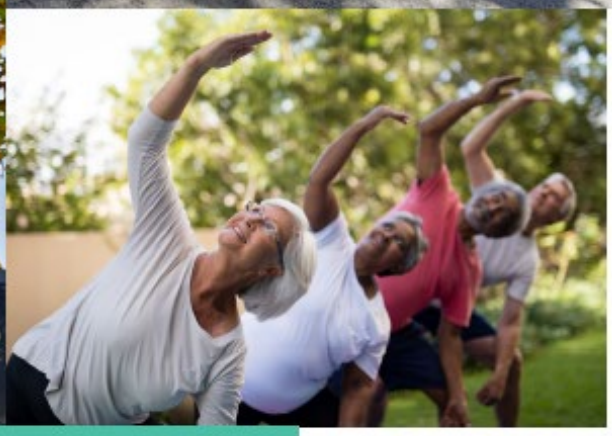
DRAFT

MONASH PUBLIC TOILET STRATEGY









CITY OF MONASH

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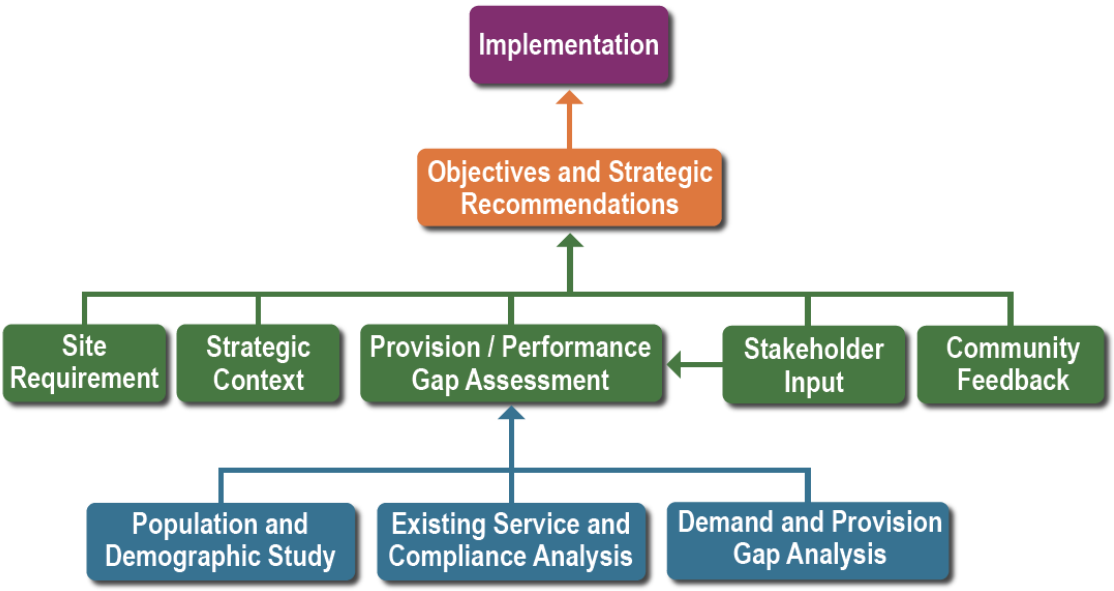
1 Introduction

1.1 Structure

This strategy outlines the process, summarises the findings of the analysis process and identifies the strategic vision, objectives and related strategies, strategic priorities and design standard.

1.2 Process

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



Strategy Development Process Map

2 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.[1]

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:

- Policy context
- Current gaps in service provision
- Community feedback
- Municipal and demographic growth

[1] 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 Heathy and Resilient Monash: Integrated Plan 2017 – 2021*, which brings together priorities from all of 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*.
- Active Reserves 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 of the older, standalone facilities) have been identified.

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

Since many of 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 with regard to 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 as a result of toilets either not being available, locked or not accessible, or issues with cleanliness and condition.

The Monash Council 2019 Annual Community Satisfaction Survey (July 2019) concluded that the satisfaction levels of the public toilets has fallen in recent years. The satisfaction level in the survey is still rated as 'good'; however, the fall is considered of 'measureable difference', which is a significant result that requires attention.

2.4 Municipal and 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 are anticipated to rise from 74,969 in 2021 to 84,386 in 2031 and 93,408 in 2041.[2] 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.

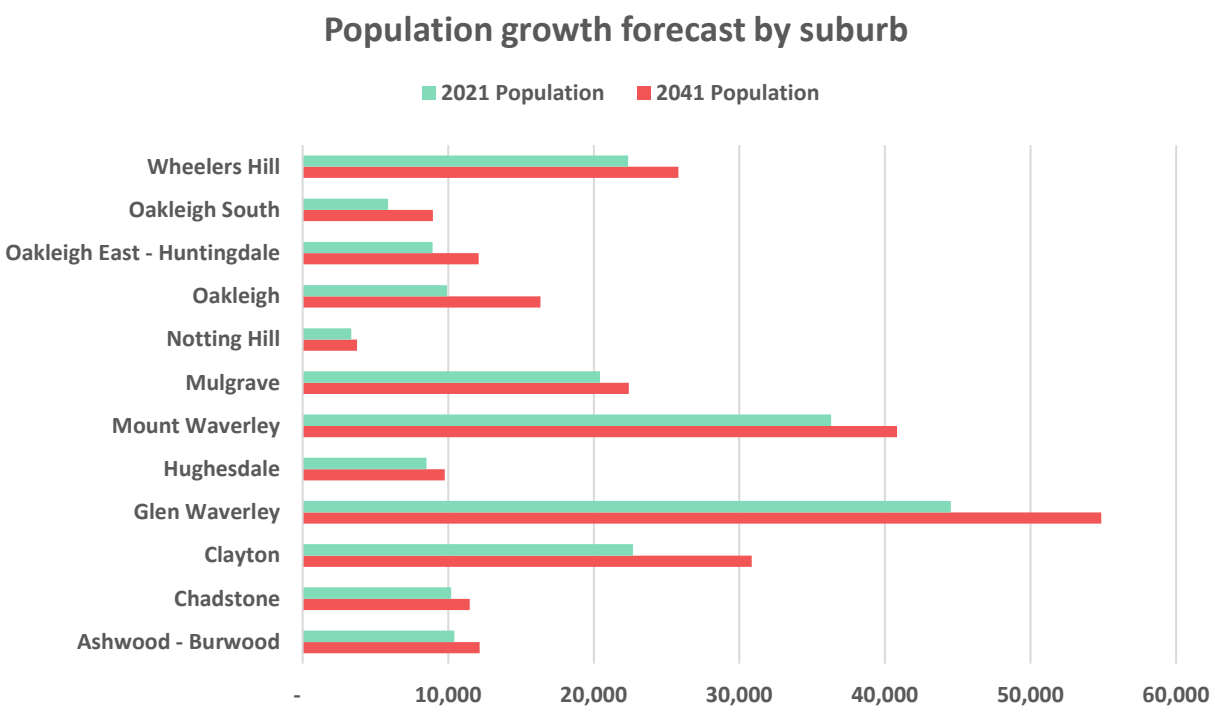
These figures are considered to be conservative and do not take account of some major developments in Monash currently in the planning stage or proposed for the coming years (for example the potential for zone changes proposed under the delivery of the Clayton and Huntingdale Precinct Plans). Nor does 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. [3]

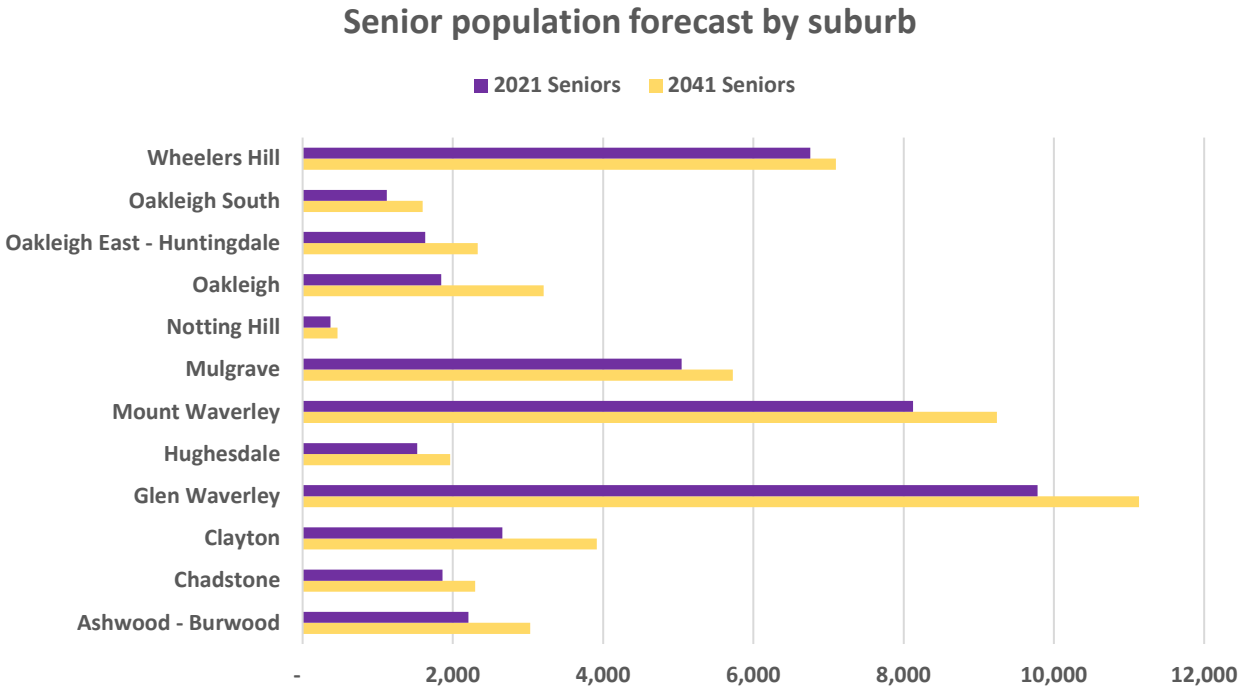
At the same time in the City of Monash, between 2021 and 2041, the number of persons aged under 17 is forecast to increase by 6,287 (16.74%), and will comprise 17.59% of the total population. [4]

Charts below show demographic changes forecast between 2021 and 2041 in the City of Monash.[5]

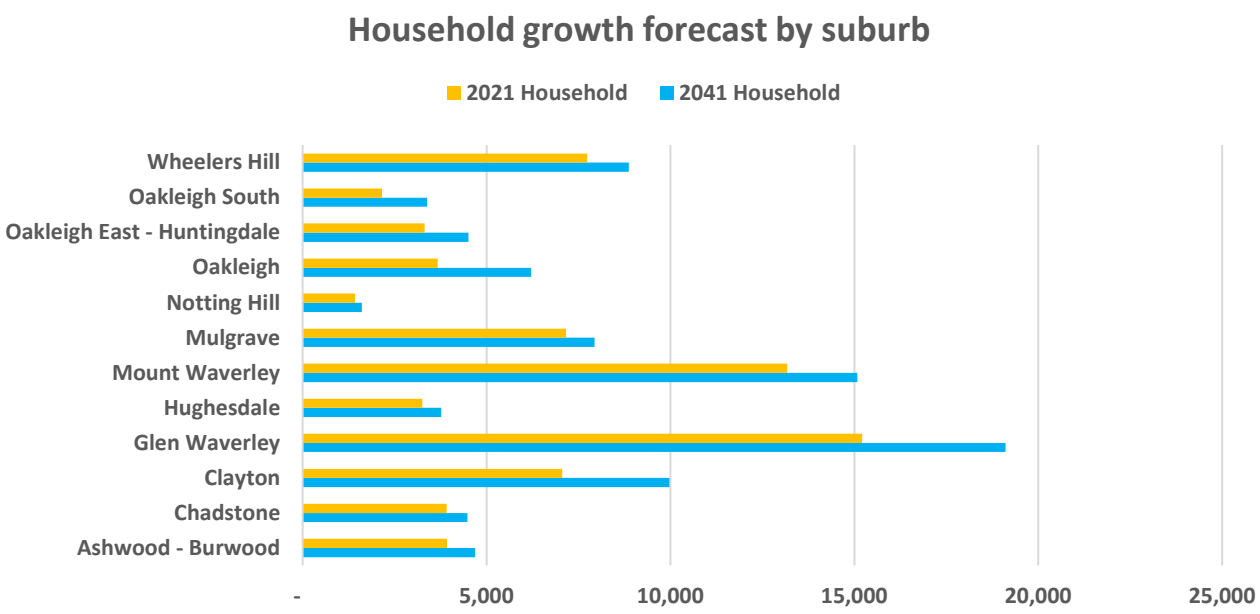
[2] Population and household forecasts, prepared by .id, February 2019.
[3] Population and household forecasts, prepared by .id, February 2019.
[4] Population and household forecasts, prepared by .id, February 2019.
[5] Population and household forecasts, prepared by .id, February 2019.



Population growth forecast by suburb



Senior population forecast by suburb



Household growth forecast by suburb

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

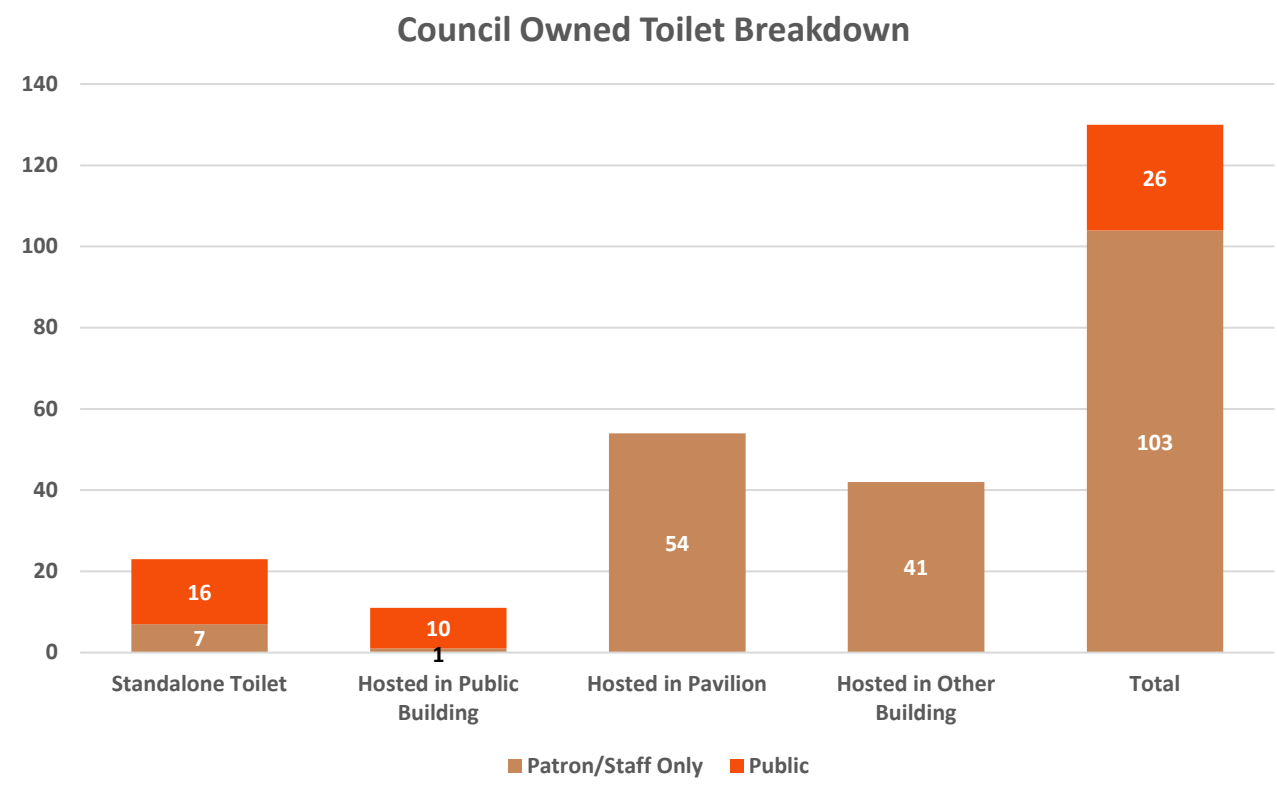
3 Current Service Provision & Gap Analysis

3.1 Existing Toilet Audit

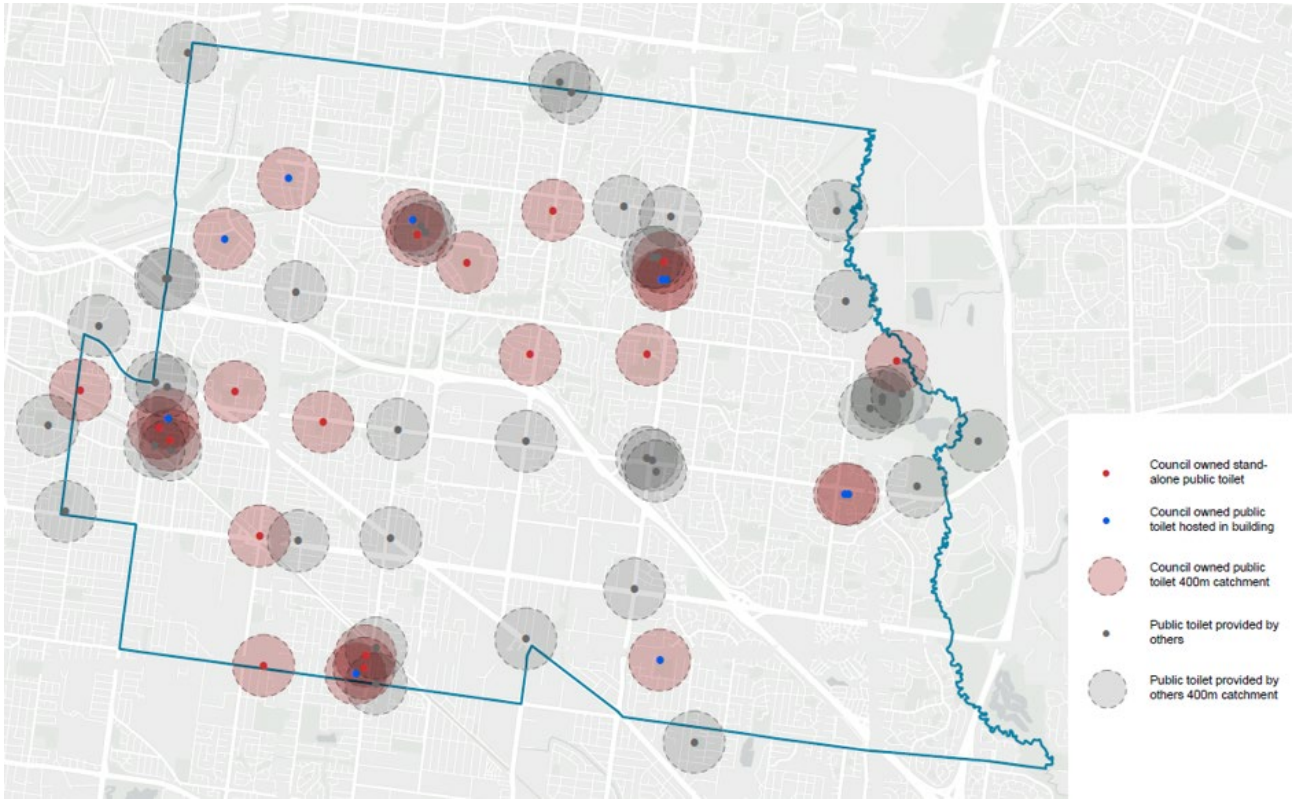
An audit of existing toilet provision within and adjacent to the City of Monash has been undertaken, key themes focus on location, ownership, building typology, capacity, opening hours, cleaning regime and supplementary facilities provided.

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 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. Their time open to public is therefore 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

3.2 Demand and 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 Strategy (draft) 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 should 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.
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 high demand for public toilet.
Proximity to Bus route	There is no 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 stop 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.

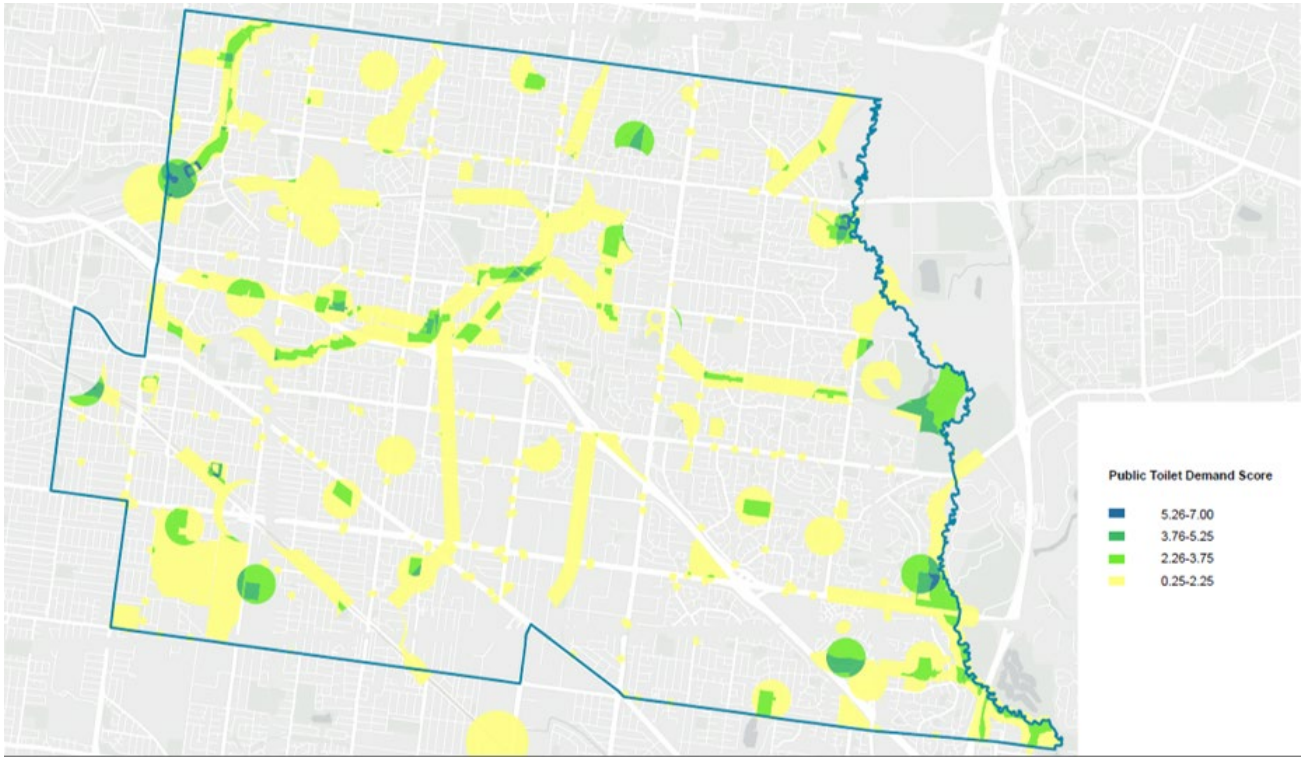
3.2.2 Demand & Provision Gap Analysis

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 has not been 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

4. Site Service Provision Assessment Process

Following Existing Toilet Audit and Provision & Demand Gap Analysis, we carried out a site specific, qualitative assessment for 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 – e.g. retarding basin, transmission line
    - 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
    - Any other strategic reference supports new PT provision, e.g. ISP
- *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 including cost
    - Capacity – number of pan, urinal, basin
    - Whether compliant with current DDA standard
    - What supplementary facilities are provided
    - Direct external access
    - Access to car park
    - Locking mechanism – 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, e.g. although there is no existing facility in Waverley Park gap area, but provision has been made for a public toilet to be installed at the wetlands which will be further discussed with Mirvac
- identify the most suitable and practical options for future public toilet provision.

5. 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 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 disability friendly 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 the 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 (e.g. cleaning related) 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 currently identified issues and challenges 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

- Identify significant demand and service gaps with reference to agreed service planning and performance parameters *(Refer to Section 2.2 Current Gaps in Service Provision)* and in consultation with the Monash community
- Address service provision gaps in keeping with identified priorities
- Continue to work with key user groups (family, senior, disability, walking & cycling) to inform the service planning process
- Advocate for service provision within new developments such as supermarket and retail, including provision for Changing Place facilities
- Partner with key agencies (*Parks Victoria, VicTrack, MetroTrains*) to address service gaps

Objective 2: **Identify service provision design standards**

Strategy: Identify minimum service provision requirements

Action Recommendations

- Identify key service provision requirements in consultation with the Monash community
- 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).

Objective 3: **Identify service provision actions and priorities**

Strategies: Identify key service provision actions and priorities with regard to 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 short, medium 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 (e.g. 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, e.g. 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, i.e. 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

- Develop GIS based spatial public toilet database to enable effective service planning and communication with key stakeholders
- Ensure that the findings of asset audits are included within a regular database updates
- 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

6. 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

Note: The table below is not in any particular order and priority rankings will be determined following consultation with the community.

Location	**Proposed Action**
Holmesglen Reserve	New standalone base public toilet at the reserve
Galbally Reserve	New standalone base public toilet at the reserve
Napier Park Reserve	New standalone base public toilet at the reserve
Electra Reserve	New standalone base public toilet at the reserve
Glen Waverley North Reserve	New standalone base public toilet at the reserve
Waverley Road Basin	New standalone base public toilet on Council land at Waverley Rd Basin, abutting Melbourne Water Blackburn Rd retarding basin
Fairway Reserve	New standalone base public toilet at the reserve
Melissa Street Reserve	New standalone base public toilet at Melissa St Reserve, abutting Melbourne Water wetlands near Huntingdale Rd
Davies Reserve	New standalone base public toilet at the reserve
Lum Reserve	New standalone base public toilet at the reserve
Batesford Reserve	New standalone base public toilet at the reserve near playground

6.2 Provision of New Public Toilets within New Pavilion in line with pavilion program

Note: The table below is not in any particular order and priority rankings will be determined following consultation with the community.

Location	**Proposed Action**
Mulgrave Reserve	Refurbish existing standalone public toilet adjacent new Mulgrave Reserve Pavilion
Gardiners Reserve	New public toilet within new Gardiners Reserve North Pavilion
Carlson Reserve	New public toilet within new Carlson Reserve Pavilion
Fregon Reserve	New public toilet within new Fregon Reserve Pavilion
Ashwood Reserve	New public toilet within new Ashwood Reserve Pavilion
Meade Reserve	New public toilet within new Meade Reserve Pavilion

6.3 Opening up Existing Facilities to Public

The facilities below are proposed to be opened to public with additional security and cleaning costs and minor maintenance cost.

Note: The table below is not in any particular order and priority rankings will be determined following consultation with the community. Where facilities are unable to be opened up (after detailed assessment) provision of a new standalone will be considered and locations will be added to the list in point 6.1 above.

Location	Proposed Action
Gardiners Reserve	Consider opening standalone toilet block to public with increased cleaning regime. *(Note: Interim action, refer 6.2 Provision of New Public Toilets within New Pavilion for long term solution)*
Mount Waverley Reserve	Consider opening standalone toilet block to public with increased cleaning regime.
Southern Reserve	Consider opening standalone toilet block to public with increased cleaning regime.
Fregon Reserve	Consider opening of pavilion toilets to public with improved cleaning regime. *(Note: Interim action, refer 6.2 Provision of New Public Toilets within New Pavilion for long term solution)*
Ashwood Reserve	Consider opening North Soccer Pavilion toilet to public with increased cleaning regime. *(Note: Interim action, refer 6.2 Provision of New Public Toilets within New Pavilion for long term solution)*
W A Scammell Reserve	Consider opening of Scammell Reserve pavilion external access toilets to public.
Lum Reserve	Consider opening pavilion toilet to public with increased cleaning regime. (*Note: Interim action, refer 6.1 Provision of New Standalone Public Toilets for long term solution)*
Batesford Reserve	Consider opening pavilion toilet to public with improved cleaning regime. (*Note: Interim action, refer 6.1 Provision of New Standalone Public Toilets for long term solution)*
Federal Reserve	Consider opening of Essex Heights Tennis Pavilion toilets (external to tennis club fence line) to public access.
Carlson Reserve	Consider opening of pavilion toilets to public with increased cleaning regime. *(Note: Interim action, refer 6.2 Provision of New Public Toilets within New Pavilion for long term solution)*

6.4 Existing Facilities Require Potential Refurbishment to Enable Public Access

The facilities in table below have potential for public access. However due to their condition and site constraint, further investigation and assessment work is required to understand the level of refurbishment works or if they require replacement which ensures they comply with current Disability Discrimination Act standard.

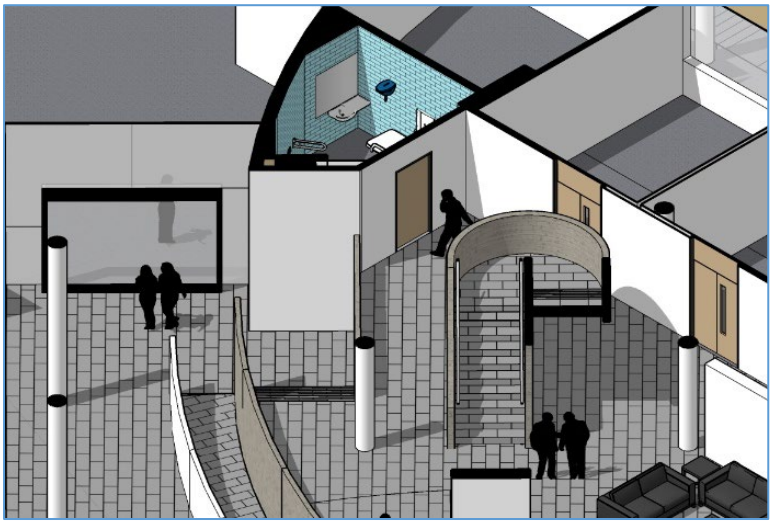
Note: The table below is not in any particular order and priority rankings will be determined following consultation with the community.

Location	Proposed Action
Glen Waverley North Reserve	Consider opening of Glen Waverley North pavilion male toilet for unisex public access. (*Note: Interim action, refer 6.1 Provision of New Standalone Public Toilets for long term solution)*

Davies Reserve	Consider opening of external access pavilion toilets to public with improved cleaning regime. *(Note: Interim action, refer 6.1 Provision of New Standalone Public Toilets for long term solution)*
Gladeswood Reserve	Consider opening of pavilion toilets to public with improved service provision, cleaning regime and associated accessible path to DDA compliant parking.

7. Public Toilet Design Standard

HOSTED IN BUILDINGS FLAGSHIP



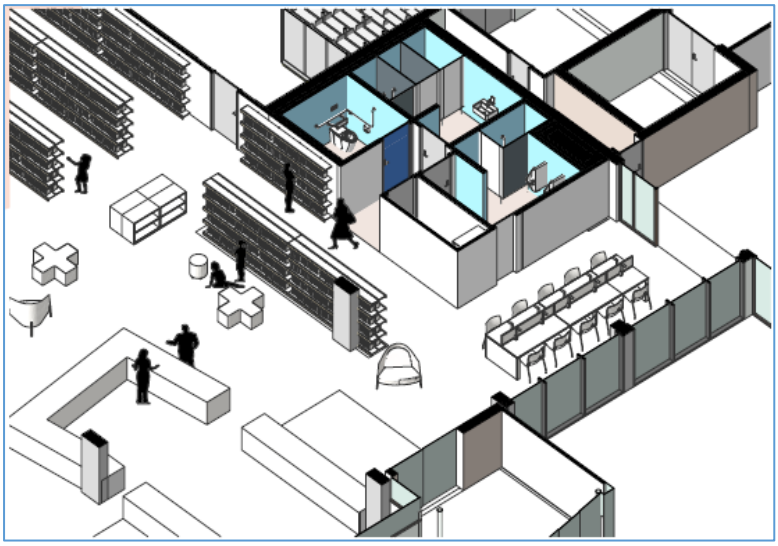
Location:
Typically located in major public buildings, major retail development

Proposed service level:
Unisex changing places or adult changes facilities

Propose maintenance frequency:
More than once per day

Capital cost estimate
>$250K

HOSTED IN PUBLIC BUILDINGS BASIC



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

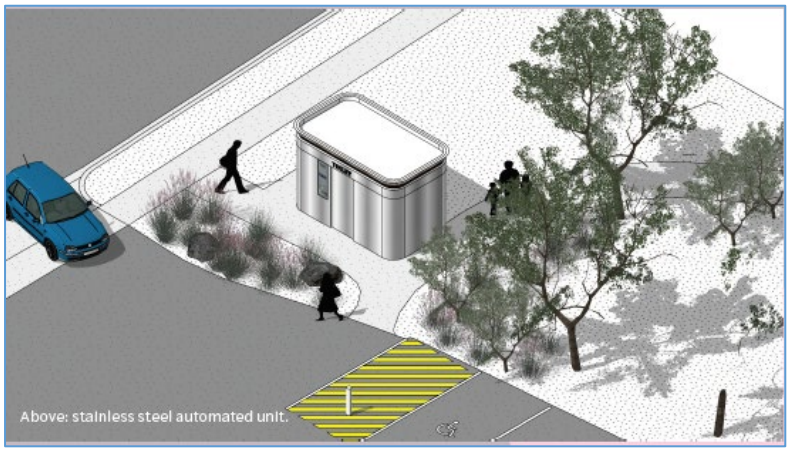
Proposed service level:
Subject to specific building requirements

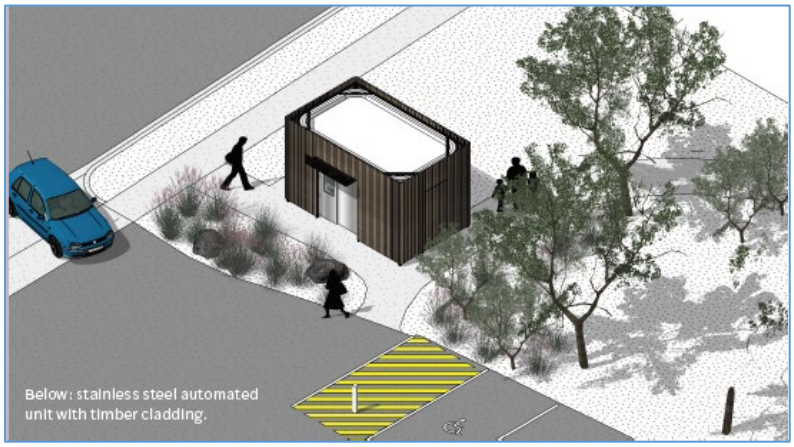
Propose maintenance frequency:
At least once per day

Provision scenarios:
Upgrade to existing facilities

Capital cost estimate:
$50K-250K

STANDALONE BASE





Location:
Typically located in activity centres, park and reserves

Typical building type and presentation:
Automated unit, stainless steel (incorporating colours, photography, artwork where appropriate) at activity centres

Proposed service level:
Single, unisex accessible plus baby change

Propose maintenance frequency:
Once per day

Provision scenarios:
New

Capital cost estimate:
$200K-250K

STANDALONE PREMIUM



Location:
Typically located in activity centres, regional and district level playgrounds

Typical building type and presentation:
Monash custom design new or existing building refit

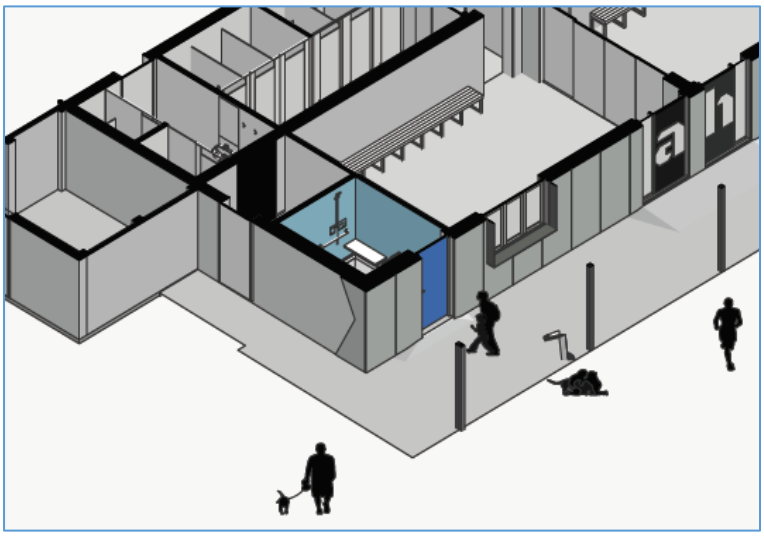
Proposed service level:
Unisex accessible plus ambulant plus baby change; Integrated with other facilities, such as shelter, external wash basin, bike maintenance and water tap

Propose maintenance frequency:
At least once per day

Provision scenarios:
New

Capital cost estimate:
>$250K

HOSTED IN PAVILIONS & HALLS



Location:
Typically located in reserve pavilions and community halls

Typical building type and 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

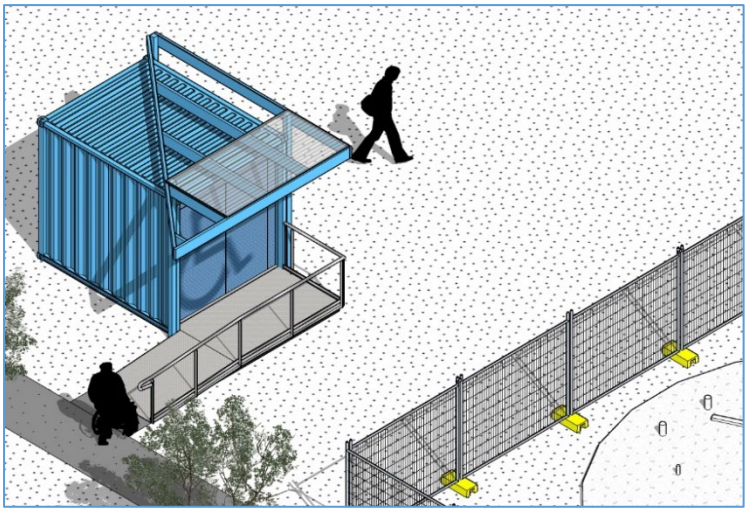
Proposed service level:
Generally separate male and female facilities; minimum accessible plus baby change

Propose maintenance frequency:
Site specific

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

Capital cost estimate:
$50K-250K

STANDALONE RELOCATABLE



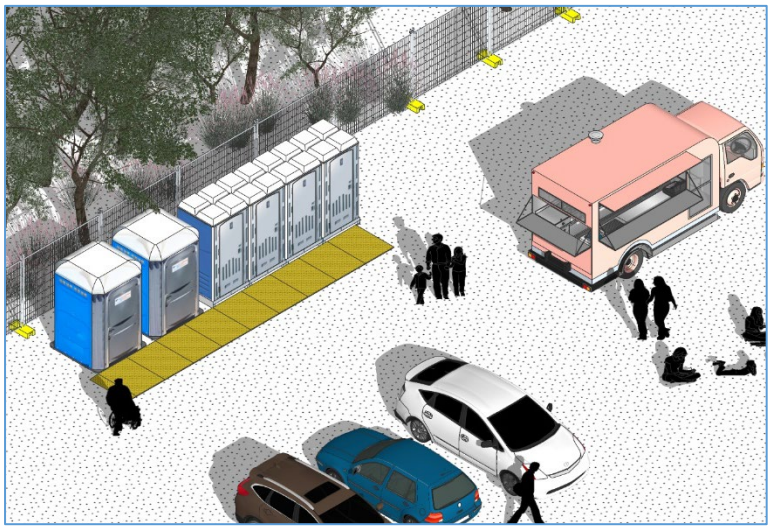
Location:

Typically located in parks and reserves

Typical building type and presentation:
Monash custom design

Capital cost estimate:
$50-$100K

TEMPORARY



Location:

Festivals and events

Cost estimate:

Hire costs only

Glossary and Definition

Accessible Adult change

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.

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 the 1st of 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.

Changing Places

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 career 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.

CPTED principles

Principles of Crime Prevention through Environmental Design

DDA

Disability Discrimination Act

GIS

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.

MLAK

Master Locksmiths Access Key

MOSS

Monash Open Space Strategy

Patron / staff only toilet

There are some toilets hosted in Council buildings such as pavilion or neighbourhood house. Although general 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.

Public toilet

In this project a public toilet is a toilet available for use by the general 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.

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.