

Attachment 1: Public Toilet Strategy Community Consultation Report

Public Toilet Strategy Community Consultation Report

Overview

This report provides:

- An overview of the community consultation scope
- A summary of responses received and the officer's assessment
- The officer's review and proposed revisions to the Strategy.

Consultation process

Background

The draft Public Toilet Strategy outlines the issues and challenges in public toilet service provision, identifies a strategic vision and proposes a number of strategic objectives and actions to address the current gaps in public toilet service provision.

The draft *Public Toilet Strategy* was approved for community consultation at the March 2021 Council meeting.

Consultation scope

The consultation scope comprised:

- An article in the April 2021 *Monash Bulletin*
- Hard copies of the Strategy and community survey were made available at all Monash libraries and at the Civic Centre
- Information was made available on Council's website, the *Have Your Say* page (with occasional homepage prominence) and a separate project webpage
- An interactive project page on the Shape Monash website where visitors were able to download documents, provide feedback and follow the project page
- Project officers were available to answer questions over the phone or by email.
- Certain community and special interest groups (schools, Age Friendly Ambassadors, disability groups) were invited by the relevant Council departments to participate in the Public toilet user survey.

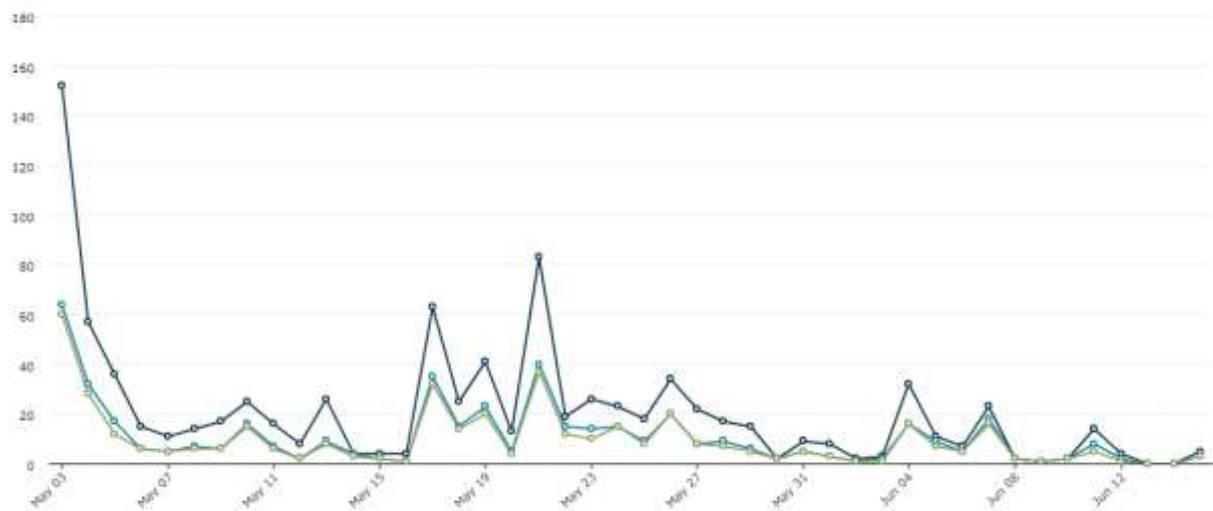
Interactive website - Shape Monash

The interactive Shape Monash project webpage is based on HiVE platform which is accessible from both desktop and mobile devices.

The Shape Monash project website had the following hits over the consultation period:

- 913 views
- 471 visits
- 370 unique visitors

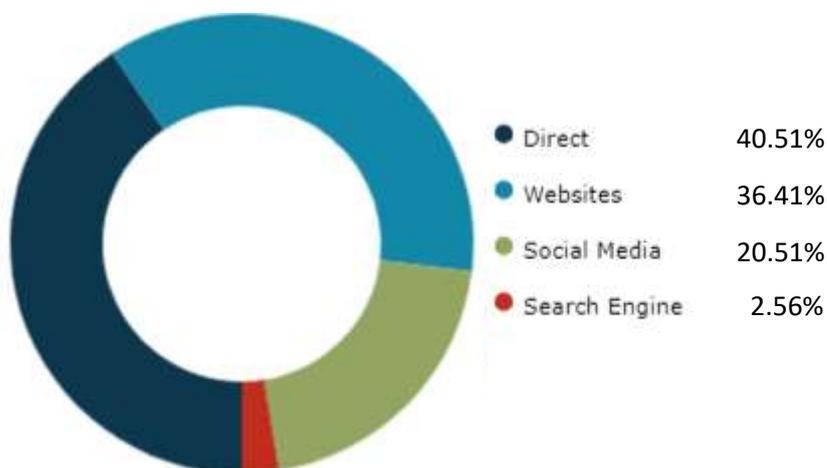
Website activity peaked at the beginning of the consultation when the Monash Bulletin was circulated, and two weeks later, on 17 and 21 May 2021 after a promotion via social media.



Key:

- Views - The cumulative number of times a visitor visits the page in a Site.
- Visits - The number of end-user sessions associated with a single Visitor.
- Visitors - The number of unique public or end-users in a Site.

Among all site visit traffic 40.51% came from direct website URL, 36.41% from Monash website link, 20.51% from social media link and 2.56% from internet search engine.



Opportunities for feedback

The community were invited to provide feedback via three channels:

- complete the Public Toilet User Survey via online page or hard copy
- provide a response via the *Have your Say* online page
- direct feedback to the project team via the online page or by email

The Public Toilet User Survey and the Have Your Say survey on strategic priorities were both provided in both English and Mandarin.

The Toilet user survey allowed participants to attach supporting documents relevant to their feedback.

The Have Your Say survey on the project webpage enabled survey respondents to see and vote on other participants' comments.

Impact of COVID-19

The consultation was originally scheduled from Monday, 3 May to Sunday, 6 June 2021. Due to the disruptions associated with the CoVID-19 lockdown during this time, the consultation period was extended to Tuesday 15 June 2021 to allow more people to participate.

While no face-to-face engagement activities were conducted during the consultation period, project officers were available via the online page, via email or by phone.

Submissions received

In the course of the consultation period, a total of one hundred and eighty-six (186) respondents contributed seven hundred and thirty-two (732) responses.

Feedback source Feedback category	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q14	Direct email	Open question responses by category
Public toilet design standards			16		28		18		7	1	70
Management & maintenance			12		11		10		4		37
Site specific			22		0		1		17	2	42
Service provision & capacity gaps			12		2		2		4		20
Security & safety			0		2		0		0		2
Invalid responses*			2		0		0		2		4
Information & communication			0		1		0		1		2
Responses by question	138	139	64	139	44	138	31	1	35	3	177
											732

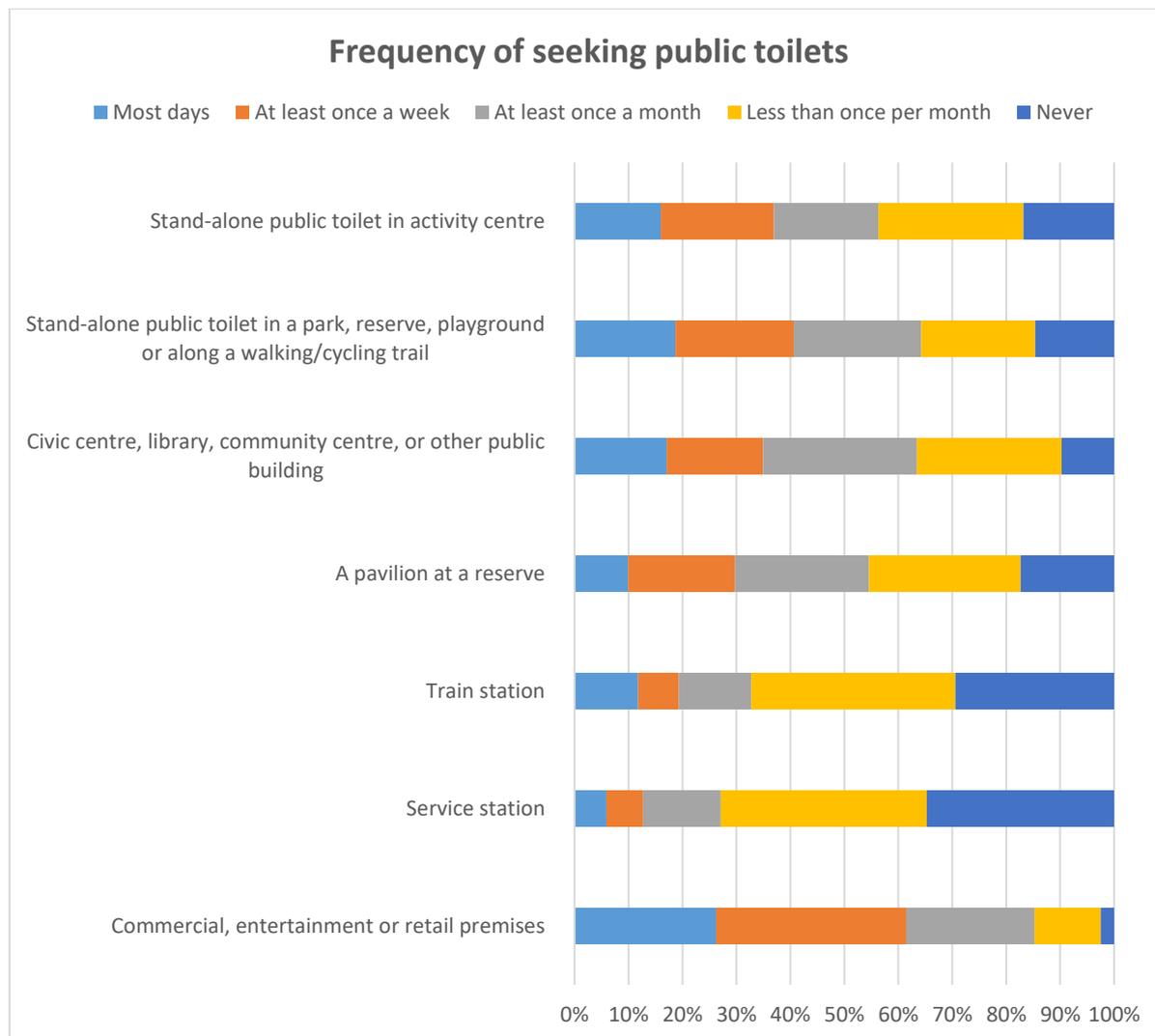
*Received responses which were unrelated to the subject or difficult to interpret (single word or indecipherable phrases) were deemed to be invalid.

Community feedback

Question 1: How frequently do you seek out (or want to use) public toilets in the City of Monash?

Responses

One hundred and thirty-eight responses (138) were received.



Officer review

The mostly frequently sought public toilets are those provided within commercial, entertainment or retail premises followed by standalone public toilet in parks, reserves, playgrounds or along a walking/cycling trails and public toilets located in public buildings such as libraries. Public toilets at train stations and service stations are less frequently sought out by respondents.

The draft strategy includes recommendations that align with the community feedback received.

Strategic Direction 5.3 Objective 1 proposes that Council advocate for service provision within new developments such as supermarket and retail, including provision for Changing Places facilities. These are locations preferred by the community as the facilities are often more modern maintenance and cleaning is regularly undertaken and they are considered more secure and safe.

Strategic priorities 6.1 – 6.4 identifies additional toilet facilities including within pavilions, new standalone and opening up existing facilities public toilet in parks, playgrounds or along a walking/cycling trails in reserves.

Strategy revision

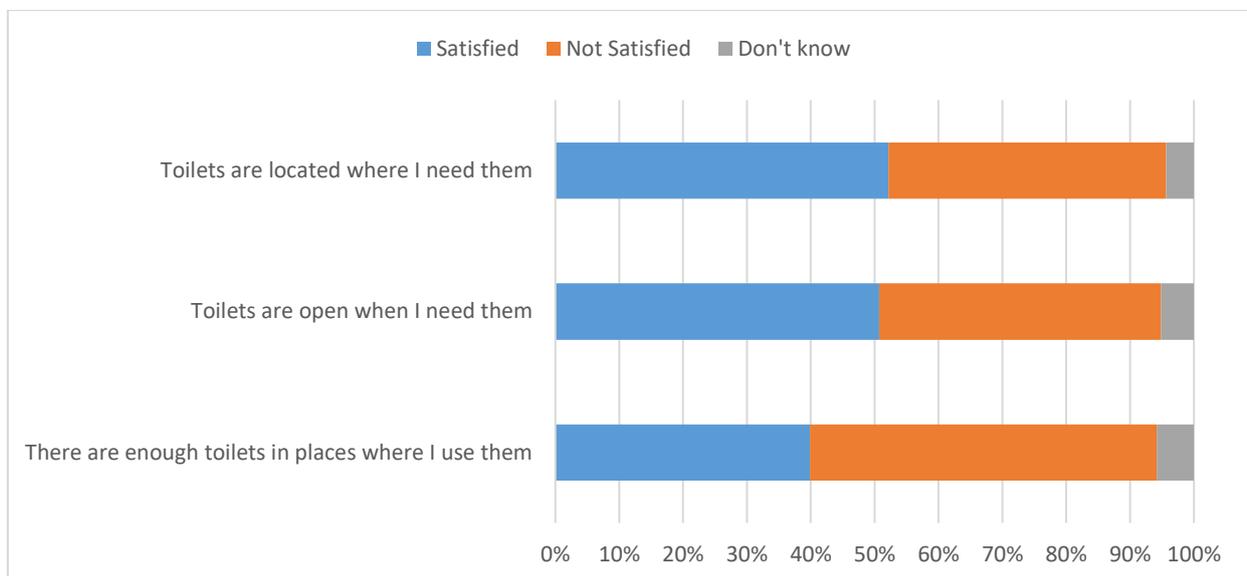
The strategy addresses the feedback received. No changes to the strategy are proposed.

Question 2: Please rate your personal satisfaction with the availability of public toilets in the City of Monash

Responses

One hundred and thirty-nine (139) responses were received.

Respondents were most satisfied with toilets being located where needed (52.2%) and least satisfied with there being enough toilets in places where used (39.9%).



Men were more satisfied than women on all aspects of public toilet availability. Women were most dissatisfied with there being enough toilets in places where they use them.

Young people under 18 years were highly satisfied with the availability of toilets. Among the other age groups, the levels of satisfaction were roughly similar to the levels of dissatisfaction. There was higher dissatisfaction among people aged 35 and over on there being enough toilets in the places where used.

Respondents who are caring for children tended to be more dissatisfied with the availability of toilets than those who don't. Highest level of dissatisfaction with was with having enough toilets in the places where used.

Respondents who sometimes require toilets that are accessible for people with disabilities were the most dissatisfied with the availability of toilets. People who always or sometimes require accessible toilets were least satisfied with there being enough toilets in places where used.

In the open questions provided in the survey, 21 respondents mentioned lack of public toilet in park and reserve. This including some toilets provided in sport pavilions that are not open to general public. 3 respondents mentioned lack of public toilet or inadequate public toilet capacity in activity centres.

Officer review

The higher level of dissatisfaction regarding public toilet provision arise from women, parents caring for children, users who require accessible toilet for people with disabilities and people aged 35 and over.

Strategic Direction 5.3 Objective 1 proposes that Council continue to work with key user groups (family, senior, disability, walking & cycling) to inform the service planning process and as identified in Objective 2 the development of 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).

Strategy revision

The strategy addresses the identified gaps in service provision. No changes to the strategy are proposed.

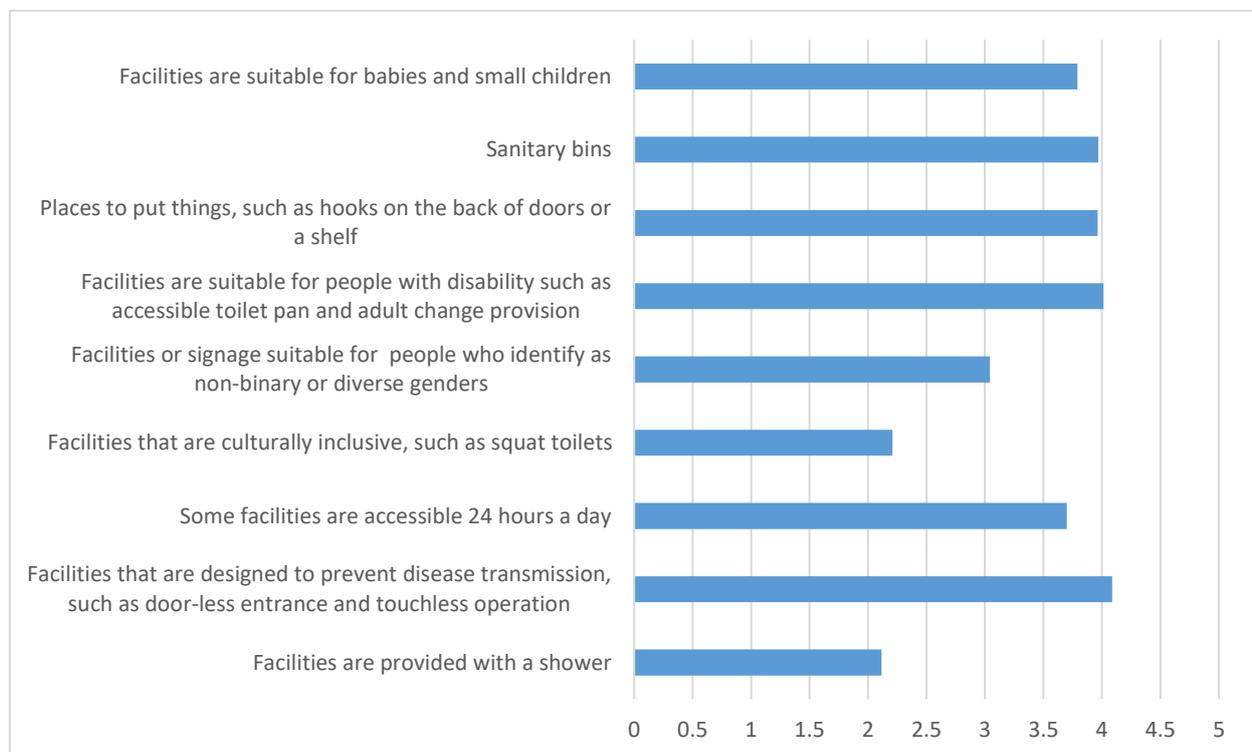
Note: Service requirements associated with particular user groups (women, children, people with disabilities and others) will be addressed within the further development of the public toilet design standards and having regard to site specific requirements.

Question 4: Please rate the importance to you of these provisions at public toilets.

Responses

One hundred and thirty-nine (139) responses were received.

Respondents rated the provisions below on a scale of 1 (Not important at all) to 5 (Absolutely essential).



Officer review

Touchless entrance and operation received the highest mean score (4.1) closely followed by suitable for people with disability (accessible toilet pan & adult change provisions), places to put things, and sanitary bins (4.0). A shower and culturally inclusive provisions such as squat toilets received ratings of lower importance (2.1 and 2.2 respectively). The four Mandarin hard copy submissions rated the culturally inclusive provisions such as squat toilets with the highest score (5).

Women rated all provision types more highly than men but ratings of importance were similarly ranked by gender. Women rated 'places to put things' and 'touchless operation' highest (4.2). Men rated 'touchless operation' and 'suitable for people with disability' highest (3.9 and 3.7 respectively).

There was little variation between age groups with all age groups providing high ratings to 'touchless operations' and lower ratings for showers and culturally inclusive toilets.

Parents and carers of young children under 5 years rated 'facilities suitable for babies and small children' and 'touchless operation' highest (4.5), followed by 'facilities suitable for disability access' (4.3) and 'places to put things' (4.3). Parents of older children rated 'touchless operation' highest (4.0), followed by 'sanitary bins' (3.9), 'facilities suitable for people with disability' (3.8), 'suitable for babies and small children' (3.8) and 'places to put things' (3.8).

Respondents who require accessible toilets sometimes or always, rated accessible facilities highest (4.7, 4.4 respectively) and also placed high importance on touchless operation (4.4, 4.2 respectively).

Strategy revision

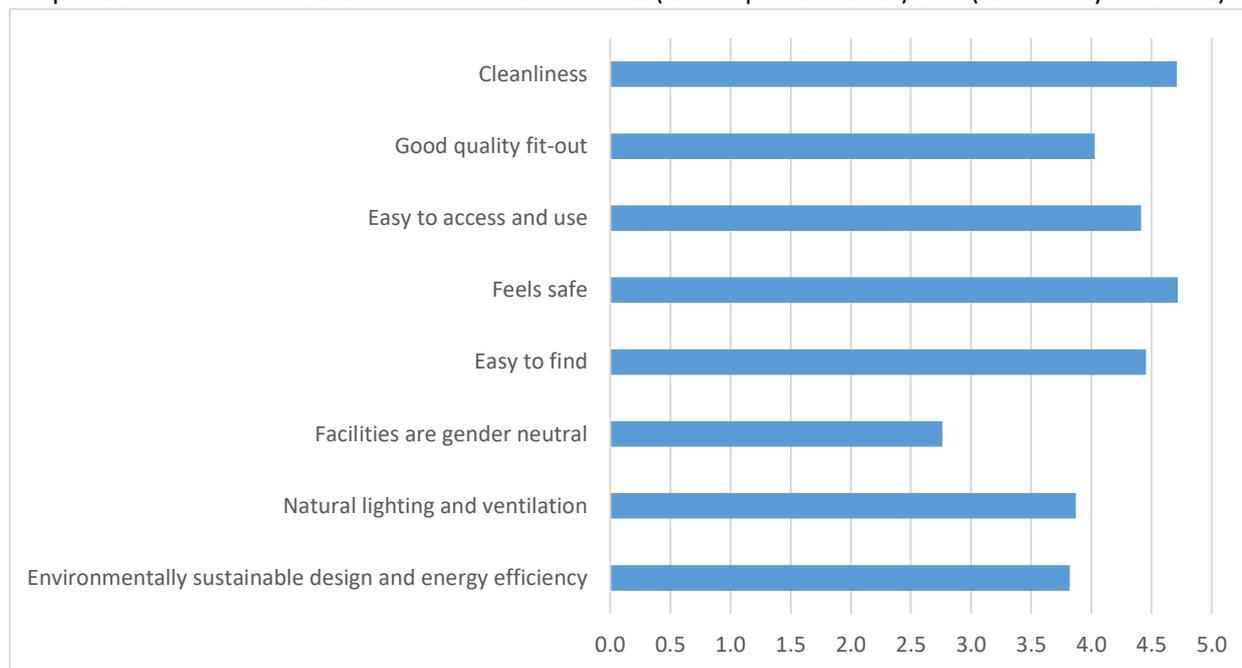
As with question 3, the draft design suite within the strategy identifies a range of toilet types and configurations that may be appropriate. Individual site assessment and consultation will determine the appropriate response, including any specific community or locational requirements that may be appropriate. This is catered for in the strategy and no changes are required.

Question 6: Please rate the importance to you of the following features of public toilet provision

Responses

One hundred and thirty-eight (138) responses were received.

Respondents rated the features below on a scale of 1 (Not important at all) to 5 (Absolutely essential).



Although nearly all features received high ratings, cleanliness and ‘feels safe’ were the highest priorities (4.7), closely followed by ‘easy to find’ and ‘easy to access and use’ (4.5 and 4.4 respectively). Good quality fit-out (4.0), natural lighting and ventilation (3.9) and environmentally sustainable design (3.8) were the next most important. The average rating for gender neutral facilities was 2.8.

In the open questions provided in the survey, 7 respondents opposed unisex only public toilet due to safety and hygiene concerns. They prefer to have gender segregated public toilet with or without unisex public toilet provision at same location.

There was little variation between genders or age groups on the importance of certain features of public toilets. Parents and carers of younger and older children had similar priorities to all respondents, with cleanliness and safety rated highest.

In the open questions provided in the survey, respondents frequently mentioned good lighting, reliable lock and security patrol at public toilets due to safety concerns.

Officer review

The responses and feedback received will inform the future public toilet design and assist Council to improve the existing public toilet provision. When it comes to site specific design and construction consideration of these elements will form part of the Individual site assessment and consultation will determine the appropriate response, including any specific community or locational requirements that may be appropriate.

- The sharp contrast between answers from different language speaking groups on certain topic such as culturally inclusive provision, demonstrates the diverse demographic profile of Monash community and their different needs.

Strategy revision

As with question 3 and 4 above, the draft design suite within the strategy identifies a range of toilet types and configurations that may be appropriate. Individual site assessment and consultation will determine the appropriate response, including any specific community or locational requirements that may be appropriate. This is catered for in the strategy and no changes are required.

Questions 3, 5, 7 & 14: Open questions

Responses

Feedback source Feedback category	Q3	Q5	Q7	Q14	Direct email	Open question responses by category
Facility design & fit-out	16	28	18	7	1	70
Management & maintenance	12	11	10	4		37
Site specific	22	0	1	17	2	42
Service provision & capacity gaps	12	2	2	4		20
Security & safety	0	2	0	0		2
Invalid responses*	2	0	0	2		4
Information & communication	0	1	0	1		2
Responses by question	64	44	31	35	3	177

* Received responses which were unrelated to the subject or difficult to interpret (single word or indecipherable phrases) were deemed to be invalid.

Officer review

While the proportion of responses to the open questions was significantly less than the number of responses to the preceding closed questions (between 25 and 50%), these responses provided valuable feedback across several key subject categories:

Facility design & fit-out

- Cleanliness and 'feels safe' were the highest priorities (4.7), closely followed by 'easy to find' and 'easy to access and use' (4.5 and 4.4 respectively). Good quality fit-out (4.0), natural lighting and ventilation (3.9) and environmentally sustainable design (3.8) were the next most important.

- No significant variation between age groups, all providing high ratings to ‘touchless operations’ and lower ratings for showers and culturally inclusive toilets.
- Women rated ‘places to put things’ and ‘touchless operation’ highest (4.2). Men rated ‘touchless operation’ and ‘suitable for people with disability’ highest (3.9 and 3.7 respectively).
- Parents and carers of young children under 5 years rated ‘facilities suitable for babies and small children’ and ‘touchless operation’ highest (4.5), followed by ‘facilities suitable for disability access’ (4.3) and ‘places to put things’ (4.3). Parents of older children rated ‘touchless operation’ highest (4.0), followed by ‘sanitary bins’ (3.9), ‘facilities suitable for people with disability’ (3.8), ‘suitable for babies and small children’ (3.8) and ‘places to put things’ (3.8).
- Seven (7) respondents opposed unisex only public toilet due to safety and hygiene concerns, preferring gender segregated toilets with or without unisex toilet provision at same location.
- The average rating for gender neutral facilities was 2.8.

Management & maintenance

- Respondents frequently raised maintenance related issues, including:
 - defective or damaged equipment (door locks, taps, cistern leaks)
 - inadequate regular cleaning e.g. sanitary and non-sanitary bin overflow
 - short of supply of consumables (soap, toilet paper)
 - graffiti & rubbish dumping

Site specific feedback

- Site specific feedback was received in relation to twenty-four (24) locations. Refer to Question 14.

Service provision & capacity gaps

- ‘There are not enough toilets in places where I use them’ (54.3%)
- Respondents who sometimes require toilets that are accessible for people with disabilities were the most dissatisfied with the availability of toilets.
- Respondents who are caring for children tend to be more dissatisfied with the availability of toilets

Strategy revision

The draft strategy provides for the community comment received. Matters such as the provision of public toilets (addressed in response to question 14 below), maintenance and design are identified and addressed. With design, the draft design suite within the strategy identifies a range of toilet types and configurations that may be appropriate. Individual site assessment and consultation will determine the appropriate response, including any specific community or locational requirements that may be appropriate.

No changes are required to the draft strategy.

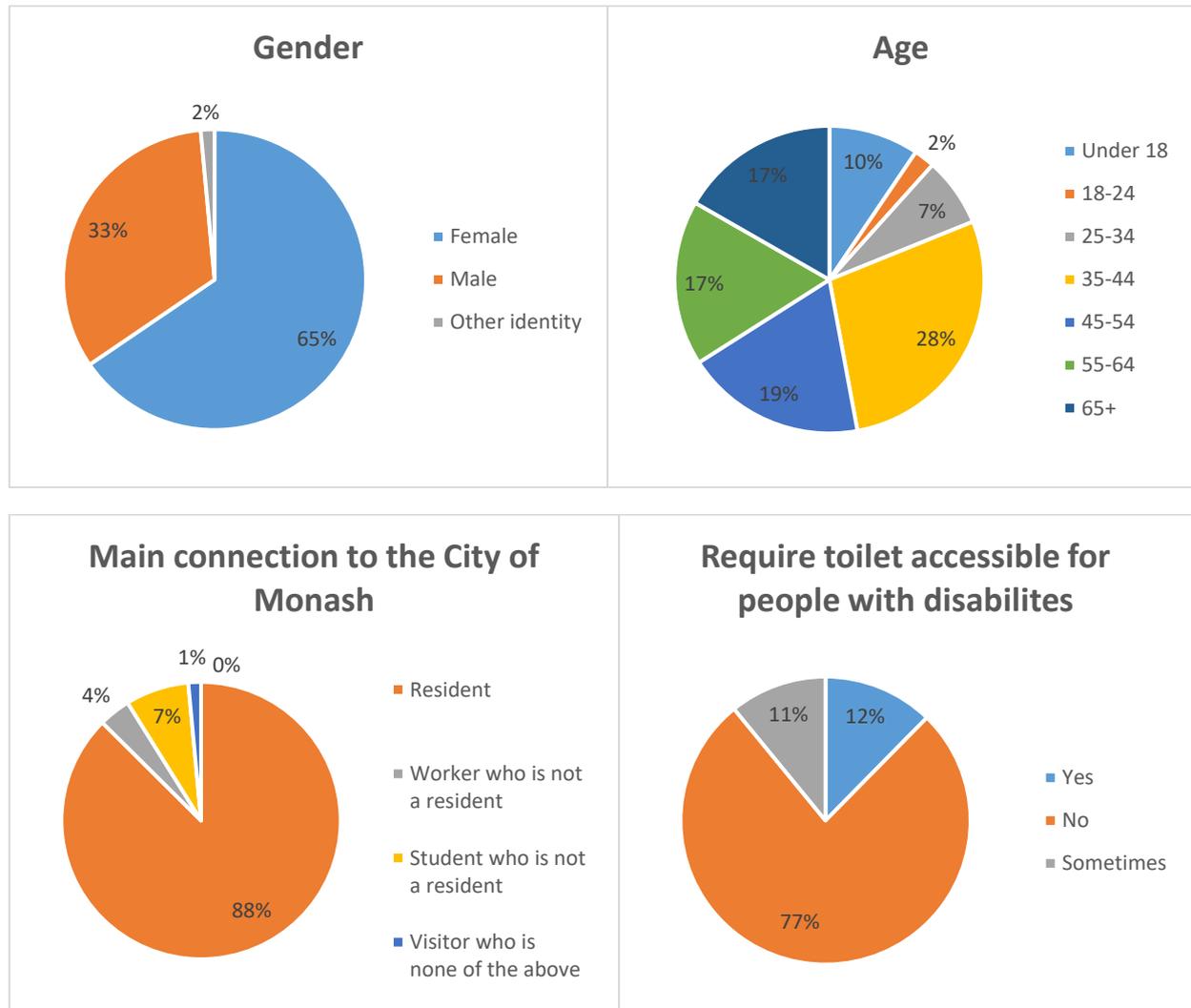
Questions 9-13: Demographic data

Responses

One hundred and thirty-nine (139) responses were received from the Public Toilet User Survey, comprising one hundred and five (105) online surveys, thirty-four (34) hard copies and three (3) email responses.

Officer Review

A breakdown of responses against demographic parameters is summarised below:



The major proportion of respondents were Monash residents (88%), female (65%) and belong to the 35-65 age group (64%).

Question 14: Have your say on proposed strategic priorities.

Site specific responses in relation to strategic priorities were collected from:

- direct responses to Question 14 (17 responses)
- responses to open Questions 3, 5 & 7 (23 responses)
- direct email submissions (2 responses)

Site specific responses

Site	No of responses
Ashwood area	1
Ashwood Netball Courts	1
Ashwood, Jingella, Holmsglen Reserve	2
Batesford Reserve	1
Bayview reserve	1
Bush Kinder program locations	1
Chester Street	1
Corner of Coleman Parade and Kingsway	1
Damper Creek Reserve	2
Electra Reserve	1
Essex Heights Reserve	1
Federal Reserve	1
Galbally Reserve	2
Lum Reserve	7
Hamilton Place, Mount Waverley	2
Mulgrave area	3
Mulgrave Reserve	1
Oakleigh Golf Course	5
Princes Highway Reserve	1
Progress Park and Cameron Avenue Reserve	1
Scotchmans Creek Trail	3
Tally Ho Reserve	1
Warrawee Park	1
Wellington Reserve	1
Total	42

Location 1: Lum Reserve

Responses

Seven (7) submissions requested public toilet at Lum Reserve with facility suitable for children, elderly people and families.

Officer review

- Draft Strategy priority 6.1 proposes a new standalone unisex public toilet with baby change facility at Lum Reserve, with assessment and consideration of the ability to open the existing pavilion toilets to public as an interim solution (6.3).

Strategy revision

No revision required

Location 2: Scotchmans Creek Trail

Responses

Three (3) submissions requested public toilets along Scotchmans Creek Trail with some suggested locations near Forster Road and at Waverley Road Basin.

Officer review

- Draft Strategy priority 6.1 proposed three new standalone unisex public toilets with baby change facility along Scotchmans Creek Trail, one at north end of Melissa Street Reserve, one at northeast end of Fairway Reserve and one at southwest end of Waverley Road Basin.

Strategy revision

No revision required

Location 3: Damper Creek Reserve

Responses

Two (2) submissions requested public toilet in Damper Creek Reserve.

Officer review

- Damper Creek Reserve was identified as a low-level gap area in public toilet demand and provision gap analysis in comparison with other high-level gap areas. Note: When assessed against service provision criteria (levels of pedestrian activity, playground classification, proximity to key pedestrian/cycle routes etc), the comparative service gap assessment for this site is low
- Neither the *Monash Playground and Playspace Strategy* nor the *Monash Open Space Strategy* identify this site as requiring provision for a public toilet.

Strategy revision

The strategy seeks to address the more significant gap areas within the municipality that exist. No revision proposed.

Location 4: Oakleigh Golf Course

Responses

Five (5) submissions were lodged on behalf of Oakleigh Golf Club and Oakleigh Veterans Golf Club which are both based at Oakleigh Golf Course. The requests raised the issue of lack of public toilet within walking distance in the east side of the golf course, especially for the older club members.

Officer review

- Toilets are provided for players at the golf course reception area.
- While toilets are available for recreation centre users at the ORC, a new stand-alone facility is proposed adjacent to the Huntingdale Road wetlands which will address the service provision gap in this neighbourhood, acknowledging that it is not proximate for the golfers to use.
- Council will make the issue known to the Oakleigh golf course with Club management, as it is a matter for them to consider and address should they see it as appropriate.

Strategy revision

The strategy identifies addressing the gap in this area in a close by position for the benefit of the community at large. The strategy is seeking to address issues be they perceived or reality with regard to specific uses, that remain the responsibility of the specific management to address. No revision to the strategy is proposed.

Location 5: Galbally Reserve

Responses

Two (2) submissions requested public toilet at Galbally Reserve.

Officer review

- Draft Strategy priority 6.1 proposes a new standalone unisex public toilet with baby change facility at Galbally Reserve.

Strategy revision

No revision required

Location 6: Hamilton Place, Mount Waverley

Responses

Two (2) submissions identified a service capacity gap at this location since the closure of the public toilet provided by the IGA supermarket.

Officer review

- The stand-alone public toilet in Hamilton Place was installed with the closure of the former public toilet at the IGA supermarket, as the agreement with the IGA had come to an end.
- There are public toilets available at the Mount Waverley Library and community centre in addition to the public toilet in Hamilton Place.

Strategy revision

No changes to the strategy are proposed.

Location 7: Batesford Reserve

Responses

One (1) submission requested public toilet at Batesford Reserve.

Officer review

- Draft Strategy priority 6.1 proposes a new standalone unisex public toilet with baby change facility at Batesford Reserve as a long-term solution and consider opening the existing pavilion toilet as an interim solution (6.3).

Strategy revision

No revision to the strategy proposed.

Location 8: Mulgrave Area

Responses

Three (3) submission requested more public toilets to be provided in the Mulgrave area.

Officer review

- The draft Strategy proposes changes to service provision at four public toilet sites in Mulgrave: a new standalone public toilet at Lum Reserve (6.1), refurbished stand-alone public toilets at Mulgrave Reserve (6.2), opening the existing pavilion toilet at Southern Reserve (6.3) and at Gladeswood Reserve (6.4)

Strategy revision

No revision required.

Location 9: Tally Ho Reserve

Responses

One (1) submission requested public toilet at Tally Ho Reserve.

Officer review

- Tally Ho Reserve was identified as a low-medium level gap area in public toilet demand and provision gap analysis in comparison with other high-level gap areas.
- The existing toilet at Tally Ho Reserve Pavilion is currently patron only with direct external access.

Strategy revision

6.3 Open pavilion facility: Investigate opportunity to open the existing Tally Ho Reserve pavilion toilet to the public with improved cleaning regime.

Location 10: Federal Reserve

Responses

One (1) submission raised issue of lack of public toilet at Federal Reserve.

Officer review

- Draft Strategy priority (6.3) proposes to consider opening the existing Essex Heights Tennis Pavilion toilet at Federal Reserve to public access.

Strategy revision

No revision to the strategy proposed

Location 11: Wellington Reserve

Responses

One (1) submission requested a public toilet at Wellington Reserve playground.

Officer review

- Wellington Reserve Community Centre provides public toilet during building opening hours. Safe and secure access to the building outside of these areas is not possible.
- While there is a service provision gap when the Community Centre is closed, the gap has been assessed as low-medium in comparison with other high-level gap areas.

Strategy revision

No change to the strategy is proposed.

Location 12: Electra Reserve

Responses

One (1) submission requested a public toilet at Electra reserve playground.

Officer review

- Draft Strategy priority 6.1 proposes a new standalone unisex public toilet with baby change facility at Electra Reserve.

Strategy revision

No revision required

Location 13: Progress Park / Cameron Avenue Reserve

Responses

One (1) submission requested a public toilet at Progress Park / Cameron Avenue Reserve.

Officer review

- This location was identified as a low-level gap area in public toilet demand and provision gap analysis.
- Neither the Monash Open Space Strategy nor the Monash Playground and Playspace Strategy require provision of a public toilet facility at this location.

Strategy revision

No revision required

Location 14: Ashwood, Jingella, Holmesglen Reserve

Responses

Two (2) submissions requested a public toilet at Ashwood, Jingella, Holmesglen Reserve corridor.

Officer review

- Draft Strategy priority 6.1 proposes a new standalone unisex public toilet with baby change facility at Holmesglen Reserve.

Strategy revision

No revision required

Location 15: Warrawee Park

Responses

One (1) submission raised the issue regarding inadequate existing Council public toilet capacity at Warrawee Park.

Officer review

- The existing Council public toilet at this location was identified as a medium priority site for public toilet upgrade during early stage of the project.

Strategy revision

6.4 Investigate refurbishment scope: While there is limited opportunity to provide for additional toilets at the current location, a refit of the existing pair of (male and female) toilets to operate as gender-neutral, unisex facilities would contribute to addressing the identified service gap at this site.

Location 16: Ashwood Netball Court

Responses

One (1) submission requested upgrade of existing toilet at Ashwood College South Pavilion near the netball courts

Officer review

- This location was identified as low-level gap area in public toilet demand and provision gap analysis comparing with other high-level gap areas.
- The existing toilet mentioned is currently patron only, not a public toilet. The future use of this toilet will continue to focus on patrons and spectators.
- Council has recently installed a relocatable unisex facility adjacent to the netball courts.
- The draft Strategy proposes a new standalone unisex public toilet with baby change facility at the nearby Electra Reserve.

Strategy revision

No revision required

Location 17: Princes Highway Reserve

Responses

One (1) submission requested public toilet at Princes Highway Reserve.

Officer review

- This location was identified as low-medium level gap area in public toilet demand and provision gap analysis in comparison with other high-level gap areas.
- There are two existing toilets in sport pavilions at the reserve. Both are currently patron only without direct external access and not suitable for opening to public access.

Strategy revision

No revision required

Location 18: Essex Heights Reserve

Responses

One (1) submission requested public toilet at Essex Heights Reserve.

Officer review

- This location was identified as a low-level gap area in public toilet demand and provision gap analysis in comparison with other high-level gap areas.

Strategy revision

No revision required

Location 19: Mulgrave Reserve

Responses

One (1) submission requested public toilet at Mulgrave Reserve.

Officer review

- Current pavilion construction works will deliver refurbished stand-alone public toilet facilities at Mulgrave reserve

Strategy revision

No revision required.

Location 20: Bayview Reserve

Responses

One (1) submission requested a public toilet at Bayview Reserve.

Officer review

- This location was identified as low-level gap area in public toilet demand and provision gap analysis comparing with other high-level gap areas.

- The playground at the reserve is classified as a Neighbourhood level site in the Monash Playground and Playspace Strategy which identifies that a public toilet is not provided for a playground of this classification.

Strategy revision

No revision required

Location 21: Chester Street, Oakleigh Activity Centre

Responses

One (1) submission raised issue of inadequate public toilet provision at the Oakleigh Activity Centre on Sunday market days.

Officer review

- The Chester Street public toilets have been refurbished relatively recently and the facility generally meets current demand. The pavilion style facility is open during daylight hours and the cleaning frequency is twice daily.
- Council will discuss this issue with the Oakleigh Rotary Club who run the market, having regard to the permissions required to provide a temporary movable toilet on market days should their patrons require it.

Strategy revision

No revision required

Location 22: Corner of Coleman Parade and Kingsway in Glen Waverley

Responses

One (1) submission raised concerns in relation to frequent maintenance closures at the Coleman Parade/Kingsway stand-alone facility.

Officer review

- This public toilet was closed for an extended period due to a technical fault, the facility has not been proposed for upgrade and has been returned to operation.
- Public toilets are also available at the Glen shopping centre, Century City complex and the Council offices and library.

Strategy revision

No revision required

Location 23: Ashwood area

Responses

One (1) submission requested new public toilet provisions in the Ashwood area.

Officer review

- The draft Strategy proposes three new public toilets in Ashwood area, including standalone public toilets at Holmesglen Reserve and Electra Reserve (6.1) and provision for a public toilet at the proposed new Ashwood Pavilion (6.2).
- Community feedback supports this proposal.

Strategy revision

No revision required

Location 24: Bush Kinder program locations

Responses

One (1) submission proposed that consideration be given to public toilet provision at Bush Kinder program locations.

Officer review

- The Bush Kinder program currently operates at six locations:
 - 17A Sherwood Road, Mount Waverley (existing location with dedicated space)
 - Brandon Park Reserve (existing location with dedicated space)
 - Fregon Reserve (existing location with dedicated space)
 - Albany Drive Reserve (proposed location with dedicated space)
 - Lum Reserve (existing location without dedicated space)
 - Columbia Reserve (existing location without dedicated space)
- In relation to current Bush Kinder program locations, the draft Strategy proposes:
 - new public toilet at Lum Reserve (refer Location 1 officer response)
 - public toilet within new Fregon Reserve (6.2) as a long-term solution and to consider opening the existing Fregon Reserve pavilion toilet to public access as an interim solution (6.3).
- Other Bush Kinder locations (17A Sherwood Road, Brandon Park Reserve, Albany and Columbia reserves) were assessed as low to very low service gap areas in the demand and provision gap analysis.

Strategy revision

No revision required

Summary of proposed Strategy revisions

The following is a summary of the recommended changes to the Strategy prior to adoption. These are in response to the submissions and any consequential changes.

Current Service Provision & Gap Analysis

- **3.2.1** – Correct text error in draft Strategy 3.2.1 Demand Analysis to read: ‘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 ‘good to have’ in Social/Family recreation type of local park.

Strategic Priorities

- **6.0** – Update PTS service provision priorities (high, medium, low) to reflect community feedback in addition to the service gap analysis process
- **6.3** – Consider opportunity to open Tally Ho and Wellington Reserve pavilion toilets to public with improved cleaning regime.

Conclusion

The feedback from the community and other stakeholders is generally supportive of the draft Strategy.

Input from respondents has contributed to the refinement of strategic priorities and has provided a valuable data set to support the next steps in strategy implementation.