



WARRNAMBOOL
CITY COUNCIL

Warrnambool Public Amenities Strategy 2013





Warrnambool Public Amenities Strategy 2013

Version 2

Warrnambool City Council

Civic Centre

25 Liebig Street

WARRNAMBOOL VIC 3380

T (03) 5559 4800

F (03) 5559 4900

www.warrnambool.vic.gov.au

Strategy produced by:

gilbert consulting pty ltd

with assistance of:

Project Working Group;

Warrnambool City Council Staff; and

the Community

1 Acknowledgement

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Attachment 3 – Community Survey Questionnaire - Analysis of Results

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Table 1 - ‘Performance’ Rating Score Card –Master Copy

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2 Executive Summary

The Warrnambool Public Amenities Strategy 2013 works towards making Warrnambool a great place for people to live in and visit through providing and managing an appropriate network of public toilets that are convenient, safe, clean and accessible.

The Public Amenity Strategy 2013 identifies the short, medium and long term provision and maintenance of Warrnambool's public amenities that:



- ✓ Best service the Warrnambool community with public amenities;

- ✓ Responds to community needs in relation to public toilets; and

- ✓ Improves the availability, safety and quality of public toilets available within Warrnambool.

Currently the Warrnambool community, visitors and tourists have access to 28 separate public amenities located along the foreshore, at shopping centres, attached to recreation and sporting facilities or free standing in gardens, parks and reserves.

There are other council controlled buildings where the public can access toilet facilities. However these are usually restricted to the times the buildings are open and are not considered as public amenities in this Strategy.

In addition to considering the physical condition of the amenity's buildings, the strategy also assesses the amenity's performance and risk factors ('fit for purpose') in establishing priorities for the types of works and improved operational activities required to lift the safety and quality of the amenities where:

- ✓ Performance is measured against identified community needs of safe, clean and conveniently placed public toilets, disability accessibility legislative changes, and crime prevention through environmental design (CPTED); and

- ✓ Risk considers the likelihood of an adverse event occurring and the severity of the consequences should an event occur.

Community involvement through a survey assisted in focusing recommended actions of the Strategy to align with community needs.

The Strategy provides direction for:

- ✓ Undertaking major capital works of refurbishing, replacing, new or discontinuing the use of public amenities;
- ✓ Undertaking minor works to buildings and/or surrounds to improve performance;
- ✓ Improve maintenance, cleaning and opening times of the amenities;
- ✓ Standards for the design, siting, configuration and numbers of cubicles for different locations and fit-out of the amenities; and
- ✓ Processes for assessing and prioritising the need for additional new amenities.

It also provides guidelines on the role of other strategies and master plans, the preferred distance between public toilets, incorporating crime prevention through environmental design (CPTED) principles, incorporating environmental sustainability features, provision of ancillary services of external and internal showers, drinking water stations, baby change facilities, parents feeding rooms and direction and information signage.

The Strategy proposes a total of forty two (42) actions in addition to a Capital Works Action Plan (details provided on page 27) which prioritises works for the next 10 years that will improve the performance of Warrnambool's public amenities.

The Ten Year Capital Works Action Plan and Consolidated List of Strategy Actions can be found at Sections 19 and 20 of this Public Amenities Strategy (pages 63 and 66).

3 Introduction

3.1 Background

The Warrnambool Public Amenity Strategy 2013 aim's to:

- Best service the Warrnambool community with public amenities;
- Determine community needs in relation to public toilets; and
- Improve the quality of public toilets available within Warrnambool.

The Warrnambool Public Amenities Strategy 2013 works towards making Warrnambool a great place for people to live in and visit through providing and managing an appropriate network of public toilets that are convenient, safe, clean and accessible.

The community's vision for a liveable city revolves largely around health and wellbeing, and the social and physical attributes (one being public toilets) that contribute to this.

Community well-being is influenced by the ability to access public toilets when planning activities ranging from short distance trips away from the home, undertaking the daily shopping or participating in leisure, recreational or sporting activities.

Many people, including the aged, parents with young children and those with a disability may be restricted from venturing into public places unless they are confident of accessing appropriate public amenities. The Warrnambool community survey respondents clearly identified that the condition and/or lack of toilets affects decisions on activities. Staying at home and not engaging in activities outside the home can negatively impact on the health and wellbeing of the people affected.

The provision and management of conveniently located high quality public amenities with all ability access and modern fittings enhances the experience of the many residents and tourists who enjoy the commercial precincts, beaches, major attractions such as Lake Pertobe, parks and sporting facilities offered by Council.

The challenge is to prioritise the upgrading and/or replacement of the current public amenity assets along with demand for new facilities in new locations.

Traditionally, councils have set priorities for toilet asset works of upgrades, replacement and new facilities based on asset management systems with a focus on the physical condition of the building. There are limitations in basing expenditure on 'condition' only, as it fails to address whether the building is fit for the purpose for which it is being used.

To assist with establishing priorities of works to improve Warrnambool's public amenities this Strategy incorporates a more recent trend of including two further elements into the overall assessment criteria:

- Performance - as measured against identified community needs of safe, clean and conveniently placed public toilets, disability accessibility legislative changes, and crime prevention through environmental design (CPTED); and
- Risk - consideration of the likelihood of an adverse event occurring and the severity of the consequences should an event occur.

This Strategy undertakes a comprehensive examination of existing public amenities and provides a rational assessment centred on performance, risk and user needs for future provision of public amenities, the management and operations of the public amenities and capital expenditure.

Key outcomes of this Strategy provide:

- Guidelines on the distribution of public toilets within parks, along the foreshore and at Activity Centres within Warrnambool.
- A review of the demographic influences on the location and design of public toilet facilities.
- Comment on the output of community engagement and describe what is important to the community.
- Guidelines relating to public toilets in Warrnambool that address the location and frequency of use, mix, size and makeup of a public toilet.
- Levels of service and appropriate hierarchy for public toilets.
- Community need for public toilets and present ways to improve the quality of public toilets available within Warrnambool.
- A comprehensive examination of existing public toilets and develop an assessment process for future public toilet provision and management.
- The future requirements and fit for purpose needs of Warrnambool Council public toilets and establish a program for the renewal or upgrade of toilet facilities at various locations throughout Warrnambool.
- The risks involved in the management and operation of public toilets and provide guidelines to apply CPTED principles to the operation and design of public toilets including guidelines with respect of public toilet safety, hygiene, graffiti etc.
- Council with information on how to manage demand for public toilets and provide cost details that will inform future budgets.
- The maintenance programs that will be adopted in the future to manage the assets.
- The potential to co-locate public toilet facilities within Council buildings e.g., as part of sporting club redevelopments.

3.2 Strategic Direction

The Warrnambool Council Plan 2009-2013 (revised) provides the overall strategic direction for the provision and maintenance of public amenities through its vision, mission and strategic indicators which include:

- Vision: – *‘To be a thriving, culturally rich and inclusive leading regional city’.*
- Mission (in part) - *‘Warrnambool City Council will work in collaboration with the community to make Warrnambool a great place for people to live, work and visit’.*
- Strategic Indicators (in part) – *“Manage Council assets in a sustainable manner”.*

Provision of public amenities does not occur in isolation of other activities within the municipality. Warrnambool City Council has developed Policies, Strategies, and Plans which support and foster public amenities. These include:

- Municipal Strategic Statement
- Warrnambool Council Plan 2009-2013 (revised)
- Warrnambool Asset Management Policy
- Warrnambool Draft Building Asset Management Plan
- CBD Revitalisation Plan
- Relevant Master Plans
- Warrnambool Active Ageing Plan 2008
- Health and Wellbeing Plan 2009- 2013
- Community Access Plan 2009/2013

4 About Warrnambool

Warrnambool City Council is a municipality in south western Victoria with a population of approximately 34,000 people (ABS, June 2010). Warrnambool is the largest city in the Great Ocean Road region, and Victoria's largest coastal city (outside Port Phillip Bay). A rapidly growing regional centre, the city provides retail, professional, educational, social and health services to a regional catchment of approximately 100,000 people.

Warrnambool is considered the service centre of the region in most sectors, as well as being a popular tourist and retirement destination. Council attributes the significant growth of Warrnambool to the strength of its diverse regional economy and the liveability of the City and its region.



Photo – Botanic Gardens

Warrnambool is also a significant tourist destination attracting up to 700,000 people every year to visit its many attractions including shopping, beaches, breakwater, Lake Pertobe, whale watching, flagstaff hill, parks, botanic and fletcher jones gardens arts centre and lighthouse theatre.

Warrnambool is experiencing growth in all age groups, and considerable labour force/jobs growth relative to total population growth. These factors impact on demand for community services, infrastructure and recreation facilities in the city, particularly in the growth corridors in the north and north east of the city.

5 Public Amenities

5.1 Total Number of Public Amenities

Like many other municipalities throughout Australia the provision of public amenities in the City of Warrnambool has evolved over many years with toilets being built to meet public demand at specific times and built at various locations where demand was identified. As a consequence some public amenities are very old buildings with older fittings, such as Botanic Gardens and Cramer Street toilets, while others are more recently built new toilets such as at the Foreshore Pavilion and the refurbished and upgraded toilets at Lake Pertobe West. Council generally owns and manages all public amenities except for the Target Foyer Toilets and Parents Room which is owned by Target but managed by Council.

Currently the Warrnambool community, visitors and tourists have access to 28 separate public amenities located along the foreshore, at shopping centres, attached to recreation and sporting facilities or free standing in gardens, parks and reserves.

A map showing the location of each toilet facility is available from the Council or from Council's web site and is shown as **Attachment 1**. It is noted that only 26 of the 28 toilets are listed on the map due to Reid Oval Toilets consisting of three separate amenities.

Seventeen of the toilets are also shown on the National Toilet Map which is a project of the National Continence Management Strategy.

The Strategy recommends:

Action 1 - That the Council's Public Amenities map be updated to reflect the actions recommended in this strategy and as a minimum also include opening times and identify the toilets with disability access. The map to be readily accessible on Councils Web site and a copy provided to the National Toilet Map.

5.2 Types of Public Amenities in Warrnambool

Due to community demands for safer and better equipped public toilets the type of structure and range of comfort fixtures within public toilets have changed over the years. They have evolved from the conventional separate male and female toilets accessed from a passageway/foyer in partly open roofed structures with basic fixtures, to the modern unisex type toilet with a wider range of creature comforts and improved safety with cubicle doors opening directly onto public spaces.

Warrnambool City Council manages the full range of amenities which can be broken down into two main groups:

- Group 1 – Stand Alone Public Amenities; and
- Group 2 - . – Pavilion Type Public Amenities (Toilets incorporated with other structures).

5.2.1 Group 1 – Stand Alone Public Amenities

Sixteen (16) Public Amenities are stand-alone toilet facilities which are further classified into three (3) categories – Automated, Conventional Style and Unique.

5.2.1.1 Category 1 - Automated 'Exeloo' Stand Alone Public Amenities



Koroit Street (Corner of Liebig St) Toilet (ID No. 9) is the only Unisex Automated 'Exeloo' type public toilet. These units provide automatic function for: paper dispensing; toilet flushing; hand soap; hand washing; hand drying and door open/close. They are fitted with needle disposal and sanitary disposal facilities. The Koroit Street toilet provides one unisex cubicle which is accessible by people with disabilities and two standard unisex cubicles. This toilet is an older version Exeloo (15 year old) which was built to the standards of the

day and as such does not meet the current minimum internal space requirements for disability access.

5.2.1.2 Category 2 –Conventional Style Stand Alone Toilets

Conventional style toilets generally have separate facilities for male and female with separate entrances to the building. They may contain more than one cubicle and often incorporate a urinal for males. Access to individual cubicles is from within the building. Most offer only basic facilities of toilet paper, hand washing and needle disposal. One toilet, Viaduct Road, also incorporates internal change rooms and showers. Most conventional style toilets are difficult to access for people with disabilities. One conventional toilet (Lake Pertobe West) has been refurbished with the addition of two unisex cubicles meeting current day standards for safety and disability accessibility with doors facing directly to the public areas.

There are two different types of Conventional Style Stand Alone Toilet installations – Newer and Old.

a) *Newer Conventional Stand Alone Toilets*



Six (6) Public Amenities are newer conventional style toilets fully roofed and either with newer fixtures or recently refurbished, but generally limited to fixtures of toilet with paper, hand wash, sharps and sanitary containers. Some may have mirrors. Public amenities within this category include:

- Coles Youngers Carpark (ID No. 2) – includes a baby change/feeding room;
- Viaduct Road (ID No. 19) – includes inside change and shower facilities;
- Lake Pertobe West (ID No. 10) – recently refurbished and includes two unisex disability access toilets with cubicle doors opening to the public area;
- Lake Pertobe East (ID No. 11) – recently refurbished;
- Payne Reserve Dennington (ID No. 21); and
- Hopkins River East (Blue Hole) (ID No. 7).

b) Old Conventional Stand Alone Toilets



Three (3) Public Amenities are very old conventional toilets generally with no roof over the entry areas and provide limited fixtures of toilet with paper and hand wash only.

Public amenities within this category include:

- Botanic Gardens (ID No. 1);
- Cramer Street (ID No. 3); and
- McGennans Carpark (ID No. 13) - this toilet is fully roofed.

5.2.1.3 Category 3 – Unique Stand Alone Toilets



Six (6) Stand Alone Public Amenities have unique features that separate them from the others.

Public amenities within this category include:

- Gillies Street Toilets (ID No. 6) – temporary portable toilets;
- Hopkins River West (Point Richie) (ID No. 8) – self-contained unisex cubicle toilets with disability access and town water but no reticulated electricity or sewerage services;
- Brierly Reserve Toilet (ID No. 22) – recently constructed metal clad single unisex toilet with disability access conjoined with a picnic shelter. Has town water supplemented by a rain water tank;
- Reid Oval Male (ID No. 15a) – male facilities only located at the rear of the pavilion;
- Reid Oval Female (ID No. 15b) - female facilities only located behind the umpires room; and
- Reid Oval Netball Toilets (ID No. 15c) – old shipping containers converted to toilets and due to be decommissioned and replaced with external toilets included into a new Netball Pavilion (only open on event days).

5.2.2 Group 2 – Pavilion Type Public Amenities (Incorporated with Other Structures)

Twelve (12) Pavilion Type Public Amenities are incorporated within other structures. There are two design styles:

- Conventional style with cubicles accessed off a foyer, separate entrances for Females and Males, disability access is often difficult and the males usually have a urinal; or
- Modern style with cubicle doors opening directly onto a public area, are unisex toilets and provide good disability access.

The public amenities are placed in three groups based on the type of structure they are incorporated with.

5.2.2.1 Incorporated into Sporting facilities



Seven (7) Pubic Amenities are incorporated into Sporting facilities and are all conventional design style 1. These include:

- Friendly Societies Reserve - Lane Pavilion (ID No. 5);
- Mack Oval (external) (ID No. 12);
- Walter Oval (ID No. 20);
- Allansford Recreation Reserve (ID No. 23);
- Bushfield Recreation Reserve (ID No. 24);
- Dennington Oval (ID No. 25); and
- Merrivale Oval (ID No. 26).

5.2.2.2 Incorporated with Clubs/Commercial activity



Four (4) Pubic Amenities are incorporated with Clubs/Commercial activity. This includes:

- Foreshore Pavilion (ID No. 4)– Mixture of both Modern and Conventional styles amenities incorporated into same building used by the Sailing Club and Café and Bar commercial enterprise;
- Surf Club (external) (ID No. 16)– Modern style amenities incorporated into same building used by the Surf Life Saving Club;
- Proudfoots Boathouse (ID No. 14)– Conventional style amenities incorporated into same building used by Proudfoots Bar and Restaurant; and
- Target Foyer and Parents Room (ID No. 18)–Modern style amenities incorporated into same building used by Target Stores and others.

5.2.2.3 Incorporated with a Council building used as a Children Services Centre



One (1) Public Amenity, Swan Reserve (Conventional Style) (ID No. 17) is incorporated with a Council building used as a Children Services Centre which includes a Kindergarten. The toilets also serve an open space area that will soon have a new public playground.

5.3 Additional Features

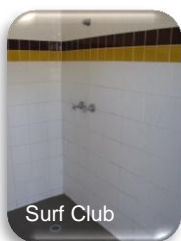
Four (4) of the Warrnambool Public Amenities provide additional features for the comfort of users.

5.3.1 Parents (Baby feed and change) Rooms



Two Public Amenities provide separate facilities for parents with babies for feeding and changing. Target Foyer has a parents room located on a lower level of the building separate to the toilets and the Coles Youngers Carpark Public Amenities provides a separate room adjoining the toilets with its own direct access.

5.3.2 Internal Showers



Two Public Amenities currently provide internal showers. Surf Club Toilets have a coin operated hot shower facility in the unisex disability accessible cubicle and the Viaduct Toilets have a large change room with multiple cold shower cubicles in both the male and female toilets

5.4 Public Toilet Locations and Demand Generators

Public toilets in Warrnambool are located in four main precincts, each generating different challenges and demands.

Precinct	Demand
Foreshore and River Frontage Precinct	All year with high sustained summer peak
Retail/Commercial Precinct	All year high constant demand
Traffic Corridor Precinct	All year 24 hour constant demand
Sports Grounds, Parks, Gardens & Reserves Precinct	Lower demand with occasional peaks usually related to events

5.4.1 Foreshore and River Frontage Precinct

The foreshore and river precinct encompasses the beach frontage, Lake Pertobe, the breakwater and Hopkins River.



Nine (9) of the public toilets are along the foreshore and river precinct enhancing the enjoyment of the beach, lake and river for the community, visitors and tourists.

The challenges of managing these toilets are many and include:

- Peak demand over the summer period places stress on public toilet facilities;
 - High number of children during the summer period in the Lake Pertobe and beach areas;
- Some incorporate change rooms for beach users;
 - Illegal campers wanting use of the amenities;
 - Fishermen requiring late and early access to the amenities;
 - Selection of the number of cubicles for new or refurbished toilets; and
 - Some are older traditional type amenities, which do not meet today's needs and require replacement.

5.4.2 Retail/Commercial Precinct



Four (4) of the public amenities service the retail and commercial precinct, which comprises the shops and businesses in the city centre.

The challenges of managing these amenities are to:

- Provide sufficient, well-spaced and accessible amenities to services the precinct, especially over the summer peak of holiday makers and tourists.

5.4.3 Traffic Corridor

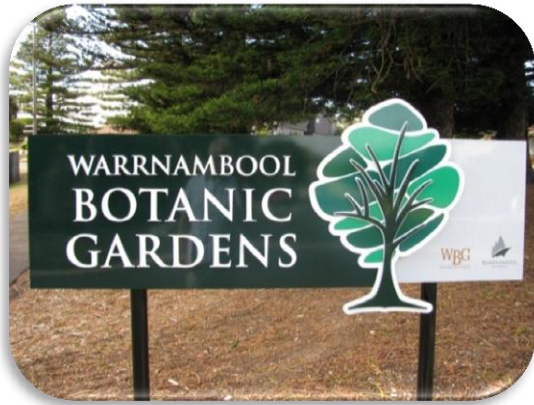


Two (2) of the public amenities service the traffic corridor precinct comprising the main highway passing through Warrnambool

The challenges of managing these amenities are to:

- Provide well sited, safe, clean and accessible toilets of a high standard 24 hours per day for the locals, people passing through and tourists.
- Accommodate the reserve/park user where the toilets are located.

5.4.4 Sporting, Parks, Gardens and Reserves



Seventeen (17) public amenities service sporting grounds, parks and gardens allow people of all ages and ability the freedom to enjoy passive and active pursuits.

The challenges of managing these toilets are to:

- Provide amenities suitable for people of all abilities that are easy to locate, easy to access, safe, clean and open at convenient times.
- To select appropriate numbers of cubicles when replacing or

upgrading these toilets as they tend to experience short term peak demand when an event is held.

5.5 Other Council and Privately Owned Toilets Used by the Public

5.5.1 Other Council Owned Toilets

In addition to the designated public toilets managed by the Council there are other council controlled buildings where the public can access toilet facilities during times the buildings are open such as the Warrnambool Arts Centre, Warrnambool Library and Lighthouse Theatre. As these are not designated as Public Amenities, they are not considered in this Strategy.

5.5.2 Privately Owned Toilets

Other amenities the public are able to access are privately owned toilets located within eateries, restaurants, petrol stations and retail stores. These are recognised as supplementing the provision of public amenities in the municipality, although they are often only available to patrons of the establishment, their availability may not be well advertised and the hours they are open can vary.

5.5.3 Shared Responsibility

Council has unique arrangements with two Public Amenities. Coles Younger Carpark toilets are located on private land leased from the owner with Council owning and managing the amenities, and Target Foyer Toilets and Parents Room which are owned by developers of the shopping complex and managed and cleaned by Council.

6 Challenges and the Way Forward

In response to higher community expectations this Strategy establishes processes and a program for Council to meet current challenges and progressively upgrade older public amenities and construct new facilities that will:

- Ensure the provision of public amenities support all activities within the municipality including peak demand during the summer period within the resource base of Council;
- Provide and maintain a safe, accessible, high quality and sustainable network of public amenities;
- Improve the accessible of public amenities for people with disabilities;
- Meet current community, visitor and tourists expectations of safety and security through application of the principles of Crime Prevention Thorough Environmental Design (CPTED);
- Allow consideration for additional amenities; and
- Examine the co-location of public amenities with other council buildings and private developments.

Improvement in public toilet asset stock requires Council to address a number of issues and challenges brought about by:

- The popularity of its beaches and rivers attracting a large number of weekend and summer period visitors;
- Sporting and other events attracting peaks in numbers of people at reserves and sports grounds;
- New standards of accessibility for people with disabilities and the principles of CPTED;
- Requirement for provision of change facilities with some foreshore toilets;
- Need for more frequent and higher standard of cleaning;
- Need for ability to park short term close to a public amenity for people with a disability, taxi and bus drivers and trades people;
- Older conventional style public amenities that require upgrading or replacing and ensuring sufficiency of toilets as replacement for traditional multi cubicles toilets which often include urinals;
- Need for some drinking fountains and external and internal shower facilities;
- Consideration of closure of high risk and/or low use public toilets; and
- Need for signage to assist locating the public toilets.

7 Community Engagement and Consultation Outcomes

Warrnambool City Council is strongly committed to engaging with communities and stakeholders on decisions which will potentially affect or interest them. Engagement has become an essential part of planning, policy development and service delivery.

Warrnambool City Council view community engagement as a process of working collaboratively with people to address issues affecting their wellbeing to ensure Council remains responsive to community need. Community engagement is the means of aligning Council and community direction in the decision making process.

7.1 Community Requests for Service

From January to October 2012 twenty two (22) complaints lodged with the Council's customer service centre were focussed on five toilets; Coles Younger Carpark, Koroit Street, Target Complex, Lake Pertobe East, Cramer Street and Hopkins River (Blue Hole). All complaints centred on the lack of cleanliness, lack of toilet paper and lack of soap to wash hands.

7.2 Active Ageing Committee

In March 2012 members of the Active Ageing Committee met to discuss the public toilet listings as budgeted by the Warrnambool City Council Infrastructure Section.

A Working Group of the Active Ageing Committee was convened to examine the application of the World Health Organisation (WHO) Age Friendly City Checklist in Warrnambool.

Following an inspection of toilets (both Council controlled and private) and rating the toilets against WHO criteria of Location; Maintenance; Cleanliness; and Access, the Working Party provided Council with an audit checklist of each individual toilet.

The Committee's overall recommendations for public toilet renewal and extensive maintenance was also provided to Council and included (in no order of priority):

- Main beach near the kiosk – needs considerable upgrading, or replacement, as it serves the main beach – a changing area is also required, possibly within that block.
- Public toilets in, or near Gillies St. – that, at the very least, the temporary toilets are retained, as there is no other toilet block nearby.
- Swan Reserve – upgrading of this block, as it is the main toilet for people passing through the town, is easy to find and accessible, and creates an impression on travellers.
- Botanic Gardens –that a new block be built on the low side of the gardens, near the fence-line on Botanic Rd., which would be accessible to all.

Further recommendations:

- That all toilets are adequately lit, to ensure safety for users.

- Whilst we would expect satisfactory cleaning for all public toilets, we would also like to recommend that the two central toilet blocks be cleaned 3 times a day (perhaps at 8am, midday, and 4pm).
- We also trust that the ongoing maintenance of all public toilets will be continued, that is, if there are breakages, for example, these will be repaired.
- Electric hand-dryers are fitted to the central toilets to overcome some of the mess that accumulates on the floor.

7.3 Community Engagement 2013

A community engagement plan was prepared and endorsed by Council in March 2013.

Identified as “The loo review, it’s everyone’s business” the community engagement was conducted for 4 weeks between the 29th March 2013 and 26th of April 2013.

In accordance with the engagement strategy a series of questions were compiled into a survey which were completed either online or in hard copy.

Other engagement methods used included:

- One on one interviews;
- Posters;
- Vox pops;
- Roaming toilet;
- Social media;
- Radio and television interviews;
- C 2 C articles; and
- Newspaper articles.

7.4 Survey Results:

The purpose of the engagement was to encourage the community to respond via the online or hard copy surveys.

Through this process, 39 hard copy surveys were collected and 120 online surveys were completed. The hard copy and online survey comments were collated under the respective question headings and a summary of the comments (verbatim) made.

Of the respondents 56% were between the ages of 25-55 years with 32% between the ages of 56-70 years. 70% were female.

The survey results revealed that as an overall ranking 53% respondents rated the Public Amenities as OK or better and 47% as inadequate or worse.

- Warrnambool’s toilets are very good (0%), Good (14%), OK (39%), Inadequate (37%), Very Inadequate (10%).

Generally the community confirmed that improvements are required in a number of areas with most interest being:

- ✓ Top priorities for toilets are shopping areas, CBD, Botanic Gardens and major parks.

- ✓ Need for more toilets (80%).
- ✓ Need better communication on how to find them (more and better signage (57%) and include maps of the toilets in tourist brochures (60%)).
- ✓ Base decisions to go somewhere on availability and condition of public toilets (58%).
- ✓ Improved and more frequent cleaning (96%).
- ✓ Use portable toilets (43%).
- ✓ Greater security through increased inspections by security (74%).
- ✓ Preference for opening hours Opening Hours – 24 hours (50%), sunrise to sunset (33%), 7.0 am to 7 pm (16%).
- ✓ Equal support for refurbishing existing stock and building new amenities (50% each.)
- ✓ Safety of public toilets Agree are safe (33%), Neutral (42%), Disagree are safe (21%).
- ✓ Some toilets are preferred over others (83%).
- ✓ Should share toilet facilities with other organisations (83%).
- ✓ Toilets should be accessible.
- ✓ Include showers and baby change facilities in some instances.
- ✓ Need hand soap and drying.

The survey results confirm the direction of the strategy and recommended strategy outcomes expressed as actions for improving the performance of Warrnambool's public toilets.

Analysis of the survey questions is provided in **Attachment 3**

7.5 Stakeholder Interviews

Interested stakeholders including Warrnambool Council staff, Victoria Police and Salvation Army were interviewed. They provided valuable information and feedback on the development of the Strategy.

Comments from the Police and Salvation Army support the direction of the Strategy with the Salvation Army raising the opportunity for shared facilities: A summary of the comments is provided:

Police

- Generally Police have few issues with anti-social behaviour reported.
- Coles car park would be the only block where they have had issues.
- Swan reserve had issues in the past when it was the tourist information centre.
- There is a need for toilets on the main road that are prominent with high visibility for safety for use by travellers. These toilets could be part of a driver reviver type site. Swan reserve is a sensible site. (used the example of the main road toilets in Lismore and also Inverleigh).
- High level of lighting is suggested for improving safety.

- The option of relocating the Gillies St taxi rank and also the toilets to the centre of the Ozone car park or civic green should be investigated.
- Some 24 hour toilets in Warrnambool are not appropriate for use at night, they are probably not used as people are smart enough to stay away at night. (Swan Reserve, Brierly, Ovals, Point Ritchie).
- Toilets that need to be upgraded are McGennans, Coles car park and Swan Reserve.

Salvation Army / Salvo Connect

- There are at least 20 people known by the Salvation Army "living rough" in Warrnambool on any given day.
- These people rely on 24 hour access to public toilets, and facilities for free showers to meet their toilet and hygiene needs.
- Currently the Uniting Church provides showering facilities from 9.30am to 1pm Tuesday to Friday at their church hall in Koroit Street. Towels and soap/shampoo are provided. Whilst it is recognised that this is a good service, Salvo Connect would like to see it extended to daily and for longer hours.
- Public shower facilities must be free to meet the needs of the homeless community - even a coin system would be a barrier to access for these people.
- 24 hour access to safe, clean, well lit toilets are required in Warrnambool - preferably in selected areas, but definitely in the CBD.

8 Prioritising Public Amenity Improvements

8.1 Current Asset Assessment - Building Condition Rating

In the past asset managers have relied heavily on building condition as the means for prioritising improvements works on buildings in order to keep them in a sound useable and safe condition. Warrnambool City Council uses SPM Assets, a building asset management tool, for effectively assessing the condition of its assets for the 'life time' strategic planning of the asset (major works), and routine maintenance or minor works.

This involves periodic inspections of the amenities where the building is assigned a condition rating. Trends in the decline or improvement of the asset are measured (deteriorating, remaining the same or improving) from one inspection to the next. With an assigned expected life, the SPM Assets system assists identifying when the building will require a renewal, upgrade or replacement.

8.2 Extending Assessment Beyond 'Condition' Rating Only

There are limitations in basing expenditure on 'condition' only, as it fails to address whether the building is fit for the purpose for which it is being used. 'Fit for purpose' is essential for public amenities. It is no longer acceptable for a public toilet to be housed in a building where it:

- Does not meet user requirements or disability access; or
- Where the location, building design or surrounding area provides places for people to hide with criminal intent or makes the user feel unsafe; or
- Where the fit out and fixtures of the toilet no longer meet current standards and is not clean in appearance.

The Community survey undertaken by the City of Warrnambool and confirmed by other surveys carried out by the City of Melbourne and the City of Glen Eira confirm that cleanliness and safety are the highest requirements for public toilet users.

Traditionally, asset managers relied only on the single criteria of asset condition to establish work needs and priorities. However, this Strategy introduces additional criteria to assist Council's strategic approach for establishing priorities for works of, renewal, upgrade or replacement of Public Amenities and apart from the building condition, also considers:

- Suitability or performance of the Public Amenity asset; and
- Risk – likelihood of failure and severity of consequences, if failure occurs.

Bringing suitability (performance) and risk into asset management is a relatively new approach to asset management. Its strength is in providing a more comprehensive tool for assisting Council in the allocation of valuable financial resources to ensure a better community outcome is achieved.

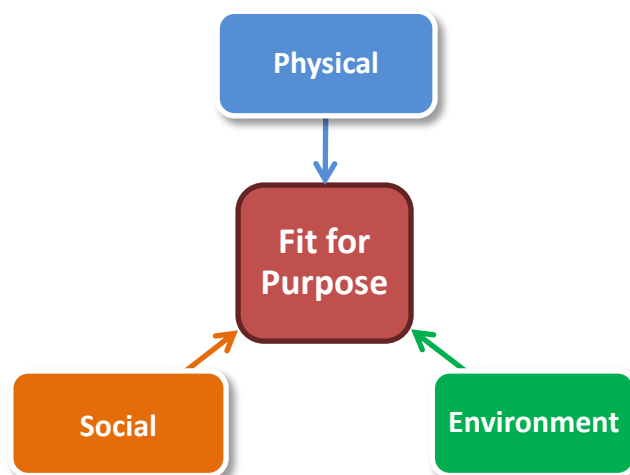
9 'All Inclusive' Asset Assessment Process

To appreciate the outcomes, which is the prioritisation of major, minor works and operational improvements for the public amenities detailed in the Public Amenity Ten Year Capital Works Action Plan and other Strategy Actions, an understanding of the assessment process inclusive of performance and risk is required. This section of the Strategy explains the workings of the process incorporating the additional two criteria into the overall assessment of each public amenity.

9.1 Performance and Risk Approach

The methodology centres on measuring the 'performance' of a public toilet and 'risk' factors to assess consequences of achieving or not achieving the measures of performance.

For public amenities, the measure of performance is really a measure of 'fit for purpose' and draws upon community expectations, changes in legislation and guidelines relating to the safety of public toilets which can be broadly grouped under three sub- criteria: physical, social, and environment.



The physical, social and environmental sub-criteria are brought together in an asset management process capable of measuring the overall performance or 'fit for purpose' of individual public toilets. By assigning a score against a range of elements for each sub-criteria and weighting the score based on risk allows a performance ranking of toilets for works.

Physical elements include the type of public toilet fit-out – such as modern design and fit-outs or older traditional styles, adequacy of number of cubicles and fixtures for user comfort, and proximity of the toilet to other public toilets.

Social elements relate to the safety and security of the user. They incorporate physical elements such as siting, visibility and lighting and addresses behaviour such as the potential of concealment and incidents of vandalism, graffiti and anti-social behaviour.

Environment elements relate to the maintenance of the building and fixtures and cleanliness.

10 Performance and Risk Assessment Process

The assessment involves using a 'Performance Rating Score Card' to obtain a risk based 'Performance Score' out of five (5) to three decimal places for each asset. Under asset management systems, the higher 'Performance Score' indicates the poorer the performance of the asset.

The Performance Score is derived from a three stage process:

- Phase 1 – 'Performance Assessment Raw Score' - initial raw scores assessment;
- Phase 2 – 'Risk of Failure' – assigning risk weightings to the raw scores: and
- Phase 3 – 'Risk Based Performance Score' - final calculation.

10.1 Performance Rating Score Card

Performance is a measure of the 'fit for purpose' of the asset.

The performance score is used to evaluate an asset and assist in decision making to set priorities for works; either renew, upgrade, replacement or removal of the asset.

There is little value to the community if an asset is kept in top condition at a high financial cost, where it is no longer useable. For example, you may have a public toilet in a sound building, but it is poorly located, designed and fitted out in a manner that does not meet current access or safety standards as expected by users today.

Assigning a score as a measure of the performance of the toilet requires measuring the public toilet against the three sub-criteria of physical, social and environment. This provides a measure of the response to the following questions:

Physical (Fit Out and Location) – How well does the public toilet's internal features rate for all users? Are there other toilet facilities within the vicinity?

Social (Safety and Security) – Does the public toilet provide users with a safe and secure environment?

Environment (Maintenance and Cleanliness) – Does the public toilet provide the user with an environment of a well maintained and clean facility?

Within each of the sub-criteria, are a number of elements that are assessed in order to gain a broader picture of the performance characteristics. Each element is rated from 1 to 5, and then using a risk matrix (Phase 2) provides a weighted score. Each weighted score is then summed and averaged to obtain an overall performance score for the particular public toilet asset.

Table 1 shows the '**Performance Rating Score Card**' which is to be completed for each public amenity to obtain a performance score.

10.2 Phase 1 – Assessment Raw Score

The first stage assigns a 'Raw Score' for each element of the 'Performance Rating Score Card'. The 'Raw Score' measures how well an element is provided for and reflects the likelihood of the user being faced with failure of that element operating at its premium level.

Table 2 is a '**Guide to assessing the 'Raw Score'**'. Descriptors are provided for each score of 1-5 for each individual element. By choosing the 'best fit' descriptor for the element being assessed will give the appropriate 'Raw Score' value to be inserted into the 'Performance Rating Score Card'.

Assessment and assigning a 'Raw Score' to each element is undertaken by a combination of gathering information and site inspections.

Table 3 'Raw Score Explanation Notes' provides guidance on how to undertake the assessment in completing the 'Performance Rating Score Card'.

All tables are colour coded and elements numbered to aid application.

10.3 Phase 2 – Risk of Failure

10.3.1 Stage 1 - Assigning a 'Risk Weight' to Each Element

In this Phase the 'maximum consequences' of failure (risk) is used to weight individual elements of the Performance Rating Score Card.

The importance of each element used to measure 'fit for purpose' (performance) varies. Each element is assigned a weighting. The weighting (or importance) is derived from the maximum possible consequence if failure was to occur related to each of the individual elements.

The weighting value (1 – 5) is derived from application of the '**Consequences of Failure (occurring)**' chart in **Table 4 – 'Risk Matrix'**

The value read from the chart is then entered into the 'Weighting' column of the Performance Score Card. This represents the maximum consequences the user may experience if there is failure of the element as it relates to public toilets.

The maximum consequence of failure (weighting) for a particular element will not change from one toilet to the next. For example, element 2 which is 'Adequacy of number of cubicles' indicates that if there are insufficient cubicles on a regular basis, then the consequence is that people will have to queue or wait – this is deemed as a 'Minor' consequence and a value of 2 is assigned.

Table 5 - 'Weightings Score – Maximum Consequences of Failure' provides the 'weightings score' assigned for each element with an explanation of the maximum consequences of failure of that element.

10.3.2 Stage 2 – Calculating the 'Weighted Score'

The 'Weighted Score' is a value derived using a Risk Matrix by applying the 'Likelihood' of the element failing ('Raw Score') for each toilet and the maximum 'Consequences' if the element fails (Weighting), and reading the 'Weighted Score' from the Risk Matrix attached as **Table 4 – 'Risk Matrix'**.

10.4 Phase 3 – Risk Based ‘Performance Score’ Calculation

To obtain the ‘Performance Score’ for each public amenity the ‘Weighted Scores’ for each element are summed and reduced to a single value from 1-5, to three decimal places by dividing the total by the number of elements (a total of 22 - allowing for 2a&b, 8a&b and 17a&b to count as 6). This becomes the comparative risk based ‘Performance Score’ for the particular Public Amenity asset.

Attachment 1 ‘Individual Performance Rating Score Cards’ contains the individual evaluation sheets for each of the 26 public amenities.

10.5 Evaluation Outcomes

10.5.1 Rankings

A detailed assessment of each of the 26 public amenities was carried out by inspecting each site during the day and at night, and from interviewing key people to obtain the required information to populate the ‘Performance Rating Score Card’.

Using the raw score and assigned risk weightings and applying the risk matrix, a ‘Performance Score’ was calculated for each public amenity.

Using the ‘Performance Score’ the toilets were as ranked, with the toilets receiving the highest performance score (poorest performance) identified as those that should be higher on the priority list for consideration for major works.

The following lists Warrnambool’s Public Amenities in Priority Upgrade Order, based on performance only, ranked from the lowest performing (highest score) to the best performing (lowest score).

Public Amenities - Performance Score - Ranked Worst to Best

Priority Upgrade Order	Asset ID	Public Amenity Name/Location	Performance Score
1	17	Swan Reserve	3.273
2	12	Mack Oval (external)	3.091
3	21	Payne Reserve Dennington	3.045
4	7	Hopkins River East (Blue Hole)	3.000
5	20	Walter Oval (external)	3.000
6	1	Botanic Gardens	3.000
7	6	Gillies Street Portables	2.955
8	11	Lake Pertobe East	2.909
9	13	McGennans Carpark	2.864
10	2	Coles Youngers Carpark	2.818
11	15(a)	Reid Oval toilet blocks - MALE	2.818
12	19	Viaduct Road	2.818
13	26	Merrivale Oval	2.818
14	3	Cramer Street	2.773
15	5	Friendly Societies Reserve (Lane Pavilion external)	2.727
16	8	Hopkins River West (Point Ritchie)	2.682
17	25	Dennington Oval	2.682
18	24	Bushfield Rec Reserve	2.545
19	23	Allansford Rec Reserve	2.545
20	15(b)	Reid Oval toilet blocks - FEMALE	2.500
21	10	Lake Pertobe West	2.455
22	22	Brierly Reserve	2.364
23	4	Foreshore Pavilion	2.318
24	18	Target Foyer and Parent's Room	2.318
25	14	Proudfoots Boathouse (external)	2.273
26	16	Surf Club (external)	2.273
27	9	Koroit Street (Corner of Liebig St)	2.227
	15(c)	Reid Oval toilet blocks - NETBALL	Not Assessed

Note: Reid Oval Toilet Blocks – NETBALL was not assessed as it is planned for decommissioning with the construction of a new Netball Pavilion.

10.5.2 Major Works Considerations

In establishing priorities for major works to improve the performance of the public amenities consideration must be given to the rankings in conjunction with:

- The need for new public toilets identified in Master Plans and from community requests; and
- The ability to coordinate upgrading of public toilets with sporting facility (pavilion) upgrades, renewal or new structures.

The Strategy recommends:

Action 2 - That the public amenities with the highest overall performance scores be given the highest priority for consideration of major works from a performance perspective.

Action 3 - That in the case of the Gillies Street Portables:

- a) The replacement be given higher priority than indicated by the Performance Score ranking due to the nature of the building being a portable structure; and*
- b) The siting of the replacement amenity be investigated to determine the most beneficial site e.g. current location or Civic Green.*

Action 4 - When any pavilion type structure with public toilets is to be upgraded or renewed the public toilet component is also automatically upgraded or renewed.

Action 5 – The need for and provision of public amenities must be considered in any planned new developments.

11 Public Amenities Asset Value and Expenditure

11.1 Asset Value

The total replacement value of Warrnambool's 26 public amenities is nearly \$14M and needs to be viewed in two parts:

- The total replacement value of Warrnambool's sixteen (16) stand-alone toilets is approximately \$2.9M; and
- The remaining ten (10) public toilets are pavilion style incorporated into sporting pavilions or other buildings with a total replacement value (pavilion and toilet) of \$11M.

11.2 Expenditure

The nominal amount spent each year for maintenance and minor renewal works on public amenities assets is approximately \$130,000 p.a. Approximately \$200,000 per annum is spent on public toilet cleaning.

Historically only a small amount of funds have been allowed in the capital funds for expenditure on Public Amenities. However in recognition of the need to make Warrnambool's Public Amenities safer, cleaner and more accessible \$350,000 has been set aside in the 2013/14 Capital budget for new toilets or upgrades of existing toilets.

The ten year Public Amenities Strategy Action Plan is based on a budget allocation of \$350,000 per annum continuing over the ten year period for renewals, upgrades and new public amenities.

12 Improving Performance - Capital Works

Achieving best value outcomes for the community within the limitations of funds allocated for Public Amenity capital works requires consideration of the performance rating, building condition, public opinion and purpose for the toilet when selecting projects for capital works funding.

Delivering improved performance of public amenities may not necessarily be simply upgrading all the toilets with the lowest performance ratings or establishing new toilets at new locations, but rather taking a broader view of the public amenities as a system and making decisions that ensures there is an appropriate network of higher performing toilets.

12.1 Proposed Capital Works Details

Examining the public toilets as a system and taking into account the performance ranking, building condition, public opinion and purpose for the toilets, the Strategy recommends that the following works will provide the maximum benefit for the users of the public amenities. The following provides detailed explanation in support of the proposed Capital Works expenditure shown in Section 19 - 'Ten Year Capital Works Plan'.

1. Gillies Street Portables be decommissioned and replaced with a new stand-alone public amenity facility located at a site to be selected after further evaluation of the whole of the southern precinct needs. Although the current site is adequate it mainly services the safe taxi rank and short term parking for 'drive through' users. Should the toilets be relocated to more central location such as near the village green they would service a broader community. Short term parking can be provided at this site and the safe taxi rank could ultimately be relocated to the same site away from the 'night club' strip.

Even though the portables rated as a higher performer, the nature of the buildings being portable structures dictates this as a higher priority for capital works expenditure.

1. Central Shopping Precinct – improve and consolidate the provision of public amenities servicing this area.

The central shopping precinct is serviced by three public toilets that are all within a 120m radius circle of each other. These include Target Toilets, Koroit Street Toilets and Coles Youngers Car Park Toilets.

The proposal is to:

- a) Increase the efficiency and operational standards of the Koroit Street and Target toilets by:
 - Upgrading the Exeloo toilets at Koroit Street which are now fifteen years old and have ventilation problems with a community dislike of the automatic doors. It is proposed that the upgrade consider changing the doors to manual control. These toilets are in need of and overdue for an immediate overhaul; and

- Increase the cleaning frequency and standard of cleaning of the Koroit Street and Target toilets.
- b) Decommission (initially as a trial) the Coles Youngers Car Park toilet as a public toilet. This amenity is currently located on leased land; is not well located, has the worst performance score of the three toilets, requires considerable work to upgrade to acceptable performance standards and has youth loitering outside of them. As the distance between the Target Toilets and the Koroit Street Toilets is less than 240 metres closure will not cause people to have to walk any greater distances to access public toilets.

These works have been given a higher priority as the Koroit Street toilets are overdue for a major overhaul, and it addresses improved performance through making changes to a network of public toilets.

Note that if the trial closure of the Coles Youngers Carpark toilet places unacceptable demand on the Target and Koroit Street toilets then it will need to be upgraded to improve safety by making the cubicle door visible from the public area. This may be achieved by either an upgrade of the layout or making the front wall a see-through perforated screen wall with each cubicle securely enclosed with a lockable door. The baby change/feeding room could have a mirror window covered by a security screen fitted to the front wall allowing parents to observe outside the front of the facility without people being able to look in from the outside.

2. Swan Reserve be decommissioned as a public toilet and replaced with a new stand-alone 24 hour public amenity built within the same vicinity (either away from the present building abutting Kepler Street or within the Kepler Street centre road carpark) to service through traffic, users of the Kepler Street centre-road carpark, Swan Reserve and the general community. The actual siting of the new public amenity to be determined taking into account any proposed traffic mitigation works in Kepler Street and development of a children's playground in Swan Reserve.

The existing toilet obtained the worst performance rating. It is an older design and poorly sited adjacent to a Child Service Centre and tucked away from general view. It's design creates hiding places, cubicle doors are not visible from public areas as they open onto a foyer, the entrances to the toilets are partly obscured from some angles due to the building design and vegetation, has poor natural light in toilets and the electric lighting in the toilets and general lighting of approaches to the toilets at night is inadequate.

2. Mack Oval and Walter Oval Pavilion Toilets be decommissioned as Public Toilets and a sign placed on each toilet directing people to the nearest Public Toilet. Undertake some work to enable these toilets to be locked and opened for events only.

Both toilets achieved poor performance ratings due to the designs creating hiding places, location of the toilets, poor natural lighting and night lighting on the approaches and in the toilets and no facilities for people with a disability.

3. Payne Reserve Dennington – upgrade the existing building to meet current CPTED requirements as the toilet services through traffic (well signed from the highway) and park users.

3. Hopkins River East (Blue Hole) – Upgrade the interior of the building and redesign the layout so the toilet facilities meet CPTED and disability access requirements.

4. Botanic Gardens – decommission and demolish old existing toilets and build new toilets nearest the greatest user generators but still convenient for all users of gardens (The Botanic Gardens Management Plan shows a toilet to the north of the site near the lake).

5. McGennans Carpark – Decommission and demolish the existing toilet and construct a new stand-alone amenity within McGennans carpark closer to the beach, with the actual siting of the new public amenity to be further investigated. Provide change facilities by making toilet cubicles a little larger with a small bench for placing clothing on and provide external showers in accordance with the Ancillary Services – Showers recommendations.

6. Lake Pertobe East – Upgrade the interior of the building and extend the facility to increase the number of cubicles to meet CPTED and disability access requirements and increase the capacity of the amenity.

6. Reid Oval Toilets – the four public toilets in this precinct be consolidated to provide a modern toilet facility with full disability access.

Reid Oval Precinct effectively has four toilets – Female toilets behind the umpire’s room, Male toilets behind the pavilion, Netball toilets which are old shipping containers and Cramer Street toilets which are very old conventional style.

The Netball toilets are soon to be demolished and new netball pavilion with new external toilets are to be built closer to the netball courts. It is understood these external toilets will only be available to the public on event days and will not be listed as public toilets.

The proposal is to:

- Withdraw the public toilet status from the Female and Male toilets as both are not accessible for people with disabilities, have poor access, can be difficult to locate, need improved external lighting and are older conventional style layout (even though the Female toilet has recently been refurbished);
- Decommission and demolish the Cramer Street toilets and build a New Public Amenity with disability access at a nearby location that is equally accessible from the oval area and the playground/walking path areas; and
- Revisit the decision to limit the use of the new netball pavilion external toilets (If only for the short term until the New Public Amenity is constructed).

With the proposed New Public Amenity providing universal access for users of the playspace, seating and bins in the vicinity, it may attract State Government funding.

7. Viaduct Road - Upgrade existing facility with new design for the layout of the facility to provide direct access to cubicles, or by the use of perforated screens to make the public area visible when exiting cubicle doors. Provide larger cubicles with a small bench for placing clothing on to accommodate change facilities. As this is a 24 hour facility consider providing one unisex shower cubicle with direct access to the public areas as well as retaining the present external showers.

7. Merrivale Oval Pavilion Toilets be considered for delisting as a public toilet as they achieved a poor performance ratings due to the design creating hiding places, location

of the toilets, just adequate natural internal lighting and no internal electric lighting, very poor external lighting on the approaches and in the toilets and no facilities for people with a disability. The toilets be locked and used for events only (after consultation with the clubs and users to validate the need).

However taking into account the remoteness of the toilets, an option may be to delist as a public toilet, and upgrade the lighting and clean up the internal to make safer and more pleasant and leave open for local use only.

7. Friendly Societies - Upgrade existing facility with new design for the layout of the facility to provide direct access to cubicles, or by use of perforated screens to make the public area visible when exiting cubicle doors (after consultation with the clubs and users to validate the need).

7. Hopkins River West (Point Richie) - Refurbish and alter access ramp.

8. Dennington Oval – Refurbish and open foyer area (after consultation with the clubs and users to validate the need).

8. Bushfield – Refurbish and open foyer area (after consultation with the clubs and users to validate the need).

8. Allansford – Provide a toilet cubicle that is accessible for people with disabilities. area (after consultation with the clubs and users to validate the need)

12.1.1 Choices for Users

Due to the high costs of constructing new toilets an alternative cost effective method for improving the performance of a conventional type toilet is to consider the option of renewing the existing toilet in its current configuration and adding a single unisex cubicle accessible for people with disabilities. The unisex toilet can be located within the building or in a new structure adjoining or near the existing building and be designed and built to meet CPTED requirements for safety (i.e. door opening directly onto public place).

An example is Lake Pertobe West which had the conventional toilets renewed and two unisex toilets accessible by people with disabilities constructed to CPTED principles added to building. This provides the user with a choice of conventional or unisex toilet.



This alternative treatment would be less costly than a demolition and rebuild and the toilet will be both compliant for disability access and provide the general user with the choice to use either the traditional or unisex toilet.

Such treatment could be considered for toilets that are well sited and the building structure is assessed to be in a sound condition. Examples are Lake Pertobe East, Payne Reserve Dennington, Hopkins River East (Blue Hole) and Allansford Recreation Reserve.

Comparative full life cycle cost benefit analysis of the options to rebuild or add a unisex toilet would need to be undertaken to guide the decision on the best alternative.

The Strategy recommends:

Action 6- At the time of proposed works on any of the toilets listed in this Strategy Section 12 assess whether performance improvement may best be achieved by renewing (refurbishing) the existing toilets and adding on a new additional single or multiple unisex cubicles rather than undertaking a total refurbishment or upgrade.

13 Improving Performance – Minor Works and Operational Changes

The high cost of providing new public toilets or undertaking refurbishment (renewal) or reconstruction (upgrade) works, limits the ability of Warrnambool to bring all the public amenities up to modern day standards and expectations. However it is possible to lift the level of performance from the user's perspective by carrying out operational improvements and/or minor works.

Also in some cases improving the performance of a public toilet through operational changes and/or undertaking minor works to the building or surrounds may reduce the urgency to carry out major works.

Utilising the information from the 'Performance Rating Score Card', it is possible to identify areas where improvements to the performance can be improved through:

- Minor Works to building and/or surrounds; and
- Operational Changes.

13.1 Minor Works to Building or Surrounds – Targeted Assessment

The second area where it may be possible to improve performance is by undertaking Minor Works (less costly 'maintenance' works to the building and/or surrounds) identified through the 'performance' criteria.

The most notable area is in the Social (Safety and Security) category. Public toilet users have identified that feeling safe and secure while using a public toilet is a high priority requirement. Crime Prevention Through Environmental Design (CPTED) (refer Section 16.5 for details) identifies key aspect of public toilets that address the issues of safety and security. These aspects form the elements of the Social Category of the 'Performance Rating Score Card'.

Undertaking a targeted assessment of the facility based on the CPTED elements of the 'Performance Rating Score Card' allows identification of those toilets that may be made safer and provide a greater sense of security by carrying out specific minor maintenance works to the building and/or surrounds.

The 'Targeted Assessment' requires examining a number of specific works (Vegetation Works and External Structures Works) and specific elements (Specific Element Works) from the relevant elements of the 'Performance Rating Score Card'.

Applying **Table 6** 'Window Assessment Tool' to each toilet, using the individual element scores from the 'Performance Rating Score card' for the relevant elements enables identification of issues of Vegetation, Structures and Elements where minor works may be undertaken to improved performance in the areas of safety and security of the user:

Table 6.1 - Vegetation Works – identifies toilets where vegetation may be modified to improve visibility, safe access and remove external hiding places;

Table 6.2 - External Structures Works - identifies toilets where external structures may be modified to improve visibility, safe access, remove external hiding places or discourage loitering in the vicinity of the toilet facility; and

Table 6.3 - Specific Elements Works (Lighting Design and Anti-Social Behaviour) – identifies toilets where lighting and design modifications or anti-social behaviour deterrents may be undertaken to improve safety of the users.

The tables identify the public toilets and elements that could be modified. Before undertaking the works further investigation is required to determine if it is possible to physically practical to undertake the works and the cost.

The following are examples of the type of works that may be carried out as a result of the 'Target Assessment' that could benefit a number of the public toilets.

13.1.1 Vegetation Work

The objective of removal or trimming vegetation which is close to toilet entrances or blocking view lines to the entrances is to lessen the risk of concealment of a person hiding in the vegetation.

(a) Vegetation Works trimming.

This generally involves trimming or removal of vegetation that obscures the toilet or the entrances to the toilet that could lead to concealment by a person hiding in the vegetation itself. Examples of public toilets that may benefit are Hopkins River East (Blue Hole) and Botanic Gardens.

13.1.2 External Structure Work

External structure work involves a range of different treatments that could apply to some of the toilets subject to a detailed examination of the practicality and cost being undertaken prior to committing to the works. The following provides examples of the minor external structure works.

Wall Replacement



Wall replacement relates to making traditional toilets safer by replacing some of the solid walls with 'slatted' or 'perforated' screen walls allowing visibility of cubicle doors from outside the building and people using the toilets able to see out of the building upon leaving the cubicle. This eliminates the 'foyer' where a person could conceal themselves while a cubicle was in use.

The suitability of this treatment depends very much on the design and layout of the traditional toilet cubicles and the location of the urinal in the male toilets.

Friendly Societies Reserve, Hopkins River East (Blue Hole), Lake Pertobe East, Payne Reserve Dennington and Viaduct toilets may benefit from this type of treatment.

Some older conventional toilets also have solid screen walls at the entrances. Replacing these with slatted or perforated screen walls would improve visibility into and out of the toilets improving safety.

Allansford Recreation Reserve, Walter Oval, Mack Oval (Ladies Toilet), Dennington Oval and Merrivale Oval toilets may benefit from this type of treatment.

Remove Entry Foyer

Some conventional style toilets have small foyer entrances with their own door then another door to enter the cubicle. The foyer is a place where a person could conceal themselves.

To improve safety:

- a. the external door which opens into a foyer area before entering a cubicle can be removed and the cubicle doors made lockable; or
- b. the entrance door becomes the lockable door and the internal cubicle door can be removed.



An excellent example of case (a) the Bushfield Recreation Reserve Toilet where the entrance door could be removed or replaced with a see through gate and the doors to the Men's and Disabled toilets become the lockable cubicle doors and the Ladies, which has its own extra foyer area requires removal of the entry door and the two cubicles made the lockable doors. This would allow some natural light to enter from the front area and the windows in the ladies foyer area into an otherwise very dark foyer area.

An example of case (b) would be Lake Pertobe East, although the preference would be to refurbish this toilet and add additional cubicles to cater for the high demand. Also Walter Oval is second example where the screen wall could be removed and new lockable doors placed at the entrance to each of the Mens and Ladies toilets.

The Strategy recommends:

Action 7 - The minor works of vegetation trimming/removal be undertaken as soon as practicable.

Action 8 – The potential for minor works to improve performance identified in this Strategy be examined in detail, costed and prioritised.

Action 9 - Minor works to improve the performance be undertaken subject to funding and provided the public toilet has not been identified for major works in the near future.

Action 10 – The ‘Performance’ of the public toilet be reassessed once the minor works are completed.

13.2 Improving Performance - Operational Changes

There are two operational areas of cleaning and opening hours if reviewed and changes made will improve the level of performance of public toilets.

13.2.1 Frequency and Standard of Cleaning

Many respondents to the community survey were critical of the cleanliness of the public toilets. The community’s opinion on the need for improvements is summed up through a couple of respondent’s replies which stated:

“Just clean the toilets”

“They should be light, bright, fun, smell fresh and clean, clean, clean”

In response to the survey question as to whether the designs should be fun, a respondent stated that it did not matter what design it was –

“As long as they fulfill the needs – clean, well lit, paper, soap, dryer/hand towel, rubbish bin and secure”.

Changes to cleaning frequencies and lifting the standard and extent of cleaning including ensuring paper and bins are available will certainly improve a user’s perception of the public amenity and make the visit more acceptable.

Warrnambool has set the programmed frequency of cleaning toilets based on location and usage. The following table details the current cleaning frequencies for each Public Amenity.

Public Amenities - Cleaning Frequencies

Asset ID	Public Amenity Name/Location	Cleaning Frequency
1	Botanic Gardens	Twice weekly: Thur and Sun
2	Coles Youngers Carpark	Daily: (twice daily in school holidays)
3	Cramer Street	Twice weekly - Mon and Fri
4	Foreshore Pavilion	Daily: (twice daily between Dec 26 and Jan 31)
5	Friendly Societies Reserve (Lane Pavilion external)	Twice weekly - Mon and Fri
6	Gillies Street Portables	Daily
7	Hopkins River East (Blue Hole)	Thrice weekly: Mon, Thur and Sat (daily during school holidays and whale watching)
8	Hopkins River West (Point Ritchie)	Twice weekly: Mon and Fri (daily in school holidays)
9	Koroit Street (Corner of Liebig St)	Daily: (twice daily in school holidays)
10	Lake Pertobe West	Daily: (twice daily between Dec 26 and Jan 31)
11	Lake Pertobe East	Daily: (twice daily between Dec 26 and Jan 31)
12	Mack Oval (external)	Twice weekly - Mon and Fri
13	McGennans Carpark Road	Daily: (twice daily between December 26 and Jan 31)
14	Proudfoots Boathouse (external)	Daily
15(a)	Reid Oval toilet blocks - MALE	Twice weekly: Mon and Fri
15(b)	Reid Oval toilet blocks - FEMALE	Twice weekly: Mon and Fri
15(c)	Reid Oval toilet blocks - NETBALL	Twice weekly: Mon and Fri
16	Surf Club (external)	Daily (twice daily between 26/12 - 31/1)
17	Swan Reserve	Daily
18	Target Foyer and Parent's Room	Thrice daily
19	Viaduct Road	Daily (twice daily between Dec 26 and Jan 31)
20	Walter Oval (external)	Twice weekly: Mon and Fri
21	Payne Reserve Dennington	Thrice weekly
22	Brierly Reserve	Twice weekly
23	Allansford Rec Reserve	Twice weekly
24	Bushfield Rec Reserve	Twice weekly
25	Dennington Oval	Twice weekly (football season) Weekly (cricket season).
26	Merrivale Oval	Twice weekly

Note - Although the Koroit Street automated 'exeloo' toilets are fitted with wash cycles but these have been disabled and are included in the normal cleaning program.

In response to recent cleanliness complaints Warrnambool has undertaken a review of some cleaning frequencies and improved the management of contract cleaners.

However there is scope to further review the cleaning frequencies and cleaning tasks to be undertaken before the next cleaning contract is awarded.

Increased frequency of cleaning will increase the cleaning costs of the public toilets unless offset reduction in cleaning of other public toilets is possible due to less frequent use or closure.

The Strategy recommends:

Action 11 - That

- a) The frequency, timing, extent and standards, including an inspection regime between cleans for high use times, be reviewed for the cleaning of all public amenities with particular attention to high use areas, seasonal demand and shared use facilities; and*
- b) Resulting changes be made to the contract toilet cleaning specification.*

13.2.2 Emergency Response Cleaning

Unfortunately problems with toilets happen at any time, even just after cleaning, and can render it unusable particularly if it has been soiled.

Currently extra cleaning outside of the programmed cleaning cycle depends upon a user or potential user calling to report the problem, or the cleaning contractor anticipating the need for extra cleaning because of expected higher use from more visitors to the area, or special events.

Users confronted with an unusable toilet should be able to easily report the matter to Council, and be able to find the nearest public toilet.

The Strategy recommends:

Action 12 - That all public amenities be fitted with information boards that:

- Displays the frequency of cleaning the public toilet;*
- Has the date and time the toilet was last cleaned (information to be provided by the cleaning contractor after each time the toilet is cleaned);*
- The contact phone number to report an incident; and*
- The name and location of the nearest public amenity.*

13.2.3 Opening Hours,

Opening Hours

Seventeen (17) of the Public Amenities are open 24 hours a day with a further two (2) closed after sunset. The remaining amenities are advertised as being locked at sunset however the reality is that a number are not locked until after 10.00 pm, especially Lake

Pertobe East and West and McGennans Car Park which are locked later to prevent illegal campers from using the park grounds as a toilet.

Locking of toilets at night has led to a decrease in antisocial behavior of vandalism and graffiti.

Public Amenities Open and Closing Times

Asset ID	Public Amenity Name/Location	Opening time	Closing time
1	Botanic Gardens	Open Sunrise	One hour after Sunset
2	Coles Youngers Carpark	5am	6pm babies room, 9pm others
3	Cramer Street	24 hour	24 Hour
4	Foreshore Pavilion	Sunrise	Sunset
5	Friendly Societies Reserve (Lane Pavilion external)	24 hour	24 Hour
6	Gillies Street Portables	24 hour	24 Hour
7	Hopkins River East (Blue Hole)	24 hour	24 Hour
8	Hopkins River West (Point Ritchie)	7am (security)	Sunset (closed by security) *
9	Koroit Street (Corner of Liebig St)	6am (automatic)	11pm (automatic)
10	Lake Pertobe West	Sunrise (opened by cleaner)	Sunset (Security)
11	Lake Pertobe East	Sunrise (opened by cleaner)	Sunset (closed by cleaner)
12	Mack Oval (external)	24 hour	24 Hour
13	McGennans Carpark Road	Sunrise (opened by cleaner)	Sunset (security)
14	Proudfoots Boathouse (external)	24 hour	24 Hour
15(a)	Reid Oval toilet blocks - MALE	24 hour	24 Hour
15(b)	Reid Oval toilet blocks - FEMALE	24 hour	24 Hour
15(c)	Reid Oval toilet blocks - NETBALL	24 hour	24 Hour
16	Surf Club (external)	Sunrise (opened by cleaner)	Sunset (closed by security)
17	Swan Reserve	24 hour	24 Hour
18	Target Foyer and Parent's Room	Trading hours (opened by security)	Trading Hours (closed by security)
19	Viaduct Road	24 hour	24 hour
20	Walter Oval (external)	24 hour	24 Hour
21	Payne Reserve Dennington	24 hour	24 Hour
22	Brierly Reserve	Sunrise	Sunset
23	Allansford Rec Reserve	24 hour	24 hour
24	Bushfield Rec Reserve	24 hour	24 hour
25	Dennington Oval	24 hour	24 hour
26	Merrivale Oval	24 hour	24 hour

13.2.4 Lighting

There is demand, particularly during the summer period, for public toilet facilities to be open later into the evenings.

A number of the toilets left open overnight have inadequate internal and/or external lighting which may expose users to higher risks and the toilets to incidents of anti-social behavior of graffiti and vandalism. In addition even the toilets locked a little later after sunset should be well lit to prevent the risk of an incident.

The performance evaluation score sheets identify the amenities that could be provided with improved external and/or internal lighting.



Lake Pertobe West – Night Photo

Apart from proposed actions detailed later in the strategy, there are a number of Public Amenities that are open 24 hours or closed after sunset that do have night lighting but would benefit from improved external lighting being installed at the earliest opportunity: These are: Hopkins River East (Blue Hole); Lake Pertobe West, Lake Pertobe East, Viaduct Road, Foreshore Pavilion, Merrivale Oval and Payne Reserve Dennington.

Swan Reserve public amenity also fits into this category, however it is assessed as the worst performing toilet and it is proposed that as a first priority for capital works the toilet be decommissioned and a new stand-alone public amenity be built in the vicinity (actual site to be determined) that will service the Kepler Street central carpark users, through traffic along the Princess Highway and Swan Reserve users.

This strategy proposes that the opening times of all toilets be reviewed with the view to restrict open times to daylight use where appropriate and that all toilets open after sunset are fitted with adequate internal and external lighting.

Although there will be extra operational costs involved in the management of locking and unlocking the toilets if more are restricted to daylight hours, this may be offset by the cost savings on vandalism. In addition not all toilets are fitted with lockable doors or gates and funding will need to be provided to supply and fit new doors and gates in addition to improved lighting.

13.2.5 Reducing Number of Cubicles Available

Where public amenities have multiple cubicles with their own lockable doors facing the public areas, through restricting the number open during the low season or low use times will reduce cleaning demands and costs, or allow more frequent cleaning of the open cubicles.

For example when McGennans Carpark facility is replaced with a modern designed facility it would be prudent to limit the number of cubicles open to the public during the off summer period.

The Strategy recommends:

Action 13 – The installation of improved external lighting be undertaken at Hopkins River (Blue Hole); Lake Pertobe West, Lake Pertobe East, Viaduct Road, Foreshore Pavilion and Payne Reserve Dennington public amenities to improve safety.

Action 14 – The opening times of public amenities be reviewed with the intention that where possible they be closed from dusk to dawn unless the toilet facility is required to be accessible at night time.

Action 15 - If a public toilet is to remain open after dark it must be equipped with adequate internal and external lighting.

Action 16 - Where public amenities have multiple cubicles with their own lockable doors facing the public areas consider restricting the number open during the low season or low use periods.

14 Ancillary Services

Bathing Change Rooms, Baby Change Facilities, Baby Feeding Rooms, Showers and Drinking Water Stations are ancillary services that may benefit from being co-located with public amenities, provided public amenity user safety is not compromised.

14.1 Bathing Change Rooms



There is a demand for some bathing change rooms along the foreshore precinct. The only amenity providing change facilities is Viaduct Road which has large communal change rooms with shower cubicles in the Male and Female sections. The change and shower facilities are accessed through the toilet foyer area.

Communal change facilities are now considered a threat to personal safety and the trend is to provide larger toilet cubicles fitted with a small bench for placing clothing on.

The Strategy recommends:

Action 17 – That future provision of any new toilets or the renewal of existing toilets along the foreshore are to accommodate bathing change facilities by providing larger toilet cubicles fitted with a small bench for placing clothing on.

14.2 Baby Change Facilities

Baby change facilities are required in precincts that attract or need to accommodate families with young children such as shopping, foreshore, parks with playground equipment and through traffic precincts. At least one baby change facility should be provided at Public Amenities in each of these precincts and preferably located in the unisex cubicle that is accessible by people with disabilities. Each baby change facility must include a nappy bin.

The Strategy recommends:

Action 18– That future provision of new, refurbished or renewed public amenities at precincts that attract or need to accommodate families with young children include baby change facilities, preferably located in the unisex cubicle that is accessible by people with disabilities.

14.3 Child Toilet Pan

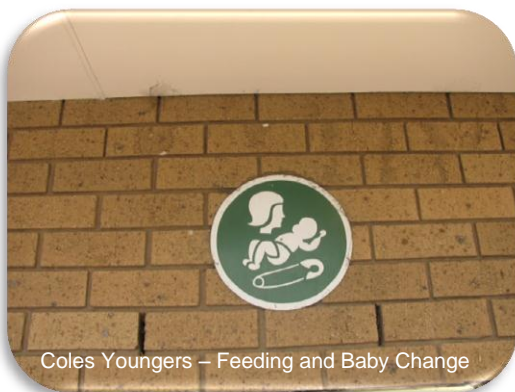


Child Toilet Pans are currently provided in precincts that attract or need to accommodate families with young children such as foreshore and parks with playground equipment. At least one child change facility should be provided at Public Amenities in each of these precincts and are best provided in the unisex cubicle accessible by people with disabilities. Note that regulation circulation space must still be provided for people with disabilities.

The Strategy recommends:

Action 19 – That future provision of any new toilets or the renewal of existing toilets at precincts that attract or need to accommodate families with young children include a child toilet pan in the unisex cubicle accessible by people with disabilities.

14.4 Baby Feeding Rooms



Two Public Amenities provide facilities for parents with babies for feeding and changing. Target Foyer has a parents room located on a lower level of the building separate to the toilets and the Coles Youngers Carpark Public Amenity provides a separate room adjoining the toilets with its own direct access.

Public opinion is divided on baby feeding rooms being co-located with public toilets. Usage patterns of the two currently provided indicates a strong preference for them to be separated with the Coles Younger Carpark facility rarely used. This may also be related to the siting of the two facilities with parents feeling safer in the feeding room located within the target complex rather than out in the carpark.

Public opinion recognises the need for baby feeding rooms in precincts where there is little opportunity to find a private space for feeding.

The Strategy recommends:

Action 20 – That:

- a) Future provision of baby feeding rooms not be co-located with public toilets but be located as a separate facility (room) within a public or private development; and*
- b) Provision of a baby feeding room is considered in any new council, state government or private development within shopping complexes and the CBD.*

14.5 Showers (Internal and External)

14.5.1 Internal Showers

Two Public Amenities currently provide internal showers. Surf Club Toilets (not open 24 hours) have a coin operated hot shower facility in the unisex disability accessible cubicle and the Viaduct Road Toilet (open 24 hours) has a large change room with multiple cold shower cubicles in both the male and female toilets.

Although internal showers are not usually provided, there is argument for at least one unisex internal shower to be provided in the foreshore precinct. As Viaduct Road Public Amenity is a 24 hour facility, when the facility is upgrade one unisex shower cubicle with direct access to the public areas should be considered as a replacement for the current internal shower arrangement, as well as retaining the present external showers.

14.5.2 External Showers



Foreshore Pavilion, Surf Club, Viaduct Road and River East (Blue Hole) public amenities have external showers. The location of the external showers at each toilet varies from being a shower head attached to an external toilet wall (Surf Club), specifically designed external tiled showers space (Viaduct Road and Hopkins River East (Blue Hole)), and free standing dedicated shower facility a distance away from the entrances (Foreshore Pavilion).

To avoid loitering near toilet entrances, external shower facilities should be located at least 5 metres away from the nearest toilet entrance door.

Toilets servicing the foreshore should be provided with external showers located at least 5 metres away from the nearest toilet door.

The Strategy recommends:

Action 21 – That:

- a) As a general rule internal showers not be provided in Public Amenities except for the existing internal shower at the Surf Club be retained;*
- b) When Viaduct Road is upgraded the current Male and Female communal room and shower cubicle arrangement be replaced with one unisex shower cubicle with direct access to the public areas; and*
- c) Toilets servicing the foreshore be provided with external showers located at least 5 metres away from the nearest cubicle or entrance door.*

14.6 Drinking Water Stations

Warrnambool currently provides external access to water at a number of public amenity buildings in different configurations.

There is a new multi drink water station at the Foreshore Pavilion, a drinking fountain near Cramer Road toilet, a basin and water tap at Brierly Reserve toilet and external water taps at some other locations.



Positioning drinking fountains at or near Public Amenities is sensible in that they provide a focal point, whether a person is shopping, in a park, or accessing the foreshore. Most toilets are also reasonably accessible for people with disabilities.

By providing drink water stations at or near public toilets it:

- Responds to the growing trend of people using refillable drink bottles;
- Encourages the community to utilise potable tap water rather than the less environmentally friendly purchasing of bottled water; and
- Allows maintenance of the drinking water stations to be attended to as frequently as the toilets are cleaned.

Drinking water stations should be accessible by people with a disability, allow drink water bottles be refilled and as many people take their dogs for walks, where appropriate, drinking water for dogs should also be provided.

Siting the drinking fountains at a public toilet must have regard to CPTED requirements which discourages any other infrastructure near a toilet that could contribute to loitering, posing a threat to toilet users.

This can be achieved by locating the drinking fountain forward of the toilet entrance, allowing the toilet users to easily sight people using the drinking fountain, and be placed at least 5 metres away from the toilet entrance to allow people to escape if a threat exists.

The Strategy recommends:

Action 22 – That consideration is given to providing ‘Drinking Water Stations’ in all appropriate new works or major upgrades of public amenities.

15 Sharing Responsibility for Public Amenities

15.1 Sharing with Private Developments

Warrnambool City Council shares responsibility for the Target Complex Toilets and Parents Room (baby feeding and change room). The developers of the complex built the facilities, saving the community the capital cost, and Council maintains and cleans them on the understanding that they are listed as Public Amenities.

The high usage of the toilets and preference of the target parent room over the Coles Youngers Car Park parent room is a testament to the success of the shared arrangement. Users feel much safer and comfortable when using facilities located in doors and near high activity areas.

The Strategy recommends:

Action 23 – That where a new or major refurbishment private development is to occur in a location that has need for public toilets and/or a parents room, Council consider negotiating a shared arrangement for the appropriate number of toilets/parents room with the developer.

15.2 Sharing with Pavilion Type Developments

Warrnambool currently has a number of public toilets located within pavilions or club rooms that are managed and in some instances the construction funded in partnership with community groups. Council carries out the maintenance and cleaning of these facilities and undertakes any renewal (upgrade) works. Examples are the Surf Club, Foreshore Pavilion, Proudfoots Boathouse, Mack Oval, Walter Oval, Allansford Recreation Reserve, Bushfield Recreation Reserve, Dennington Oval and Merrivale Oval.

A new facility to be added that will share toilets is the soon to be replaced “shipping container” stand alone public amenities at Reid Oval with a new netball pavilion (in partnership with the netball club) including external toilets, which will only be available on event days.

Whether funded by Council or in partnership with community groups, construction of pavilions, club rooms or stadiums on Council controlled land should include external toilets and declared Public Toilets where the location demands toilets on a regular basis.

The Strategy recommends:

Action 24 – That construction of pavilions, club rooms or stadium on Council controlled land, whether funded by Council or in partnership with community groups, should include external toilets and Council give consideration of a shared arrangement for them to be listed as Public Amenities where the location demands toilets on a regular basis.

15.3 Other New Sharing Opportunities

15.3.1 Salvation Army – Uniting Church

During the preparation of this Strategy engagement with the Salvation Army has highlighted an opportunity for entering into a shared arrangement for the provision of safe hot shower facilities for the City's homeless.

The Salvation Army raised awareness of the Warrnambool homeless (the Salvos know of 20) that rely on 24 hour access to public toilets, and facilities for free showers to meet their toilet and hygiene needs, and that public shower facilities must be free as even a coin system would be a barrier to access for these people

Currently the Uniting Church provides showering facilities from 9.30am to 1pm Tuesday to Friday at their church hall in Koroit Street. Towels and soap/shampoo are provided. Whilst it is recognised that this is a good service, Salvo Connect would like to see it extended to daily and for longer hours.

Although Council would not normally provide showers, let alone with hot water in public amenities in the CBD, this may be an opportunity for Council to explore sharing with the Uniting Church by providing operating funds to allow the shower days and/ or hours to be extended as a service to the less advantaged people in the community.

15.3.2 Jubilee Park

Jubilee Park does not currently have public amenity facilities, although the Jubilee Park, Woodford Master Plan makes provision for a public amenity at this site. The Fishermen's Club building located at Jubilee Park has external toilets which are open only when the club members meet. An alternative to providing a new amenity may be to enter into a sharing arrangement with the Fishermen's Club to use their toilet facilities. As the toilets would require some upgrading works to comply as public toilets, the costs and benefits should be compared to providing a new facility.

The Strategy recommends:

Action 25 – That the opportunity of entering into a sharing arrangement be investigated:

- a) With the Uniting Church to allow shower days and/ or hours to be extended as a service to the community be investigated; and*
- b) With the Fishermen’s Club at Jubilee Park for use of the existing toilets attached to the club building as an alternative to building a new toilet amenity.*

16 Guidelines for Design, Siting and Fittings of Public Amenities

When a toilet is to be renewed, upgraded or a new toilet is to be provided, effective planning and design needs to be undertaken to ensure that the installation achieves benefit to the community, is cost effective and minimises negative impacts.

This requires consideration be given to; coordination of all stakeholders, the surrounding environment, accessibility for people of all abilities, Crime Prevention Thought Environmental Design (CPTED), configuration of the toilets, comfort features and environmental sustainability.

16.1 Surrounding Environment

Warrnambool public amenities coexist with coastline landscapes, compliment the built environment and blend with the parks and sports ovals and historic elements of the municipality.

The Strategy recommends:

Action 26- The design, and siting of public toilets, whether for new facilities or modifications to existing buildings, should be sensitive to the surrounding environment. The design, materials used and finishes should complement the surrounding environment.

16.2 Accessibility For People Of All Abilities

Public toilets must be both accessible and useable by the majority of people of all differing abilities. Design that incorporates the requirements of the Federal Disability Discrimination Act – 1992 and the Australian Standard AS 1428.1 (2009) - Design for Access and Mobility, or successor, will provide people with disabilities access and allow use of the toilet in an equitable and independent manner.

Recent changes to the legislation:

- Has increased the circulation space within toilets for people with disabilities and increased the percentage of people with disability who should be able to use the toilet from 80% to 90%; and
- Requires all new toilet blocks with more than one toilet cubicle to have one cubicle fully compliant for disability access and the second must be accessible for people with disabilities who are 'ambulant'.

Warrnambool's 26 public toilets range from being compliant with the current standards (new developments and some refits of older toilets), being compliant with the older standards (older Exeloo toilets) and those that are non-compliant (older traditional style toilets).

Although new legislation does not apply retrospectively to current toilets, there is always the risk that an aggrieved person may feel discriminated against and Council may be required to take action to upgrade a toilet or face the matter escalating to the Anti-Discrimination Council.

To assist identifying and increasing the number of compliant toilets Warrnambool should consider undertaking the following actions:

- Inspect all public toilets to assess if they comply with the older or new legislation or are non-compliant (particularly in regard to circulation space);
- Identify where minor works may be undertaken to make the toilets for people with disabilities more accessible;
- Update the Warrnambool Toilet Map to clearly identify those toilets which are accessible for people with disabilities and ensure these toilets are appropriately signed;
- Ensure all new toilets are fully compliant;
- When renewing or upgrading an existing toilet it be made compliant; and
- Non-compliant toilets remain non accessible until such time as they are replaced or upgraded.

The Strategy recommends:

Action 27 - To increase the compliance of toilets for people with disabilities that Warrnambool undertake the actions of:

- 1. Inspection of all toilets to ascertain levels of compliance;***
- 2. Identify minor works to assist compliance;***
- 3. Update the public toilet map identifying accessible toilets;***
- 4. Ensure all toilets able to be accessed by persons with disabilities are clearly signed;***
- 5. Ensure all new toilets are compliant;***
- 6. Ensure all renewal and upgrading works make the toilet compliant; and***
- 7. Non compliant toilets remain non accessible until replaced.***

16.3 Other Strategies and Master Plans

When any redevelopment is undertaken as a result of recommendations from other strategies, structure plans or master plans then existing toilets, either within buildings or stand alone, should also be renewed or replaced at the same time.

When any new development is undertaken as a result of recommendations from other strategies, structure plans or master plans the impact on existing public amenities, or need for new public amenities, as a result of the new development generating greater need, must be considered and any necessary update of existing toilets or provision of new toilets undertaken.

The Strategy recommends:

Action 28 - Where any redevelopment is undertaken as a result of any recommendations from other strategies and activity master or structure plans, then existing toilets, either within buildings or stand alone, should also be renewed or replaced at the same time.

Action 29 - Where any new development is undertaken as a result of recommendations from other strategies, structure plans or master plans the impact on existing public amenities, or need for new public amenities, as a result of the new development generating greater need, must be considered and any necessary update of existing toilets or provision of new toilets undertaken.

16.4 Distance between Public Toilets

Melbourne City Council's Public Toilet Plan 2008-2013 promotes that toilets should be spaced every 500 metres within the CBD, where there is high pedestrian activity, so that no person has to walk more than 250 metres to a public toilet. Latrobe City Council's public toilet Strategy 2006 adopts a spacing of 1000 metres in the city centres so that no person has to walk more than 500 metres to a public toilet.

Warrnambool's CBD has three toilets spaced less than 140 metres apart and the foreshore area including Lake Pertobe have four toilets ranging from 150 to 250 metres apart. Much of this spacing is not based on spacing criteria but has been driven by high volume intensive use of these areas generating high demand for toilets, particularly over the summer period.

At sports grounds the toilets are generally located within a pavilion with occasional stand-alone toilets. In parks, reserves and along the rivers toilet locations are on a needs basis.

Location of toilets is also guided by other strategies and master plans.

The beach attracts high numbers of people over the summer period and the section between the breakwater and the surf club is serviced by two public amenities 1300 metres apart (Foreshore Pavilion and Surf Club Public Amenities), a maximum walk of over 650 metres to a toilet. Replacement and relocation of the McGennans Road Carpark Park Amenity to a site closer to the beach (refer Section 12.1) will better service the beach visitors by concentrating toilets near the higher use section of the beach and reducing the maximum walking distance to approximately 500 metres for users further along the beach.

The Strategy recommends:

Action 30 – Where possible in high use areas, to accommodate people with disabilities, the aged and children, the spacing between toilets be no more than 500 metres reducing the distance to walk to 250 metres.

Action 31 – The proposed replacement of McGennans Road car park public amenity be sited closer to the beach as well as maintaining service for the foreshore shop and amusement area so that beach users have no more than 500 metres to walk to access a toilet.

Action 32– Undertake a review of toilet clusters that are closely spaced in the CBD and Reid Oval to determine whether there is opportunity to consolidate the provision of toilets in these areas.

16.5 Crime Prevention Through Environmental Design (CPTED)

CPTED (Crime Prevention Through Environmental Design) is accepted in the design and criminology fields as being a useful tool to reduce the likelihood of crime in set locations. Whilst it is impossible to 'design out' crime, better designed areas have been shown to reduce crime and fear of crime.

CPTED is an approach to crime prevention that takes into account the relationship between the physical environment and the users of that environment.¹

To maximise the safety of users and lessen or prevent the incidence of crime, the design, location and management of public toilets should be consistent with CPTED principles.

Upgrading of older public toilets and design of new public toilets should meet the requirements of CPTED to avoid operational, uses and management problems.

At the early design stage for renewal, upgrade or new toilet facility, the following CPTED principles must be considered:

- **Siting – (Visibility)** – Public toilet should be sited at locations that are highly visible from the surrounding area and not hidden away from public view.
- **Access** - entrances to public toilets should be clearly visible from the street and other public areas; and public toilets in or near playgrounds clearly visible from the playground. Access should not be obscured.
- **Light** - Maximum use of natural light and/or artificial light in the public toilet, and especially if used after dark good artificial lighting in and around the facility.

¹ Victoria Police Website Site – Community Safety – Crime Prevention Through Environmental Design - 2011

- **Location & proximity to other Buildings** – Public toilet should be capable of natural surveillance from pedestrian activity and other building users. Other buildings or landscape features should not obscure the view of the public toilet.
- **Orientation** – Entrances should face towards areas of maximum pedestrian activity.
- **Landscaping** – should not obscure the public toilet. Low landscape planting should be well maintained to a low height.
- **Building materials and finishes** – should be light in colour and a type of material that discourages graffiti which is easy to maintain and is easy to clean.
- **Building Design and Cubicle Configuration** – Design should be welcoming with cubicles having direct access to the public area, natural lighting to be maximised, and light coloured surfaces.
- **Management, Maintenance and Security** – Good maintenance, management and security generally leads to good image, and discourages vandalism and other unsocial activities.

The performance assessment of Warrnambool’s public amenities has embraced the CPTED principles as elements of the evaluation score card. This has provided opportunity to identify areas where the toilets do not meet the principles the performance can be improved by undertaking minor works.

The Strategy recommends:

Action 33 - Where practicable existing public amenities that have been identified with shortcomings in relation to safety and security, be made compliant with the CPTED principles, or delisted as a public amenity if low use.

Action 34 - CPTED principles be used in the evaluation of decisions to upgrade or replace older toilets.

Action 35 - CPTED principles be used in the design and management of new toilet facilities.

16.6 Configuration of Public Toilets

Public toilet facilities in Warrnambool are located along the foreshore (including rivers), at shopping centres, attached to recreation and sporting facilities or free standing in parks and reserves. Each precinct has unique demands influencing configuration, elements of the public toilet, cubicle numbers, size, features and gender usage.

Precinct	Demand
Foreshore and River Frontage Precinct	All year with high sustained summer peak
Retail/Commercial Precinct	All year high constant demand
Traffic Corridor Precinct	All year 24 hour constant demand
Sports Grounds, Parks, Gardens & Reserves Precinct	Lower demand with occasional peaks usually related to events

16.6.1 Foreshore and River Frontage Precinct

(a) Refurbishment or replacement or new foreshore toilets accessible from a beach that are used all year with high sustained summer peaks are preferred to have as a minimum:

- Separate gender facilities;
- Three cubicles for each gender – one to be accessible for people with disabilities for each gender or two cubicles for each gender with a separate unisex cubicle accessible for people with disabilities;
- Cubicles to be large and incorporate a change bench;
- Disability cubicles to have baby change facilities and a junior toilet (note sufficient space must be allowed for full manoeuvrability of people with disabilities); and
- External showers.

Examples include replacement of McGennans Carpark, upgrade of Viaduct Road and Hopkins River East (Blue Hole) facilities.

(b) Refurbishment or replacement or new foreshore toilets that are generally not accessible from a beach (e.g. Lake Pertobe) that are required all year with high sustained summer peaks are preferred to have as a minimum:

- Separate gender facilities;
- Two cubicles for each gender – one to be accessible for people with disabilities for each gender or two cubicles for Female, one cubicle for Male and one separate unisex cubicle accessible for people with disabilities; and
- Disability cubicles to have baby change facilities and a junior toilet (note sufficient space must be allowed for full manoeuvrability of people with disabilities).

An example is the upgrade of Lake Pertobe East public amenities.

(c) Refurbishment or replacement or new foreshore toilets that are not associated with a beach but cater more for casual visitors, walkers and cyclists are preferred to have as a minimum:

- One or two unisex cubicles - depending upon demand - accessible for people with disabilities.

Examples may include new facilities (if provided) at Thunder Point, Logans Beach (Whale Watching) or along foreshore walking tracks east of Flagstaff Hill.

16.6.2 Retail/Commercial Precincts

(a) New Public Amenities that cater for all year high constant demand are preferred to have as a minimum:

Smaller shopping centres

- One unisex cubicle -- accessible for people with disabilities and fitted with baby change facilities.

Larger shopping centres –

- Double unisex cubicle – with at least one accessible for people with disabilities and fitted with baby change facilities.

CBD-

- One cubicle for each gender; and
- One unisex cubicle – accessible for people with disabilities and fitted with baby change facilities.

An example may include the new public amenity to be built in the CBD as a replacement for the Gillies Street portables.

16.6.3 Traffic Corridor Precinct

(a) Refurbishment or replacement or new traffic corridor toilets that cater for all year 24 hour constant demand are preferred to have as a minimum:

- Two cubicles for Females;
- One cubicle for Males; and
- One unisex cubicle – accessible for people with disabilities and fitted with baby change facilities.

Examples are the upgrade of Payne Reserve Public Amenity (that services passing traffic and a local park with playground and BBQ facilities) and Swan Reserve new replacement that will become the city's principal twenty four hour public amenity.

16.6.4 Sports Grounds

(a) Refurbishment or replacement of an existing free standing toilet facility or pavilion type facility

Low constant use or irregular small peaks –

- One unisex cubicle - accessible for people with disabilities.

Low constant use with regular peaks (weekly) –

- One cubicle for each gender –both to be accessible for people with disabilities;
Or
- Two unisex cubicles - with one cubicle to be accessible for people with disabilities.

High constant use or regular peaks (weekly) – Up to three cubicles:

- One unisex cubicle - accessible for people with disabilities;
- One Male cubicle; and
- One Female cubicle.

If the highest demand occurs on the weekend or other regular day, the Male and Female cubicles could be closed outside of the high demand day or weekend.

16.6.5 Parks, Gardens and Reserves

(a) Refurbishment of an existing toilet facility:

Low constant use or irregular peaks in use:

- Separate gender facilities if space is available within existing building;
- One cubicle for each gender – to be accessible for people with disabilities;
- Or
- One unisex cubicle accessible for people with disabilities if building space not sufficient for two cubicles, or use is very low.

(b) Replacement or new toilet facility:

Low constant use with regular peaks (weekly) in use –

- Separate gender facilities;
- One cubicle for each gender – to be accessible for people with disabilities;
- Or
- Two unisex cubicles accessible for people with disabilities if deemed more appropriate.

The Strategy recommends:

Action 36 - The toilet cubicle configurations stipulated in the 'Configuration of Public Toilets' Section of the Strategy be used as a guide when upgrading, replacing or building new public toilets.

16.7 Fit-Out and Comfort Features

Public amenities must provide, as a minimum:

- Toilet seat;
- Toilet paper;
- Sanitary disposal in female toilets;
- General waste bin;
- Sharps disposal;
- Hand wash basin and water; and
- Mirror.

In addition baby change and child toilet pans are to be provided in accordance with **Section 14 'Ancillary Services'** of this Strategy.

However surveys reveal that public toilet users prefer to also have soap and the ability to dry hands.

The Koroit Street, Target, Foreshore Pavilion and Bushfield Reserve public amenities are the only facilities provided with these additional features. Consideration should be given to including soap dispensers and hand dryers in all existing (retrofitting) and future upgraded and new public amenities.

The Strategy recommends:

Action 37- A suitable method of providing soap and hand drying facilities to all public amenities be investigated.

Action 38- A program of retrofitting soap and hand drying facilities to all public amenities be implemented.

Action 39- All new and upgraded public amenities be fitted with soap and hand drying facilities in addition to the standard minimum fit-out.

16.8 Standard Internal Finishes and Fittings Descriptions

Warrnambool has adopted the following standard internal finishes and fittings:

- Toilet Pan – Stainless Steel Bowl with plastic seat;
- Hand Wash Basin – Stainless Steel;
- Mirrors – Stainless Steel;
- Floor Tiles – Grey slate colour with dark grout; and
- Wall tiles – Floor to ceiling white with dark grout (with feature pattern if desired)

The Strategy recommends:

Action 40- That all new, renewed and upgraded public conveniences incorporate the standards for internal finishes and fittings detailed in the Strategy unless alternatives are required for architectural or other purposes.

16.9 Environmental Sustainability

Water and energy conservation and materials recyclability efficiencies are encouraged in the provision of environmentally sustainable public amenities.

The Strategy recommends:

Action 41- That all new, renewed and upgraded public conveniences incorporate sustainability principles of water and energy conservation and materials recyclability.

17 Signage

17.1 Directional Signage



The community survey and inspection of the public amenities identified the lack of signage giving direction to the location of the toilet and identifying the toilet once at the location.

The current signage is ad hoc and as people usually only visit a public toilet as a last resort, or may have planned an outing based on a map of the toilets, the ability to actually locate the nearest toilet is essential.

Primary directional signage is required on the roadside of the nearest road at a site which is closest to the toilet facility or intersection on an access road to the facility, and also along the beach at pedestrian entrance walkways.

Secondary directional signage is required where the public amenity is not visible from the location of the primary directional signage to assist in locating the actual toilet building.

Special Pathway and Trails Signage – is required along longer pathways and trails indicating the distance and location of the nearest public amenity.

The sign should be of a size that ensures it is in keeping with the sensitivity of surrounding environment.

17.2 Signage on Public Amenities



Stand-alone public conveniences, unless easily identified as a public convenience, and pavilion type public conveniences should have a sign "Public Toilet" clearly visible on the building.

There have been some issues with gender confusion where only symbols are used on the entrances to segregated toilets. Public Amenities experiencing this problem should also have bold signs stating 'Male' and 'Female' at the entrances. Signs should be standardised to avoid any confusion.

Examples are the Lake Pertobe East and West public toilets.

17.3 Signage Notifying When Last Cleaned & Nearest Toilet if Out-of Action

From time to time public conveniences are inoperable due to spoiling by previous users, may be closed for cleaning and/or maintenance or may be closed due to limited opening hours.

As an aide to people inconvenienced by such occurrences each public amenity should be fitted with a sign providing the following information:

- Name of Toilet Facility;
- Opening Hours;
- When last cleaned (to be filled out by cleaner);
- Contact phone number for reporting any incidents; and
- Location of nearest facility (distance away and hours it is open).

The Strategy recommends:

Action 42 - Improvements to signage of public toilets be designed and implemented in accordance with the 'Signage' section of this Strategy.

18 Guidelines for Renew, Upgrade, Remove and New

Warrnambool City Council has competing demands for capital investment to maintain all its assets in an acceptable condition to keep them fit for purpose and to meet legislative requirements and reporting. Public amenities are only one of many assets competing for funds, making it necessary to maximise the value of the money allocated and spent on public amenities.

The performance assessments undertaken as part of this Strategy reveal that many toilets need upgrading or replacing creating demand for a high level of capital investment to bring them up to modern acceptable standards.

With the current level of capital funding it will take many years to bring all the toilets to achieve the desired level necessitating the need to prioritise the works and make informed decisions for the best outcome through either renewing the toilet (stripping bare and refitting existing building), upgrading the toilet (demolish and reconstruct on same site or new site) or demolish the toilet (not replace at all), and responding to the need for new toilets.

The following guidelines have been developed to assist in the decision making process for determining the type of infrastructure works that will produce the desired outcome and be the most cost effective:

1. Renew (stripping bare and refitting existing building);
2. Upgrade (demolish and reconstruct on same site, or new site);
3. Remove (not replace at all); and
4. New (request for new toilet on new site).

18.1 Check list to Assist Decision Making

The following section provide explanation for application of the 'Assessment Guidelines For Public Toilet Infrastructure' which assists in the decision making process for Renewal, Upgrade or Removal of a public toilet and a scoring assessment process to determine the need for new public toilet and its priority.

Attachment 4 - 'Assessment Guidelines for Public Toilet Infrastructure'.

18.2 Renewal (refurbish)

Renewal (refurbishment) is less costly than replacement if the building structure condition is sound.

Renewal should be considered where:

- The existing public amenity building is sound;
- The existing building is of an acceptable architectural design and compliments the surrounding buildings and/or landscape;
- The existing building is located where there is still a need for a public amenity;
- The existing building is well sited with safe access (meeting CPTED criteria);

- Can be internally redesigned to meet current requirements and standards such as cubicle doors opening directly onto the public space;
- Can accommodate at least one cubicle meeting current standards for access for people with disabilities;
- Cost benefit analysis for the life of the asset favours renewal over upgrade (replacement).

At the time of renewal the toilet should be assessed to determine if minor works may improve performance negating the need for some major renewal works. For example minor building alterations to incorporate perforated screens in lieu solid walls to open up the foyer area of the toilets to minimise risk of concealment.

18.3 Upgrade (replace)

The following provides some principles to assist in deciding whether toilets should be upgraded (replaced).

- All toilets that are poorly sited (away from public view) should be replaced with new toilets on another site exposed to the public.
- Should a Council Building such as a pavilion incorporating public toilets be programmed to be upgraded, the public toilets should be upgraded at the same time.
- Where a toilet building has a poor condition rating then it should be replaced either on the same site or a new site if the current site does not meet CPTED principles.
- A toilet facility that is due for renewal or upgrade (replacement) and is located in a building with a reasonable condition rating and renewal and/or upgrade can achieve current standards of safety and accessibility for people with disabilities the decision should be based on a cost/benefit analysis taken over the life of each option. If the building is of historic value then renewal is the preferred option.

18.4 Remove (need to decommission & not replace)

Decommissioning of an existing toilet can be difficult and emotive if the facility is still being used, even if the current usage is low. Decisions to decommission should include consideration of availability and accessibility of an alternative public toilet and usage.

In deciding whether to decommission and close a toilet facility consideration should address standards of public toilet availability, accessibility and usage, in that:

- In areas of high pedestrian activity a public toilet could be decommissioned and not replaced if there is another public toilet within 500 metres of the toilet to be decommissioned and can be easily accessed; or
- The usage of the existing toilet to be decommissioned is very low, or if low, the usage is not linked to a particular activity (e.g. playground) or events causing high peaks at low frequency; or
- The existing public toilet does not provide access for people with disabilities; or
- Users are at risk due to poor siting, access is hidden from public view, and/or has a history of unacceptable behavior related to drugs and/or sexual activity.

18.5 New

Demand for new public toilets is often driven by circumstances that either generate greater use of an existing facility due to a change or increase in the intensity of use, or a new development, or intensity of use in a location where a public toilet is not within a reasonable distance.

There may be circumstances where a development has taken place as a result of actioning a master plan or strategy or some other works, which did not incorporate a public toilet within the original design, but is likely to generate demand for such a facility.

New public amenities included in Master Plans are:

- Botanic Gardens; and
- Jubilee Park, Woodford.

Warrnambool City Councils has also received requests for new toilets at the following locations:

- Russell Creek Walk;
- Port Fairy - Warrnambool Rail Trail;
- Promenade walk east of the Surf Club;
- Whale Watch Platform at Logans Beach;
- Breakwater; and
- Thunder Point.

The community survey also proposed new toilets, along with other requests at:

- Village Green;
- Shopping Complexes;
- More in the CBD;
- Bunnings and Norfolk Plaza; and
- Liebig & Timor Streets;

18.5.1 New Toilet Justification Criteria – Minimum Requirements

Justification for a new public toilet, or alternatively to show a public toilet is not warranted, can be established through testing the scenario against a set of criteria, which if supported by council will assist in sifting through the requests for new toilets.

Whether a new toilet is warranted can be difficult however a decision to provide a new facility may be considered, subject to available funds, if:

- The request is supported by a Warrnambool Strategy, Master Plan or this Strategy;
- The demand is generated by development as a result of actioning a Warrnambool Master Plan or Strategy, or some other works such as a playground, which did not incorporate a public toilet within the original design;
- The use is generated from a Warrnambool initiative (such as promotion of tourism), and is not just a private enterprise activity;
- The distance to the nearest toilet is more than 500 metres along foreshore or 250 metres in a commercial area;

- The nearest toilet, if under 500 metres along foreshore or 250 metres in a commercial area, is not capable of accommodating increased use and/or is not accessible for people with disabilities;
- The increased demand is permanent (either regular peaks or constant increased demand); or
- The lack of a public toilet increases the risk to safety through unsociable behaviour of people relieving themselves at the site.

18.5.2 Prioritising New Public Toilets

Where the criteria is met further assessment to assist in prioritising the toilets is based on whether the usage is high, medium or low, if it is regular or has frequent or infrequent peaks, the type of users (do they have special needs) and if there are future demand generators.

18.5.3 Alternative Solution if Criteria Not Met – Hiring Toilets

Where the criteria cannot be met and the need is for short periods only an alternative solution may involve hiring in portable toilets by the private operator where the demand is generated through a private initiative. Warrnambool would need to first approve that this is an appropriate solution and nominate a site for the portable toilet and time period it may remain in the location (usually not more than during daylight hours on the day required).

19 Capital Works Plan

19.1 Budget Allocation

Warrnambool's 2013/14 Capital Budget for Public Amenities has been set at \$350,000 for new toilets or upgrades of existing toilets.

The Ten Year Capital Works Plan is based on a budget allocation of \$350,000 per annum for public amenity renewal, replacement and new facilities continuing for eight years then reviewed for years 9 and 10. The budgeted allocation for these latter two years will depend upon progress with the previous seven years capital works program and whether new additional toilets are to be provided.

The Ten Year Capital Works Plan is a guide based on estimated costs only. Designs and detailed costs should be prepared to more accurately determine how much work can be undertaken each year within the budget allocation.

19.2 Priority Plan

The priority and proposed works to be undertaken in the Capital Works Plan result from the Performance Evaluation ranking, detailed assessment criteria, and the building condition of the existing public amenities. Details of the works are provided in Section 12.1 Proposed Capital Works Details (Page 27).

Capital Works Plan

Stage	Toilet Name	Proposed Works	Estimated Cost
1	Gillies Street Portables	Close and remove the portables (higher priority due to nature of building) and build new 3 cubicle toilets at appropriate location (to be researched) – make 24 hour toilet	\$250,000
1	Koroit Street Coles Youngers Carpark	Consolidate Toilets - Refurbish Koroit Street exelooos (higher priority as toilets are overdue for major overhaul) Consider a trial closure of Coles Youngers Carpark Toilets	\$100,000
2	Swan Reserve	Decommission existing toilets and build new stand-alone four cubicle toilets nearer Kepler Street	\$345,000
2	Mack Oval Walter Oval Merrivale Oval	Withdraw as listed public toilets and construct gates to allow them to be locked for use only on event days Consider delisting as public toilet and use only for event days or leave open for local use (after consultation with the clubs and	\$5,000

		users to validate the need)	
3	Payne Reserve Dennington	Refurbish and reconfigure existing toilets to accommodate three cubicles Male Female and Unisex	\$100,000
3	Hopkins River East (Blue Hole)	Refurbish and reconfigure to accommodate maximum cubicles incorporating at least one clothes change cubicle each for Male & Female	\$150,000
3	As required	Fit hand soap and drying to all toilets/cubicles that are not being upgraded or replaced in this strategy	\$50,000
3	Hopkins River (Blue Hole); Lake Pertobe West, Lake Pertobe East, Viaduct Road, Foreshore Pavilion and Payne Reserve Dennington	Improve external lighting	\$20,000
3	As required	Improve signage	\$30,000
4	Botanic Gardens	Close existing toilets and build new 3-4 (to be determined) unisex cubicles on the northern side near the lake	\$350,000
5	McGennans Road Carpark	Demolish existing toilet and build new 5/6 cubicle facility nearer the beach (site to be determined)	\$350,000
6	Lake Pertobe East	Redesign and refurbish existing toilets and extend facility to accommodate at least two additional cubicles	\$120,000
6	Reid Oval Toilets Cramer Street	Consolidate Toilets – Relocate the use of Reid Oval Male and Female Toilets as Public Toilets to new facility in carpark and only open the Male and Female toilets on event days. Discontinue using Cramer Street Toilet as a public toilet (demolish) and replace with a new facility in the carpark. Build a new 3 unisex cubicle in the carpark. Sited so that it services the oval, playground and walkers	\$230,000
7	Viaduct Road	Refurbish and include clothes change size cubicles (male and female), one unisex indoor shower and unisex disabled accessible cubicle with baby change and child toilet	\$200,000
7	Friendly Societies	Refurbish to open foyer area (after consultation with the clubs and users to	\$100,000

		validate the need)	
7	Hopkins River West (Point Richie)	Refurbish and alter access ramp	\$50,000
8	Dennington Oval	Refurbish and open foyer area (after consultation with the clubs and users to validate the need)	\$50,000
8	Bushfield	Refurbish and open foyer area (after consultation with the clubs and users to validate the need)	\$50,000
8	Allansford	Add Toilet/cubicle accessible for people with a disability(after consultation with the clubs and users to validate the need)	\$50,000
8	Target	Refurbish toilets and Parents Room	\$100,000
8	To be determined	Having upgraded the current stock of Public Amenities, assess the need for a new Public Amenity including Jubilee Park, Woodford as per the Master Plan for the area.	\$100,000
9	Capital Budget and Capital Works for Years 9 & 10 to be reviewed in light of progress with the Capital Works from years 1-8, decisions made in regard to recommendations for the discontinued listing of some public amenities and the need for new public amenities.		
10			

Note: Capital Works Plan does not include works for refurbishing Coles Younger Carpark public amenity should it not be closed or works to Reid Oval Male Toilet, Walter Oval Toilets and Mack Oval Toilets should they require refurbishing even though they are recommended to be withdrawn as public toilets.

20 Consolidated List of Strategy Actions

The following provides a consolidated list of the Strategy Actions recommended within the body of the strategy. Indicative costs or funding source of implementing the Actions and the year the action should be undertaken are also shown.

Public Toilet Strategy 2012 – Strategy Actions		Funding Source & Indicative Costs	Action Year
Section 5 - Public Toilet Asset Stock			
Action 1	That the Council's Public Amenities map be updated to reflect the actions recommended in this strategy and as a minimum also include opening times and the toilets with disability access. The map to be readily accessible on Councils Web site and a copy provided to the National Toilet Map.	In House	1
Section 10 Performance and Risk Assessment Process			
Action 2	That the public amenities with the highest overall performance scores be given the highest priority for consideration of major works from a performance perspective.	\$350,000 p.a. Renewal New & Upgrade public toilet.	1-10
Action 3	That in the case of the Gillies Street Portables: a) The replacement be given higher priority than indicated by the Performance Score ranking due to the nature of the building being a portable structure; and b) The siting of the replacement amenity be investigated to determine the most beneficial site e.g. current location or Civic Green.	\$250,000 (three cubicle toilet)	2
Action 4	When any pavilion type structure with public toilets is to be upgraded or renewed the public toilet component is also automatically upgraded or renewed.	\$ - Cost included in new/upgrade of pavilion	1-10
Action 5	The need for and provision of public amenities must be considered in any planned new developments.	\$ - Cost included in development costs	1-10
Section 12 - Improving Performance – Capital Works			
Action 6	At the time of proposed works on any of the toilets listed in this Strategy Section 12 assess whether performance improvement may best be achieved by renewing (refurbishing) the existing toilets and adding on a new additional single or multiple unisex cubicles rather than undertaking a total refurbishment or upgrade.	In-house	1-10
Section 13 - Improving Performance – Minor Works and Operational Changes			
Action 7	The minor works of vegetation trimming/removal be undertaken as soon as practicable.	Maintenance	1
Action 8	The potential for minor works to improve performance identified in this Strategy be examined in detail, costed and prioritised.	\$20,000 improved lighting	1-5
Action 9	Minor works to improve the performance be undertaken subject to funding and provided the public toilet has not been identified for major works in the near future.	\$In-House(identify works) Review to Identify toilets that can best benefit from Minor works and detail and cost the type of minor works required. Minor works can delay need for major works.	1-5
Action 10	The 'Performance' of the public toilet be reassessed once the minor works are completed.	In house	1-5
Action 11	That a) The frequency, timing, extent and standards, including an inspection regime between	Review In house May cost extra in cleaning budget	1

Public Toilet Strategy 2012 – Strategy Actions		Funding Source & Indicative Costs	Action Year
	cleans for high use times, be reviewed for the cleaning of all public amenities with particular attention to high use areas, seasonal demand and shared use facilities; and b) Resulting changes be made to the contract toilet cleaning specification.		
Action 12	That all public amenities be fitted with information boards that: <ul style="list-style-type: none"> • Displays the frequency of cleaning the public toilet; • Has the date and time the toilet was last cleaned (information to be provided by the cleaning contractor after each time the toilet is cleaned); • The contact phone number to report an incident; and • The name and location of the nearest public amenity. 	Maintenance	1
Action 13	The installation of improved external lighting be undertaken at Hopkins River (Blue Hole); Lake Pertobe West, Lake Pertobe East, Viaduct Road, Foreshore Pavilion and Payne Reserve Dennington public amenities to improve safety;	\$ (from Capital Budget)	3
Action 14	The opening times of public amenities be reviewed with the intention that where possible they be closed from dusk to dawn unless the toilet facility is required to be accessible at night time	In-house	1
Action 15	If a public toilet is to remain open after dark it must be equipped with adequate internal and external lighting	In-house Works costed to the Capital Budget	1-10
Action 16	Where public amenities have multiple cubicles with their own lockable doors facing the public areas consider restricting the number open during the low season or low use periods.	In-house May result in offset savings in cleaning and maintenance	1-10
Section 14 – Ancillary Services			
Action 17	That future provision of any new toilets or the renewal of existing toilets along the foreshore are to accommodate bathing change facilities by providing larger toilet cubicles fitted with a small bench for placing clothing on.	\$- Works to be funded from capital Budget	1-10
Action 18	That future provision of new, refurbished or renewed public amenities at precincts that attract or need to accommodate families with young children include baby change facilities, preferably located in the unisex cubicle that is accessible by people with disabilities.	\$- Works to be funded from capital Budget	1-10
Action 19	That future provision of any new toilets or the renewal of existing toilets at precincts that attract or need to accommodate families with young children include a child toilet pan in the unisex cubicle accessible by people with disabilities.	\$- Works to be funded from capital Budget	1-10
Action 20	That: <ul style="list-style-type: none"> a) Future provision of baby feeding rooms not be co-located with public toilets but be located as a separate facility (room) within a public or private development; and b) Provision of a baby feeding room is considered in any new council, state government or private development within shopping complexes and the CBD. 	\$ - If works are required they will be funded from Capital Budget May be a shared responsibility arrangement or may be a cost to the development	1-10

Public Toilet Strategy 2012 – Strategy Actions		Funding Source & Indicative Costs	Action Year
Action 21	<p>That</p> <p>a) As a general rule internal showers not be provided in Public Amenities except for the existing internal shower at the Surf Club be retained;</p> <p>b) When Viaduct Road is upgraded the current Male and Female communal room and shower cubicle arrangement be replaced with one unisex shower cubicle with direct access to the public areas.</p> <p>c) Toilets servicing the foreshore be provided with external showers located at least 5 metres away from the nearest cubicle or entrance door.</p>	\$ - included in Capital Works)t	1-10
Action 22	That consideration is given to providing 'Drinking Water Stations' in all appropriate new works or major upgrades of public amenities.	\$ (included in Capital Works)t	1-10
Section 15- Sharing Responsibility for Public Amenities			
Action 23	That where a new or major refurbishment private development is to occur in a location that has need for public toilets and/or a parents room, Council consider negotiating a shared arrangement for the appropriate number of toilets/parents room with the developer.	\$- will depend upon arrangement Works to be funded from Capital Budget	1-10
Action 24	That construction of pavilions, club rooms or stadium on Council controlled land, whether funded by Council or in partnership with community groups, should include external toilets and Council give consideration of a shared arrangement for them to be listed as Public Amenities where the location demands toilets on a regular basis.	\$ (included in capital cost of project)	1-10
Action 25	<p>That the opportunity of entering into a sharing arrangement be investigated:</p> <p>a) With the Uniting Church to allow shower days and/ or hours to be extended as a service to the community be investigated; and</p> <p>b) With the Fishermen's Club at Jubilee Park for use of the existing toilets attached to the club building as an alternative to building a new toilet amenity.</p>	\$- will depend upon arrangement	2
Section 16- Guidelines for Design, Siting and Fixtures			
Action 26	The design, and siting of public toilets, whether for new facilities or modifications to existing buildings, should be sensitive to the surrounding environment. The design, materials used and finishes should complement the surrounding environment.	In house	1-10
Action 27	<p>To increase the compliance of toilets for people with disabilities that Warrnambool undertake the actions of:</p> <ol style="list-style-type: none"> 1. Inspection of all toilets to ascertain levels of compliance; 2. Identify minor works to assist compliance; 3. Update the public toilet map identifying accessible toilets; 4. Ensure all toilets able to be accessed by persons with disabilities are clearly signed; 5. Ensure all new toilets are compliant; 6. Ensure all renewal and upgrading works make the toilet compliant; and 7. Non-compliant toilets remain non accessible until replaced. 	\$8,000 for review Works to be funded from Capital Budget	3

Public Toilet Strategy 2012 – Strategy Actions		Funding Source & Indicative Costs	Action Year
Action 28	Where any redevelopment is undertaken as a result of any recommendations from other strategies and activity master or structure plans, then existing toilets, either within buildings or stand alone, should also be renewed or replaced at the same time	\$0 upfront	1-10
Action 29	Where any new development is undertaken as a result of recommendations from other strategies, structure plans or master plans the impact on existing public amenities, or need for new public amenities, as a result of the new development generating greater need, must be considered and any necessary update of existing toilets or provision of new toilets undertaken.	\$ - To be included in capital cost of project	1-10
Action 30	Where possible in high use areas, to accommodate people with disabilities, the aged and children, the spacing between toilets be no more than 500 metres reducing the distance to walk to 250 metres.	\$0 upfront	1-10
Action 31	The proposed replacement of McGennans Road car park public amenity be sited closer to the beach as well as maintaining service for the foreshore shop and amusement area so that beach users have no more than 500 metres to walk to access a toilet	\$ - Capital works will be funded from Capital Budget	4
Action 32	Undertake a review of toilet clusters that are closely spaced in the CBD and Reid Oval to determine whether there is opportunity to consolidate the provision of toilets in these areas.	\$(included is this Strategy	4 & 5
Action 33	Where practicable existing public amenities that have been identified with shortcomings in relation to safety and security, be made compliant with the CPTED principles, or delisted as a public amenity if only low use.	\$(maintenance cost or Capital Costs)	1-2
Action 34	CPTED principles be used in the evaluation of decisions to upgrade or replace older toilets.	In-House	1-10
Action 35	CPTED principles be used in the design and management of new toilet facilities.	In-House	1-10
Action 36	The toilet cubicle configurations stipulated in the 'Configuration of Public Toilets' Section of the Strategy be used as a guide when upgrading, replacing or building new public toilets.	In-House	1-10
Action 37	A suitable method of providing soap and hand drying facilities to all public amenities be investigated.	In-House	2
Action 38	A program of retrofitting soap and hand drying facilities to all public amenities be implemented.	\$(from Capital Budget)	3
Action 39	All new and upgraded public amenities be fitted with soap and hand drying facilities in addition to the standard minimum fit-out.	\$(from Capital Budget)	1-10
Action 40	That all new, renewed and upgraded public conveniences incorporate the standards for internal finishes and fittings detailed in the Strategy unless alternatives are required for architectural or other purposes.	In-House	1-10
Action 41	That all new, renewed and upgraded public conveniences incorporate sustainability principles of water and energy conservation and materials recyclability.	In-House	1-10
Section 17 - Signage			
Action 42	Improvements to signage of public toilets be designed and implemented in accordance with the 'Signage' section of this Strategy.	\$28,000. Capital Budget	1

