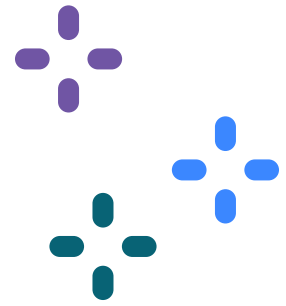


# MONASH PUBLIC TOILET STRATEGY





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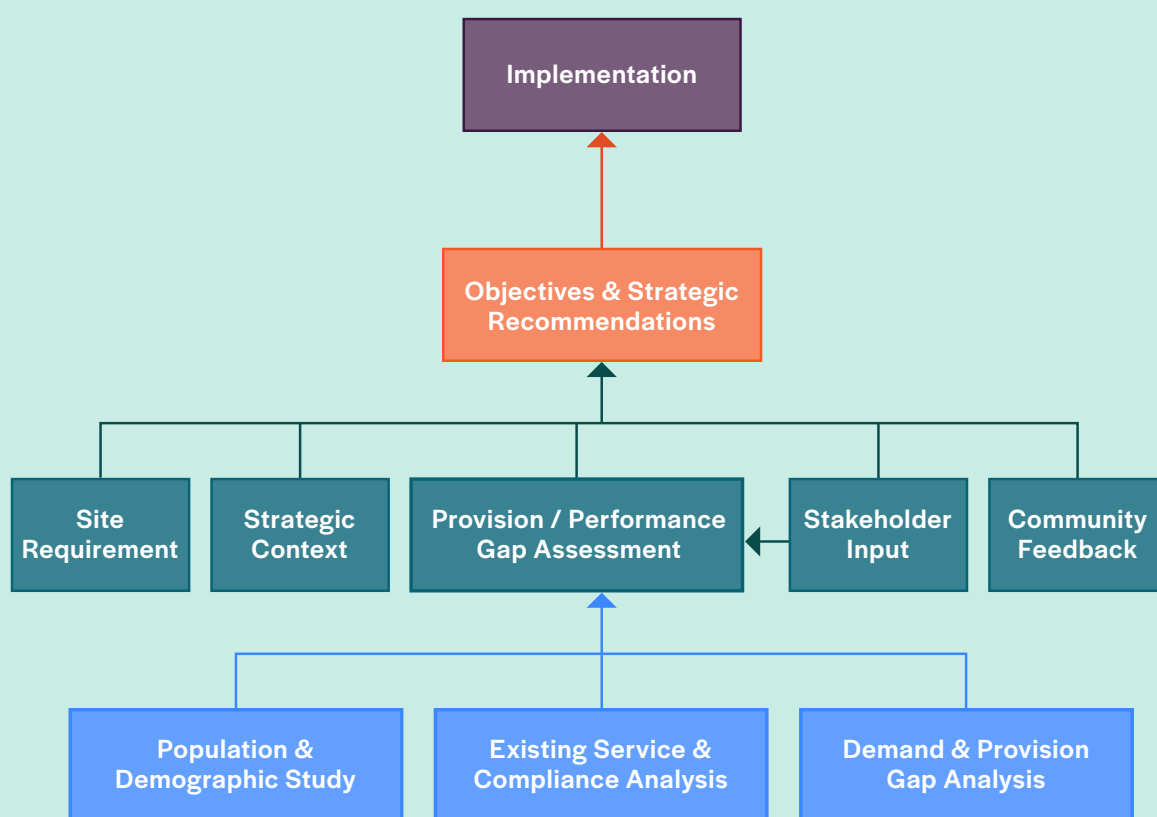
# INTRODUCTION

## 1.1 STRUCTURE

This Strategy is structured in keeping with the Public Toilet Strategy process. It identifies a strategic vision, objectives, priorities and design standards relating to public toilet service provision.

## 1.2 PROCESS

The flow chart outlines the key components of the Monash Public Toilet Strategy (PTS) process:



*Strategy Development Process Map*



# BACKGROUND

The *Local Government Act 2020* states the primary role of Council as providing good governance in its municipal district for the benefit and wellbeing of the municipal community.<sup>1</sup>

While community wellbeing is (at least partly) related to the effective delivery of community services and infrastructure, the enjoyment of such services and infrastructure is in turn linked to the presence and quality of key support services including public toilet provision.

There are four key drivers for a Monash Public Toilet Strategy:

- 1 Policy context
- 2 Current gaps in service provision
- 3 Community feedback
- 4 Municipal and demographic growth



<sup>1</sup> *Local Government Act 2020* Section 8(1)

## 2.1 POLICY CONTEXT

The need for public toilets is now outlined in various Council Strategies. This includes:

- *Monash Open Space Strategy, 2018*. Public toilets are required in Regional Parks and District level parks; and recommended in open spaces that provide for Social/family recreation functions.
- *Monash Playground and Playspace Strategy 2020*. Public toilets are required in ‘regional’ and ‘district’ level playgrounds.
- *A Healthy and Resilient Monash: Integrated Plan 2017 – 2021*, which brings together priorities from all the plans, activities and services that contribute to the health, happiness, and wellbeing of the Monash community. The strategy seeks to create a community that the health and wellbeing is supported, is fair for all across the community and can feel safe.
- *Age Friendly Monash – A Positive Ageing Plan 2015 – 2019*. The strategy is based on the World Health Organisations (WHO) ‘Age Friendly Cities Framework. This supports older adults in domains such as ‘outdoor spaces and buildings’, ‘respect and social inclusion’, ‘community support and health services’.

### **Action 1.3.1 of the strategy is: Develop a Comprehensive Public Toilet Strategy.**

- *The Gender Equality Strategy 2015 – 2020*, which seeks to promote gender equality through its decision making, resource allocation, planning, policy and service delivery.
- *The Community Safety Framework 2015-2020*, sets out the Council commitment to create safe neighbourhoods and places and spaces where people feel happy and empowered to lead fulfilling lives.
- *Monash Council Plan 2017 – 2021*. The plan sets out how Council continues to plan for its community and seeks to continue to improve public infrastructure, meeting places and open spaces by providing inclusive, safe and inviting places.
- *Monash 2021 – a thriving community* outlines primary focus areas of Council’s vision that Monash is a fair and healthy community and an inclusive and safe community.
- *Emerging Monash Social Housing Strategy*.
- *Monash Active Reserve Facility Hierarchy*, which identifies both Pavilion and Sports Ground Classification for existing Monash sports facilities.

## 2.2 CURRENT GAPS IN SERVICE PROVISION

Current levels of service provision are outlined in [Section 3.0 Analysis](#).

There are issues around Public Toilet availability.

Issues around ageing infrastructure, in particular, some older and standalone facilities have been identified.

Some of these facilities do not meet current community expectations of service delivery and have been closed.

Since many toilet facilities were built, the technology and design standards for public toilets have changed including the requirement for compliance with the Disability Discrimination Act.

Community expectations have also changed, particularly regarding equitable access, perceptions of safety and the provision of facilities which cater of all ages and abilities.



## 2.3 COMMUNITY FEEDBACK

Council officers receive feedback around the provision of public toilets, as well as suggestions for improvement and need for public toilets. Often this is a result of toilets either not being available, locked or not accessible, or issues with cleanliness and condition.

The Monash Council 2021 Annual Community Satisfaction Survey (May 2021) concluded that the satisfaction level of the public toilets has continuously fallen since 2018. The satisfaction level in the survey is still rated as 'good'; however, the fall is considered of 'measurable difference', which is a significant result that requires attention.

## 2.4 MUNICIPAL & DEMOGRAPHIC CHANGE

The Monash population, approximately 200,000, is growing and increasing population has flow on effects for community services, including public toilets. It is estimated that by 2031 the population will have risen to 227,168 people in 2031 and 249,287 people by 2041 – an overall increase of 24.55%. At the same time the number of dwellings is anticipated to rise from 74,969 in 2021 to 84,386 in 2031 and 93,408 in 2041.<sup>2</sup> This growth will not necessarily be uniform, and intensification of development is likely to occur in areas of Monash that are currently not well supported by community facilities, such as southern areas. In these areas, growth is likely to occur as commercial and industrial areas transition to more residential forms.

These figures are conservative and do not take account of some major developments in Monash currently in the planning stage or proposed for the coming years (for example the potential for zone changes proposed under the delivery of the Clayton and Huntingdale Precinct Plans). Nor does it consider the increase of growth that could arise from intensification around train stations proposed by the Suburban Rail Loop in Clayton and Glen Waverley (the exact location yet to be determined by the Suburban Rail Loop Authority).

The community profile will also change over this time. The community is ageing with the number of people aged sixty and over expected to increase by 9,083 (21.16%) between 2021 and 2041. This age group will comprise 20.86% of the total population.<sup>3</sup>

At the same time in the City of Monash, between 2021 and 2041, the number of persons aged under 17 is forecast to increase by 6,287 (16.74%) and will comprise 17.59% of the total population.<sup>4</sup>

Charts below show demographic changes forecast between 2021 and 2041 in the City of Monash.<sup>5</sup>

Due to uneven demographic change over time, the demand for public toilet will vary in different suburbs.

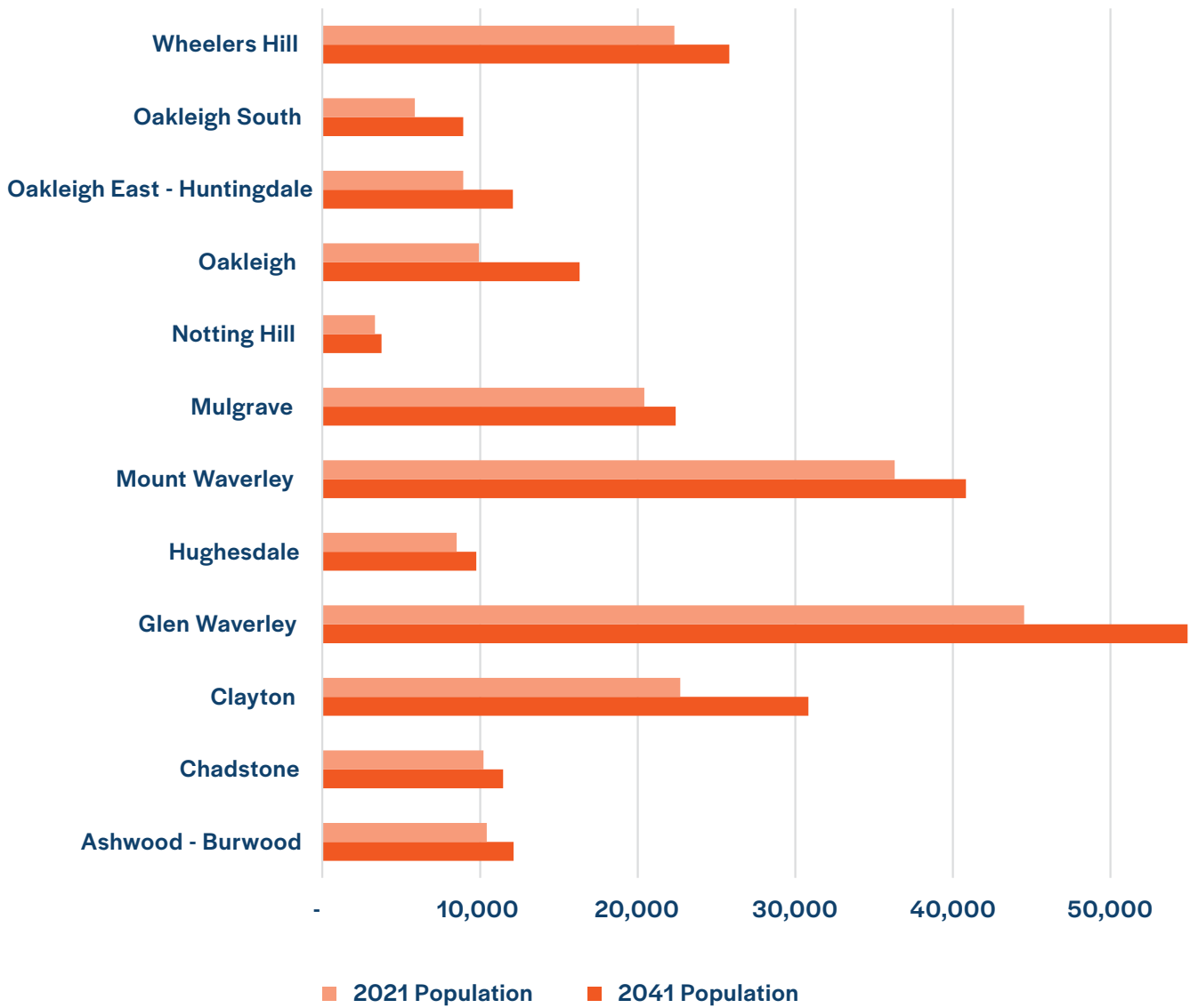
<sup>2</sup> Population and household forecasts, prepared by .id, February 2019.

<sup>3</sup> Population and household forecasts, prepared by .id, February 2019.

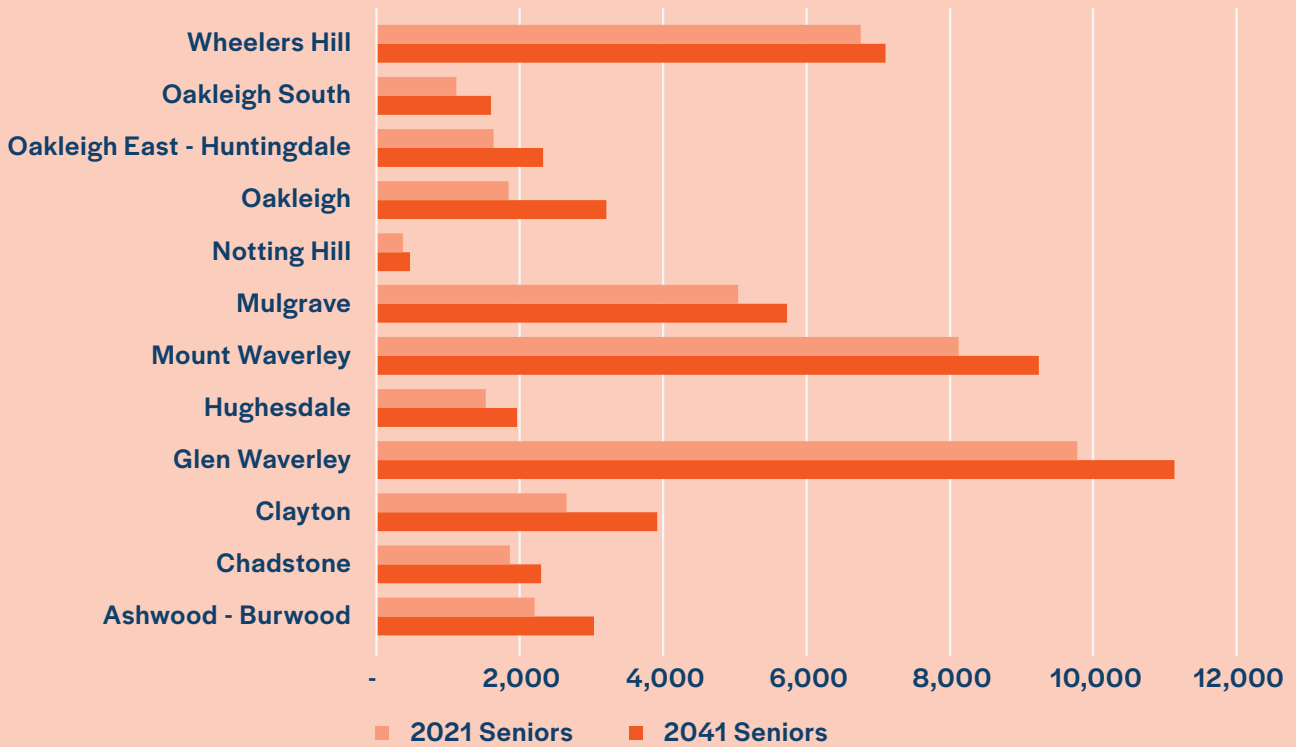
<sup>4</sup> Population and household forecasts, prepared by .id, February 2019.

<sup>5</sup> Population and household forecasts, prepared by .id, February 2019.

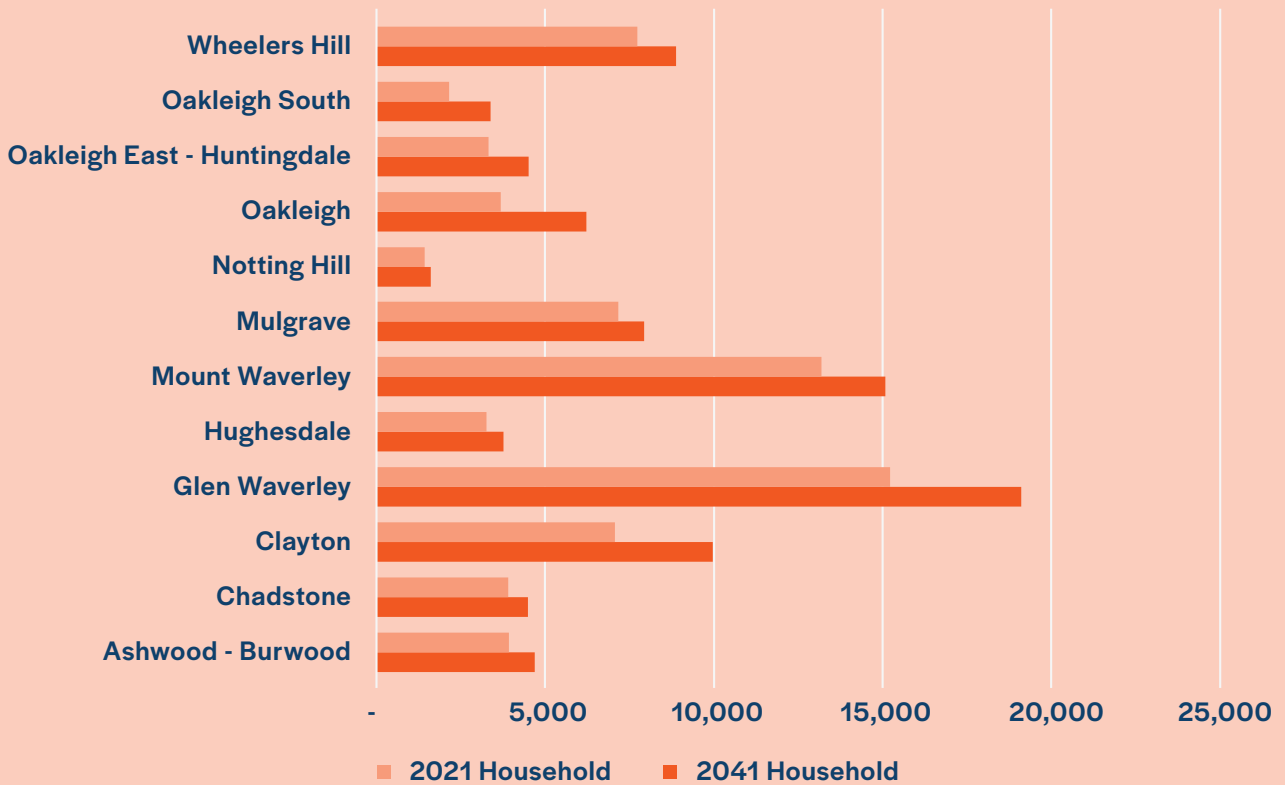
### Population growth forecast by suburb



### Senior Population forecast over time by suburb



### Household growth forecast by suburb





Toilet



JCDecaux



The best independent winemakers aren't always found in the big bottle shops.



naked wines  
nakedwines.com.au

# CURRENT SERVICE PROVISION & GAP ANALYSIS

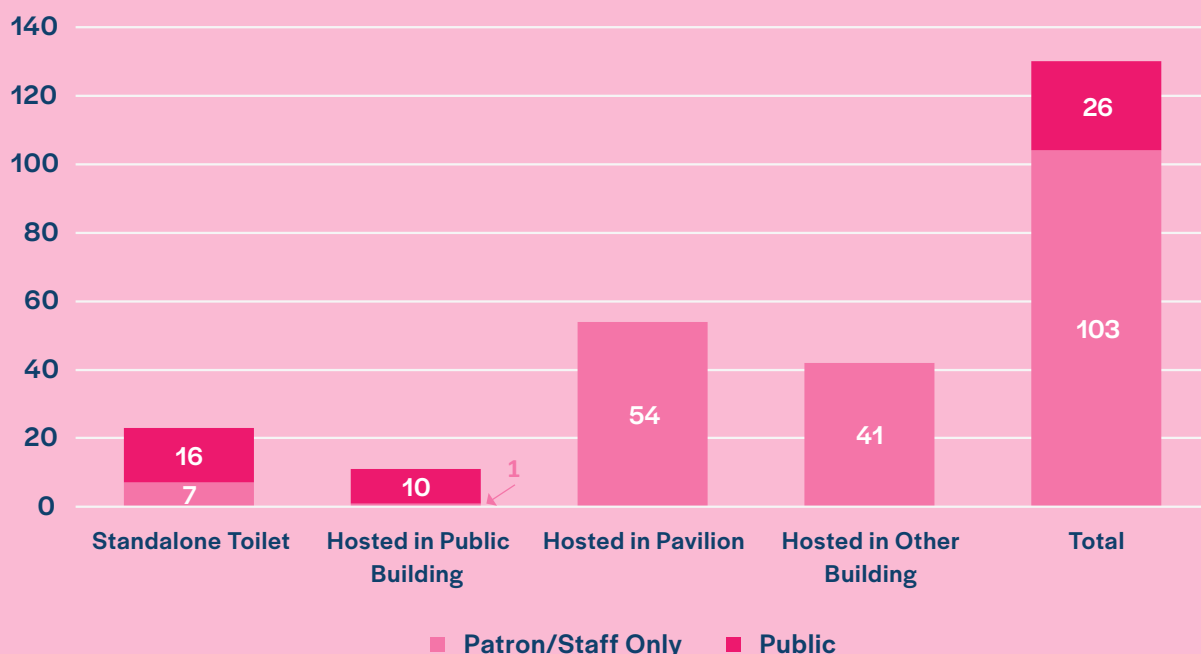
## 3.1 EXISTING TOILET AUDIT

An audit of existing toilet provision within and adjacent to the City of Monash has been undertaken, key themes focus on location, ownership, building typology, capacity, opening hours, cleaning regime and supplementary facilities provided.

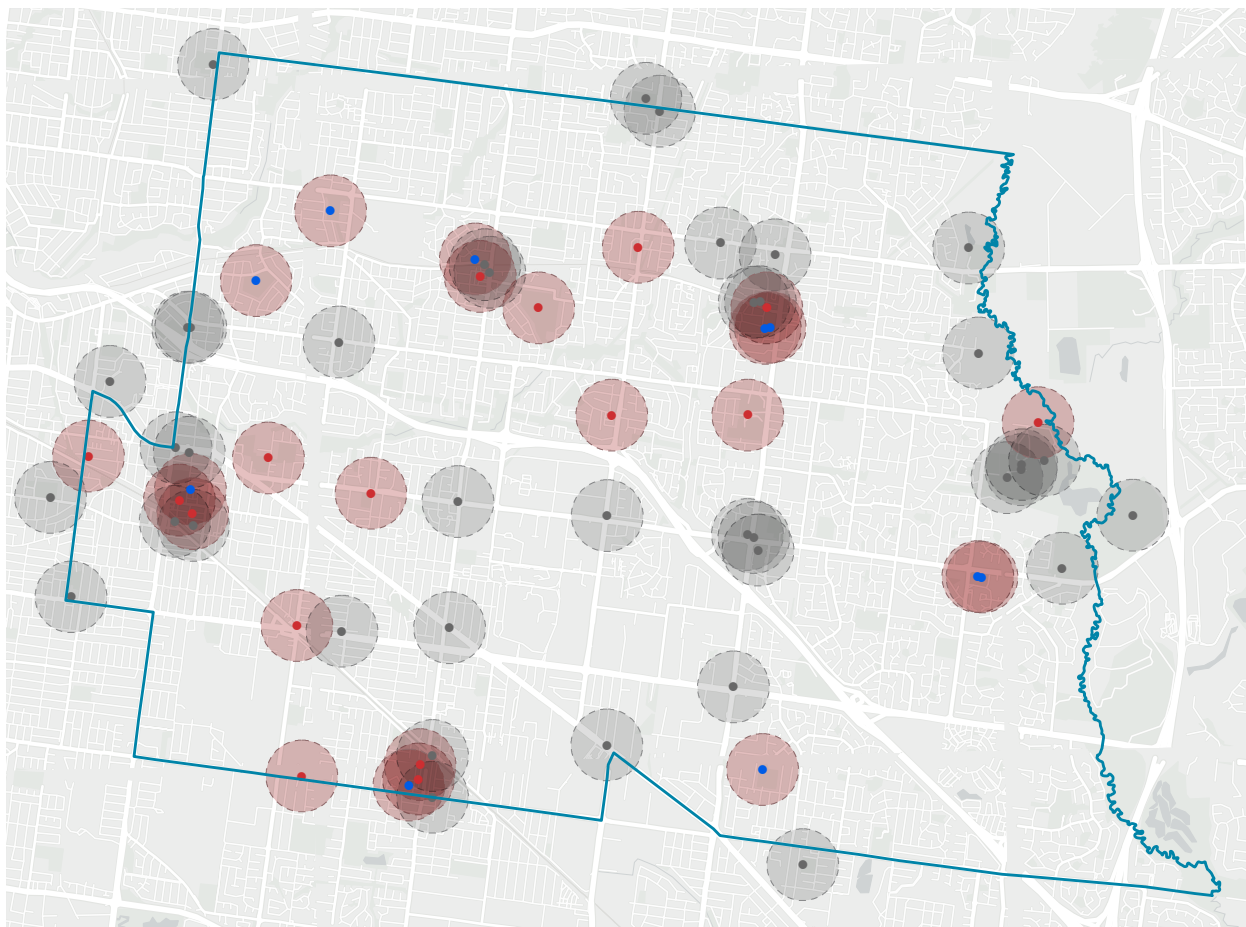
Data analysis to date undertaken as part of the background technical study has provided the following findings.

- 20 per cent of Council-owned toilets are open to the public.
- 40 per cent public toilets within and in adjacent to the City of Monash are provided by Council.
- The majority of public toilets in Council-owned public buildings do not have direct external access. The time these facilities are open to the public is restricted by the opening hours of the buildings.
- The capacity, cleaning regime and supplementary facilities provided at public toilets in similar settings across the municipality are not consistent.
- Public toilet provision ratio to population is highly uneven across the municipality.

### Council Owned Toilet Breakdown



## Existing Public Toilet within and in adjacent to the City of Monash Boundary by ownership



- Council owned stand-alone public toilet
  - Council owned public toilet hosted in building
- Council owned public toilet 400m catchment
  - Public toilet provided by others 400m catchment
  - Public toilet provided by others



## 3.2 DEMAND & PROVISION GAP ANALYSIS

### 3.2.1 Demand Analysis

To identify the current and future demand for public toilet provision across Monash, the following criteria were developed from relevant Council strategies and strategic positions.

CRITERIA	POLICY REFERENCE
Within 250m from a playground	Monash Playground and Playspace Strategy 2020 (now adopted) identifies that a public toilet should be provided within 250m from a Regional or District level playground.
Public toilet in council's pavilion	There is no clear requirement for public toilet provision based on the Pavilion Classification in Monash Active Reserves Facility Hierarchy.
Public toilet within 50m from A Grade sport ground	No clear requirement for public toilet provision based on the Sports Ground Classification in Monash Active Reserves Facility Hierarchy. Provision of public toilets in proximity of all A grade grounds as a minimum provision standard is proposed.
Open Space service level	Monash Open Space Strategy identifies that a public toilet must be provided in Regional level open space, should be provided in District level open space and is good to have in Social / Family recreation type of local park.
Activity Centre	Public toilets should be considered within various levels of activity centre including smaller centres.
Within 400m (5-minute walk) from a railway station	There is not a mandatory requirement for public toilet provision at all railway stations. Currently most Premium Stations in the metropolitan area provide public toilets. However, these public toilets are only open when the station service hub is staffed. It is a good practice to provide adequate public toilet in proximity of a railway station to encourage people to use public transport. This could be an advocacy position for Council.
Proximity to Active Transport Network	Public toilet provision should be considered within 100m along an existing and proposed Trail as identified in the Monash Open Space Strategy. The nodes where people access or exit the trail should be considered as location with high demand for public toilet.
Proximity to bus route	There is not a mandatory requirement for public toilet provision at bus stops. However, it is a good practice to provide adequate public toilet facilities in proximity (50m) of major bus stops along bus route to encourage people to use public transport. This could form an advocacy position for Council.

Based on these strategic references, a scoring system was developed for the public toilet demand analysis.

A quantitative analysis using GIS technology was then conducted based on this scoring system. The outcome of this demand analysis is presented in a heat map in background technical study. At this step of the analysis, the existing public toilet provision has not been considered.

### 3.2.2 Demand & Provision Gap Analysis

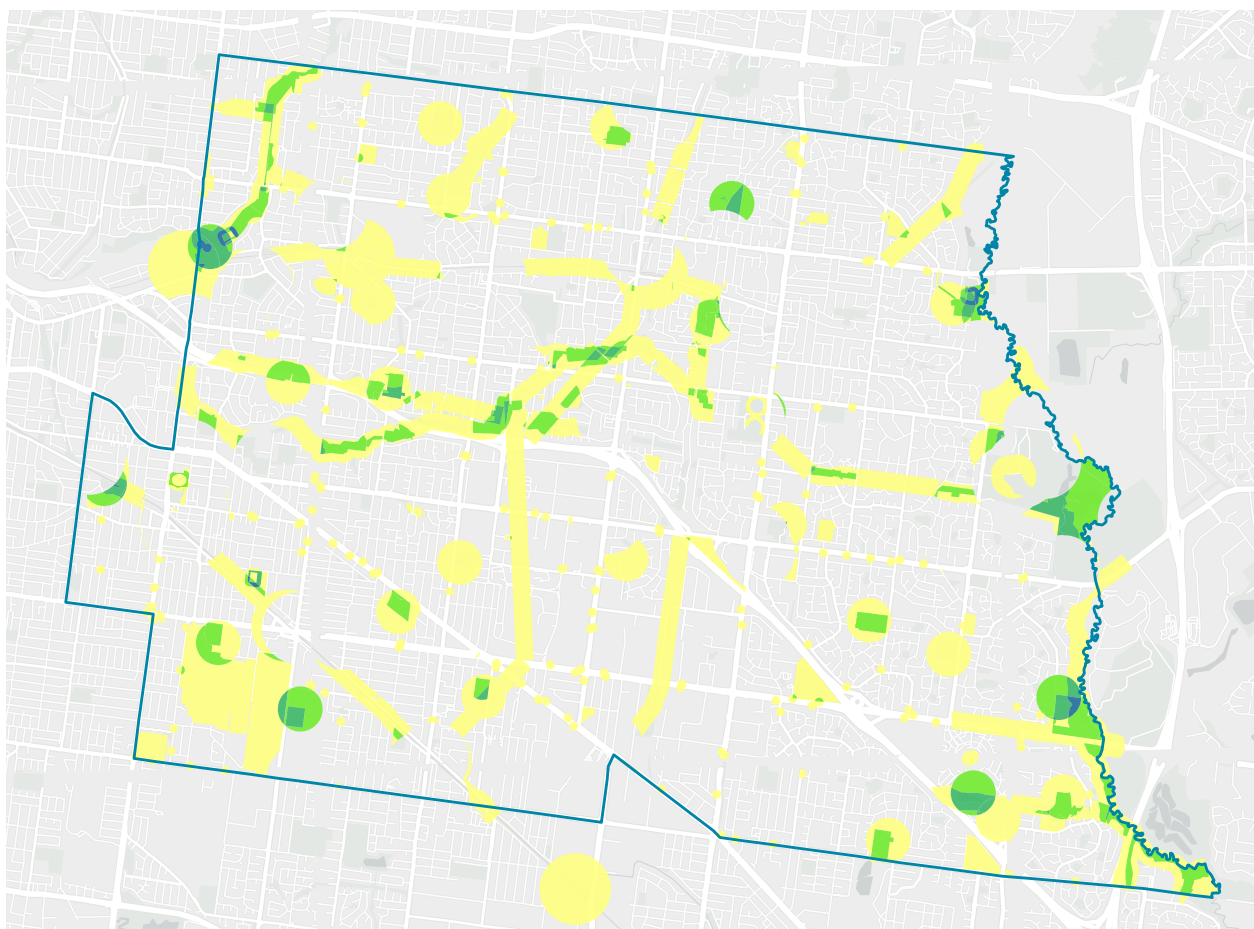
To identify the gap between demand for public toilet and existing provision, we developed another scoring system based on several existing public toilet attributes to quantify the existing provision.

This scoring system was then translated into an algorithm in GIS, which enabled us to discount the demand for public toilet identified earlier with the existing provision.

The outcome of this exercise has revealed the public toilet service provision gaps in the City of Monash, where the demand for public toilet is not met by current provision, see map below.

In the map below, the level of demand for public toilet in those gap areas is represented by a gradient of colours with associated scores, from 7.00 (high) to 0.25 (very low).

#### Demand and Provision Gap Analysis Outcome Heat Map



#### Public Toilet Demand Score

- 5.26-7.00
- 3.76-5.25
- 2.26-3.75
- 0.25-2.25







# SITE SERVICE PROVISION ASSESSMENT PROCESS

Following Existing Toilet Audit and Provision and Demand Gap Analysis, we carried out a site specific, qualitative assessment of all existing public toilets and service gap locations.

The aspects have been assessed include:

**Strategic context** – *Does strategic context of this area support new public toilet provision?*

- Land ownership
- Site limitation, such as retarding basin and transmission line
- Is there any new public toilet committed in proximity?
- Potential public toilet in proposed new council building
- Whether this location is supported by Internal Stakeholder Consultation feedback?
- Is there any other strategic reference that supports new public toilet provision?

**Existing non-public toilet in proximity of gap area** – *Are existing non-public toilet suitable for potential new public toilet provision?*

- Building typology – standalone or hosted in building
- Opening hour and cleaning regime with associated cost
- Capacity – number of pans, urinals and basins
- Whether it is compliant with current DDA standard?
- What supplementary facilities are provided?
- Does it have a direct external access?
- Does it have an access to car park?
- Locking mechanism, such as door lock, padlock, electric strike.

**On-site assessment** – *Is the site context and condition appropriate and practical for new public toilet provision?*

- Nearby playground
- Nearby sports field
- Nearby shared trail
- Existing service connection
- Terrain
- Connectivity to the surroundings
- Building asset condition
- General asset condition and vandalism situation
- Surveillance from the surrounding area

*Detailed process and assessment sheets for each location are included within the background technical study.*

This process allowed us to:

- Reprioritise the key existing facilities and gap areas identified according to their site-specific opportunities and constraints. For example, although there is no existing facility in Waverley Park gap area, provision has been made for a public toilet to be installed at the wetlands, which will be further discussed with the developer.
- Identify the most suitable and practical options for future public toilet provision.



# STRATEGIC FRAMEWORK

## 5.1 ISSUES & CHALLENGES

Based upon the analysis of existing public toilet provision together with input from key stakeholders received to date, several issues and challenges around the current and future public toilet provision have been identified.

In summary, key issues and challenges identified to date are:

### **Distribution and capacity**

- The current distribution of public toilets does not meet identified needs
- Some identified high demand locations do not have a public toilet facility
- Some existing facilities have inadequate capacity to meet demand.

### **Access and accessibility**

- Many toilets are not friendly to people with disability and do not meet current DDA requirements
- Many toilets are not child or senior friendly
- Some toilets are currently locked or are for the use of patrons/staff only
- Some public toilets are not well located and are difficult to find.

### **Perceptions of safety**

At some locations:

- Poor siting, lack of surveillance, inadequate lighting, and poor condition of interior fit-out impacts negatively on perceptions of safety
- Public toilets are prone to vandalism, drug dealing and anti-social behaviour
- People experiencing homelessness stay in the vicinity of public toilet.

### **Management and maintenance**

At some locations:

- Poor condition of interior fit-out compromises maintenance effectiveness
- Cleaning regimes do not meet user expectations.

### **Service information**

- Existing public toilet information is fragmented and not particularly user friendly
- Site information, such as cleaning regime and wayfinding signage are inconsistent and require attention.

## 5.2 THE VISION

Monash communities will have access to a network of safe, accessible and well-maintained public toilet facilities which support community health and activity.

## 5.3 OBJECTIVES, STRATEGIES & ACTIONS

The following strategic objectives and recommendations have been framed in response to the issues and challenges currently identified around public toilet provision within the municipality.

### OBJECTIVE 1: ADDRESS IDENTIFIED DEMAND AND SERVICE GAPS

Strategy	Prioritise new facility provision and existing facility upgrade in identified gap areas.
Action Recommendations	<ul style="list-style-type: none"><li>▪ Identify significant demand and service gaps with reference to agreed service planning and performance parameters (<i>Refer to Section 2.2 Current Gaps in Service Provision</i>) and in consultation with the Monash community</li><li>▪ Address service provision gaps in keeping with identified priorities</li><li>▪ Continue to work with key user groups (family, senior, disability, walking and cycling) to inform the service planning process</li><li>▪ Advocate for service provision within new developments such as supermarket and retail, including provision for Changing Place facilities</li><li>▪ Partner with key agencies (<i>Parks Victoria, VicTrack, MetroTrains</i>) to address service gaps.</li></ul>

### OBJECTIVE 2: IDENTIFY SERVICE PROVISION DESIGN STANDARDS

Strategy	Identify minimum service provision requirements.
Action Recommendations	<ul style="list-style-type: none"><li>▪ Identify key service provision requirements in consultation with the Monash community</li><li>▪ Develop draft public toilet design standards which address all identified asset/service performance requirements (function, health, safety, equity, identity, sustainability, ecological Impact, value, durability, adaptability, serviceability).</li></ul>

### OBJECTIVE 3: IDENTIFY SERVICE PROVISION ACTIONS AND PRIORITIES

#### Strategies

- Identify key service provision actions and priorities regarding identified gaps in performance and service provision
- Prioritise service provision at destination locations and social spaces. *(Refer to Section 6 Strategic Priorities)*
- Develop the action plan with reference to the Integrated Site Planning (ISP) program
- Adopt an action plan review process to ensure that plans and priorities are consistent with current and future needs.

#### Action Recommendations

- Develop a strategic action plan in consultation with the Monash community
- Identify interim and long-term action priorities with reference to demand analysis, gap analysis and the strategic asset renewal program
- Identify targeted opportunities to address identified service gaps, such as new facility, refurbishment/modifications to an existing facility, revised access/security, or cleaning arrangements
- Identify the scope of proposed actions with reference to the public toilet design standards
- Consider service co-location with compatible uses/installations, such as kiosk, bike repair, drinking fountain, public/community art
- Consider review of tenant lease/license arrangements when framing service provision/improvement options
- Ensure that the scope of accessibility improvements includes external access arrangements, namely provision for accessible parking and path of travel.

### OBJECTIVE 4: ADOPT CONSISTENT MANAGEMENT STANDARDS

#### Strategy

Identify key service management requirements in consultation with the Monash community.

#### Action Recommendations

- Implement consistent cleaning and security arrangements across all facilities
- Monitor cleaning frequencies to ensure an appropriate match to levels of use
- Implement audits of security arrangements including:
  - Timed and remote locking systems
  - MLAK key access
  - Adequate lighting where toilets are open at night
  - Security monitoring and emergency reporting systems
  - Passive surveillance conditions
- Work with police, health services and community organisations to address illegal and inappropriate activities.

## OBJECTIVE 5: ADOPT AN EFFECTIVE SERVICE COMMUNICATION PROCESS

Strategy	Develop a user-friendly database and service communication program.
Action Recommendations	<ul style="list-style-type: none"><li>▪ Develop GIS based spatial public toilet database to enable effective service planning and communication with key stakeholders</li><li>▪ Ensure that the findings of asset audits are included within a regular database update</li><li>▪ Provide user friendly, digital, and on-site public toilet information to the Monash community</li><li>▪ Create an on-line platform for project updates and community feedback</li><li>▪ Continue to advocate for inclusion of both Changing Places (CP) registered and CP unregistered adult change facilities within the National Public Toilet Register.</li></ul>



Pictured: Galbally Reserve







# STRATEGIC PRIORITIES

Following the assessment process for all existing public toilet facilities and current provision gap areas, the priority locations were identified in the list below. Each location was associated with proposed action(s) according to its site-specific condition. The actions are classified into following four categories to reflect the building typology and degree of intervention.

- 1 Provision of new standalone public toilets
- 2 Provision of new public toilets within new pavilion
- 3 Opening up existing facilities to public
- 4 Existing facilities require potential refurbishment to enable public access

Wherever suitable, we have proposed both interim and long-term solutions at the same location to fill the public toilet provision gap. Therefore, you might find some locations are listed in more than one category.



## 6.1 PROVISION OF NEW STANDALONE PUBLIC TOILETS

LOCATION	PROPOSED ACTION	PRIORITY
<b>Holmesglen Reserve</b>	New standalone base public toilet at the reserve	High
<b>Galbally Reserve</b>	New standalone base public toilet at the reserve	High
<b>Napier Park Reserve</b>	New standalone base public toilet at the reserve	High
<b>Glen Waverley North Reserve</b>	New standalone base public toilet at the reserve	High
<b>Waverley Road Basin</b>	New standalone base public toilet on Council land at Waverley Rd Basin, abutting Melbourne Water Blackburn Rd retarding basin	High
<b>Fairway Reserve</b>	New standalone base public toilet at the reserve	High
<b>Electra Reserve</b>	New standalone base public toilet at the reserve	Medium
<b>Melissa Street Reserve</b>	New standalone base public toilet at Melissa St Reserve, abutting Melbourne Water wetlands near Huntingdale Rd	Medium
<b>Lum Reserve</b>	New standalone base public toilet at the reserve	Medium
<b>Batesford Reserve</b>	New standalone base public toilet at the reserve near playground	Medium
<b>Davies Reserve</b>	New standalone base public toilet at the reserve	Low <i>(This is based on assumption that the proposed interim solution to open existing pavilion toilet can be achieved in near future. Otherwise, the priority of proposed new standalone public toilet at Davies Reserve should be elevated.)</i>

## 6.2 PROVISION OF NEW PUBLIC TOILETS WITHIN NEW PAVILION IN LINE WITH PAVILION PROGRAM

Note: The order in the table below is based on current pavilion upgrade program draft. It will be considered as part of Council's annual pavilion budget program.

LOCATION	PROPOSED ACTION
<b>Mulgrave Reserve</b>	Refurbish existing standalone public toilet adjacent to new Mulgrave Reserve Pavilion. (Construction works, which include a new standalone public toilet are expected to be completed in 2022.)
<b>Gardiners Reserve</b>	New public toilet within new Gardiners Reserve North Pavilion
<b>Carlson Reserve</b>	New public toilet within new Carlson Reserve Pavilion
<b>Fregon Reserve</b>	New public toilet within new Fregon Reserve Pavilion
<b>Ashwood Reserve</b>	New public toilet within new Ashwood Reserve Pavilion
<b>Meade Reserve</b>	New public toilet within new Meade Reserve Pavilion



### 6.3 OPENING UP EXISTING FACILITIES TO PUBLIC

There are three categories of facilities as shown in the tables below that are able to be opened to public in the more immediate period, subject to certain matters being attended to. Common to all are the following:

- The need to negotiate a change to the terms of the existing licences/leases, with the licence/lease holder.
- Allocation of \$15,000 p.a. per facility for security and cleaning costs and minor maintenance costs.

#### Category 1 includes the following locations:

LOCATION	SCOPE
<b>W A Scammell Reserve</b>	Openable without significant investment
<b>Gardiners Reserve</b>	Openable without significant investment
<b>Ashwood Reserve</b>	Openable without significant investment

These are able to be opened in the short term subject to the overarching requirements above, with only minor changes required.

#### Category 2 includes the following locations:

LOCATION	SCOPE
<b>Fregon Reserve</b>	Refresh
<b>Lum Reserve</b>	Refresh
<b>Batesford Reserve</b>	Refresh
<b>Tally Ho Reserve</b>	Refresh
<b>Federal Reserve</b>	Refresh

They are known to require refresh to bring to expected standard as per the PTS and expectation of the community.

The opportunity exists to investigate opening these more immediately in their current condition as an interim measure (understanding that they will be closed for a period when the refresh occurs).

#### Category 3 require additional investigation to determine if they require a refresh or refurbishment:

LOCATION	SCOPE
<b>Southern Reserve</b>	Refurbishment
<b>Mount Waverley Reserve</b>	Refurbishment
<b>Wellington Reserve</b>	Refurbishment

The opportunity exists to investigate these more immediately to determine the level of intervention as well as whether they can be considered for opening in the short term in their current condition.

## 6.4 EXISTING FACILITIES REQUIRE FURTHER INVESTIGATION TO SCOPE REFURBISHMENT REQUIRED TO ENABLE PUBLIC ACCESS &/OR TO ADDRESS INCREASED DEMAND

LOCATION	PROPOSED ACTION	PRIORITY
<b>Davies Reserve</b>	Consider opening of external access pavilion toilets to public with improved cleaning regime. (Note: <i>Interim action, refer 6.1 Provision of New Standalone Public Toilets for long term solution</i> )	High ( <i>If this interim solution cannot be achieved in near future, the priority of proposed new standalone public toilet at Davies Reserve should be elevated.</i> )
<b>Gladeswood Reserve</b>	Consider opening of pavilion toilets to public with improved service provision, cleaning regime and associated accessible path to DDA compliant parking.	High
<b>Warrawee Park, Oakleigh</b>	While there is limited opportunity to provide for additional toilets at the current location, a refit of the existing (male and female) toilets to operate as gender-neutral, unisex facilities would contribute to addressing the identified service gap at this site.	Medium

The Glen Waverley North Reserve facility has been removed from this list following an initial investigation into the level of refurbishment requirements. Due to the considerable cost to refurbish this existing facility a new standalone public toilet at this location is proposed to be delivered in 4 years.

These facilities are known to require more significant refurbishment. A budget allocation of \$15,000 is required to undertake this assessment and identify and scope the interventions needed. A report will be presented to Council by its April 2022 meeting on the outcome of these investigations along with a recommendation on how to proceed.





# 7 IMPLEMENTATION

The Public Toilet Strategy will be delivered across four focus areas:

- 1 Capital Works
- 2 Design Standards
- 3 Asset Management & Maintenance
- 4 Public Toilet Database

## 7.1 CAPITAL WORKS

The annual Capital Works program will address service provision and performance gaps with reference to:

- Identified strategic priorities (refer [Chapter 6.0](#))
- Council's annual budget review process
- Review of service provision priorities in conjunction with capital works delivery.

Refer to Appendix 2: Implementation Plan.

## 7.2 DESIGN STANDARDS

The public toilet design standards (refer Appendix 1) will be further developed with reference to:

- Annual service improvement design programs (capital and operating)
- Community expectations, for example service features highly rated by the community
- Monash Design Standards review and development program
- Changing Places Design Specification 2020 (by Victoria State Government).

## 7.3 ASSET MANAGEMENT & MAINTENANCE

Asset management and maintenance standards will be further developed with reference to:

- Council's Asset Management Plan (including audit systems and procedures)
- Community expectations, such as community focus upon cleaning frequency and safety
- Monash Design Standards review and development program

## 7.4 PUBLIC TOILET DATABASE

Work with Council's communications, business technology and infrastructure teams to:

- Provide user friendly, digital, and on-site public toilet information to the Monash community
- Create an on-line platform for project updates and community feedback
- Continue to advocate for inclusion of both Changing Places (CP) registered and CP unregistered adult change facilities within the National Public Toilet Register.



# APPENDIX 1

## PUBLIC TOILET DESIGN STANDARD – PRELIMINARY

### HOSTED IN BUILDINGS – FLAGSHIP



#### Location

Typically located in major public buildings, major retail development



#### Proposed Service Level

Unisex changing places or adult change facilities



#### Proposed Maintenance Frequency

More than once per day



#### \$ Est. Capital

>\$250K

## HOSTED IN PUBLIC BUILDINGS – BASIC



### Location

Readily accessible in public buildings such as libraries, aquatic centres, community centres and galleries



### Proposed Service Level

Subject to specific building requirements



### Proposed Maintenance Frequency

At least once per day



### Provision Scenarios

Upgrade to existing facilities



### \$ Est. Capital

\$50K–250K



## STANDALONE BASE



Above: stainless steel automated unit.



Below: stainless steel automated unit with timber cladding.



### Location

Typically located in activity centres, park and reserves



### Typical Building Type & Presentation

Automated unit, stainless steel (incorporating colours, photography, artwork where appropriate) at activity centres



### Proposed Service Level

Single, unisex accessible plus baby change



### Proposed Maintenance Frequency

Once per day



### Provision Scenarios

New



### \$ Est. Capital

\$200K–250K

# STANDALONE PREMIUM



## Location

Typically located in activity centres, regional and district level playgrounds



## Typical Building Type & Presentation

Monash custom design new or existing building refit



## Proposed Service Level

Unisex accessible plus ambulant plus baby change



Integrated with other facilities



E.g.:



Shelter



External wash basin



Bike maintenance



Water tap



## Proposed Maintenance Frequency

At least once per day



## Provision Scenarios

New



## \$ Est. Capital

>\$250K



## HOSTED IN PAVILIONS & HALLS



### Location

Typically located in reserve pavilions and community halls



### Typical Building Type & Presentation

Toilets within existing buildings are currently generally poor to fair standard of presentation

Building options include:

- Opening of existing externally accessible toilets
- Upgrade within existing footprint
- Provision of new floor space



### Proposed Service Level

Generally separate male and female facilities; minimum accessible plus baby change



### Proposed Maintenance Frequency

Site specific



### Provision Scenarios

Increase access to existing facilities. Lighting and remote security locking may be required



### \$ Est. Capital

\$50K–250K

## STANDALONE RELOCATABLE



### Location

Typically located in parks and reserves



### Typical Building Type & Presentation

Monash custom design



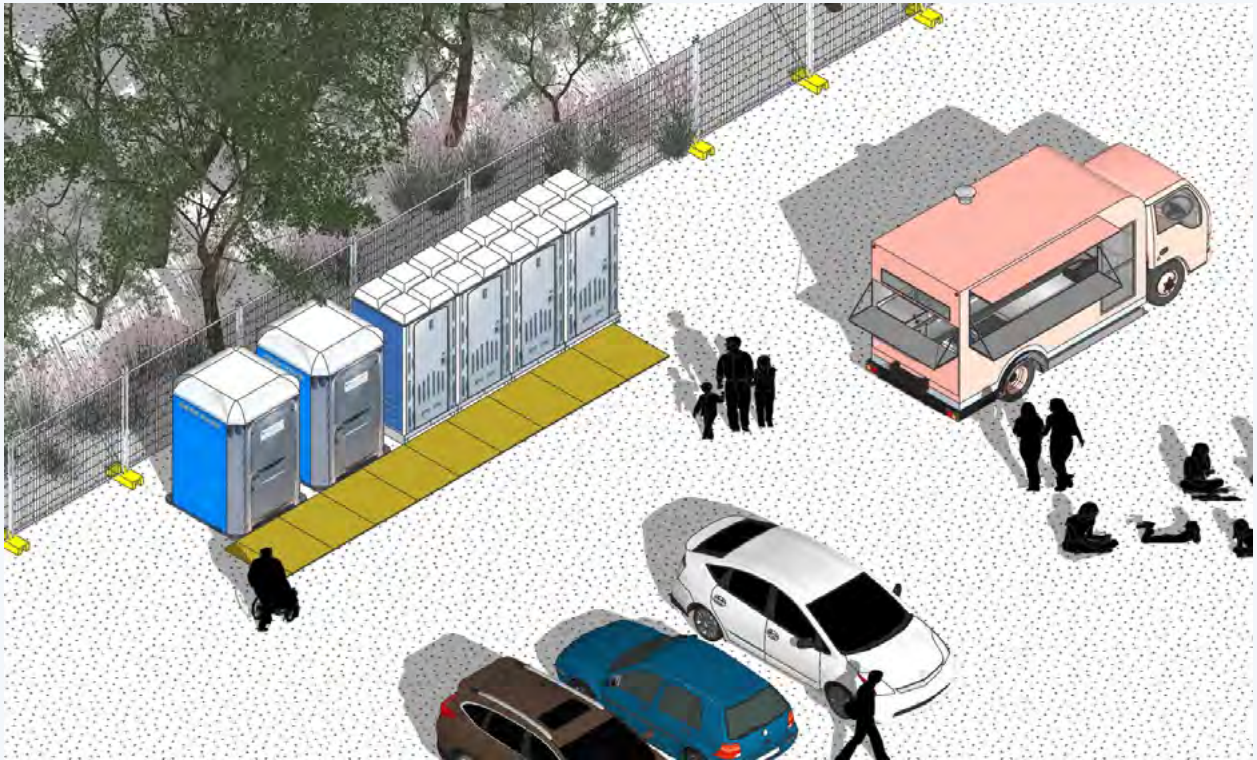
### \$ Est. Capital

\$50-\$100K





## STANDALONE RELOCATABLE



Location  
Festivals and events



\$ Est. Capital  
Hire costs only



# APPENDIX 2

## IMPLEMENTATION PLAN

### PROVISION OF NEW STANDALONE PUBLIC TOILETS

The indicative program provides for the provision of new public toilets at all high priority locations by years 4–5, should Council as part of its annual budget process resolve to allocate this funding. Should Council maintain this funding year on year, all new standalone facilities could be delivered by years 8–9. Noting that the program may become longer or be reordered as priorities change, if additional locations from the opening up category are added or its budget is not allocated.

YEAR	LOCATION	SCOPE
1–2	Holmesglen Reserve	Proposed new stand-alone facility: design year 1 and deliver year 2
1–2	Galbally Reserve	Proposed new stand-alone facility: design year 1 and deliver year 2
2–3	Napier Park Reserve	Proposed new stand-alone facility: design year 2 and deliver year 3
3–4	Glen Waverley North Reserve	Proposed new stand-alone facility: design year 3 and deliver year 4
4–5	Fairway Reserve	Proposed new stand-alone facility: design year 4 and deliver year 5
5–6	Waverley Road Basin	Proposed new stand-alone facility: design year 5 and deliver year 6
6–7	Electra Reserve	Proposed new stand-alone facility: design year 6 and deliver year 7
6–7	Melissa Street Reserve	Proposed new stand-alone facility: design year 6 and deliver year 7
7–8	Lum Reserve	Proposed new stand-alone facility: design year 7 and deliver year 8
7–8	Batesford Reserve	Proposed new stand-alone facility: design year 7 and deliver year 8
8–9	Davies Reserve	Proposed new stand-alone facility: design year 8 and deliver year 9

## OPENING EXISTING FACILITIES TO PUBLIC

There are three categories of facilities as shown in the tables below that are able to be opened to public in the more immediate period subject to certain matters being attended to.

Common to all are the following:

- The need to negotiate a change to the terms of the existing licences/leases, with the licence/lease holder.
- Allocation of \$15,000 p.a. per facility for security and cleaning costs and minor maintenance costs.

Each of the categories are discussed in further detail below, as well as what may be required to facilitate their opening on a permanent or temporary basis.

Facilities fall into three categories:

- Openable without substantial investment 2021–22
- Refresh – Allocate \$20,000 to undertake the feasibility for a refresh of the facility with a report being presented to Council for consideration by April 2022.
- Refurbishment - Allocate \$20,000 to undertake the feasibility for refurbishment of the facility with a report being presented to Council for consideration by April 2022.

### Category 1 includes the following locations:

LOCATION	SCOPE
<b>W A Scammell Reserve</b>	Openable without significant investment
<b>Gardiners Reserve</b>	Openable without significant investment
<b>Ashwood Reserve</b>	Openable without significant investment

These are able to be opened in the short term subject to the overarching requirements above, with only minor changes required.

An ongoing budget allocations of \$45,000 is required for security and cleaning costs and minor maintenance costs.

### Category 2 includes the following locations:

LOCATION	SCOPE
<b>Fregon Reserve</b>	Refresh
<b>Lum Reserve</b>	Refresh
<b>Batesford Reserve</b>	Refresh
<b>Tally Ho Reserve</b>	Refresh
<b>Federal Reserve</b>	Refresh

They are known to require refresh to bring to expected standard as per the PTS and expectation of the community. A feasibility for these can be undertaken at an approximate cost of \$25,000, with a report to Council on what is required, and the cost of the refurbishment works, by its April 2022 Council meeting.

The opportunity exists to investigate opening these more immediately in their current condition as an interim measure (understanding that they will be closed for a period when the refresh occurs). Officers

will report back to Council by the February 2022 meeting on the outcome of these investigations along with a recommendation on how to proceed.

Undertake the inspections of the refresh with a report to be presented to Council in April 2022.

**Category 3 require additional investigation to determine if they require a refresh or refurbishment:**

LOCATION	SCOPE
<b>Southern Reserve</b>	Refurbishment
<b>Mount Waverley Reserve</b>	Refurbishment
<b>Wellington Reserve</b>	Refurbishment

The opportunity exists to investigate these more immediately to determine the level of intervention as well as whether they can be considered for opening in the short term in their current condition. A budget allocation of \$15,000 is required to undertake this assessment and identify and scope the interventions needed. A report will be presented to Council by its April 2022 meeting on the outcome of these investigations along with a recommendation on how to proceed.

**INVESTIGATING & SCOPING REFURBISHMENT REQUIRED BY EXISTING FACILITIES**

Existing facilities require further Investigation to scope refurbishment required to enable public access and/or to address increased demand.

LOCATION	PROPOSED ACTION	PRIORITY
<b>Davies Reserve</b>	Consider opening of external access pavilion toilets to public with improved cleaning regime. <i>(Note: Interim action, refer 6.1 Provision of New Standalone Public Toilets for long term solution)</i>	High. <i>(If this interim solution cannot be achieved in near future, the priority of proposed new standalone public toilet at Davies Reserve should be elevated)</i>
<b>Gladeswood Reserve</b>	Consider opening of pavilion toilets to public with improved service provision, cleaning regime and associated accessible path to DDA compliant parking.	High
<b>Warrawee Park, Oakleigh</b>	While there is limited opportunity to provide for additional toilets at the current location, a refit of the existing (male and female) toilets to operate as gender-neutral, unisex facilities would contribute to addressing the identified service gap at this site.	Medium

These facilities are known to require more significant refurbishment. A budget allocation of \$15,000 is required to undertake this assessment and identify and scope the interventions needed. A report will be presented to Council by its April 2022 meeting on the outcome of these investigations along with a recommendation on how to proceed.



# GLOSSARY & DEFINITION

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<b>Accessible Adult Change</b>	<p>An Accessible Adult Change Facility is a toilet and change facility that caters for users with high support needs and their carers where they require additional space, assistance, and specialised equipment to allow them to use toilets safely and comfortably.</p> <p>The provision of Accessible Adult Change Facilities as part of 2019 Building Code of Australia (BCA), has been adopted by States and Territories in Australia on 1 May 2019. According to the BCA, Accessible Adult Change Facilities is a mandatory requirement in certain types of buildings, such as shopping centres, sports venues, museums, art galleries, theatres, and passenger areas within airports.</p>
<b>Changing Places</b>	<p>Changing Places is a voluntary initiative in Australia that advocates for an accessible public toilet and change rooms for users with high support needs who require assistance from a carer and specialised equipment. The key components of a Changing Place include a peninsular toilet, drop down assistive grab-rails, fixed ceiling hoist and height adjustable fixed change table.</p>
<b>CPTED Principles</b>	Principles of Crime Prevention through Environmental Design
<b>DDA</b>	Disability Discrimination Act
<b>GIS</b>	Geographic information system is a framework for gathering, managing, and analysing data. It analyses spatial location and organises layers of information into visualisations using maps and 3D scenes.
<b>MLAK</b>	Master Locksmiths Access Key
<b>MOSS</b>	Monash Open Space Strategy
<b>Patron/staff only toilet</b>	<p>There are some toilets hosted in Council buildings such as pavilion or neighbourhood house. Although public can use them during building opening time, they are mainly supposed to serve the patrons of these buildings and are only available when the venues are in use. We call a toilet like that a patron / staff only toilet rather than a public toilet.</p>
<b>Public toilet</b>	<p>In this project a public toilet is a toilet available for use by the public without charge or access restriction based on patronage or membership. It can be either a standalone toilet building, or a toilet room hosted in a building.</p> <p>There are many types of public toilet in the City of Monash. The typical types include a toilet hosted in a public building such as a library or the Civic Centre, a standalone toilet located in activity centre or reserve, a toilet within or next to a train station, a toilet provided at a service station.</p>

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### Monash Civic Centre

293 Springvale Road, Glen Waverly 3150 | 8.30am to 5:15pm | Monday to Friday

### Oakleigh Service Centre

3 Atherton Road, Oakleigh 3166 | 8.30am to 5:15pm | Monday to Friday

Ph. 9518 3555 | [www.monash.vic.gov.au](http://www.monash.vic.gov.au) | [mail@monash.vic.gov.au](mailto:mail@monash.vic.gov.au)

National Relay Service (for people with hearing or speech impairments) 1800 555 660

### Language Assist

普通话 9321 5485  
हिंदी 7005 3000

Ελληνικά 9321 5482  
Việt Ngữ 9321 5487

廣東話 9321 5481  
தமிழ் 7005 3003

සිංහල 7005 3002  
한국어 9321 5484

Italiano 9321 5483  
Bahasa Indonesia 7005 3001



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