THE CITY OF
GREATER GEELONG

PUBLIC TOILETS

SOCIAL INFRASTRUCTURE PLAN
GENERATION ONE: 2020-23

CITY OF GREATER
GEELONG

Council acknowledges Wadawurrung Traditional Owners of this land and all Aboriginal and Torres Strait Islander people who are part of the Greater Geelong community today.

ACKNOWLEDGEMENTS

The preparation of this Report has been a collaborative effort of our Council, all relevant Council departments, partner organisations, our community clubs, groups and associations, and the Greater Geelong community.

We would like to thank the involvement of all our key stakeholders for their collaboration, insight and commitment to the future of our community infrastructure and to a new way of working.

This plan was endorsed by council on 28 July 2020.

DISCLAIMER

This Report is prepared by the City of Greater Geelong. The Report is solely for the use of the City of Greater Geelong and is not intended to, and should not be used, or relied upon by anyone else. The City of Greater Geelong does not accept any duty of care, to any other person or entity other than itself.

The information contained in this document has been developed through an assessment of the current known state of the City's infrastructure, rigorous analysis of the available evidence, existing strategic guidance, plans and strategies, and extensive stakeholder and community consultation over the course of 2.5 years 2017 - 2020.

Information contained in the Report is current as at the relevant dates stated in the Report and may not reflect any event or circumstances which occur after the stated date. It has been prepared in good faith and neither the City of Greater Geelong, nor its servants, consultants, agents or staff shall be responsible in any way whatsoever to any person in respect to the report, including any errors or omission therein.

THE POLICY

The Social Infrastructure Planning and Investment Policy aims to provide Council and the City of Greater Geelong with a guide to fair and equitable decision making, and to provide our community with a clear understanding of Council's role and how decisions are made.

THE PLAN

The Social Infrastructure Plan will outline the needs of our community, investment priorities and the way forward to ensure that people know what is planned in the place that they live.

The plan is intended to provide Council and the community with a single, simpler and more integrated strategic summary of Council's investment priorities over the next 1-3 years.

The plan will be closely monitored and updated each year in line with the realisation of transformational elements identified in the document and as our understanding of social infrastructure continues to mature and grow.

THE NETWORK REPORT

The network reports provide a summary of social infrastructure needs and requirements for each specific network over the next 1-3 years, understanding that the plan component identified in each will be updated annually, as new information becomes available.

The identified projects within the summary plan for each network are broken down into five key streams:

- New
- Renew
- Maintenance
- Planning
- Services / People

This network report specifically relates to Public Toilets - Public Toilets and Changing Places Facilities.

For a complete overview of all the social infrastructure needs and priorities across the City of Greater Geelong, please refer to the Social Infrastructure Plan - Generation One: 2020 - 2023.

NETWORK PROFILES

There are 13 individual network reports covering a diverse range of community places, spaces and services.

Generation One: The Networks Covered

- Early Years
- Youth Spaces
- Libraries
- Community Meeting and Program Spaces
- Arts and Culture
- Open Space
- Play Spaces
- Aquatics and Leisure
- Indoor Sport and Recreation
- Outdoor Sport and Recreation (including sports pavilions)
- Golf
- Cycling and Trails
- Public Toilets (THIS NETWORK REPORT)

WHAT CAN YOU FIND IN EACH NETWORK PROFILE AND PLAN

Overview of the network + Map

Each network consists of an introduction including background context and a map of known facilities, an overview of what the network is, what it is made up of, it's value and what some of the emerging issues and opportunities are, in addition to any related plans, community insights and key considerations.

Our guiding documents

A summary of related documents including strategies, plans, policies, needs assessments and technical reports.

What our community told us

A summary of relevant community feedback and insights.

Generation One – Things we considered

A summary of key considerations relating to each network (i.e. legislative changes, emerging issues and trends).

Current State - Snapshot

A snapshot of what we know about the network so far including, known provision, condition, travel accessibility and service provision.

A gap analysis based on existing industry benchmarks compared with today's provision.

Indicators of need by planning area

Provision, population, social and health indicators by each planning area to help inform any relevant areas of need and opportunities.

Strategic focus areas and directions

In response to the needs and opportunities identified, this section outlines the strategic focus areas and directions for each network, including a high-level mantra to guide planning and investment for the next three years.

The Plan: 2020 - 2023

Generation One of the plan provides a summary table of identified projects by 'Network' broken down into five streams – New, Renew, Maintenance, Planning, and Services / People.

PUBLIC TOILETS

SCOPE

Public Toilets and Changing Places Facilities.

The provision of public toilets improves local amenity and supports activity in public parks and activity areas throughout the municipality. There are approximately 168 dedicated public amenity blocks owned and managed by the City and numerous other toilets available to the public in non-council facilities.

The City's public toilet network consists of approximately 168 amenity blocks throughout the municipality primarily serving:

- Recreation reserves,
- Foreshores and environment areas,
- Car parks and shopping centres, and the
- Central Business District (CBD).

Due to the age of these facilities, several public toilets are now in a poor condition, do not meet current service level expectations or standards for accessibility, are vulnerable to antisocial behaviour and could potentially become a public safety risk.

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

The City's Clever and Creative Vision outlines the objective of Community Wellbeing "to improve the health and quality of life of all residents of Greater Geelong", this extends to the City's public toilets and amenities.

The Council Plan guides the City in prioritising new initiatives and improvements to our services and allows us to ensure resources are directed to areas of need and where action is needed to deliver on our Council Plan priorities. Public toilets and amenities feature in a number of Council Plan priorities including:

- Improved health and safety of our community,
- Improved safety of, and user satisfaction with, community infrastructure,
- Informed social Infrastructure and planning, and
- Upgraded community facilities to make them safer.

Toilets should be designed and constructed in accordance to Environmentally Sustainable Design (ESD) principles, specifically considering energy and water use. Energy demands should be minimized with the use of high levels of natural light and ventilation. Solar power and low energy lighting fixtures on timers or sensors should be used. The toilet facility should be painted in a light colour internally to maximize reflected light. It is preferred that all materials that are sourced are to be recycled, recyclable and/or renewable. Water saving devices such as dual-flush cisterns, waterless urinals, spring-loaded tapware and "greywater" systems for flushing should be considered as an integral part of the facility.

The City recognises that there is an ageing stock of public toilet buildings, following recent condition assessments of existing public toilet and amenity buildings, and there is a need for more contemporary and accessible amenities across the municipality.

The application of Crime Prevention Through Environmental Design (CPTED) principles and improving the safety of facilities in terms of its physical location, lighting, limited opportunities for concealment, and increasing passive surveillance by those passing by, will also be important.

There is a now a need for the development of a long-term improvement program that directs the placement and design of new toilet facilities and the refurbishment of existing facilities. There is also a need to articulate the standard provision, levels of service and criteria to assist the decision-making process for managing the refurbishment and replacement of public toilet facilities in the municipality.

In 2019, each of the City's public toilet facilities was assessed for the purposes of determining priorities for improvements. The audit assessed the facility against four key areas and scored them based on; demand, performance, accessibility, and safety. These are further defined below:

- **Demand –** the user-driven demand of the facility, including sensitivity of the location. A high number indicates a high-profile building that will be regularly used and/or seen.
- **Performance –** a measure of comfort, physical condition, and quality of the facility and its internal fittings. A high number indicates a facility in poor condition that does not suit the needs of the user.
- **Accessibility –** a measure of how accessible the facility is for people living with a disability, and the compliance of the facility with contemporary standards and user expectations. A high number indicates a facility where the entrance, internal dimensions, and pathway do not meet relevant standards, and there is no nearby accessible parking.
- **Safety –** a measure of the safety of the facility in terms of its physical location, lighting, limited opportunities for concealment, and measure of passive surveillance by those passing by (e.g. applying CPTED principles). A high number indicates a facility that is isolated, with obstructions that offer opportunities for concealment, and is perceived by users to be unsafe.

For each, a ranking between 1 and 5 was given, the higher the score (e.g. 3 – 5) indicates a priority for renewal / upgrade, while a lower score (e.g. 1-2) indicates that the facility is performing adequately and requires no immediate improvement works.

In addition to public toilets and amenities, the City also offers six Changing Places accessible facilities and one portable, fully accessible changing places facility called a Marveloo, that can be transported to events and community sites throughout the Greater Geelong. Many Changing Places facilities are located across the City in shopping centres and similar facilities with higher levels of active management and access.

A Changing Places facility offers a full-sized change table and hoist to meet the needs of people who cannot use standard accessible toilets.

With over 1.3 million Australian's having a profound or severe core limitation, the lack of toilet facilities available in public places is a major social barrier preventing families and individuals from enjoying basic day to day activities.

OUR GUIDING DOCUMENTS:

The following related documents were used to inform this Plan (including strategic plans, policies, legislation and infrastructure plans):

- Council Plan (2018 - 2022)
- Greater Geelong Public Toilet Replacement Program (2019)
- The City's Access and Inclusion Plan (2018 - 2022)
- Open Space Strategy
- Pedestrian Strategy
- Integrated Transport Strategy
- Public Lighting Policy
- Community Facility and Directional Signage Policy.

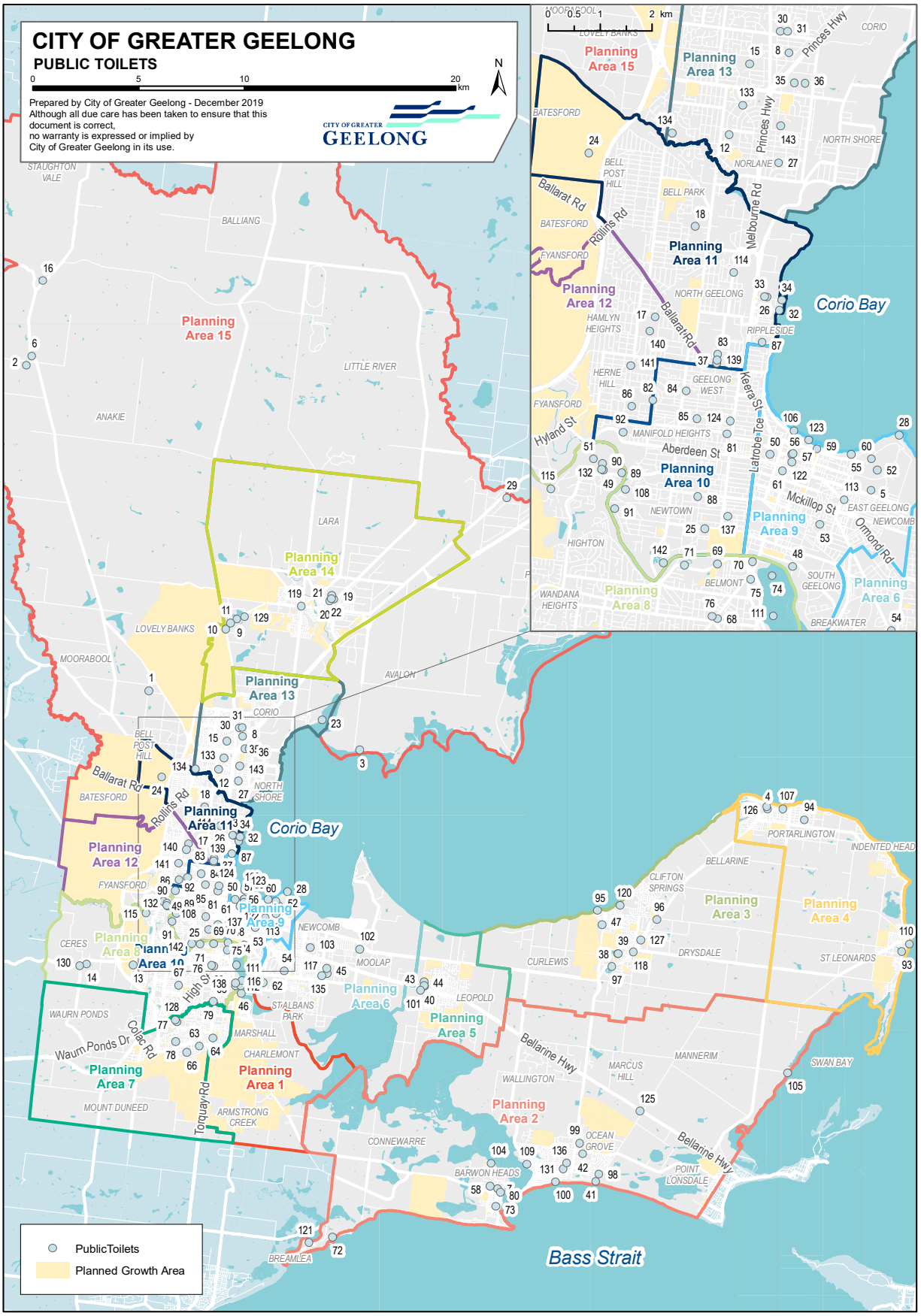
WHAT OUR COMMUNITY TOLD US:

In 2017, the City undertook an expansive community engagement process (A Cleaver and Creative Future) with stakeholders from across the region. This consultation process demonstrated a local demand for improved, new and inclusive toilet facilities throughout the City.

MAP 21 – PUBLIC TOILETS

MAP REFERENCE	NAME
1	AB WOOD RESERVE TOILET BLOCK
2	ANAKIE RESERVE PUBLIC TOILET
3	AVALON BEACH PUBLIC TOILETS
4	PORTARLINGTON RES PUB TOILETS
5	EASTERN PARK STH TOILET
6	ANAKIE COMMUNITY CENTRE TOILET
7	B HEADS RESERVE CRICKET TOILET
8	DETROIT CRESCENT TOILET BLOCK
9	ELCHO RES CANINE TOILETS
10	ELCHO RES TOILET
11	ELCHO RES TOILET/CHANGE ROOMS
12	EVANS RESERVE TOILET BLOCK
13	CERES LOOKOUT TOILETS
14	CERES RESERVE TENNIS TOILETS
15	GOLDSWORTHY RES AMENITIES
16	STAUGHTON VALE HALL / TOILETS
17	HAMLYN RES TOILET (NTH)
18	HUME RESERVE TOILET BLOCK
19	LARA RES AMEN/CHANGE ROOMS
20	LARA RES TENNIS TOILET BLOCK
21	LARA LT LEAGUE CHANGE/TOILET
22	LARA RES PUB TOILET (NORTH)
23	LIMEBURNERS LAGOON TOILETS
24	MYERS RES AMEN/CHANGE ROOMS
25	FRIER RES PUBLIC TOILET
26	OSBORNE PARK MEN S TOILET
27	LABUAN SQUARE TOILET BLOCK (2)
28	LIMEBURNERS POINT TOILET BLOCK
29	REES RESERVE PUBLIC TOILETS
30	SHELL RESERVE TOILET BLOCK
31	SHELL RESERVE CHANGEROOMS
32	ST HELENS RES CHANGRMS/TOILT
33	OSBORNE PARK LADIES TOILET
34	ST HELENS BOAT/COAST TOILET
35	STEAD PARK PUBLIC TOILETS
36	STEAD PARK AMENITIES/CHANGRMS
37	WESTERN OVAL SOUTH PUBLIC TOIL
38	DRYSDALE RES F BALL CHANGE
39	DRYSDALE RES AMEN / TOILETS
40	LEOPOLD RES TOILET-STH TENNIS
41	COLLENDINA FORESHORE TOILET
42	SHELL RD RES TOILETS
43	LEOPOLD RES TOILETS-NTH FOOTY
44	LEOPOLD RES TENNIS AMENITIES
45	GRINTER RESERVE BMX TOILETS
46	STH BARWON RES PONY TOILETS
47	C SPRINGS TENNIS CLUB/TOILETS
48	LANDY FIELD TOILET BLOCK
49	QUEENS PARK TOILET-NEAR ENTRY
50	JOHNSTONE PARK TOILET BLOCK
51	QUEENS PARK RIVER ROTUNDA
52	BOTANICAL GARDEN PUBLIC TOILET
53	RICHMOND CRES TOILET/STOREROOM
54	ST ALBANS RESERVE TOILET
55	E BEACH AMEN (LIFEGUARD/PUMP)
56	MOORABOOL FEMALE UNDRGRD TLET
57	MOORABOOL MENS UNDERGRD TOILT
58	BARWON HEADS RES TLT
59	TRANSVAAL SQUARE TOILETS
60	EASTERN PARK NTH TOILET BLOCK
61	LT RYRIE ST CAR PARK TOILET
62	BREAKWATER RES TOILET BLOCK
63	GROVEDALE COMM CENTRE TOILET
64	GROVEDALE RESERVE TOILET BLOCK
65	STH BARWON PAV.2/TL(CRKT CLUB)
66	BURDOO RES AMEN/SOC PAV/TOILET
67	MCDONALD RES AMEN/SOC RM/TOILT
68	BELMONT LIBRARY TOILETS
69	BARWON VALLEY PARK TOILET NO 2
70	BARWON VALLEY PARK TOILET NO 3
71	BARWON VALLEY PARK TOILET NO 1
72	BANCOORA SURF CLUB TOILETS
73	BARWON HEADS HITCHCOCK TOILETS
74	BELMONT COMMON BASEBALL TOILET
75	BVAC TOILET
76	HEMISPHERE TOILET BLOCK
77	PIONEER RES TENNIS PAV/TOILETS
78	COOLABAH PARK TOILET BLK
79	TORQUAY ROAD TOILETS
80	BARWON HEADS RES TLTS
81	WEST PARK TOILET BLOCK
82	PETER LOWE RESERVE TOILET BLK
83	WESTERN OVAL TOILETS (NORTH)
84	BAKERS OVAL TOILET BLOCK
85	SPARROW PARK TOILET
86	HERNE HILL RES TOILET BLOCK
87	RIPPLESIDE PARK TOILET BLOCK
88	MOORAK PARK TOILET BLOCK
89	QUEENS PARK TLT/CHANGE (RIVER)
90	QUEENS PARK SOC RMS/ AMEN/TLT
91	FYANS PARK PUBLIC TOILET
92	ELDERSLIE RES PUBLIC TOILET
93	ST LEONARDS NETBALL TOILET
94	PORTARLTON PONY CLUB TOILETS
95	C SPRINGS BOAT RAMP PUB TOILET
96	QUARRY PARK TOILET BLOCK
97	DRYSDALE STATION RES TOILETS
98	COLLENDINA RESERVE TOILET BLK
99	KINGSTON PARK TOILET BLOCK
100	HODGSON STREET PUBLIC TOILETS
101	GATEWAY SANCTUARY TOILET BLOCK
102	MOOLAP RESERVE TENNIS TOILETS
103	ERVIN RESERVE TOILETS
104	BHEADS RES TOILET (RIVER END)
105	SWAN BAY TOILET NEW
106	CUNNINGHAM PIER TOILET(SMORGY)
107	PORTARLINGTON MAIN ST TOILETS
108	WINDMILL RESERVE TOILET
109	OCEAN GROVE BOAT RAMP TOILETS
110	ST LEONARDS HARVEY PARK TOILET
111	BARWON VALLEY GOLF TOILET BLK
112	STH BARWON RES BMX TOILETS
113	ORMOND/MYERS STREET TOILETS
114	GLG REC&WAS TRAN STN AMENITIES
115	BUCKLEY FALLS INFORMATION ROTU
116	BELMONT COMMON RIFLE CLUB TLET
117	GRINTER RES PONY CLUB TOILETS
118	DRYSDALE MAIN ST EXELOO TOILET
119	LARA TOILET - EXE LOO
120	C SPRINGS FAIRY DELL TOILET
121	BREAMLEA RESERVE TOILET BLOCK
122	LT MALOP MALL TOILET EXELOO
123	GREEN WHARF SHED / TOILETS
124	GEELONG WEST TOWN HALL/ P TLT
125	MARCUS HILL HALL
126	PORTARLINGTON RES AMEN/SOC/TLT
127	DRYSDALE TENNIS PAV & TOILETS
128	GEELONG REGIONAL BASEBALL CENT
129	ELCHO GOLF CLUBROOMS & TOILETS
130	CERES RES CLUBROOMS (COCHRANE)
131	OCEAN GROVE HALL F BLL RMS RSL
132	QUEENS PARK GOLF CLUB & KIOSK
133	ROBIN AVENUE TOILET BLOCK
134	CORIO LEISURE TIME CENTRE
135	GRINTER RES AMEN/SOC ROOMS/TLT
136	OCEAN GROVE TENNIS PAV/TOILETS
137	SLADEN PARK TOILET
138	STH BARWON PAV.3/ TL (SFTBALL)
139	WEST OVAL G STAND/CHG/TOILETS
140	HAMLYN RES AMNTIES/TLT/FL CLRM
141	HURST OVAL RES TOILET
142	BALYANG PUBLIC TOILET BLOCK
143	WINDSOR PARK PUBLIC TOILET BLOCK

MAP 21 - PUBLIC TOILETS



PUBLIC TOILETS

Public Toilets and Changing Places Facilities.

BUILDINGS & OWNERSHIP

168(approx) PUBLIC TOILET / AMENITY BLOCKS — 100% COGG

7 CHANGING PLACES FACILITIES — 86% COGG

SERVICE	CURRENT PROVISION STANDARDS	TODAY	BENCHMARK	DIFFERENCE
Public Toilets	No provision standards	168	-	-
Changing Places Facilities	No provision standards	7	-	-

Data Notes: Data provided is based on City-led audits completed in 2019 and represent the City's owned and managed public toilet and amenity facilities. It does not include those provided in other private facilities or on land managed by others.

DISTRIBUTION

EQUITY

EXCELLENT DISTRIBUTION OF SITES AND ACCESS TO FACILTIES

CHANGING PLACES FACILITIES ARE BECOMING A KEY FEATURE IN NEW COMMUNITY FACILITY DEVELOPMENTS.

CONDITION

168 CONDITION AUDITS — 100% COMPLETED

AVERAGE SCORE: CONDITION VARIES ACROSS THE NETWORK. UPDATED FACILITY AUDITS CURRENTLY UNDERWAY

TRAVEL ACCESSIBILITY

ACCESSIBILITY

ON AVERAGE ***UNDER DEVELOPMENT IN 2020-21*** OF DWELLINGS ARE WITHIN A 20-MINUTE WALK TO ONE OR MORE PLACE, SPACE OR SERVICE

100% OR MORE EXCELLENT WALKABILITY
Meaning that most residents live within a 20-minute walk to more than one option

50% - 100% GOOD WALKABILITY
Meaning that more than half of residents live within a 20-minute walk

50% OR LESS LIMITED WALKABILITY
Meaning that less thank half of residents live within a 20-minute walk

NOTE: Comprehensive multi-mode travel accessibility assessments are in development

USAGE / OCCUPANCY

SUSTAINABILITY

MANAGEMENT / SERVICE DELIVERY

7 CHANGING PLACES FACILITIES — 86% COGG

Six Changing Places facilities are managed directly by the City, while shopping centres and retail precincts are beginning to provide facilities due to the benefits of increased hours of operation and accessibility.

FELT NEED

In 2017, the City undertook an expansive community engagement consultation process (a cleaver and creative future) with stakeholders from across the region. This consultation process demonstrated a local demand for improved and new and inclusive toilet facilities thought the city.

There is an opportunity to explore new delivery models throughout the planning, design and delivery of specialised Changing Places accessible facilities. Careful consideration should be given to location and siting, maximising access and use, appropriate management models, potential delivery partners, and ultimately user experience.

PUBLIC TOILETS

IN THE NEXT 3 YEARS WE WILL FOCUS ON:

REFRESHING THE NETWORK

STRATEGIC FOCUS AREAS

BE DRIVEN BY SAFETY AND COMFORT

Improve safety guided by Crime Prevention Through Environmental Design (CPTED) principles.

EXPLORE NEW MODELS OF DELIVERY

Explore contemporary delivery models to ensure equitable access to specialised facilities.

SUSTAIN HIGH QUALITY FACILITIES

Develop a detailed understanding of facility performance requirements to meet the changing needs of the community.

EMBRACE NEW AND EMERGING TECHNOLOGY

Monitor, track and assess network performance to better understand use, needs and manage levels of service.

DIRECTIONS

REF	DIRECTION	POLICY / RESPONSE ALIGNMENT
1.	Continue to audit, monitor and assess public toilet and amenity provision and performance against the following areas: • Demand – the user-driven demand of the facility, including sensitivity of the location. • Performance – a measure of comfort, physical condition, and quality of the facility and its internal fittings. • Accessibility – a measure of how accessible the facility is for people living with a disability, and the compliance of the facility with contemporary standards and user expectations. This extends to the provision of nearby accessible parking. • Safety – a measure of the safety of the facility in terms of its physical location, lighting, limited opportunities for concealment, and measure of passive surveillance by those passing by (e.g. applying CPTED principles). Focus on the delivery identified renewal and replacement priority projects.	In response to the need to refresh and renew the existing ageing and often obsolete infrastructure. In response to the need to invest in facilities based on need and criticality of the facility / amenities. In response to the need to base decisions on evidence of need and the insights of our community.
2.	Explore new delivery models throughout the planning, design and delivery of specialised Changing Places accessible facilities. Careful consideration should be given to location and siting, maximising access and use, appropriate management models, potential delivery partners, and ultimately user access and experience.	In response to the need for equity of access to a changing places facility that achieves maximum and reliable access, where and when people need them the most.
3.	Ensure new and renewed public toilets and amenities are designed to meet contemporary standards for provision, access and safety.	In response to provide healthy, safe and welcoming facilities.
4.	Embrace new and emerging technologies to better understand network performance, needs, service levels and responses. Using this information, conduct a provision and capacity assessment across the municipality to determine the standard provision, distribution and level of service requirements associated with public toilets and amenities.	In response to ensure equity of access, provision and continuity, quality and access to public toilets and amenities.

IDENTIFIED PROJECTS

SUMMARY OF INFRASTRUCTURE DEVELOPMENT OVER THE NEXT 3 YEARS (2020-23)

PUBLIC TOILETS

HARD INFRASTRUCTURE			SOFT INFRASTRUCTURE	
NEW	RENEW	MAINTENANCE	PLANNING	SERVICES / PEOPLE
New: Deliver a Changing Places Facility in Ocean Grove.	**Minor refurbishment:** As required. **Major Refurbishment:** Replacement of existing public toilet facilities: • Labuan Square, Norlane • W.G. Little Reserve, Portarlington • Robin Avenue, Norlane • Detroit Crescent, Corio • Shell Reserve, Corio • Evans Reserve, Norlane • Elcho Reserve, Lara • Lara Reserve (north), Lara • Elcho Reserve public toilet & change room, Lara • Lara Reserve (tennis), Lara • Anakie Reserve, Anakie • Grovedale Reserve, Grovedale • St Helens Reserve public toilet & change rooms, Rippleside, • St Albans Reserve, Thomson, • Sladen Park, Newtown • Seagull Reserve, North Geelong • Breakwater Reserve, Breakwater • Bakers Oval, Geelong West • Western Oval (south), Geelong West • Leopold Reserve (North and South), Leopold	Based on the Asset Management Plan – develop annual maintenance program(s).	Develop Asset Management Plan in line with asset condition, fit-for-purpose and criticality audits. Develop a long-term improvement program that directs the placement and design of new toilet facilities and the refurbishment of existing facilities. Articulate the standard provision and levels of service associated with public toilet and amenity facilities.	Implement Smart City Technology assessing existing network performance.

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8.00am – 5.00pm

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