



**11.1 PUBLIC TOILET PLAN 2023 - 2033 CONSULTATION  
FINDINGS AND FINAL PLAN ENDORSEMENT**

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**1. PURPOSE**

- 1.1 To Present Councillors with the engagement summary report following the community consultation period relating to the draft Public Toilet Plan 2023 – 2033, and highlight the key feedback received this engagement period.
- 1.2 To provide an update to Council on the Public Toilet Plan and key document amendments since the draft was released as a result of community feedback.
- 1.3 To seek formal endorsement to implement the City of Port Phillip Public Toilet Plan 2023 -2033.

**2. EXECUTIVE SUMMARY**

- 2.1 City of Port Phillip currently has 49 Council managed public toilet facilities and a further two facilities that are not within Council managed buildings, but Council has a license agreement with the private operator to allow public access
- 2.2 City of Port Phillip has an existing Public Toilet Plan 2013 – 2023, which is now out of date, that provided guidance and practical assistance for planning and decision making in the development, maintenance and operation of the public toilet network across the municipality.
- 2.3 An updated Public Toilet Plan 2023 – 2033 was drafted and was released for public consultation during June and July 2023.
- 2.4 Feedback was sought via a Have Your Say Survey requesting specific responses to select questions relating to public toilet plan objectives, prioritisation of capital works, gaps within our current network and ideas to enhance accessibility and inclusion, as well as an ideas board to share initiatives observed around the world that have been successful in reducing the likelihood of anti-social behaviour.
- 2.5 172 participants provided feedback through the survey during the consultation period.
- 2.6 A large number of these respondents were people objecting to the proposed public toilet project on Fitzroy Street.
- 2.7 The findings from the consultation have been reviewed and considered and the Public Toilet Plan has had some slight amendments made as a result.
- 2.8 Additionally, due to the learnings from the Fitzroy Street toilet project, and other comments received from community members through Public Question Time in Council meetings, some further additional changes have been included in the Toilet Plan, including the role of consultation in toilet projects, and more detailed information relating to the sites identified for feasibility and investigation studies.



- 2.9 The changes to the Public Toilet Plan have been outlined in a table in section 3 below, as well as other items we considered from the consultation responses but did not incorporate.
- 2.10 The updated Public Toilet Plan 2023 - 2033 has now been updated and finalised following the consultation period and is now seeking endorsement for implementation.
- 2.11 Once endorsed, a public toilet working group is recommended to be established to oversee the implementation of both the operational initiatives and capital works planning, and to complete further investigations into options to refine cleaning, technology, anti-social behaviour ideas for trial, and other items listed within this plan.

### 3. RECOMMENDATION

That Council:

- 3.1 Notes the results of the community consultation on the draft Public Toilet Plan 2023 – 2033 as summarised in this report and outlined in the attached Engagement Summary Report (Attachment 1).
- 3.2 Acknowledges and thanks the community for their feedback communicated during the consultation period.
- 3.3 Adopts the City of Port Phillip Public Toilet Plan 2023 – 2033 for implementation.

### 4. KEY POINTS/ISSUES

#### BACKGROUND

- 4.1 While not a legislative requirement to provide, it is generally expected that local Council's will provide suitable public toilet facilities for community members and visitors to the municipality.
- 4.2 City of Port Phillip currently has 49 Council managed public toilet facilities and a further two facilities that are not within Council managed buildings, but Council has a license agreement with the private operator to allow public access.
- 4.3 Council faces a number of challenges with its public toilet network including safety, accessibility, equity, condition, age, maintenance and operations.
- 4.4 City of Port Phillip has an existing Public Toilet Plan 2013 – 2023 that provides guidance and practical assistance for planning and decision making in the development, maintenance and operation of the public toilet network across the municipality.
- 4.5 The Public Toilet Plan 2013-2023 requires updating as it is due for expiration and much of the information included is now out of date.
- 4.6 An updated Public Toilet Plan 2023 – 2033 has been drafted to ensure that City of Port Phillip is providing public toilets that meet current and future requirements, that the general public want to use, in a cost-effective manner.
- 4.7 The updated plan provides updated guidance and renewal plans for the next ten years, and includes specific metrics outlining the current toilet network, targets for the future toilet network and estimated activities and costs on how those targets may be achieved.



- 4.8 The activities on how to achieve the targets identified includes a variety of operational initiatives that can be immediately implemented, as well as longer term initiatives and the development of a prioritised 10-year program of major upgrades, minor renewals and investigative feasibility studies to inform future works.
- 4.9 Whilst some of the initiatives can be undertaken as ongoing business as usual works, majority have a financial impact that has been outlined within the plan, with capital works valued at \$4.1m over 10-years and operational initiatives estimated at \$190k minimum upfront, with additional associated ongoing costs.
- 4.10 The plan includes updated guidance and recommendations, based on consultation with key internal stakeholders, research and review of available data, to reflect changes in the landscape and environment in which toilets are viewed, and the impact of environmental sustainability, safety, gender equity and accessibility.
- 4.11 In May 2023, Council resolved to:
  - 4.11.1 authorise the Draft Public Toilet Plan 2023 – 2033 to be released for a period of community consultation following the endorsement of the draft plan.
  - 4.11.2 Note that feedback from the consultation period will be presented alongside the final Public Toilet Plan 2023 – 2033 in August 2023.
- 4.12 Due to delays commencing the consultation process as a result of resourcing constraints, the presentation of the findings and final Public Toilet Plan 2023 - 2033 was delayed to 6 September 2023.
- 4.13 The Toilet Plan is intended to be an evolving document with changes in priority expected according to emerging challenges, trends and information received. A number of sites are also planned for further investigation and the results of these will further inform the plan.

#### **DEVELOPMENT OF THE PUBLIC TOILET PLAN 2023 - 2033**

- 4.14 The Public Toilet Plan 2023 – 2033 was intended to be an update of the existing Public Toilet Plan 2013 – 2023 but include updated information related to social expectations and trends, as well as measurable targets to improve our public toilet network and subsequently improve the public's perception of public toilets within the municipality.
- 4.15 The inclusion of measurable targets ensures that success can be adequately tracked and benefits measured.
- 4.16 Key internal stakeholders were consulted upon commencement of the development of the new Public Toilet Plan, along with a review of other relevant Council strategies that may impact this plan.
- 4.17 A review of current toilet network data including condition, accessibility and inclusion was undertaken to determine the current toilet network condition. An internal working group then identified achievable targets to improve the toilet network which have been included.
- 4.18 A gender impact assessment was undertaken with Council's Gender Equity Advisor, as well as more in-depth research considering findings and articles from across the world. Recommendations were made based on this research which have been incorporated into the plan.
- 4.19 Lessons learned from previous Council toilet projects and operations were also reviewed including design, location, features, consultation considerations and



permitting requirements including Disability Discrimination Act (DDA) and Building Code requirements.

- 4.20 Independent Crime Prevention through Environmental Design (CPTED) reports utilised for other projects within Council were reviewed and utilised to develop CPTED guidelines within the plan and other considerations for safety.
- 4.21 Other data collated to inform the development of the toilet plan and associated priority list of works included:
- Work order data from building maintenance
  - Customer requests/complaints relating to public toilets
  - Asset condition data
  - Observations and feedback made from Council staff and contractors attending to public toilets
  - Other research articles, including incorporation of universal design
- 4.22 The plan was developed through a combination of all the above-mentioned points to develop objectives, criteria for prioritisation and achievable targets.

#### **COMMUNITY CONSULTATION**

- 4.23 On 17 May 2023 Council resolved to release the draft Public Toilet Plan 2023 – 2033 for community consultation.
- 4.24 Consultation was undertaken for five weeks from June 7<sup>th</sup> to July 12<sup>th</sup>, 2023, via a survey on the Have Your Say website.
- 4.25 Further detail on the consultation approach is outlined in section 5 below.
- 4.26 During the consultation period, further objections to the planned Fitzroy Street public toilet project were heightened with requests/complaints from the community and State Parliament members, along with media stories gaining traction leading to the Councillor notice of motion to stop the project at the July 5<sup>th</sup> Council meeting.
- 4.27 As a result of the heightened objections to the Fitzroy Street toilet project, numerous community members took the opportunity to use the Have Your Say site to further voice their objections to the location of the proposed toilet rather than respond to the specific questions being asked.
- 4.28 In relation to the responses that were not in direct response to objections to Fitzroy Street, majority of these were aligned to Officers understanding and findings already documented in the Toilet Plan as focus areas. Key findings identified were:
- Cleaning (24%) and safety (22%) were identified as the most important objectives within public toilet provision, and both of these had already been closely considered within the draft Toilet Plan.
  - In relation to the prioritisation of capital works on public toilets, 44% of respondents did not agree with the prioritisation of the toilets adjacent to Port Melbourne Life Saving Club, with many suggesting these require an upgrade sooner than 2026/27 due to the high utilisation and the request for additional showers, with warm water option.



- When asked where there is a need for public toilets that do not currently exist, of the 30 responses received, the site most commonly identified (30%) was Fitzroy Street, suggesting the broader community still recognises a need for public toilets within this busy activity centre.
- 4.29 The findings from the consultation have been reviewed and considered and the Public Toilet Plan has had some slight amendments made as a result which are outlined below.
- 4.30 Additionally, due to the learnings from the Fitzroy Street toilet project, and other comments received from community members through Public Question Time in Council meetings, some further additional changes have been included in the Toilet Plan, including the role of consultation in toilet projects, and more detailed information relating to the sites identified for feasibility and investigation studies prior to any works being planned to better inform the public of the issues and constraints of each site prior to a decision being made on any proposed works.
- 4.31 A full summary of the consultation findings is included in *attachment 1: Engagement Summary Report*.

**CHANGES SINCE THE DRAFT PLAN**

- 4.32 As outlined in the Engagement Summary Report, a number of requests and suggestions were received through the Have Your Say Survey, some of which have been incorporated into the final Public Toilet Plan, with others not considered for various reasons.
- 4.33 Table 1 below summarises the key changes made to the toilet plan as a result of the feedback received.

*Table 1: Key Changes to the Draft Public Toilet Plan 2023 - 2033*

What We Heard	What Has Changed
<b>Objectives</b>	
Cleaning is the most important objective (24%) of respondents selected cleaning	The section and recommendations on cleaning were already relatively detailed as it was anticipated cleaning was the most important objective given the data previously analysed from customer requests/complaints and work orders. This section has been slightly reworded to acknowledge a deep dive will be undertaken to look at different service models that can be provided by removing public toilet cleaning from our standard cleaning contract in an effort to improve service levels and increase community satisfaction in this area.
Location – do not locate toilets near primary schools or where anti-social behaviour occurs	Given the high number of responses received objecting the Fitzroy Street public toilet, additional information has been added to the design guidelines relating to location siting to ensure broader consideration of the surrounding area and key stakeholders has been considered, and that consultation has been undertaken

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What We Heard	What Has Changed
	before finalising a location, as well as consideration of underground services within the proposed location for connection to the new building.
<b>Gaps in Provision</b>	
<p>Fitzroy St</p> <p>1 – the proposed project/location was heavily objected.</p> <p>2 – Fitzroy St remains the site most respondents suggest a public toilet is needed.</p>	<p>Fitzroy St toilet was originally included in the plan for delivery in 23/24 as outlined in the capital works plan. Due to the ongoing community opposition against the location of this toilet, Councillors agreed to stop the project and reassess locations no sooner than 2025.</p> <p>Additionally, when asked where there were current gaps in our public toilet provision majority of respondents still suggested Fitzroy St required a public toilet.</p> <p>As a result, the capital works delivery plan and associated budget has been updated to remove Fitzroy St for delivery in 23/24, and it has been included for further feasibility studies in 25/26.</p>
<p>Two respondents suggested Port Melbourne Parklands/Light Rail trail (Beacon Cove to City) does not currently have a public toilet</p>	<p>Whilst only a small number of respondents suggested this space, it has been agreed to consider this site as it is highly utilised space with no current public toilet provision. This has been included for feasibility/investigation in 2026/27 to align to further investigations to support the increase in demand in Fishermans Bend and includes the recommendation to first identify/investigate potential developments in the area that are/could incorporate public toilet provision, or alternatively if this does not provide any options, to investigate location options for standalone bespoke public toilets.</p>
<b>Prioritisation</b>	
<p>Sandridge Beach toilets should be included for upgrade alongside Sandridge Life Saving Club toilets due to their location and occurrences of anti-social behaviour.</p>	<p>Whilst Sandridge Life Saving Club public toilets are in poorer condition than the Sandridge Beach toilets, these toilets are still in less-than-ideal condition, the location is not aligned to CPTED principles and does allow for anti-social behaviour. Given these issues, and the extremely high utilisation of these toilets, particularly during summer, the standalone beach toilets have been listed for feasibility and investigation in 2026/27 to align to the Sandridge lifesaving club toilets upgrade to determine if there is a more suitable location/design and ensure adequate provision for the growing demand, particularly from the Fishermans Bend area.</p>



What We Heard	What Has Changed
<p>South Melbourne Life Saving Club (SMLSC) was not listed as a priority site but requests were received to construct standalone public toilets away from the life saving club due to ongoing plumbing issues.</p>	<p>SMLSC was not included in the capital works program as these were recently upgraded as part of the broader SMLSC upgrade. Plumbing concerns have caused issues for the club, however a lot of these issues are linked to incorrect disposal of items such as nappies which are being flushed down the toilet causing blockages.</p> <p>Rather than including changing the SMLSC public toilets to standalone facilities, the toilet plan has included the recommendation to investigate additional initiatives to try to discourage the incorrect disposal of these items, such as inclusion of nappy bins in accessible toilets and changing rooms where parents often change their children with no bins available to dispose of nappies, as well as signage advising people what items should not be flushed under the operational initiatives for inclusion. Further investigation into possible nappy recycling programs could also be considered. The use of nappy bins will need to be trialled and monitored in the first instance as the inclusion of bins often causes further issues with vandalism in public toilets.</p>
<p><b>Access and Inclusion</b></p>	
<p>Hooks are required on the back of toilet doors and particularly in changing rooms. These will assist keeping clothes/towels and bags off the floors</p>	<p>Hooks have been recommended to be provided in all public toilet cubicles as part of the operational initiatives to support inclusion and increase user satisfaction.</p>
<p>Braille is required on public toilet signage to support accessibility</p>	<p>Braille is a requirement on all new public toilet signage for compliance, however many older toilets do not have this signage. A recommendation has been made to investigate updating old signage to modern standard signage including correct images, terminology and use of braille to support accessibility.</p>
<p>Develop a public toilet app that people can download to easily find toilets and relevant details including access information and opening hours.</p>	<p>While the development of an app has not been included as a recommendation as there is already a National Public Toilet Map (<a href="https://toiletmap.gov.au">https://toiletmap.gov.au</a>) to which all City of Port Phillip public toilets are mapped to, a recommendation has been included to ensure this is continually updated when changes occur to public amenities (such as installation of MLAK locks, or opening hour changes/temporary closure during construction works). Additionally, a recommendation to</p>

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What We Heard	What Has Changed
	investigate options to utilise Google Maps to assist community members to locate public toilets has been included, ensuring all Council provided public toilets are located on Google Maps with approximate opening hours and any other relevant information.
<b>Other Changes – not part of consultation responses</b>	
Consultation	Given the amount of concern and opposition received to the Fitzroy Street public toilet project, a section has been included in the design guidelines to include a certain level of consultation for all major capital works projects on public toilets to ensure the community is kept informed and engaged and provided with the opportunity to provide feedback on any proposed plans.
Renewals – Sandbar Café West Side	Renewal works to the western side female public toilets at Sandbar Café have been included in 2023/24 due to the poor condition of these toilets as a result of their ageing condition and the recently completed works to the eastern side which has further highlighted their existing condition issues. Major upgrades of these toilets will be considered as part of the lease process with the Sandbar Café tenants and have been listed in the feasibility/investigation section of the plan.
Feasibility and Investigation Sites	Additional detail has been included to further explain the main drivers for feasibility and investigation and causes for concern given the feedback received relating to the Dandenong Rd site.

- 4.34 Additionally, since the draft plan was released, we have been made informed of two sites that were previously included as Public toilets but are no longer publicly available.
- 4.35 The Domino's Pizza storey on Bay St, Port Melbourne was closed in July as a result of a number of store closures across Australia, Council did have a license agreement with this store to provide public amenities.
- 4.36 This agreement will now be terminated, reducing the number of public amenities Council provides, and as such has been removed from the list of public toilets and the public toilet map within the public toilet plan.
- 4.37 The impact of this closure will be monitored to understand if there is any change in demand, should this be noticed then further feasibility and investigation will be undertaken to seek another agreement within this area.
- 4.38 The other site removed from public toilet provision is the toilets located at Marine Parade, St Kilda (within the marina area) adjacent to Riva Restaurant.
- 4.39 These toilets were previously open to the public, however as part of the marina new lease there is no requirement for the tenant to provide public toilet provision and these





have been closed to the public and not included on Councils cleaning or security schedules, instead public toilets have been included as part of the Marina Redevelopment plan.

4.40 The planned Marina redevelopment and public toilet provision has been included in the 10-year Capital Works program for completion in 2026/27.

**OTHER FEEDBACK NOT INCORPORATED**

4.41 The consultation survey also received a number of responses that have been noted but not specifically included in the updated Toilet Plan. These are outlined in table 2 below.

*Table 2: Other feedback received*

What We Heard	Response
<p>Port Melbourne Life Saving Club (PMLSC) should be re-prioritised to be delivered earlier than 2026/27 due to high utilisation and the request for upgraded change rooms to support the year-round swimmers in this area</p>	<p>Council’s priority list of works has been developed using a set of defined criteria. Whilst we acknowledge that the toilets adjacent PMLSC are highly utilised, the sites that have been prioritised ahead of these toilets (Coles Carpark Balaclava, Edwards Park, Kerferd Rd and St Kilda Botanic Gardens) are also highly utilised and in much poorer condition requiring more urgent attention.</p> <p>All other toilet projects listed in the plan ahead of the toilets near PMLSC are all planned as part of broader renewal/upgrade projects, rather than stand alone public toilet upgrades.</p>
<p>Port Melbourne Life Saving Club – inclusion of warm water showers to support year-round swimmers in this area</p>	<p>Council has previously considered a request for warm water showers and it was recommended not to provide these due to:</p> <ul style="list-style-type: none"> <li>• Gas warm water provision goes against Council’s environmental sustainability commitments</li> <li>• The inability for other more sustainable options (electric, solar) to be able to adequately cater for expected demand</li> <li>• High ongoing costs to Council</li> <li>• Expected increase in requests to provide further warm showers along the foreshore in other areas</li> </ul> <p>These recommendations have not changed and have therefore not been considered as part of the Public Toilet Plan.</p>
<p>Amendment to Opening/Closing times to provide further access to public toilets, including some 24hr toilets</p>	<p>Councils current provision is to open all public toilets from dawn and close them from dusk. Whilst we acknowledge that the need to use a toilet does can occur at any time, unfortunately due to previous problems with anti-social behaviour and people</p>

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What We Heard	Response
	<p>camping out in public toilets, we are required to find a balance between the provision of public amenity and mitigating anti-social behaviour as best possible.</p> <p>As a result, the plan has not considered altering operational hours of these facilities but notes opening hours are often amended in line with specific events and high activity areas during certain times of the year.</p> <p>Additionally, the recommendation to install MLAK locks where applicable will assist with those most in need of a public toilet after hours be able to have the access required.</p>
<p>Design to incorporate fixtures and fittings for children and shorter people</p>	<p>The toilet plan already notes universal design principles should be incorporated into the planning and design of new or upgrades of public toilets which would consider this request. It is however noted that often public toilets locations are space limited which impacts the number of cubicles that can be made available.</p>
<p>All Gender Toilets vs Traditional Male/Female – mixed response with some in favour and some suggesting this was unnecessary with women requiring female only toilets due to hygiene and safety concerns.</p>	<p>The plan already lists that public toilets should be accessible regardless of age, disability, cultural background, and gender. It also acknowledges that women often require more facilities and often prefer to utilise female only facilities. However, we also know from completing a Gender Impact Assessment that trans and non-binary people also require equitable and safe access, and that the in the City of Port Phillip, it is estimated that one fifth of the 26% of the LGBTIQ+ community would identify as gender diverse – this is approximately 5% of our adult population that we also want to feel safe and included.</p> <p>The plan includes recommendations to include, where possible, M/F/All-gender stalls, however noting that again space constraints may limit this. In order to provide the most amenities for everyone to use, all gender toilets are the most appropriate to provide equitable provision of amenities. These stalls are to only be stand alone cubicles, with their own basins to ensure safety is maintained. Suitable education can also be undertaken to try to alleviate concerns about the use of all-gender toilets, and an uplift in cleaning will assist with the concerns relating to hygiene.</p>
<p>Request to install touchless fixtures and fittings (automatic</p>	<p>While we acknowledge these touchless fittings and fittings are suitable to provide an uplift from a hygiene perspective, we also know that these types of fittings are problematic and often have ongoing maintenance</p>



What We Heard	Response
toilet flushes, taps, soap dispensers)	issues causing them not to work. As a result these have not been considered within the plan as they would likely lead to increased maintenance costs.
Ideas board for anti-social behaviour	An ideas board was posted on the Have Your Say site asking respondents to provide examples of toilets that had trialled initiatives to reduce anti-social behaviour. Some of these ideas were already mentioned in the toilet plan and are already in progress (such as the recent bespoke toilet projects we have completed taking CPTED principles in design and location into consideration). An additional idea was to consider the Tokyo toilet project which uses unique designs and a specialised cleaning regime to improve its amenities. This will be further investigated to see if there are any learnings that can be incorporated within our public toilet network. The public toilet plan already lists investigating further out of the box solutions to reduce anti-social behaviour.
Additional sites to consider public toilet provision	A number of other sites were identified when we asked where there were gaps in public toilet provision, majority of these being suggested by a single respondent therefore demand is not high. These sites have been noted but have not been recommended for inclusion in the plan. Ongoing requests, population changes and local of other non-Council amenities will be monitored over the life of the plan to determine if additional sites are required.
Additional sites for prioritisation	Similarly to the above, when asked if our prioritisation was correct, there were other sites identified by 1-2 respondents. As previously mentioned, the prioritisation of sites has been developed through defined criteria. The other sites have been noted and considered in the prioritisation and will continue to be monitored.
Other access and inclusion initiatives	There were a number of other items suggested when asking for other initiatives that supports access and inclusion, as outlined in table 4 within the Engagement Summary Report (attachment 1) however majority of these have already been incorporated in the toilet plan or responded to above. The remaining items have been reviewed, noted and are not recommended for further inclusion,

4.42 A copy of the updated Public Toilet Plan 2023 – 2033 is included in *attachment 2: Public Toilet Plan 2023 – 2033*.



## 5. CONSULTATION AND STAKEHOLDERS

- 5.1 Key internal stakeholders from the following teams were engaged and involved in a workshop prior to commencing the development of the draft Public Toilet Plan:
- Asset Management
  - Building Maintenance
  - Open Space and Recreation/Foreshore
  - Access and Inclusion
  - City Design
  - Sustainability
  - Transport
  - Real Estate Portfolio/Property
  - Community Building and Inclusion
    - Housing and Homelessness
    - Gender Equity Advisor
    - LGBTIQA+ Strategic Advisor
- 5.2 The above mentioned stakeholders were also provided the opportunity to review the draft Public Toilet Plan and their feedback has been incorporated.
- 5.3 Community consultation occurred from June 7<sup>th</sup> to July 12<sup>th</sup>, 2023, via a survey on the Have Your Say site. Five weeks was allowed due to the timing of the consultation falling during the start of the school holiday period.
- 5.4 The purpose of the engagement was to:
- Share the plan, objectives, targets and priorities with the community
  - Provide the community with an opportunity to provide feedback on any gaps in public toilet provision.
  - Understand what the community considers important in public toilet provision to ensure alignment to the plan
  - Seek feedback on how we can make toilets more accessible and inclusive (within limitations and parameters).
  - Provide a forum for the community to provide feedback on initiatives observed elsewhere to deter anti-social behaviour.
- 5.5 An engagement plan was developed that outlined key project questions to be answered by the community, a good news story to share and a forum board, as well as identifying key stakeholders to be targeted to provide feedback.
- 5.6 The survey was promoted in a number of ways including:
- On-site signage either outside, or inside all of Council managed public toilets. A total of 74 signs were erected.
  - Social media blasts with a link to the survey.
  - Divercity magazine.
  - Direct emails to a number of identified key stakeholders
- 5.7 During the consultation period, the Have Your Say site was visited 1202 times, however only 172 surveys were completed.



- 5.8 Due to the nature of public toilets and a number of the issues often incurred, feedback/negotiables with the community were limited, however further consultation on specific toilet projects upon their commencement will provide the community with further opportunities to provide input.
- 5.9 The survey included standard demographic questions, as well as four specific questions for the community to respond to, these were:
- Prioritisation – respondents were asked to review the sites we had prioritised within the capital works programs and identify if there were any other toilets they thought should be prioritised, or if we had the prioritisation order incorrect.
  - Priorities/Objectives within toilet provision – the Toilet Plan outlined a number of objectives and respondents were asked to tell us what their top three objectives they thought Council should focus on were.
  - Gaps in public toilet provision – respondents were requested to tell us if there were any areas they thought should have a public toilet that don't currently.
  - Access and Inclusion initiatives – Respondents were asked whether there were any other initiatives they thought Council could consider to further support better access and inclusion within our amenities that we hadn't already identified within the plan.
- 5.10 Due to the anti-social behaviour sometimes observed within public toilets, and the community concern around this, particularly in relation to Fitzroy Street, an ideas board was also posted on the Have Your Say page where participants were asked to share examples of different initiatives they had observed from around the world as deterrents to anti-social behaviour.
- 5.11 The Ideas board attracted 49 responses, however again this was heavily used as an opportunity to object the Fitzroy Street toilet project, with 41 of the responses in regards to the location of the toilet, rather than genuine suggestions to reduce anti-social behaviour.
- 5.12 A good news story was also shared as part of the Have Your Say site relating to the new public toilet at Shakespeare Grove, highlighting the previous issues experienced in this toilet and how we have reduced the occurrence of these issues significantly through improved design and condition of the toilets, including incorporating of Crime Prevention through Environmental Designs (CPTED) elements.
- 5.13 The Engagement Summary Report was shared with a small internal group of stakeholders from Building Maintenance, Asset management and Property to review the results and determine any changes required to the draft plan before it was finalised in its form presented today.

## **6. LEGAL AND RISK IMPLICATIONS**

- 6.1 Whilst Council are not legally required to provide public toilet amenities, it is generally expected that Council's will provide these.
- 6.2 Council faces reputational and legal/financial risks if toilets are not maintained and renewed to ensure they are clean, safe and accessible to the entire community.

## **7. FINANCIAL IMPACT**

- 7.1 Public Toilet Plan 2023-2033 correlates to Council's long term financial plan with the ten-year renewal and upgrade program budget requirements captured as part of the



budget build process. This will be reviewed annually in line with the Council Plan and Budget build process.

- 7.2 A number of toilet projects have been included for both major project and building asset renewal. The plan outlines these planned capital works, as well as a number of operational initiatives and their estimated financial impact.
- 7.3 The capital works outlined in this plan are estimated to cost approximately \$4.1 million over ten years. Our draft 10-year financial plan includes \$5.6 million due to placeholder provisions in the outyears at \$0.45 million per annum which will accommodate some of the works required as a result of the findings from the feasibility/investigation studies outlined in the plan.
- 7.4 Additionally, there are a number of operational initiatives suggested that can be implemented immediately for an instant improvement of the network that have an estimated upfront cost of approximately \$167K-\$192K, plus additional ongoing costs.
- 7.5 Additional investigative works into cleaning and maintenance uplifts, and antisocial behaviour initiatives will likely incur further financial impacts and any changes to relevant budgets as a result of this will be requested through budget bids as required.

## 8. ENVIRONMENTAL IMPACT

- 8.1 The Public Toilet plan includes guidelines for climate change consideration throughout design and construction, along with sustainable minimum performance standards that are to be adhered to when constructing new or upgrading existing public toilets to minimise environmental impacts.

## 9. COMMUNITY IMPACT

- 9.1 The Public Toilet Plan informs the community of the current state of our public toilet assets, the challenges Council faces, and the operational and capital investment priorities for the next ten years and provides a technical tool for community engagement.
- 9.2 The findings of the community consultation are generally in line with the toilet plan, with some minor amendments made in relation to the feedback received.

## 10. ALIGNMENT TO COUNCIL PLAN AND COUNCIL POLICY

- 10.1 The development of the draft Public Toilet Plan aligns to strategic direction 1 *Inclusive Port Phillip*:
  - Strategic Objective: A city that is a place for all members of our community where people feel supported and comfortable being themselves and expressing their identities.
  - Four Year Strategy: “Port Phillip is more accessible and welcoming for people of all ages, backgrounds and abilities”.
- 10.2 The development of the draft Public Toilet Plan also aligns to strategic direction 3 *Sustainable Port Phillip*:
  - Strategic Objective: A city that has a sustainable future, where our environmentally aware and active community benefits from living in a bayside city that is greener, cooler, cleaner and climate resilient.
  - Four Year Strategy: “The city is actively mitigating and adapting to climate changes and invests in designing, constructing and managing our public spaces to optimise water sustainable and reduce flooding”.



10.3 The development of the draft Public Toilet Plan also aligns to strategic direction 5 *Well Governed Port Phillip*:

- **Strategic Objective:** A city that is a leading local government authority, where our community and our organisation are in a better place as a result of our collective efforts.
- **Four Year Strategy:** “Port Phillip Council is a high-performing, innovative, inclusive and balances the diverse needs of our community in its decision-making” and “Port Phillip Council is cost-effective, efficient and delivers with speed, simplicity and confidence” and “Our community has the opportunity to participate in civic life to inform Council decision-making”.

## 11. IMPLEMENTATION STRATEGY

### 11.1 TIMELINE

11.1.1 City of Port Phillip Public Toilet Plan 2023 – 2033 endorsed September 2023

11.1.2 Capital Works and operational budget Bids will be submitted as part of the 2024/25 portfolio build process commencing in October 2023.

11.1.3 A monthly working group will be established to undertake the planning and implementation of the initiatives and capital works outlined and the Public Toilet steering committee/project control group will oversee and monitor implementation progress.

11.1.4 The plan will be reviewed annually in line with the portfolio build/Council plan and budget development process to ensure updated works and budget requirements are captured and approved.

### 11.2 COMMUNICATION

11.2.1 The community will be advised of the outcome of the consultation through this report, an update on the Have Your Say Page, social media posts and direct contact to those who may request it during consultation.

11.2.2 A public toilet project website is available on Council’s website and will be updated with project specific updates when available.

11.2.3 Other forms of communication will be established where required as initiatives are implemented

## 12. OFFICER DIRECT OR INDIRECT INTEREST

12.1 No officers involved in the preparation of this report have any material or general interest in the matter.

### ATTACHMENTS

1. Draft Public Toilet Plan Engagement Summary Report [↗](#)
2. City of Port Phillip Public Toilet Plan 2023 - 2033 [↗](#)