Glenhuntly Station public toilet (1153 Glen Huntly Road)	**Replacement** Obtain an extension to VicTrack lease and in conjunction with the Level Crossing Removal Project upgrade or replace with hybrid model toilet facility.	2023-25
17B	Ormond Katandra Road car park public toilet (12–14 Katandra Road)	**Assess for upgrade or replacement** Assess and upgrade or replace with hybrid model or fully automated toilet facility.	2022-23
18B	Bailey Reserve public toilet 200 East Boundary Road)	**Assess for upgrade or replacement** Assess and upgrade or replace with hybrid model or fully automated toilet facility.	2022-23
19B	Mackie Road Reserve public toilet (58-60 Mackie Road)	**Assess for upgrade or replacement** Assess and upgrade or replace with hybrid model or fully automated toilet facility.	2022-23
20B	Caulfield Park public toilet (Park Crescent)	**Assess for upgrade or replacement** In conjunction with the playspace redevelopment, assess and upgrade or replace with hybrid model or fully automated toilet facility.	2022-23
21B	Packer Park Pavilion public toilet (Leila Road)	**Assess for upgrade** Assess and upgrade.	2025-26
22B	McKinnon Reserve Pavilion public toilet (Tucker Road)	**Assess for decommissioning**	2022-23
23B	Boyd Park	**New** Assess a new public toilet in line with the *Outer Circle Railway Land Management Plan* considering CPTED Principles to ensure visibility, passive surveillance and safety.	2022-23
24B	All sites	**New** Continue to monitor and evaluate potential sites for new public toilet facilities in commercial areas to meet the requirement to have a maximum spacing of 1,000 metres between toilets.	2022-27

APPENDIX ONE — PUBLIC TOILET FACILITIES MAP



APPENDIX TWO — MASTER TOILET LIST (TYPES AND LOCATION)

FULLY AUTOMATED PUBLIC TOILETS/EXELOO				
Name	**Type/number**	**Location**	**Address**	**Suburb**
Allnutt Park	Exeloo (PTno.1)	Allnutt Reserve	41–59 Wheatley Road	McKinnon
Allnutt Park	Exeloo (PTno.01)	Allnutt Reserve	41–59 Wheatley Road	McKinnon
Bent Street — West Carpark	Exeloo (PTno.03)	Bent Street	1 Bent Street	Bentleigh
Bent Street — West Carpark	Exeloo (PTno.3)	Bent Street	1 Bent Street	Bentleigh
Bentleigh East	Exeloo (PTno.220A)	Centre Road, Bentleigh East (corner Browns Road)	672 Centre Road (corner Browns Road)	Bentleigh East
Bentleigh East	Exeloo (PTno.220B)	Centre Road, Bentleigh East (corner Browns Road)	672 Centre Road (corner Browns Road)	Bentleigh East
Bentleigh Library	Exeloo (PTno.4)	Bentleigh Library	161 Jasper Road	Bentleigh
Bentleigh Library	Exeloo (PTno.502)	Bentleigh Library	161 Jasper Road	Bentleigh
Bentleigh/ Hodgson Reserve	Exeloo (PTno.27)	Hodgson Reserve	1–3 Higgins Road	Bentleigh
Bentleigh/ Hodgson Reserve	Exeloo (PTno.270)	Hodgson Reserve	1–3 Higgins Road	Bentleigh
Booran Reserve	Exeloo (PTno.45) North	Booran Reserve North	1051 Glen Huntly Road	Glen Huntly
Booran Reserve	Exeloo (PTno.450) North	Booran Reserve North	1051 Glen Huntly Road	Glen Huntly
Booran Reserve	Exeloo (PTno.46) South	Booran Reserve South	1051 Glen Huntly Road	Glen Huntly
Booran Reserve	Exeloo (PTno.460) South	Booran Reserve South	1051 Glen Huntly Road	Glen Huntly

Caulfield Park	Exeloo (PTno.503)	Aviary Gardens, Caulfield Park (near Parks Depot)	280 Balaclava Road	Caulfield North
Caulfield Park	Exeloo (PTno.504)	Caulfield Park — new pavilion	280 Balaclava Road	Caulfield North
Caulfield Park	Exeloo (PTno.8)	Caulfield Park (corner Balaclava and Hawthorn Roads)	280 Balaclava Road	Caulfield North
Centenary Park	Exeloo (PTno.12)	Bignell Road end	179–185 Bignell Road	Bentleigh East
Centenary Park	Exeloo (PTno.120)	Brady Road end	130 Brady Road	Bentleigh East
Centenary Park	Exeloo (PTno.121)	Brady Road end	130 Brady Road	Bentleigh East
Duncan Mackinnon Pavilion	Exeloo (PTno.161)	Duncan Mackinnon Reserve Pavilion	819–821 North Road	Murrumbeena
Duncan Mackinnon Reserve	Exeloo (PTno.16)	Duncan Mackinnon Reserve	819–821 North Road	Murrumbeena
Duncan Mackinnon Reserve	Exeloo (PTno.160)	Duncan Mackinnon Reserve	819–821 North Road	Murrumbeena
East Caulfield Reserve	Exeloo (PTno.19)	East Caulfield Reserve	15A Dudley Street	Caulfield East
EE Gunn Reserve	Exeloo (PTno.17)	EE Gunn Reserve, Beatty Crescent (corner Foch Street)	56 Malane Street	Ormond
EE Gunn Reserve	Exeloo (PTno.505)	EE Gunn Reserve, Beatty Crescent (corner Foch Street)	56 Malane Street	Ormond
Glen Huntly Reserve	Exeloo (PTno.23)	Glen Huntly Reserve	60 Neerim Road	Glen Huntly
Greenmeadows Gardens	Exeloo (PTno.24)	Greenmeadows Gardens Reserve	1 Green Street	St Kilda East
Halley Park	Exeloo (PTno.25)	Halley Park Reserve	73–95 Jasper Road	Bentleigh
Halley Park	Exeloo (PTno.250)	Halley Park Reserve	73–95 Jasper Road	Bentleigh

Harleston Park	Exeloo (PTno.26)	Harleston Park	49 Allison Road	Elsternwick
Hopetoun Gardens	Exeloo (PTno.28)	Hopetoun Gardens (Victoria Street — opposite10 Victoria Street)	520 Glen Huntly Road	Elsternwick
Joyce Park	Exeloo (PTno.29)	Joyce Park	310–318 Jasper Road	Ormond
King George VI Memorial Reserve	Exeloo (PTno.30A)	King George VI Memorial Reserve	70 East Boundary Road	Bentleigh East
King George VI Memorial Reserve	Exeloo (PTno.30B)	King George VI Memorial Reserve	70 East Boundary Road	Bentleigh East
King George VI Memorial Reserve	Exeloo (PTno.506)	King George VI Memorial Reserve	70 East Boundary Road	Bentleigh East
Koornang Park	Exeloo (PTno.31)	Koornang Park	251A Koornang Road	Carnegie
Marlborough Street Reserve	Exeloo (PTno.34)	Marlborough Street Reserve	77A Marlborough Street	Bentleigh East
McKinnon Reserve	Exeloo (PTno.350)in Playground	McKinnon Reserve (corner Tucker and McKinnon Road)	201–209 Tucker Road	McKinnon
Murrumbeena Park	Exeloo (PTno.507A)	Murrumbeena Park	37 Kangaroo Road	Murrumbeena
Murrumbeena Park	Exeloo (PTno.507B)	Murrumbeena Park	37 Kangaroo Road	Murrumbeena
Murrumbeena Park	Exeloo (PTno.570)	Murrumbeena Park	37 Kangaroo Road	Murrumbeena
Packer Park	Exeloo (PTno.041)	Packer Park	120 Leila Road	Carnegie
Packer Park	Exeloo (PTno.41)	Packer Park	120 Leila Road	Carnegie
Packer Park	Exeloo (PTno.410)	Packer Park	120 Leila Road	Carnegie
Princes Park	Exeloo (PTno.11)	Princes Park	277 Bambra Road	Caulfield South
Victory Park	Exeloo (PTno.44)	Victory Park	21 Patterson Road	Bentleigh

Wattle Grove Reserve	Exeloo (PTno.15)	Wattle Grove Reserve	15B Wattle Grove	McKinnon
PAVILION PUBLIC TOILETS				
Name	**Type/number**	**Location**	**Address**	**Suburb**
Bailey Reserve	Pavilion toilet (PTno.2)	Bailey Reserve	200 East Boundary Road	Bentleigh East
Bentleigh Pavilion	Traditional block (PTno.5)	Bentleigh Pavilion, Bentleigh Reserve	1–3 Higgins Road	Bentleigh
Lord Reserve	Pavilion (PTno.32)	Lord Reserve — built into pavilion	15–49 Lyons Street	Carnegie
Mackie Road Reserve	Pavilion Toilet (PTno.33)	Mackie Road Reserve	58–60 Mackie Road	Bentleigh East
McKinnon Reserve	Traditional block (PTno.35) in Pavilion	McKinnon Reserve (corner Tucker and McKinnon Road)	201–209 Tucker Road	McKinnon
Packer Park	Pavilion Toilet (PTno.40)	Packer Park	120 Leila Road	Carnegie
Princes Park	Pavilion Toilet (PTno.42)	Princes Park	277 Bambra Road	Caulfield South
TRADITIONAL PUBLIC TOILETS				
Name	**Type/number**	**Location**	**Address**	**Suburb**
Caulfield Park	Traditional block (PTno.9)	Caulfield Park (Park Crescent near playground)	280 Balaclava Road	Caulfield North
Glen Huntly Public Toilets	Traditional block (PTno. 21)	Glenhuntly Station	1153 Glen Huntly Road	Glen Huntly
Katandra Road Carpark	Traditional block (PTno.39)	Katandra Road Carpark	12-14 Katandra Road	Ormond
Staniland Gve	Traditional block (PT no 20)	Staniland Grove	2B Staniland Grove	Elsternwick
OTHER OPERATIONAL BUILDINGS				
Name	**Type/number**	**Location**	**Address**	**Suburb**

Glen Eira Town Hall	Operational Building	Ground floor close to customer service desk and next to lift	Corner of Glen Eira and Hawthorn Roads	Caulfield
Caulfield Library	Operational Building	Ground floor in library at Town Hall	Corner of Glen Eira and Hawthorn Roads	Caulfield
Elsternwick Library	Operational Building	Ground floor of library	4 Staniland Grove	Elsternwick
Carnegie Library	Operational Building	Ground floor of library	7 Shepparson Avenue	Carnegie
Bentleigh Library	Operational Building	Ground floor of library	161 Jasper Road	Bentleigh
McKinnon Satellite Library	Operational Building	Ground floor of library	1169A McKinnon Road	McKinnon
Glen Eira Sports & Aquatics Centre	Operational Building	Ground Floor	200 East Boundary Road	Bentleigh East
HYBRID BUILDINGS				
Name	**Type/number**	**Location**	**Address**	**Suburb**
Bentleigh East	Hybrid no 22 A,B,C	Heather Street car park	Lilac Street	Bentleigh East
Caulfield South	Hybrid no 10 A,B,C	Hawthorn & Glen Huntly Roads	340A Hawthorn Road	Caulfield South
Carnegie Station	Hybrid no 7 A,B,C,D	Carnegie Station	44A Koornang Road	Carnegie
McKinnon Station	Hybrid no 38 A,B	McKinnon Station	169A McKinnon Road	McKinnon

Murrumbeena	Hybrid no 37 A,B,C,D	Murrumbeena Station	445 Neerim Road	Murrumbeena

APPENDIX THREE — NEEDS ASSESSMENT CHECK LIST

Check list: existing public toilet — need to upgrade; need to replace; need to decommission and not replace; need for a new toilet facility.

	Factor	Comment	Score
A	Siting		Yes/no
A1	Does another Public Toilet (PT) exist within 500 metres of the existing PT? Not necessarily a Council facility.	If yes and other toilet provides a comparable service meeting current CPTED and DDA requirements, consider closing this toilet facility. OR If the other facility does not meet CPTED and DDA requirements it may be of advantage to choose to upgrade/replace either.	
B	Usage		Yes/no
B1	High (regular or irregular)	If yes may consider upgrading or replacing PT.	
B2	Medium	If yes need to assess impact if decommissioned.	
B3	Low	If yes may decommission if another within 500 metres.	
C	Locality		Yes/no
C1	Does PT service a particular use e.g., playspace or is it included in a Parks Masterplan?	If yes, then may consider upgrading or replacing and overrides outcomes of yes to A1 and B3.	
D	Security — CPTED Principles		Yes/no
D1	Is PT located in trafficked area?	If no, then may consider upgrade or new facility.	
D2	Are access ways to PT facing trafficked areas?	If no, then may consider upgrade or new facility.	
D3	Is internal and external lighting adequate?	If no, then may consider upgrade or new facility.	
D4	Is graffiti an issue?	If yes, then may consider upgrade or new facility.	

D5	Is vandalism an issue (e.g. regular damage to fittings and structure)?	If yes, then may consider upgrade or new facility.	

D6	Is there known antisocial behaviour?	If yes, then may consider upgrade or new facility.	
D7	Is PT DDA access compliant?	If no, then may consider upgrade or new facility.	
D8	Does PT provide separate cubicle for disabled?	If no, then may consider upgrade or new facility.	
D9	Do users feel safe?	If no, then may consider upgrade or new facility.	
E	Structure		Yes/no
E1	Does current PT require structural maintenance?	If yes, then may consider upgrade or new facility.	
E2	Does current PT require cosmetic maintenance?	If yes, then may consider upgrade.	
E3	Does current PT require high maintenance?	If yes, then may consider upgrade or new facility.	
F	Historic significance		Yes/no
F1	Does the existing PT have any historical or architectural significance?	If yes, then may consider upgrade within limits of significance or decommission and build new facility at new location.	

City of GLEN EIRA

GLEN EIRA
CITY COUNCIL

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