GREATER BENDIGO

PUBLIC TOILET STRATEGY

December 2017



EXECUTIVE SUMMARY

The Greater Bendigo Public Toilet Strategy establishes a vision for public toilets that is consistent with Council's aspiration to create 'the world's most liveable community'. The Strategy seeks to improve the quality and standard of public toilets across the municipality to enhance amenity and the health and wellbeing of all residents and visitors to Greater Bendigo.

The Strategy is structured around four overarching themes; network distribution, design, accessibility and management.

Key components of this strategy are:

- Vision & Objectives for public toilets in Greater Bendigo
- Design and Siting Principles
- > Public Toilet Toolkit
- Implementation Plan, including Action Plan and a Capital Works Program

The Implementation Plan sets out a 10 year list of upgrades and refurbishment of existing facilities. For instances where there is a demonstrated community need for a new toilet that falls outside the Capital Works Plan, a suite of decision making tools has been included to assist Council in decision making.

The Strategy has been informed and developed in conjunction with the community, key stakeholders and input from Council departments.



Terms Used in this Report

Terms used	Definition
Australian Standard (AS 1428)	AS 1428 specifies that new buildings must be capable of providing access to people with disabilities. Particular attention is focused on continuous accessible paths of travel for wheelchair users, access for people with ambulatory disabilities and access for people with sensory disabilities.
Building Code of Australia (BCA)	A uniform set of technical provisions to be incorporated into the design and construction of buildings and other structures within Australia.
Changing Places Toilet	Public toilet facilities that cater for people with severe or profound disabilities. These facilities incorporate full sized change tables tracking hoist systems, large circulation spaces and a centrally placed toilet with room for carers.
Co-Located	A public toilet that is externally accessible and attached to, or within, an existing building structure such as a sport pavilion or a library.
Crime Prevention Through Environmental Design (CPTED)	An approach to the prevention of crime focusing on the relationship between physical environments and those who use them.
DELWP	Department of Environment, Land, Water and Planning
Disability Discrimination Act (DDA)	The Disability Discrimination Act 1992 makes discrimination against an individual because of their disability unlawful. This applies to a number of areas of public life including employment, education and the access of public places.
Ecologically Sustainable Design (ESD)	An integrated and holistic approach to design that aims to reduce negative environmental impacts and improve the health of building occupants. Principles of ESD include the promotion of renewable energy, reducing water use, inclusion of environmentally friendly building materials and optimising operational practices.
Gender Neutral	Terminology used to describe a facility that is accessible to all people regardless of gender, preferred by the LGBTI community as it recognises that some members of the community do not identify as either male or female.
Public Toilet	A facility which contains one or more rooms/cubicles which is available for use by the public. The facility may be mechanised or automated and consist of stand-alone, service-hosted and privately provided facilities. A public toilet is usually located on Council owned and managed land.
Stand Alone	A free-standing toilet building, usually a toilet block, that has separate male and female entrances.
Unisex	A facility that is accessible to both males and females.

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PROJECT CONTROL

STATUS	VERSION	CHECKED PM	CHECKED PD	DATE RELEASED
Draft Public Toilet Strategy for Discussion	1	DF	JMR/JLR	18/07/17
Draft Public Toilet Strategy for Consultation	2	DF	JLR	13/09/17
Public Toilet Strategy	3	DF	JLR	19/12/17



INTRODUCTION

The Greater Bendigo Public Toilet Strategy sets out a strategic framework to guide the delivery and upgrade of public toilets across the municipality and establishes a vision that is consistent with Council's aspiration to 'create the world's most liveable community'.

Public toilets are vital community assets that contribute to the health and wellbeing of residents, workers and visitors to Greater Bendigo. Often unacknowledged, public toilets support the vitality and accessibility of public places and spaces.

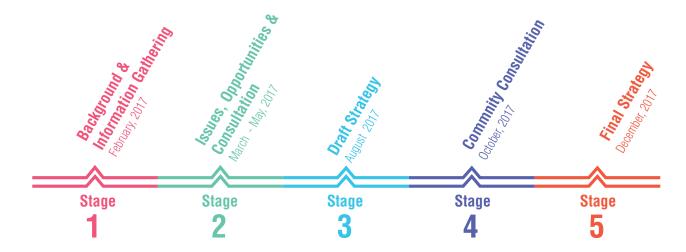
The Greater Bendigo Public Toilet Strategy sets out a strategic framework to assist Council in planning for future upgrades and installations.

The Strategy highlights some of the key issues and challenges associated with public toilets in Greater Bendigo and also identifies opportunities for improvement.

Core elements of the Strategy are:

- > Summary of policy context
- > Key findings from consultation and engagement
- > Summary of issues and opportunities by theme
- Recommendations for upgrades and improvements to the toilet network
- Toolkit comprising assessment frameworks to assist Council in determining future upgrades
- Key strategic and operational actions to improve the existing and future toilet network
- 10 Year Capital Works Plan (to be reviewed after 5 years)

The Strategy has been informed by a range of community and stakeholder engagement activities including targeted workshops, listening posts and a community survey. A summary of the consultation process is outlined on **Page 10.**



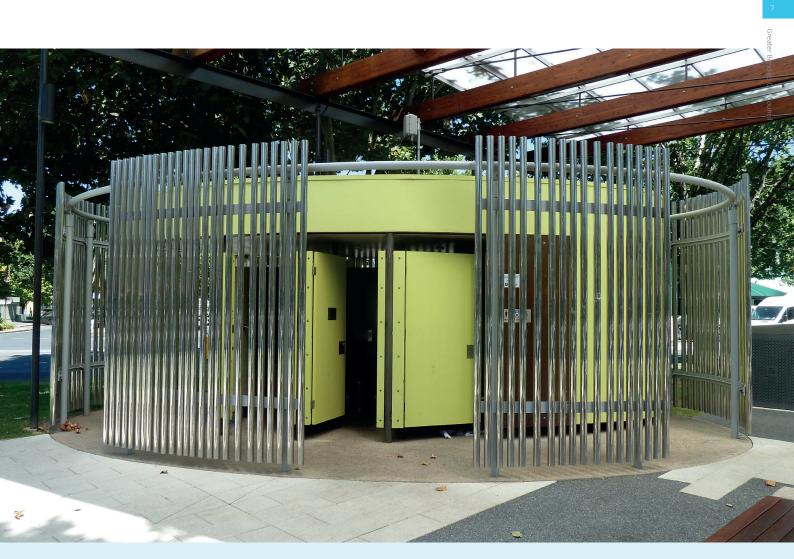
VISION FOR PUBLIC TOILETS

The vision for public toilets in Greater Bendigo is:

Council will provide high quality public toilets that are clean and safe and that cater for the needs of all residents, workers and visitors to Greater Bendigo.

The Vision will be achieved by the following objectives:

- > Design toilets to be attractive, safe and accessible to users of all ages and abilities
- Provide a comprehensive, efficient and well-connected network of accessible public toilets at key locations throughout Greater Bendigo.
- > Incorporate universal design principles into all future upgrades and ensure public toilet locations are clearly promoted and communicated to all users.
- > Prioritise the safety of all public toilet users in Greater Bendigo by minimising occurrences of anti-social behaviour.
- > Maintain toilets to a high standard of cleanliness to enhance the safety, health and wellbeing of all users.



PUBLIC TOILETS IN CONTEXT

What is a Public Toilet?

Public toilets are essential community assets which contribute to the enjoyment and amenity of residents and visitors to Greater Bendigo.

The provision and governance of public toilets can be complex. While there is no statutory or legislative requirement for Councils to provide public toilet facilities, the City of Greater Bendigo is committed to fulfilling its social and corporate responsibility in supporting health, wellbeing and community vitality in public spaces.

Council is a key provider of public toilets in Greater Bendigo which are free to use and located in key community spaces.

Some toilets are sited within public buildings such as libraries or pavilions. These toilets are often only available during specified hours such as during business hour or weekends, in addition to this users may be required to pass through a control point to access a toilet.

Many privately owned businesses also operate and provide toilets for use by the public in a variety of locations. Although these facilities are often perceived to be available for general public use, they are usually provided to service the needs of staff and paying customers.

There are also other government agencies which provide and manage toilets on other public and Crown land such as ParksVic and DELWP.

There are opportunities to explore future partnerships with the private sector to increase the network of toilets in Greater Bendigo which are explored in this Strategy. Capital works and other recommendations outlined in this Strategy relate directly to Council's existing assets.

There are 54 Council public toilets distributed throughout Greater Bendigo, most of which are owned and managed by the City. Of these facilities, 29 are located within public open space and 25 are located within activity areas.

Why Plan for Public Toilets?

Historically, planning for public toilets has not been prioritised, often resulting in ad-hoc outcomes. As community needs and preferences evolve and as the City continues to grow and change, it is important that Council has a clear framework to guide decision making to ensure public toilets are well located and equitably distributed.

It is also important that upgrades and installations of new facilities respond to community needs. Issues around the accessibility, design and safety of public toilets can result in the marginalisation of some user groups and exclude others from using public toilets. This can result in negative perceptions about existing facilities.

There are opportunities to improve the process of planning for new facilities, the standard of existing toilets and improve the efficiency of the network throughout Greater Bendigo.

The Greater Bendigo Public Toilet Strategy provides a rational and strategic planning framework to guide future upgrades and installation of new facilities over the next ten years.

STRATEGIC CONTEXT

Relevant Plans and Strategies

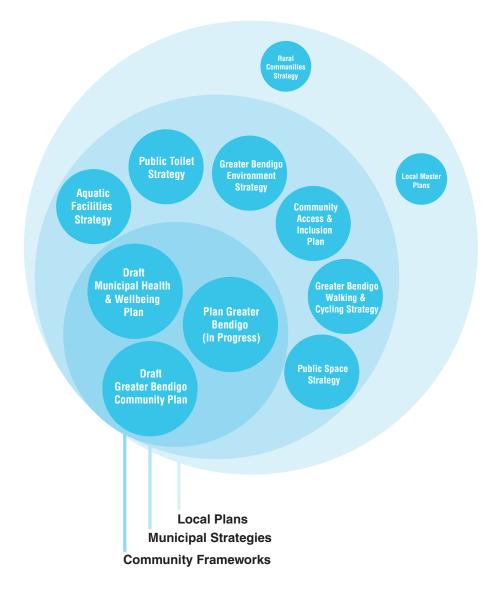
There are a number of relevant Council plans and strategies that have informed the development of this Strategy.

The Draft Bendigo Community Plan (2017-2021) outlines six goals that will guide decision making over the next four years. Of relevance is Goal 2 'Wellbeing and fairness' which seeks to improve the quality of life for residents and visitors by enhancing their health and wellbeing outcomes. Goal 4 'Presentation and managing growth' also identifies the need to maintain and upgrade essential buildings and infrastructure through the adoption and implementation of the Public Toilet Strategy.

There is a range of municipal wide and local plans and strategies which have informed the development of this Strategy. Throughout Chapter 3, key Council plans and strategies are listed in accordance to their relevance to public toilets.

The diagram below shows the relationship of the Public Toilet Strategy to relevant Council plans and policies. A full summary of the relevant Council strategies is contained in **Appendix A.**

A matrix of Council strategies/plans and their relevance to the key themes of this report can be found in **Appendix E.**



COMMUNITY ENGAGEMENT

Consultation and engagement with the public and other key stakeholders was undertaken between April and May 2017 for a period of 4 weeks. The purpose of this consultation was to identify key issues associated with existing facilities, opportunities for improvement and understand community priorities.

A range of consultation methods was used throughout the consultation period to engage with different users and stakeholders. This allowed the project team to collect a broad range of views and perspectives.

Key consultation activities for this stage of consultation included:

- Workshops with Council staff, community representatives and local business representatives
- Community Listening Posts
- > Surveys (available in hard-copy and online)
- > Online engagement (e.g. social media)

Feedback received from the community following the release of the Draft Strategy identified a number of suggestions for public toilet facilities across the municipality.

Suggestions were largely focused on the installation of new public toilet facilities within reserves, trails and along busy transport routes.

Feedback from more than 1,000 participants was received during the issues and opportunities consultation period. The diagram below summarises the types of consultation activities undertaken and the approximate levels of engagement.

Stakeholder Workshops:



Listening Posts:



Community Survey:



Other Media:



90+ Comments on The Bendigo Advertiser Facebook

70+ Comments on Council Facebook

13 Individual written submissions



Survey Materials



Bendigo Drop In Session



Marong Drop In Session

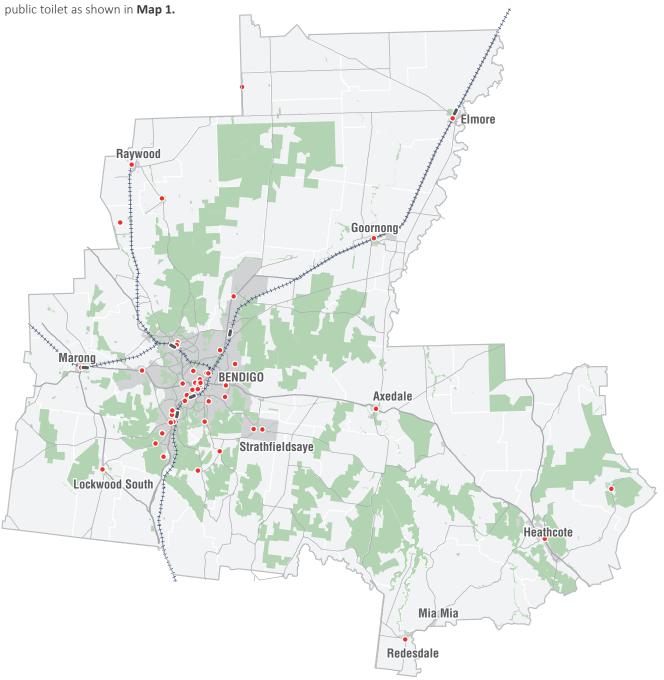


TOILETS IN GREATER BENDIGO

There are 54 public toilets distributed throughout Greater Bendigo, most of which are owned and managed by council. Of these facilities, 29 are located within public open space areas and 25 are located within activity areas. Included in this total are seven public toilets that are operated by a Committee of Management (Department of Planning).

Toilets are primary located around the City Centre and within metropolitan Bendigo. All major rural centres have at least one public toilet as shown in Man 1

Map 1: Public Toilets in Greater Bendigo



PUBLIC TOILET AUDIT

In 2010, Council undertook a condition audit of 49 of its public toilet assets to assess building structure, condition and usage.

Usage was measured on a scale of 1 (high) to 3 (low). High usage facilities were used every day whilst low facilities were used once or twice a week.

An audit on the overall condition of the toilets was also undertaken which scored toilets on a scale of 0 (brand new) to 10 (failed).

Toilets that were in poor (or lower) condition that also achieved a low usage score were:

- Allingham Street Drill Hall Toilet Block
- > Londonderry Reserve Toilet Block
- > South Bendigo Progress Association Toilet Block

Recommendations/actions for these toilets is outlined in Chapter 5 with toilets that are least used and in poorest condition prioritised for removal or upgrade.

Most Used

Goornong Village Green-Toilet Block

Hargreaves Mall- Unisex Toilets

Hargreaves Street Multi Storey Carpark

Heathcote Tourist Information Centre Toilet Block

Howard Place- Gardens Monument & Safe Transport Hub

Lake Weeroona- Toilet Block 1- Male and Female

Lyttleton Terrace (Coles Carpark) Toilet Block- Toilet

Least Used

Allingham Street Drill Hall 15-17- Toilet block

Bendigo Aerodrome- Toilet Block

Crusoe and No 7 Park- Portable Toilet (at Crusoe)

South Bendigo Progress Association-Toilet Block

Kamarooka Public Hall- Toilet Block

Londonderry Reserve- Toilet Block

Sebastian Recreation Reserve- Toilet Block

Best Condition

Albert Richardson Memorial Park- Toilet Block

Axedale Skate Park and Public Hall and Reserve- Toilet Block

Blucher Street Toilet Block- Strathfieldsaye

Crusoe and No 7 Park-Toilet Block (at No 7)

Crusoe Heights Reserve-Toilet Block

Dunlop Lane / Carpenter Street Toilet Block- Kangaroo Flat

Edward Street Multi Storey Car park

Goornong Village Green-Toilet Block

Hargreaves Mall- Unisex Toilets

Howard Place- Gardens Monument & Safe Transport Hub

Huntly Lions Park Reserve-Toilet Block

Kamarooka Public Hall- Toilet Block

Lake Neangar- Toilet Block

Maiden Gully Toilet Block

Marong Toilet Block

North Central Goldfields Library

Redesdale Toilet Block (Non Council)

Spring Gully Rec Reserve- Pavilion

Strathdale Park- Toilet Block

Strathfieldsaye Recreation Reserve Pavilion

Tom Flood Sports Centre- Toilet Block

Poorest Condition

Allingham Street Drill Hall 15-17- Toilet block

Bendigo Botanical Gardens- Toilet Block- White Hills

Caradon Way Toilet Block

Cooinda Park Playground- Toilet Block

Dick Turner Reserve- Toilet Block

Lake Weeroona- Toilet Block 2

Londonderry Reserve- Toilet Block

North Bendigo Sports Club- Toilet Block

QEO- Toilet Block

Rotary Gateway Park- Toilet Block

South Bendigo Progress Association-Toilet Block

COMMUNITY **FEEDBACK**

A community survey about the existing public toilets in Greater Bendigo was undertaken as part of Stage 2 of this project.

The graphic on this page provides a conceptual summary of the survey responses. The sizes of the circles reflect the quantum of survey responses in relation to each location. The colours identify facilities that need improvement (pink), areas in need of new facilities (green), and the facilities most used by respondents (blue).

In regard to the overall themes, locations with public toilets identified as most in need of an upgrade were:

- > Lyttleton Terrace
- Hargreaves Mall
- Lake Weeroona

Toilets that were most used amongst survey respondents

- Market Place (non Council owned)
- Lyttleton Terrace
- Lake Weeroona
- Myer (non Council owned)
- Library

Council have reviewed these locations accordingly and have identified priorities based on the community feedback and other data sources. Chapter 5 outlines the the relevant capital works actions and priorities to be undertaken for the locations below.



^{*}Feedback from the issues and opportunities consultation stage



FINDINGS & RECOMMENDATIONS

Key Themes

This Chapter discusses the issues and challenges associated with public toilet provision throughout Greater Bendigo. It also identifies opportunities to improve and enhance the facilities.

The Chapter is structured in four broad themes:

- Distribution
- Design
- Accessibility
- Management

A summary of the relevant community feedback and a discussion is provided in relation to each theme.

Recommendations after each topic are outlined in bold and are also reflected in either the Key Action Plan or Capital Works Plan in Chapter 4.

The findings and graphics presented in the following themes represent community feedback from the issues and opportunities consultation stage.





DISTRIBUTION

Objective:

Provide a comprehensive, efficient and well-connected network of accessible public toilets at key locations throughout Greater Bendigo.

Issues & Challenges

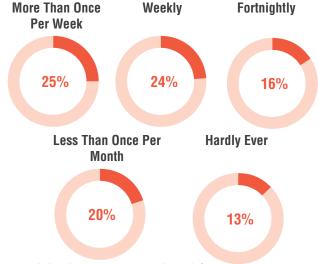
- > Gaps within the City Centre public toilet network.
- Not all regional open spaces or regional level playgrounds have direct access to public toilets.
- Should all rural townships be serviced by a public toilet?
- Co-located facilities do not offer the same level of service provision or accessibility due to restricted opening hours, design or security. This reduces network availability.
- Balancing and prioritising community expectations and need with capital works expenditure and asset management.

Opportunities for Improvement

- Improve the connectivity and distribution of the public toilet network at key locations.
- Install new toilets and upgrade existing toilets at key open spaces and playspaces in accordance to the relevant hierarchy.
- Review the provision of public toilets outside the Bendigo CBD.
- Work with private land developers and government agencies (such as ParksVic and DELWP) to improve the public toilet network and ensure a consistent level of service.
- Integrate the recommendations of the Public Toilet Strategy through future masterplans and other key Council strategies (e.g. the Public Space Plan update).

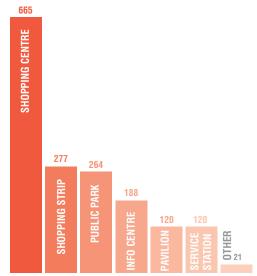
What The Community Said

Public Toilet Usage



Usage results based on survey outcomes with a total of 925 responses.

Preferred Locations



Location results based on survey outcomes with a total of 1,655 selections (respondents could select more than 1 location)

Findings & Recommendations

Public toilets in Greater Bendigo are generally well distributed and provide a comprehensive network of facilities across the municipality. There are opportunities to further improve and strengthen the network of toilets through upgrades and installations at key locations.

Activity Centres

The Commercial Land Activity Centre Strategy (2015) sets out an Activity Centre Hierarchy (see **Appendix A**) as follows:

- > City Centre
- Activity Centre
- > Neighbourhood Activity Centre
- > Township/Rural Centre

In the context of Greater Bendigo's commercial areas, public toilets should be prioritised in higher order centres including the City Centre and Activity Centres. Public toilets in these areas cater for the patrons of activity centres as well as providing facilities for special events, and broader community use in addition to supporting the commercial activities prominent in these areas.

Recommendations for each level of Activity Centre in the Hierarchy is outlined on the following pages.

City Centre

The City Centre contains 11 public toilet facilities, located within the commercial areas and large public open spaces. Facilities in the City Centre are highly utilised, especially those located adjacent to or within high pedestrian activity areas. The Council audit (2010) identified the following City Centre toilets as having the highest usage:

- Hargreaves Mall Toilets
- › Bendigo Library Toilets
- > Lyttleton Terrace Toilets.

Gaps

Spatially, toilets are generally well distributed at key locations and at public sites throughout the City Centre. However, there are currently several gaps in the network, with no public toilets in the following locations:

- Bath Lane (see discussion below)
- Mitchell Street
- High Street (between Short and Mitchell Streets)
- View Street (between Pall Mall and Barnard Streets)
- > Rosalind Park (close to the District Playspace).

Due to the negative perceptions of the Hargreaves Mall toilets, it was perceived by the community that there is a network gap within the CBD. The community perceptions

around the Hargreaves Mall toilets are largely related to the levels of safety, privacy and accessibility of the existing facilities. Council's audit assessed the toilets in Hargreaves Mall as in very good structural condition, however community feedback has indicated that these toilets are the most in need of improvement and should be a high priority for a new facility.

Before the installation of a new toilet in Bath Lane, upgrades to the existing toilets (or installation of new toilets) in Hargreaves Mall should be prioritised. Following this upgrade, the need for a new public toilet in Bath Lane should be reviewed and monitored in the short- medium term.

The proposed redevelopment of the State Government offices also presents an opportunity to provide additional public toilets.

There was no specific community feedback regarding the need for new toilets at at other locations along key pedestrian routes within the CBD. These locations should continue to be monitored over time as land use and development patterns change.

A number of other upgrades and actions should be considered at other toilet sites within the City Centre as identified on the **Map 2.**

- Remove, upgrade or install new public toilets in Hargreaves Mall to improve safety and accessibility.
- Refurbish existing toilets on Lyttleton Terrace to improve design, safety and siting.
- Monitor the need for a new public toilet in or around Bath Lane and review after upgrade to Mall facilities.
- Investigate future need for the existing toilet in Londonderry Reserve in line with the recommendations of the Public Space Plan.
- Upgrade or install new public toilets at Queen Elizabeth Oval.
- Upgrade and refurbish the toilet in the Hargreaves Street multi-storey car park to improve accessibility and safety.
- Monitor the need for new public toilets along other key pedestrian routes within the City Centre.
- Monitor the need for new public toilet facilities as part of the proposed redevelopment of State Government offices.





METRES

Shopping Centres

Community consultation has revealed a clear preference for shopping centres as their preferred location for public toilets (See **Page 17**).

While public toilets within shopping centres are an integral part of the Greater Bendigo public toilet network, they are often privately owned and operated making it difficult to ensure access and accommodate new public toilets.

Recommendations

 Advocate for the inclusion of publicly accessible toilets as part of the planning process for development of private commercial sites.

Activity & Neighbourhood Centres

Greater Bendigo's activity and neighbourhood centres play a key role in servicing the local needs of the community and include a range of open spaces and larger format retail commercial areas.

Toilets in these areas are generally clustered around Kangaroo Flat and Eaglehawk as shown in Map 3.

Gaps

There are no Council owned or managed toilets in the following centres.

Activity Centres:

- > Epsom
- › Kangaroo Flat (Lansell Square)
- Strathdale

Neighbourhood Activity Centres:

- > California Gully
- Golden Square
- Ironbark
- Long Gully
- White Hills

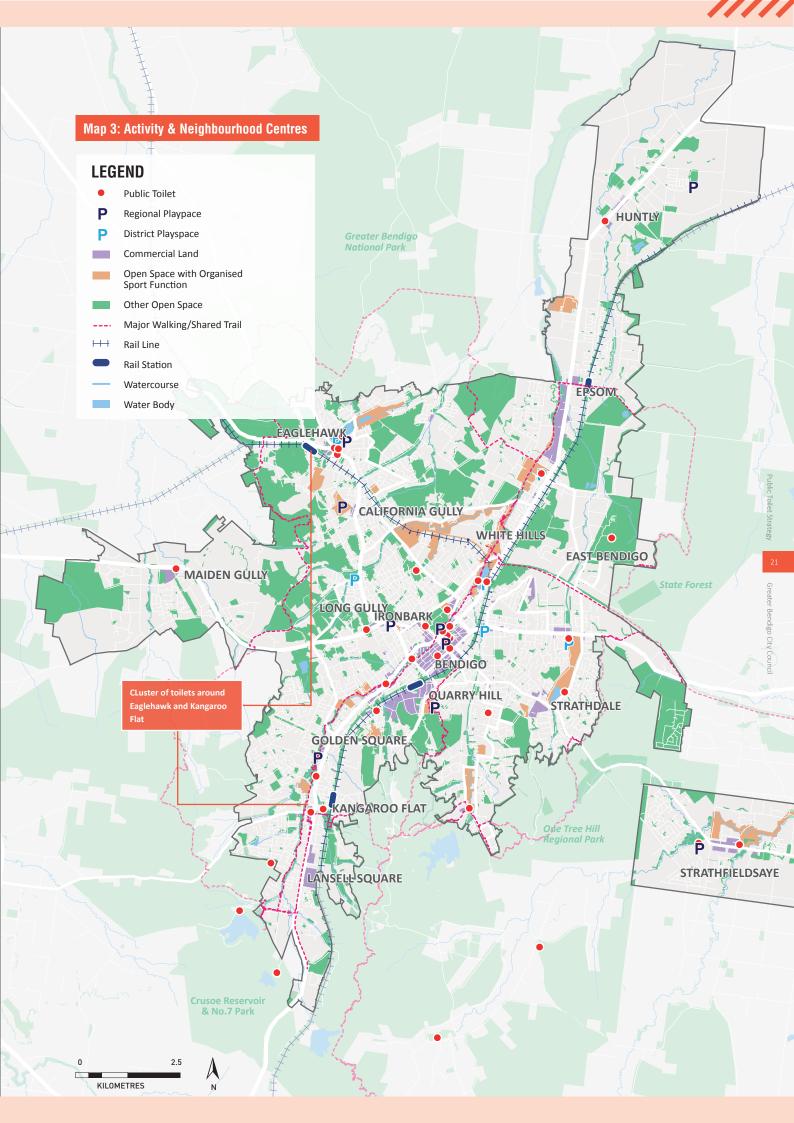
Characteristic of outer suburban developments, these locations are vehicle-dominated destinations and most contain privately held commercial tenancies and/or 'big box' retail outlets. Due to the types of commercial land uses within these locations and the car-dominated access, the provision of additional toilets in the above Activity Centres is not currently required. Furthermore the provision of Council owned and managed public toilets in Neighbourhood Activity Centres should not be prioritised over other higher order centres.

Toilets at Lake Weeroona were identified by the community as a priority location for upgrades. Although Council's audit assessed these toilets as in good condition, the facilities are highly utilised and not meeting community expectations.

Council is currently undertaking investigations to upgrade toilets at Lake Neangar and Victoria Street (Eaglehawk Activity Centre).

- Upgrade toilets at Lake Neangar and Eaglehawk Activity Centre.
- Upgrade toilets at Lake Weeroona to improve design and siting.
- Monitor the land use activities and development of Activity and Neighbourhood Centres and review the need for public toilets in five years.





Rural Bendigo

There are six Township/Rural Centres within Bendigo's Activity Centre Hierarchy.

Heathcote is Bendigo's largest rural township and is a popular tourist destination for weekend and seasonal visits. While there are a number of toilet facilities in Heathcote (e.g. the swimming pool, pavilion, behind the Council offices), the most frequented facility is co-located with the Visitor Centre on High Street. This toilet has been identified as an upgrade priority by the community and other stakeholders due to its high utilisation leading to poor condition.

\$300,000 has been approved in the 2017/2018 budget to rebuild the facilities at the Heathcote Visitors Centre.

Gaps

Presently, all of Bendigo's rural townships are serviced by at least one public toilet although in many instances Council is not the committee of management, for example in Redesdale and Raywood.

The public toilets at the Heathcote Visitors Centre are heavily utilised, particularly on weekends and during seasonal activities. Feedback from the community has identified these facilities as a priority for upgrade due to lack of capacity at peak times and overall accessibility.

There are a number of other smaller rural locations, (for example Costerfield and Myers Flat) which do not have public toilets. In these locations, the provision of facilities is not considered necessary due to the small local catchment they serve.

Recommendations

- Replace the toilet at the Heathcote Visitors Centre in consultation with the local community to accommodate high volumes of users and to improve the perceived level of safety of the facility.
- Review the cleaning frequency of the toilets at Heathcote Visitors Centre to ensure they are maintained to a high standard.
- Continue to maintain toilets in regional townships to the same standard as other Council owned and managed facilities.

Public Open Space

Council's Public Space Strategy (in progress) identifies five categories of open space in the following hierarchy (see **Appendix B**):

- > State/National
- Regional
- Municipal
- Township/Neighbourhood
- Local

Definitions and functions of each of these open space areas are outlined within the Strategy. The existing Open Space Strategy does not provide any specific direction about where public toilets should be located. It is acknowledged that Council is currently updating the Open Space Strategy.

In the first instance, toilets should be provided in higher order public open space. There may be circumstances where toilets are required in lower level open spaces (i.e. local or sub-municipal) due to high usage or co-location of other activity drivers such as playspaces or formal sport/recreation. In these situations Council should refer to the assessment frameworks contained in the Implementation Plan (See **Chapter 4**).

Gaps

Network gaps have been identified in the following higher order open spaces:

- > Rosalind Park, Bendigo
- Garden Gully Reserve, Ironbark
- Quarry Hill Reserve, Quarry Hill
- > Barrack Reserve, Heathcote
- > Truscott Reserve, California Gully

In addition to these locations, many survey respondents identified the need for upgrading of facilities at the Bendigo Botanical Gardens (White Hills) as a key priority.

- Consider and monitor the need for new public toilets in Rosalind Park area.
- Upgrade toilets at the Bendigo Botanic Gardens, White Hills.
- Prioritise public toilet upgrades/installations in higher order open spaces and monitor the community need over time. Should demonstrated demand arise, apply the assessment frameworks to justify future provision.
- Insert reference to the Public Toilet Strategy in the new Public Space Plan.
- Identify, investigate and consider the need for future public toilets at RV dumping sites.



Playspaces

The Bendigo Play Space Strategy (2009-2014) sets out a planning framework to assist Council in making decisions regarding future development and provision of playspaces across the municipality. The Strategy sets out a hierarchy (see **Appendix C** for more detail) of playspaces in accordance with use and function as follows:

- Regional
- > District
- > Local
- Other

The provision of public toilets should be prioritised in locations that contain regional and district level facilities. Playspaces are generally located in public open space, and similarly, there may be a demonstrated community need for a toilet adjacent or near to a local or other small playspace. In these instances Council should refer to the assessment frameworks contained in the Implementation Plan to assist with decision making.

Gaps

There are no public toilets within proximity to the following regional or district level playspaces:

- McIvor Road Skateboard Park, Bendigo
- > Splash Park Playground, Long Gully
- > Garden Gully Reserve Playground, Ironbark
- > Rosalind Park Playground, Bendigo
- Quarry Hill Reserve Playground, Quarry Hill
- > Truscott Reserve Playground, California Gully
- Waratah Road (Viewpoint Estate) Playground, Huntly

Long Gully Splash Park has been identified as a key priority among community groups and survey respondents as a location in need of a new toilet.

There are opportunities to improve existing public toilets as part of playspace upgrades and in the other locations identified above, community need and demand should be monitored.

Recommendations

- Construct new toilet at Long Gully Splash Park to be accessible and accommodate peak seasonal usage.
- Review the provision of public toilets in conjunction with upgrades to play spaces.
- Monitor the community need for new public toilets in district and regional playspaces. Should the need or demand arise, apply the assessment frameworks to determine future need.

Trails & Shared Paths

Bendigo has an extensive network of tracks, trails and shared paths throughout the CBD and across its regional areas. There are four major tracks and trails within Bendigo as shown in **Map 3**:

- > The Bendigo Creek Trail
- > O'Keefe Rail Trail (Bendigo to Heathcote)
- Goldfield Tracks
- > Bushland Trail

The Cycling and Walking Strategy (2006) identifies the need for public toilets to be prioritised on longer trails that are 'regionally' significant and high usage.

Consideration for different modes of active transport (e.g. walking and cycling) should also be taken into account.

Gaps

The Walking and Cycling Strategy (2006) advocates for public toilets at the start and end of trail heads.

The Bendigo Bushland trail primary traverses through Crown land and non-Council owned/managed open space, therefore the provision of public toilets in these locations is outside the jurisdiction of Council. There is an opportunity to use this Strategy to advocate for the provision of public toilet facilities at this location.

Of the other major trails, there is a gap in provision along the O'Keefe Trail between Axedale and Heathcote. The township of Knowsley would be a candidate location for the installation of a new toilet facility to service not only the needs of the small township but also users of the trail.

Council should continue to work in partnership with other land managers to ensure the public toilets are appropriately distributed and sited on Crown land.

- Investigate a location for a new public toilet in along the O'Keefe Trail.
- Partner and work with relevant Committee of Managements to provide public toilets in key locations along tracks and trails.



PUBLIC TOILET DESIGN

Objective:

Design toilets to be attractive, safe and accessible to users of all ages and abilities.

Issues & Challenges

- Many existing toilets do not support the needs of particular user groups including the elderly, people with disabilities and parents with children.
- Some toilets are poorly integrated into the public realm, creating negative perceptions of safety and usability.
- Automated fixtures and fittings are not intuitive and difficult for many users (e.g. the toilets in Hargreaves Mall).
- > Older toilet blocks are often not DDA compliant
- Inconsistent provision of fixtures and fittings across all facilities in Greater Bendigo.
- Proximity and location of public toilets to other uses (e.g. shops, cafés etc.) creates conflicts.

Opportunities for Improvement

- Develop a hierarchy of preferred typologies that clearly sets out minimum standards for design, fixtures and fittings.
- Develop overarching design and siting principles to improve the integration of toilets into the public realm and reduce anti-social behaviour.
- Improve design and integration of toilets by promoting opportunities for community involvement through public art programs.
- Upgrade toilets that are not DDA compliant to improve accessibility to facilities across the toilet network.
- Upgrade toilets that are highly used but in poor condition.
- Improve the environmental performance of toilets to reduce life cycle costs of individual facilities.

What The Community Said

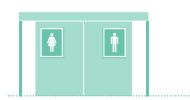
Preferred Configurations

81.9%

16.3%

Prefer Split Male/Female

Prefer Split Unisex





Preferred Fixtures & Fittings

735 Lighting & Security
684 Toilet Seats
566 Soap Dispensers
496 Hand Dryers
422 Natural Ventilation

Preference results based on survey outcomes with a total of 925 responses.

Preference results based on survey outcomes with a total of 925 responses.

Findings & Recommendations

The design and siting of a public toilets greatly influences its usability and accessibility. Design is also important for promoting positive perceptions of public toilets to the community.

Typologies

There are many different ways of categorising public toilet designs with regard to form and typology. Broadly speaking, there are two types of facilities used throughout Greater Bendigo: stand alone toilet blocks and colocated facilities. Within each of these typologies there are various different configurations, interpretations and adaptations.

Key features of stand-alone public toilets are:

- Freestanding (not attached to or within another building structure)
- > Externally accessible from public realm
- Separate male/female entrances or single fronted unit doors
- > Can include separate or integrated disabled access

Key features of co-located public toilets are:

- > Attached to, or located within a building structure
- > Externally accessible from the public realm
- Either separate male/female entrances or single fronted unit doors
- Opening hours restricted by building and activity (such as sport fixture, training or event).

Stand-alone public toilets (toilet blocks) are the most common typology across Greater Bendigo. While these are the most common, toilet block configurations can present various design constraints due to their rigid construction, often resulting in minimal compliance with Australian Standard 1428 (AS 1328). Many older blocks lack natural lighting or ventilation and are commonly perceived to be unsafe and unhygienic. Toilets that are poorly integrated into their environment can further create perceptions of exposure and lack of privacy.

The provision of new public toilets should be contextual to the site and scale of the location. Activity generators must also be considered when designing public toilets and in locations with high peak usage. The scale fixtures and fittings should be commensurate to use. The Assessment Framework (see **Chapter 4**) outlines key decision making considerations for determining the most appropriate typology for specific locations.

Recommendation

 Refer to the Service Provision Hierarchy when determining the typology of new public toilets (see Public Toilet Toolkit Chapter 4).

Configuration

The most common configuration of public toilet in Greater Bendigo is split gender; comprising separate male and female toilet entrances either in a toilet block style or an open unit style. Unisex or split gender cubicles with single access doorways can also be found in Bendigo (e.g. The Safe Transport Hub). The consultation findings indicate that the split gender configuration is the preference of surveyed residents in Greater Bendigo.

Balancing design and configuration requirements with practical needs should be carefully considered when developing new facilities. For example, in some high use locations, it may be more appropriate to build larger facilities to cater for high volumes of users.

The configuration of public toilets should respond to the needs of the local community in which the public toilet is located. In some suburbs, the provision of unisex facilities may be appropriate, however in other areas split gender facilities may be better.

Prior to the development of a new public toilet facility, engagement with the immediate community and local residents should be undertaken to ensure that future toilet designs meet community expectations and needs.

Recommendation

 When appropriate, undertake consultation and engagement with the local community prior to the development and installation of a new public toilet.



Stand Alone Public Toilet Facility, Axedale Skate Park



Co-Located Public Toilet Facility, Bendigo Law Courts

Fixtures and Fittings

Council has a number of public toilets which are hybrid typologies and provide automated functions such as locking doors, hand washing and cleaning (e.g. Hargreaves Mall). There are a number of issues associated with these facilities in regard to their usability and accessibility for different user groups.

Toilets in Greater Bendigo contain a range of basic fixtures and fittings. In certain locations, fixtures and fittings should be customised to reflect the needs of specific user groups. For example in locations with high peak usage such as sport pavilions, male urinals should be considered; or in locations where there are high volumes of families with children, the provision of baby change tables should be considered.

The Implementation Plan (Chapter 3) contains a suite of standard and custom fixtures and fittings and provides guidance to where they may be appropriate.

- Standardise the provision of fixtures and fittings in accordance with the service provision to ensure consistency across the network (see Public Toilet Toolkit Chapter 4).
- Incorporate additional features in site specific locations as appropriate to the site.
- Apply the design and siting principles as relevant to the upgrade of existing facilities and the installation of new toilets (see Public Toilet Toolkit Chapter 4).



Hand Washing & Drying Fixtures





Baby Change Table

Design & Siting Principles

The following design and siting principles should be adopted when retrofitting, upgrading or installing new toilets. The principles are based on relevant industry best practice:



Location

Locate toilets in central, multi-use community facilities that draw on existing walking catchments and maximise visibility to the street/public space.



Orientation

Orientate toilets and entrances toward well lit areas to maximise safety.



Integration

Integrate toilets seamlessly into the public realm and avoid obstructing toilets with dense landscaping, vegetation or impermeable barriers.



Local Character

New toilets should reflect the local character and where appropriate, encourage artistic design expression in locations with high usage or visitation.



Fixtures & Fittings

Incorporate appropriate fixtures within toilets that are responsive to the local context and balance community expectations with maintenance practicalities and environmental sustainability.



Accessibility

Ensure compliance with AS1428 and DDA and other best practice accessibility guidelines.



Signage

Clearly sign toilets by providing directional signage where required to improve legibility and access. Provide signage on toilets which shows opening hours, contact details and gender availability.



CPTED

Incorporate Crime Prevention through Environmental Design (CPTED) principles to minimise opportunities for crime and anti-social behaviour.



ACCESSIBILITY

Objective:

Incorporate universal design principles into all future upgrades and ensure public toilet locations are clearly promoted and communicated to all users.

Issues & Challenges

- Many public toilets are inaccessible for people with disabilities or special access requirements.
- > DDA requirements can be restrictive and can result in poor design outcomes.
- Many facilities do not cater for the needs of specific user groups such as the elderly or parents with children.
- Some facilities are poorly sited, obscured and/or not visible from the street.
- Co-located facilities are often locked or inaccessible.
- > There are currently no 'Changing Places' facilities within Greater Bendigo.
- Wayfinding and promotion of toilets in inconsistent across Greater Bendigo.

Opportunities for Improvement

- Identify key toilets that provide limited accessibility and upgrade accordingly.
- Develop a standard suite of fixtures and fittings that consider the needs of various user groups.
- > Improve toilet signage and information provision.
- > Review the availability of facilities co-located with sport pavilions and consider opening well located facilities to the public on a permanent basis.
- Improve wayfinding and legibility around public toilets
- Investigate interactive communication tools (eg. smartphone app) to improve the wayfinding capabilities.
- Investigate key locations for changing places facilities throughout Bendigo.

What The Community Said

Distance that users were prepared to walk to access a toilet

A 400m radius is a widely used benchmark for mixed development neighbourhoods outlined in the Healthy by Design guidelines. This equates to approximately a five minute walk while a 800m benchmark equates to approximately a ten minute walk.



Findings & Recommendations

Public toilet accessibility is not just about meeting legislative standards, rather it seeks to ensure that all users across all ages and with varying abilities can use public toilet facilities safely and independently.

Universal Design

Council is committed to improving the physical and social environment for all community members including people with a disability. The Community Access and Inclusion Plan provides the strategic direction for some of this work. It reflects the City's commitment to ensure that the way people move around Greater Bendigo, access information and buildings, and their overall experience within our community is inclusive and accessible.

Public toilets play an important role in delivering on this commitment and wherever possible, must be planned around the needs of people with a disability. In delivering on the Public Toilet Strategy, Council seeks to increase the number of universally designed toilet facilities through improvements to current public toilets, planned new toilets and the State Governments support of building new Changing Places.

A key aspect of inclusion is accessibility and over the last 10 years, Council has upgraded many of its existing toilet facilities, by providing DDA compliant fixtures such as ramps and assistance bars. These actions are consistent with Council's vision to become the most liveable community that supports the needs of its residents and visitors.

As Council continues to actively upgrade facilities over time, there still remains a number of toilets that are non DDA compliant and do not cater for the needs of people with mobility difficulties. Accessibility is not just about catering for people with additional mobility requirements, it also should consider people with different social, cultural and demographic preferences. Other key user groups include children, parents with infants, the elderly and members of the lesbian, gay, bisexual, transgender and intersex (LGBTI) community. In this context, it is appropriate to consider universal design principles that cater for the needs of all users, rather than just those with physical mobility requirements.

Using public toilets can be a confronting experience for different user groups and in order to reduce barriers it is important to ensure that future upgrades and installations new toilets adopt the key principles of universal design. At its core, universal design promotes fair and inclusive environments that allow people to be safe and independent and that are fair and inclusive. The seven principles of universal design are:

- Equitable in Use the design is useful and marketable to people with diverse abilities
- > Flexibility in Use the design accommodates a wide

- range of individual preferences and abilities
- Simple and Intuitive Use use of the design is easy to understand, regardless of the users' experience, knowledge, language skills or current concentration level
- Perceptible Information the design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities
- Tolerance for Error –the design minimises hazards and adverse consequences of accidental or unintended actions
- Low Physical Effort the design can be used efficiently and comfortably with a minimum of fatigue
- Size and Space for Approach and Use appropriate size and space is provided for approach, reach, manipulation and use regardless of users' body size, posture or mobility.

Cultural and social preferences are also important Considerations for groups such as the LGBTI community and residents with specific cultural practices. Gender segregation and lack of unisex facilities can also cause issues for single parents with a child of the opposite sex.

There is increasing research around the promotion of agefriendly cities and designing for people with dementia. Specific requirements such as use of colour contrasts between materials, tactile surfaces and clear graphic signage are amongst the key considerations. Many of these principles and considerations cross over with other objectives sought by universal design and CPTED principles.

Families with children and infants are another key user group that often rely on the availability of public toilets. Many of Council's current public toilets lack basic facilities such as family change areas or tables to change baby nappies, particularly in key locations in public parks and playspaces.

- Apply the principles of universal design to all toilet upgrades and new installations.
- Upgrade toilets in key locations to include family friendly facilities.
- Undertake an assessment of facilities across the municipality to determine their accessibility.
- Ensure accessible public toilets are included in pavilion and building upgrades.

Changing Places

Changing Places facilities were introduced in Australia in 2014 and there are currently 15 certified facilities across the country. Originating in the United Kingdom in 2006, Changing Places facilities are designed for people who require a hoist to use a toilet. The facilities differ from standard accessible or disabled toilets as they include additional features such as an adult change table, hoist, shower, screens and large circulation spaces.

There has been an increasing interest in the provision of Changing Places facilities across both the private and government sectors, particularly in locations that attract regular crowds, such as sports and recreation facilities.

Changing Places facilities are vital pieces of community infrastructure which allow members of the public who with specific needs to participate in the day-to-day activities across the municipality. Council has recently retrofitted an accessible toilet with an adult change table and hoist in the Bendigo Library.

There are a number of barriers and perceptions around Changing Places facilities that constrain Council's in providing these facilities:

- Lack of understanding or awareness for Changing Places
- Confusion of terminology between Changing Places and changing rooms
- > Expense of facilities (upward of \$150,000 each)
- > Space/footprint requirements of the facility

A recent survey undertaken in 2016 by the Department of Health and Human Services found that Bendigo was a key location for a Changing Places facility. Out of the total 1,340 responses, 402 identified locations in Greater Bendigo in need for a Changing Places facility. A summary of the key findings from the survey are presented below.

The Victorian State Government has recently released funding to assist Council's in building Changing Places facilities. \$100,000 has been allocated to the City of Greater Bendigo to provide a facility within the municipality. The most mentioned locations amongst survey respondents (in the DHHS survey) were:

- > Bendigo CBD & Bendigo in general
- > Bendigo Train Station
- Hargreaves Mall

Other locations which may be potential candidate sites for a changing places toilet include:

- > Heathcote Visitors Centre, Heathcote
- > Strathdale Park, Strathdale
- > Rosalind Park, Bendigo CBD
- > Barrack Reserve, Heathcote
- Long Gully Splash Park, Long Gully
- Lake Weeroona
- Eaglehawk
- › Bendigo Botanical Gardens

There is an accessible playground at Strathdale Park which contains a liberty swing for use by people in wheelchairs. Strathdale Park could be considered for a Changing Places toilet in the future. Accessibility to Changing Places facilities, particularly proximity to easy access parking should be a key consideration when determining suitable locations for Changing Places facilities.

Recommendations:

- Consider or future plan for a new Changing Places facility as part of the upgrade to the toilet at the Heathcote Visitors Information Centre.
- Upgrade existing public toilets at Strathdale Park and consider for Changing Places
- Provide new Changing Places facility at the existing Hargreaves Street multi-storey car park in line with State Government Funding.

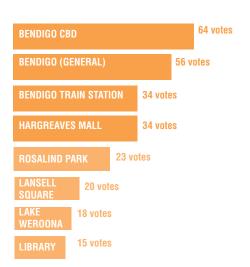




Top 5 Most Requested Locations for New Changing Places Facilities



Most Requested Locations for New Changing Places Facilities in Bendigo



Source: Funding Guidelines and Application Form, Appendix 1 Changing Places Survey 2017, Department of Health and Human Services

Signage, Wayfinding & Communication

Signage and wayfinding are important factors in promoting an accessible and connected public toilet network. Often considered a minor detail, signage assists residents, workers and visitors to Greater Bendigo in navigating Council's toilet network.

Existing signage on public toilet facilities is varied across the municipality. Many toilets currently have large Council signs/branding on the exterior of the facility that identify the name of the toilet. Industry best practices recommends that additional information should be provided on the exterior of all public toilets to convey key aspects of the facility including:

- Gender accessibility
- Opening hours
- Contact information (to report repairs or closures)
- > Consideration for vision impaired users

The upgrading of signage on public toilets should be an integrated approach and there are opportunities to develop a municipal wide strategy or prepare guidelines to improve signage and wayfinding across Greater Bendigo.

Another way of promoting the accessibility and connectivity of Council's public toilet network is through online information. Council currently has a page on it's

website which lists Barbecue locations and also links to the National Public Toilet Map (see Case Study). Although the National Public Toilet Map is a useful community resource, it is an external data source that is not always updated. Council should regularly check and update information within Greater Bendigo on Council owned assets. A number of apps allow users to also access this database information on their smart phones as discussed in the case studies below.

The communication of public toilet locations and availability should be provided across a number of different platforms. Whilst digital tools allow users to easily locate toilets, some members of the community are unable to access or have difficulty connecting to digital communication platforms. The inclusion of toilet locations on key maps and publications throughout Bendigo should still be considered.

Recommendation:

- Develop a municipal signage/wayfinding strategy to improve the accessibility and standard of signage on Council owned assets, including public toilets.
- Update information annually about Council owned and managed toilets on the National Public Toilet Map within Greater Bendigo
- Update list of public toilets on Council's Community Compass web page to include information including opening hours and DDA compliance.

Case Study 1

Mapping & Wayfinding National Public Toilet Map

Developed as part of the National Continence Program, the National Public Toilet Map provides information and the location of more than 16,000 toilets across Australia.

The map also shows toilet listings of publicly available toilets in private businesses such as petrol stations and community centres. Information about the level of accessibility, opening hours, and other facilities is provided.

The map is also available as an app for smartphones and tablet devices.



Examples of Signage on Public Toilets in Bendigo











Case Study 2 -

Apps Flush Toilet Finder

Similar to the National Toilet Map, the Flush Toilet Finder app makes it easier to find free public toilets and shows how to get to them. Once a toilet is found directions are provided via a map.

It also lists whether a toilet has a fee, requires a key to use, or if it provides disabled access.

It currently provides listings all over the world.



Case Study 3

Community Toilet Scheme:

Poole, United Kingdom

The Scheme sees a partnership between the Council, local businesses and other partners. Members of the scheme display the 'use our loo' sticker in their window to show that people are welcome to use the facilities in this premise free of charge.

This scheme is reported to provide good value for money and working in partnership with local businesses means the Council is able to offer a much better standard of facilities than in traditional public toilets.



Case Study 4 —

Nette Toilets:

Bremen, Germany

Cities pay from \$45 to \$150 per month to a business, and it puts a sticker in its window to tell people they can come in and use the bathroom for free. Each Bremen public toilet is shared by an estimated 3,210 people.

With a population of over half a million people, the city estimates they save approx. \$1,650,0 by using the year which costs it approx. \$225,000. It has given Bremen the best ratio of public toilets to citizens in Germany.

The scheme has 210 member cities.



Case Study 5

Sulabh Toilets:

India

Sulabh International is a major operator of pay per use public toilets in India.

These toilets are staffed by an attendant, and users are charged a fee of approximately 2 rupees (around 4 cents).

These toilets are situated around many public spaces including transport hubs and markets. In some communities with poor sanitation, these facilities often cater to the populations needs.



Community Toilet Scheme

There are many other locations in which publicly available toilets are provided. Whilst these toilets may be perceived to be 'public toilets' they are privately owned and operated and do not fall within the jurisdiction of Council. These locations may include, but are not limited to:

- Big box retail outlets
- Private shopping centres
- Restaurants/cafés
- Office/commercial complexes
- Service Stations
- Other community hubs
- Tourist attractions

As discussed previously, the provision of new council owned and managed facilities should not necessarily be prioritised in locations where there is a concentration of large private commercial areas. There are opportunities to work with the private sector to increase the distribution and provision of safe and clean toilets over time through a community scheme or program.

A Community Toilet Scheme (CTS) is a partnership between Council, local businesses and other organisations. The purpose of the CTS is to increase the network of available public toilets within an area using existing infrastructure and available facilities located within businesses or other non-Council buildings.

The program can operate in a number of different ways and be tailored to suit the needs of the individual location, however in principle, it includes an agreement between Council and local businesses to allow members of the public to use privately owned facilities. In return for the community service, Council may provide incentives including:

- Annual servicing fee for cleaning/maintenance
- Provision of toilet paper or soap
- > Rate reduction or other tax incentives

Partnering with local business allows Council to offer more facilities than could be provided through its own budget.

Further investigation into the viability of CTS should be undertaken to determine whether the community and local business would be accepting of such a Scheme. Two case studies are presented below of two CTS's in the United Kingdom and Germany.

Recommendation:

Investigate the viability of a community toilet scheme through a trial in a local community.



Community Toilet Scheme in Manchester City Council.

Source: manchestereveningnews.co.uk

User Paid System

In many cities across the world, local Councils charge a small fee to allow the public to use municipal public toilets. In return for this fee, users are guaranteed a high level of cleanliness and hygiene as well as constant passive surveillance. There a range of challenges associated with a user paid system, primarily the risk to isolated vulnerable members of the community. There are however many ways that a user paid system can operate and it does not necessarily need to apply to all toilets and locations.

Recommendation:

This Strategy does not recommend that Council adopt a user paid system in the short to medium term. Should a need for such a system arise in the longer term, Council should undertake further investigations and consultation with the community.



P MANAGEMENT

Objective:

Prioritise the safety of all public toilet users in Greater Bendigo by minimising occurrences of anti-social behaviour.

Maintain toilets to a high standard of cleanliness to enhance the safety, health and wellbeing of all users.

Issues & Challenges

- Poor perceptions of hygiene and cleanliness among the community.
- Council does not manage the majority of open space with Greater Bendigo.
- Varying standards of provision between Council managed facilities and those which are leased to sporting clubs.
- Seasonal demand and events put pressure on existing toilet infrastructure.
- > Poor perceptions of safety and hygiene are common within the community.
- > Some toilets are poorly sited and/or located and lack visual permeability.
- Presence of graffiti and vandalism can be threatening and deter users.
- > Ongoing annual cost of reactive maintenance.
- Some public toilets are managed by a Committee of Management.

Opportunities for Improvement

- Refurbish facilities (as required) at key locations to improve perceptions of safety.
- Reduce antisocial behaviour through site responsive interventions (CPTED).
- Review and increase the cleaning of high use facilities.
- Develop a capital works program to secure future funding and investment for public toilet improvements.
- Consider fixtures that discourage or minimise instances of anti-social behaviour or loitering such as automated locking doors.
- Regularly audit, collect data, monitor toilet usage and update databases.

What The Community Said

"The toilets have poor or no lighting and are very dark to walk into, making them feel unsafe"

"Kids use the oval for footy training and the people that hang around those toilets sometimes make it feel unsafe" "The people that hang around those toilets sometimes make it feel unsafe"

"Rarely clean, feel unsafe. Always make a friend stand at the end of the long hallway and keep an eye out"

"Adopt the European system where you pay a small amount per use to a real person. They are always manned, clean and feel safe"

Findings & Recommendations

Council is a key provider and manager of public toilets across Greater Bendigo. There are a number of other government authorities that provide and manage toilets within the municipality and this can lead to inconsistencies in the level of service provided.

Condition and cleanliness remains a key priority for all users and greatly influences perceptions of facilities.

Safety

Historically, public toilets have become known as hotspots for antisocial behaviour and undesirable activity. As Council continues to upgrade it's facilities and improve the level of service provision, it also seeks to reduce and minimise occurrences of anti-social behaviour such drugrelated activity, sexual activity or overnight stays.

The safety and security of public toilet users should be prioritised ahead of any other decision-making considerations. From a user perspective, perceptions of safety can be as influential as actual or recorded levels of safety. If a toilet is perceived to be unsafe, unhygienic or dangerous, users will generally avoid usage of the facility. There are a number of factors that contribute to negative safety perceptions:

- Poor integration into the streetscape/public realm
- Obstruction behind dense landscaping or away from passive surveillance
- > Age and condition of the facility
- Presence of graffiti or vandalism
- Loitering
- › Lack of natural light
- > Odour or lack of cleanliness

There are many ways that design can minimise anti-social behaviour and contribute to positive perceptions of safety. For example, the objectives of Crime Prevention Through Environmental Design (CPTED) establish guiding principles to reduce the incidence and perceptions around crime and safety. Developed by the Queensland Government in associated with the Queensland Police in 2007, CPTED principles consider factors such as surveillance, legibility, territoriality, ownership, management and vulnerability. With regard to public toilets, the guidelines consider:

- The likelihood to expose users to risk (for example during hours of darkness)
- Organised surveillance (such as regular security patrols or cameras)
- Discourage loitering by not placing seating or public telephones in close proximity to toilet entrances
- > Ensure entrances to public toilets are clearly visible from the street and other public areas

There are a number of responses to anti-social behaviour that Council can employ such as:

- Installation of CCTV cameras
- > Time-sensor lighting (solar panel operated)
- Quick response to reactive maintenance
- Regular cleaning and reporting

Facilities that are old, in poor structural condition and subject to ongoing anti-social behaviour should be considered for decommissioning.

Feedback from stakeholders indicates that some toilets in isolated locations are used for overnight stays. In particular, Elmore was identified as a hotspot due to the presence of shower facilities.

Recommendation

- Upgrade/refurbish toilets in Elmore to reduce antisocial behaviour and improve safety.
- Incorporate CPTED principles into all decision and assessment processes.
- Assess the safety and structural condition of all toilet facilities through a Council audit process every five years.
- Record all reports and instances of anti-social behaviour and reactive maintenance and monitor over time to identify key hot spots.

Maintenance & Cleaning

Public toilet ownership and management arrangements vary across the municipality. Council has a number of public toilets that they own and manage including other toilets on crown land reserves. The majority of these public toilets (regardless of ownership) are managed and serviced by a private cleansing contractor appointed via a public procurement process. In some instances, in more rural or isolated areas, public toilets that are located on crown land reserves are cleaned by committees of management, which are financially supported by Council. In these instances Council has a funding and service level agreement in place with the committees. Refer to **Maps 5** and 6 which show the different ownership arrangements.

Council has an active schedule of maintenance and cleaning across all of its public toilet facilities. The levels of usage of a facility is reflected in its cleaning frequency with higher usage toilets cleaned the most often. In high use locations, some toilets are cleaned up to three times per day. The majority of facilities are cleaned daily. Ongoing monitoring and toilet usage should continue to inform Council's cleaning priorities. Usage can be measured in a number of ways:

- Installation of temporary pedestrian counters at toilet entrances
- Measuring toilet paper and/or soap usage (expenditure, reports from cleaning contractors)
- Monitoring utility consumption (eg. water, electricity)
- Targeted surveying and observations
- Anecdotal feedback and word of mouth from the community

Council currently has a working database of toilet usage based from information collected in 2010. This database should be updated to include the additional toilets identified in this Strategy and any other usage information. Council regularly record usage through pedestrian counters and/or touch on and off pads for cleaning contractors. This information provides useful data on levels of usage of specific facilities which can inform future priorities.

There is a need for Council to review its current cleaning schedule and increase in accordance with levels of usage. This will also assist with future operational budgeting.

Reactive maintenance is an ongoing challenge with issues of graffiti and vandalism most commonly cited as key concerns. Maintaining a high standard of facilities and responding quickly to maintenance issues should continue to be a key priority. Council currently spends \$480,000 for cleaning services and general ongoing maintenance per year on public toilet facilities. In addition to this, approximately \$90,000 is spent on minor improvements and renewal works per year (e.g. painting, replacement of pans/seats).

Alongside routine site inspections by Council staff, there are other ways to collect information about damage or broken fixtures through a variety of user-sourced smart phone data apps. There have been a number of trials across different local government areas that have seen the implementation of municipal wide apps to allow users to directly report issues about Council's assets (see Case study below). There are further opportunities to test the usefulness and implementation of a similar program in Greater Bendigo across Council owned and managed assets.

Recommendation

- Remove surplus toilets in poor condition with low usage at Caradon Way, Bendigo Aerodrome and Londonderry Reserve.
- Record and collect information about usage and cleaning performance using counters or other methods.
- Review and update current cleaning and maintenance schedules commensurate to levels of usage and peak demand.
- Update Council's audit data to include information about other Council owned and managed toilets not currently captured.
- Investigate the viability of a municipal wide app that allows individual users to report maintenance issues. directly to Council through their smart phone.

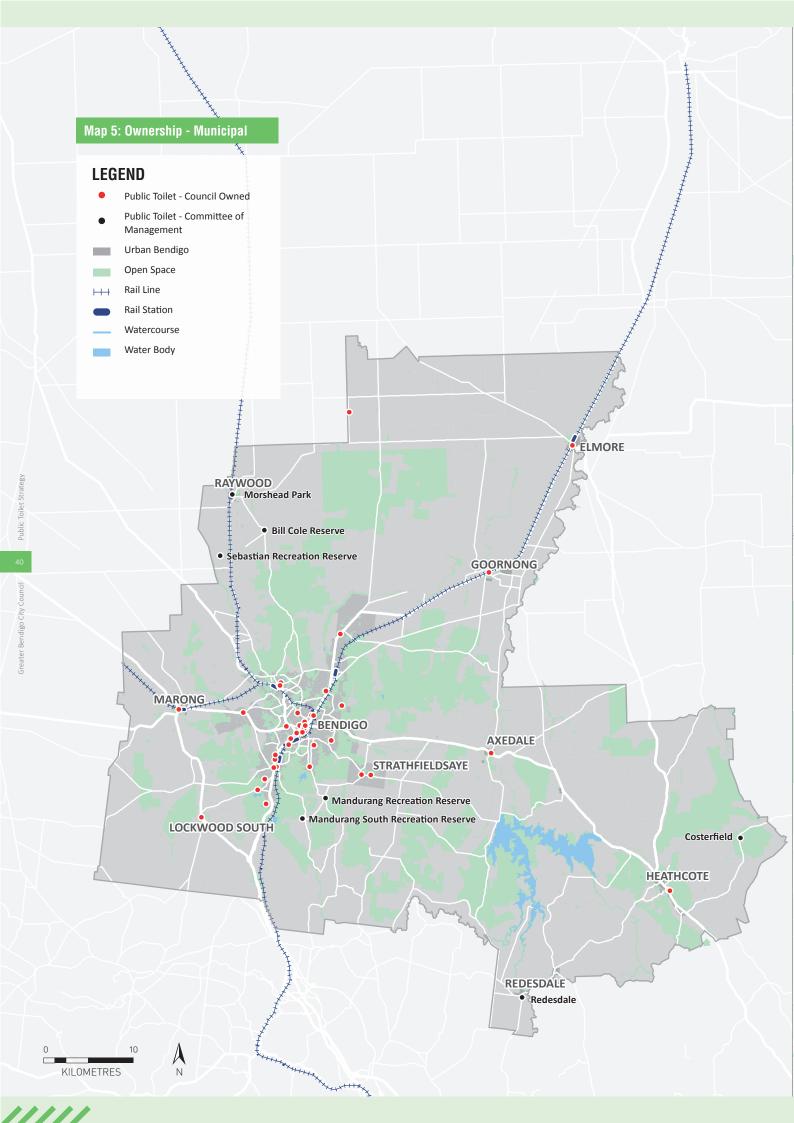
Case Study 6

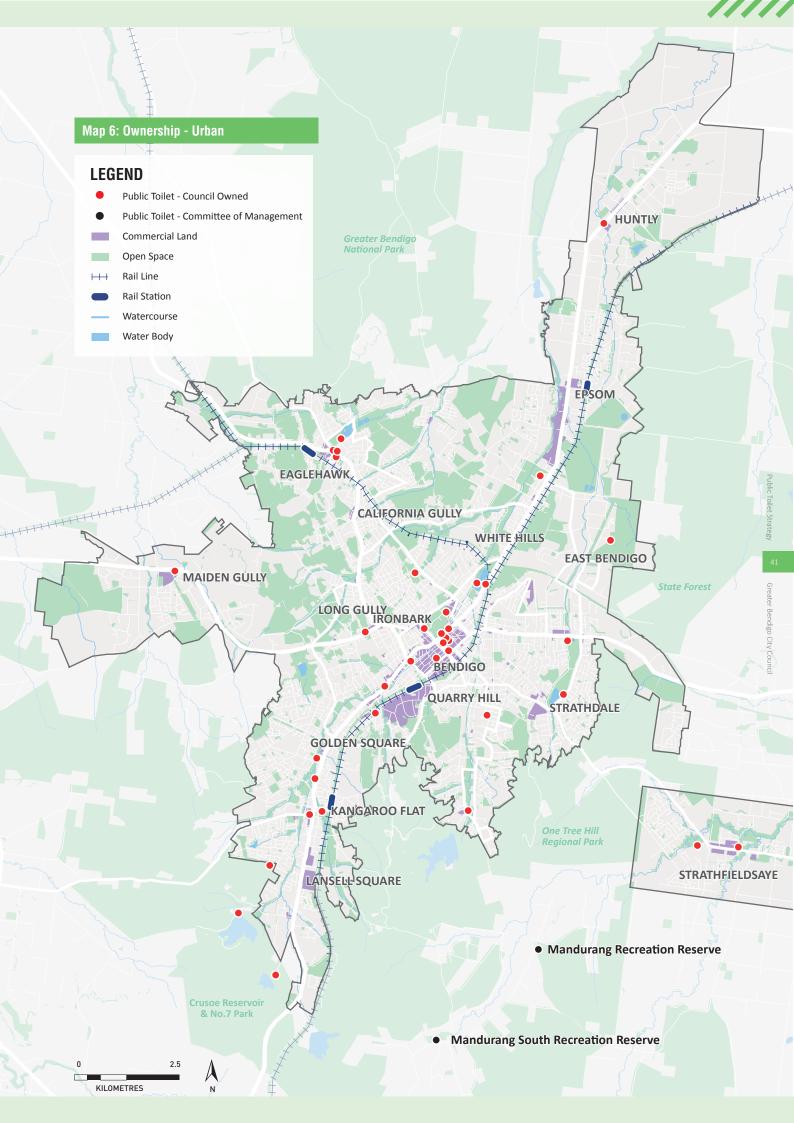
Report Maintenance Issues Snap Send Solve

Snap Send Solve is an app developed in Melbourne that gives residents the ability to report maintenance issues to their local Council.

The app allows users to take a photo of the issue, then send it directly to the appropriate authority/ department. It currently has more than 60,000 users across Australia.







Opening Hours

The opening hours of toilets in Greater Bendigo vary between 24 hours and dawn and dusk. Generally, standalone toilets are open 24 hours and co-located toilets are open from dawn to dusk.

In some locations, particularly in rural or remote areas, toilets that are open 24 hours can attract anti-social behaviour. There are several known 'hotspot' locations where antisocial activities have been reported. Actions to minimise anti-social behaviour through alternative management practices include:

- Locking toilets during the evening
- Installation of CCTV cameras
- Installation of automatic door locks
- Security patrols

Determining the most appropriate response to an issue should be site/context specific and what works in one location to deter anti-social behaviour may not apply in other locations. Responses should also consider the diversity and density of activities around the toilet, particularly evening activities. 24 hour availability presents a range of challenges, particularly in relation to safety and perceptions around anti-social behaviour during the evening. A number of 24 hour toilets are available for use in the CBD at key locations that attract night time activity including: The Safe Transport Hub and Lyttleton Terrace.

The provision of additional toilets to service the night time economy is not considered necessary due to the availability of privately owned toilets found in:

- > Restaurants and bars
- > Nightclubs and other entertainment precincts
- Transport hubs such as major train, bus and taxi terminals

Council should continue to monitor this need as development and land use patterns change over time.

Recommendation

- Investigate the need for alternative management practices at known hotspot locations to minimize anti-social behaviour.
- Monitor the need for a new toilet in the CBD or other location with a concentration of night time activities.

Seasonal Demand

As well as being a key tourist attraction, Greater Bendigo hosts a number of seasonal and annual events throughout the year that attract large crowds. These events are held at key locations throughout the municipality including the Bendigo CBD, large parks, sporting venues and the Showgrounds.

The use of portable toilets is common practice for large municipal events. Legislative and planning requirements require approval of an event management plan prior the commencement of a large event. Unless there is a considerable demonstrated community need, the provision of permanent toilet infrastructure is not necessary as it encourages the proliferation a dormant toilet network (i.e. toilets that are inaccessible to the public as they locked for the majority of the year).

In addition to the requirements of event management plans, consideration for accessible and changing places facilities should be taken into account for large events. Council is in the process of purchasing a portable Marveloo Changing Places facility that is to be made available for rent at large events. The provision of these facilities will enable members of the community with additional mobility requirements to participate in municipal events.

Aquatic centres and other recreational facilities for waterplay are locations where peak demand is concentrated around the summer months. Feedback from the community identified Long Gully Splash Park as a high priority for a new public toilet.

Another way that municipal authorities have managed and increased the toilet network is through the private toilet network via apps such as AirPnP (refer to case study).

Recommendation

- Construct new toilet at Long Gully Splash Park to be accessible and accommodate peak seasonal usage.
- Continue to investigate the need for a Marveloo Changing Places Facility at key Council run events throughout the year.



HOW TO USE THE TOOLKIT

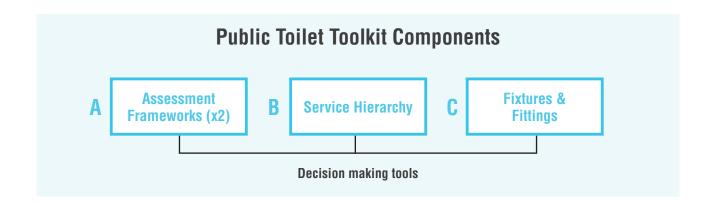
The Public Toilet Toolkit has been developed to assist Council in determining future priorities. It is to be reviewed in conjunction with the Implementation Plan to guide future decision making processess around the need for upgrading, removing or installing new public toilets.

Two **Assessment Frameworks** have been developed to assist Council in determining future upgrades to public toilets (or installation of new toilet) should a request arise outside the capital works plan. The Assessment Frameworks should be reviewed in conjunction with the overall vision, objectives and principles outlined in this Strategy and used in the following instances:

- Opportunities to consider a new facility, upgrade or removal of a public toilet as part of a planning process (e.g. Recreation Reserve Master Plan)
- Where there is a volume of community requests for a new facility, upgrade or removal of a public toilet in a location outside of the Capital Works Plan. This refers to occasions where there are consistent community requests or persistent maintenance issues associated with a public toilet facility.

The **Service Hierarchy** sets out four different levels of service provision based on different toilet configurations and typologies. The hierarchy should be used to determine the minimum level of service provision for a specific location.

A standard suite of **Fixtures & Fittings** has been developed to guide the internal and external configuration of new public toilets. In addition to the standard suite, a number of site-specific features have been listed. These features should be installed in premium public toilets, or in locations where there is a demonstrated community need. The suite should be used as a guide only.





Assessment Frameworks

Assessment Framework 1: Existing Facilities

Is there a demonstrated community demand or volume of requests for this facility to be replaced or refurbished? RESOURCES:

- > Evidence from the community or Council audits/records that the existing facility is not adequately functioning
- > Maintenance requests from community
- Community surveys
- > Public Space Strategy
- > Local masterplans or structure plans

Is the existing public toilet in poor condition?

CONSIDERATIONS:

- > Presence of vandalism or graffiti
- > Facilities are unhygienic and difficult to maintain/clean
- > Obvious signs of wear on the existing facilities within the toilet
- > Features within the toilet are broken or do not work
- > Issues with odour or presence of vermin
- > Environment/facilities are unsafe or dangerous
- > Negative perceptions of safety or presence of antisocial behaviour

RESOURCES:

- > Public toilet audit data
- Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors

Does the existing toilet have a low level of usage?

CONSIDERATIONS:

- Location and siting
- Opening hours and availability

RESOURCES:

- > Counters
- Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors
- Maintenance costs
- > Water usage, levels of toilet paper, soap consumed weekly, monthly or annually

Does the toilet does not have appropriate fixtures or fittings?

CONSIDERATIONS:

- > DDA Compliance
- Universal access
- Site specific features

RESOURCES:

- Service Provision Hierarchy and Fixtures and Fittings
- List of Fixtures and Fittings

Assessment Framework 2: New Facilities

Is there a existing public or planned toilet nearby?

CONSIDERATIONS:

- > Toilets within 400m of the proposed location
- > One or more private or community hosted toilets that are accessible within 400m available ? (e.g. libraries, community centres, indoor sport and recreation centres)
- Privately operated public toilets within close proximity to the proposed location? (e.g. Shopping Plaza)

RESOURCES:

- GIS database mapping
- National Toilet Map
- Activity Centre strategies
- > Local masterplans or structure plans
- > Public Toilet Capital Works Plan

Is there a high movement of pedestrian, cycling or other active transport modes and the proposed location in an area with a growing catchment?

CONSIDERATIONS:

- > Activity generators and diversity of land uses
- Transport and connectivity

RESOURCES:

- ABS Population protections
- Surrounding mixture of land uses
- > Public Space Strategy
- Greater Bendigo Aquatic Facilities Strategy (2010)
- > Bendigo Regional Tourism Destination Management Plan 2016
- › Local masterplans or structure plans

Will the new toilet enhance community safety, health and wellbeing?

CONSIDERATIONS:

- > Contribution to the existing public toilet network
- Social indicators
- Needs of different user groups

RESOURCES:

- > Council Plan 2017-2021
- > Community Access and Inclusion Plan (2015-2018)
- > Cultural Diversity and Reconciliation Action Plan (2016)
- Greater Bendigo Aquatic Facilities Strategy (2010)
- Greater Bendigo Walking and Cycling Strategy (2006)
- Municipal Public Health and Wellbeing Plan (2013-2017)
- > Play Space Strategy (2009-2014)

B

Service Hierarchy

LEVEL OF SERVICE	CONFIGURATION/TYPOLOGY	MINIMUM CUBICLES	EXAMPLE LOCATIONS	OPENING HOURS	MINIMUM CLEANING FREQUENCY
Basic	Individual cubicles comprising:	2	Small public open spaces	Dawn-	x1 per day
	One unisex disabled unisex		Linear trails/shared paths	dusk	
	cubicle One unisex cubicle		Other moderate use locations		
Standard	Individual cubicles comprising: One unisex disabled cubicle	3	Neighbourhood parks, reserves and open space	Dawn to dusk	x1 per day
	 One unisex disabled cubicle One male and one female cubicle (or two unisex cubicles) 		Adjacent to high use play grounds	OR 24 hours	
	, , , , , , , , , , , , , , , , , , ,		Local activity/commercial areas	24 110013	
			Other high use locations		
Co-located	Individual cubicles comprising at least:	4	Multi-use recreation reserves	Dawn to dusk	x1 per day/ after event
	 Two unisex disabled unisex cubicle One male and one female cubicle (or two unisex cubicles) 		Sports pavilions		
	OR Toilet block comprising: One unisex disabled toilet Split Gender				
Premium	Individual cubicles comprising:	4+	Regional/municipal parks	Dawn to	x2- x3
	› One unisex disabled toilet		and open space	dusk	per day depending
	 One unisex/ambulant/family friendly toilet 		High use recreation reserves	OR 24 hours	on usage and season
	 At least one male and one female cubicle (or two unisex 		Regional playgrounds		
	cubicles)		Large activity centres		
	OR		Other high-use locations		
	Toilet block comprising:				
	One unisex disabled toilet				
	Split Gender				

Service Hierarchy

Example Toilet Typologies







Examples of Premium Toilets

- 1. Centennial Park, Sydney
- Sydney Park, Sydney 2.
- George Street, Sydney

Example Toilet Typologies







Examples of Standard Toilets

- 1. Custom Standard Toilet, Sydney
- 2. Mettros 'Melville' Model
- 3. Landmark Coastal Model Variation







Examples of Basic Toilets

- 1. Exeloo Basic Model
- 2. Landmark Coastal Model
- 3. Exeloo Compact Model

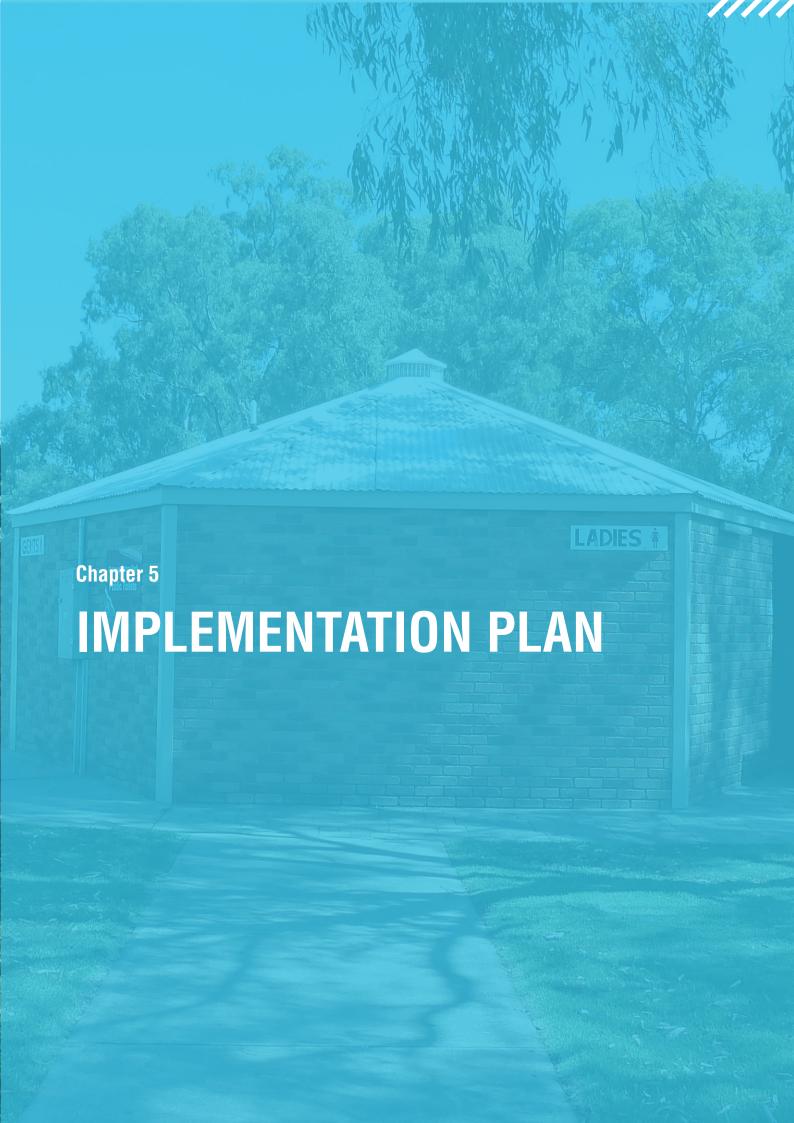
C

Fixture & Fittings

Category	Internal features	External features
Standard list of materials, fixtures and fittings	Toilet Cubicle Stainless steel toilet Toilet Seat Dual flush Concealed cistern and pipes Paper sheets	 Signage showing opening hours, gender configuration, basic contact information At grade pathway access Weather protection At-grade pathway and access Low level, drought resistant planting
	Amenities > Stainless steel hand basin > Tempered water tap > Baby Change table	
Customised list of materials, fixtures and fittings for premium/high use locations or other site-specific	Toilet Cubicle Jumbo rolls Sanitary napkin disposal Urinal Amenities	 Automatic locking doors Communal hand wash basins Screening Public art
toilets*	 Electric hand dryer Syringe disposal Sensors to conserve energy and water consumption Mirror Rubbish bins Non-slip surfaces 	
Disabled and ambulant toilets	In accordance with AS 1428	In accordance with AS 1428
Changing Places Facilities	In accordance with Changing Places guidelines	In accordance with Changing Places guidelines

Notes

^{*}The use of specific fixtures and fittings should be considered on a site-specific basis. For example in high use locations, where accommodating the maximum number of people is a priority, fixtures such as urinals and jumbo rolls should be considered. In locations where there is anti-social behaviour the use of security cameras or automatic locking doors may be appropriate.



OVERVIEW

An Implementation Plan has been developed that sets out the key priorities for public toilet upgrades over the next 10 years. It should be read in conjunction with the vision, objectives and principles for public toilets in Greater Bendigo.

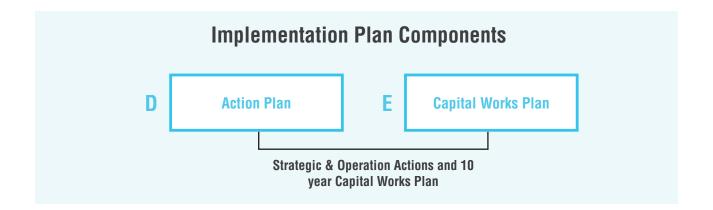
The strategic and operational recommendations of this Strategy have been translated into an **Action Plan**, categorised by theme and each assigned an indicative timing.

The **Capital Works Plan** sets out a 10 year list of upgrades and actions for all public toilet in Greater Bendigo. The time line provided in the capital works plan is indicative and Council should determine the most appropriate phasing and timing of the capital works plan in accordance with budget and expenditure. Prioritisation of actions are categorised as:

Short Term:	1-2 years
Medium Term:	2-5 years
Long Term:	5-10 years

Refer to **Appendix D** to compare the additional coverage proposed as part of the new Capital Works Plan in reference to 1km and 5km radius.

It is recommended that the Implementation Plan is reviewed after 5 years in order to assess the future priorities, community need and demand.



D Action Plan

upgrade to Mall facilities. Investigate future need for the existing toilet in Londonderry Reserve in line with the recommendations of the Public Space Plan. Monitor the need for new public toilets along other key pedestrian routes within the City Centre. Monitor the need for new public toilet facilities as part of the proposed redevelopment of State Government offices. Monitor the land use activities and development of Activity and Neighbourhood Centres and review the need for public toilets in five years. Review the cleaning frequency of the toilets at Heathcote Visitors Centre to ensure they are maintained to a high standard. Continue to maintain toilets in regional townships to the same standard as other Council owned and managed facilities. Consider and monitor the need for new public toilets in Rosalind Park (location to be determined). Prioritise public toilet upgrades/installations in higher order open spaces and monitor the community need over time. Should demonstrated demand arise, apply the assessment frameworks to justify future provision. Insert reference to the Public Toilet Strategy in the new Public Space Plan. Identify, investigate and consider the need for future public toilets at RV dumping sites. Ongoing Monitor the community need for new public toilets in district and regional playspaces. Should the need or demand arise, apply the assessment frameworks to betermine future need. Investigate a location for a new public toilet in along the O'Keefe Trail. Medium Term Medium Term Ongoing	Action	Timing
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DESIGN		Ongoing
	DESIGN	
	Refer to the Service Provision Hierarchy when determining the typology of new public toilets (see Public Toilet Toolkit Chapter 4).	Ongoing
	When appropriate, undertake consultation and engagement with the local community prior to the development and installation of a new public toilet.	Ongoing
	Standardise the provision of fixtures and fittings in accordance with the service provision to ensure consistency across the network (see Public Toilet Toolkit Chapter 4).	Ongoing

Incorporate additional features in site specific locations as appropriate to the site. Apply the design and siting principles as relevant to the upgrade of existing facilities and the installation of new toilets (see Public Toilet Toolkit Chapter 4). ACCESSIBILITY Apply the principles of universal design to all toilet upgrades and new installations. Ongoing Upgrade toilets in key locations to include family friendly facilities. Ongoing Undertake an assessment of facilities across the municipality to determine their accessibility. Ensure accessible public toilets are included in pavilion and building upgrades. Ongoing Undertake further investigations and consultation to determine the most suitable	g g g y
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accessibility. Ensure accessible public toilets are included in pavilion and building upgrades. Ongoing	, 5
Undertake further investigations and consultation to determine the most suitable Short To	erm
location for a new Changing Places facility in Greater Bendigo	
Develop a municipal signage/wayfinding strategy to improve the accessibility and standard of signage on Council owned assets, including public toilets.	า Term
Update information annually about Council owned and managed toilets on the National Medium Public Toilet Map within Greater Bendigo	າ Term
Update list of public toilets on Council's Community Compass web page to include information including opening hours and DDA compliance.	erm
Investigate the viability of a community toilet scheme through a trial in a local community.	rm
Monitor the need for a user paid system in the long term. Should the need arise, undertake further consultation with the public as well as key user groups.	rm
MANAGEMENT	
Incorporate CPTED principles into all decision and assessment processes. Ongoing	3
Assess the safety and structural condition of all toilet facilities through a Council audit process every five years.	years
Record all reports and instances of anti-social behaviour and reactive maintenance and ongoing monitor over time to identify key hot spots.	3
Record and collect information about usage and cleaning performance using counters or Ongoing other methods.	5
Review and update current cleaning and maintenance schedules commensurate to levels Annually of usage and peak demand.	У
Update Council's audit data to include information about other Council owned and managed toilets not currently captured. Annually	У
Investigate the viability of a municipal wide app that allows individual users to report maintenance issues. directly to Council through their smart phone.	า Term
Investigate the need for alternative management practices at known hotspot locations to Medium minimize anti-social behaviour.	า Term
Monitor the need for a new toilet in the CBD or other location with a concentration of night time activities.	า Term
Continue to investigate the need for a Marveloo Changing Places Facility at key Council Short Te run events throughout the year.	erm

Ε

Capital Works Plan

REF. NO.	TOILET NAME/ LOCATION	SUBURB	ACTION	COMMENT	PRIORITY
36	Bendigo Aerodrome	East Bendigo	Decommission	Low usage surplus asset	Short Term
39	Caradon Way Eaglehawk	Eaglehawk	Decommission	Very poor condition, low usage requiring removal	Short Term
16	Cooinda Park	Golden Square	Upgrade	High use, high profile location requiring upgrade	Short Term
1	Elmore	Elmore	Upgrade (incl. Changing Places)	Very high usage, very high profile requiring full upgrade including 'Changing Places' capability	Short Term
57	Epsom	Epsom	New	Provision of new facility for Epsom pending community consultation and needs analysis, Land may need to be purchased in addition to these works	Short Term
19	Goornong Village Green	Goornong	Renewal	Average condition, high usage, high profile requiring renewal	Short Term
2	Hargreaves Mall- North	Hargreaves Mall, Bendigo	Renewal	Very high usage, very high profile requiring renewal	Short Term
3	Hargreaves Mall- South	Bendigo	Renewal	Very high usage, very high profile requiring renewal	Short Term
4	Hargreaves Street Multi Storey Carpark	Bendigo	Upgrade	Average condition, high usage, high profile requiring renewal	Short Term
5	Heathcote Tourist Information Centre	Heathcote	Upgrade (incl. Changing Places)	Highest usage in municipality in need of upgrade including 'Changing Places' capability	Short Term
23	Lake Neangar	Eaglehawk	Upgrade (incl. Changing Places)	Full upgrade required including 'Changing Places' capability for Eaglehawk Playspace	Short Term
47	Londonderry Reserve	Bendigo	Decommission	Very poor condition, low usage requiring removal. Investigate the need to relocate this facility to another central location in line with the Public Open Space Plan.	Short Term
68	Long Gully Splash Park	Long Gully	New	Provision of new facility to be accessible and accomodate peak seasonal usage	Short Term
8	Lyttleton Terrace Coles Carpark	Bendigo	Upgrade	Very high usage, very high profile requiring substantial upgrade.	Short Term
27	Queen Elizabeth Oval	Bendigo	Upgrade	Average condition, high usage, high profile requiring upgrade	Short Term
10	Rotary Gateway Park	Kangaroo Flat	Upgrade (incl. Changing Places)	Poor condition, high usage in prominent "Gateway" location	Short Term
11	Safe Transport Hub	Bendigo	Upgrade (incl. Changing Places)	Review the need for this in 2022-23	Short Term

REF.	TOILET NAME/	SUBURB	ACTION	COMMENT	PRIORITY
NO. 72	Truscott Reserve	California Gully	Decommission	Current Toilet Block beyond renewal and	Short Term
	Former Public Toilets			requires demolition	
73	Truscott Reserve Stadium	California Gully	Upgrade	Retrofit to allow Public Access to stadium facilities	Short Term
33	Victoria Street Eaglehawk	Eaglehawk	Renewal	Upgrade of ageing stock	Short Term
6	Lake Weeroona- Female	Bendigo	Renewal	Very high usage, very high profile requiring renewal	Short Term
7	Lake Weeroona - Male	Bendigo	Renewal	Very high usage, very high profile requiring renewal	Short Term
24	Lake Weeroona Creekside	Bendigo	Decommission	Average condition, surplus asset requiring disposal	Short Term
56	Bath Lane Precinct	Bendigo	New	Provision of new facility for Bath Lane Precinct pending community consultation and needs analysis, Land may need to be purchased in addition to these works	Medium Term
38	Station Street, Kangaroo Flat	Kangaroo Flat	Renewal	Low usage asset in isolated location and subject to ongoing anti-social behaviour. Requires renewal in-line with Public Space Plan and other strategic investigations.	Medium Term
35	Allingham Street Reserve	Golden Square	Upgrade	Very poor condition requiring demolition, relocation and rebuild	Medium Term
37	Bill Cole Reserve Neilborough	Neilborough	Renewal	Poor condition requiring renewal	Medium Term
14	Blucher Street Strathfieldsaye	Strathfieldsaye	Renewal	Upgrade of ageing stock	Medium Term
41	Crusoe Heights Reserve	Kangaroo Flat	Renewal	Upgrade of ageing stock	Medium Term
42	Crusoe No.7 Reservoir	Kangaroo Flat	Renewal	Upgrade of ageing stock	Medium Term
43	Crusoe Reservoir	Kangaroo Flat	Upgrade	Poor condition, low usage portable facility requires removal and rom full upgrade	Medium Term
62	Eaglehawk BMX Track	Eaglehawk	New	Replacement of poor condition facility to allow Public Access	Medium Term
55	Epsom Huntly Recreation Reserve Pavillion	Epsom	Upgrade	Retrofit to allow Public Access to pavilion facilities	Medium Term
64	Evergreen Boulevard Creek Reserve Jackass Flat	Jackass Flat	New	Provision of new facility for Jackass Flat pending community consultation and needs analysis	Medium Term
45	Heathcote Council Office	Heathcote	Decomission	Average condition, surplus asset requiring disposal	Medium Term
58	Junortoun	Junortoun	New	Provision of new facility for Junortoun pending community consultation and needs analysis, Land may need to be purchased in addition to these works	Medium Term
66	Kennington Recreation Reserve Sports Pavilion	Kennington	Upgrade	Retrofit to allow Public Access to pavilion facilities	Medium Term

REF. NO.	TOILET NAME/ LOCATION	SUBURB	ACTION	COMMENT	PRIORITY
22	Kennington Reservoir	Kennington	Upgrade	Upgrade of ageing stock	Medium Term
67	Knowsley (on O'Keefe Rail Trail)	Knowsley	New	Provision of new facility for Knowsley and the O'Keefe Rail Trail pending community consultation, Land may need to be purchased in addition to these works	Medium Term
59	Longlea	Longlea	New	Provision of new facility for Longlea Recreation Reserve and Historic School House pending community consultation and overall site design	Medium Term
26	Marong	Marong	Renewal	High use, high profile facility	Medium Term
70	McIvor Road Skate Park	Bendigo	New	Provision of new facility for McIvor Road Skate Park pending community consultation and needs analysis	Medium Term
50	Morshead Park Raywood	Raywood	Upgrade	Poor condition, low usage facilities requiring upgrade. Questions regarding location of these facilities- should they be in the main street of Raywood? Or located at Recreation Reserve? \$125k Raywood Masterplan Pending	Medium Term
51	North Bendigo Recreation Reserve	North Bendigo	Upgrade	Poor condition, moderate usage facilities beyond renewal requiring demolish and rebuild. Consideration of location and potential to include these facilities as part of North Bendigo Pavilion upgrade	Medium Term
61	Quarry Hill Reserve Pavilion	Quarry Hill	Upgrade	Retrofit to allow Public Access to stadium facilities	Medium Term
30	Strathdale Park	Strathdale	Upgrade (incl. Changing Places)	Average condition, high use requiring upgrade to include 'Changing Places' capability adjoining Strathdale Playspace	Medium Term
71	Strauch Reserve Huntly	Huntly	Upgrade	Average condition facility requiring upgrade to allow for Public Access	Medium Term
31	The Mews (rear of Visitor Information Centre)	Bendigo	Renewal	Average condition, high usage, high profile requiring renewal	Medium Term
32	Tom Flood Sports Centre	Bendigo	Renewal	Upgrade of ageing stock	Medium Term
34	White Hills Botanical Gardens	White Hills	Upgrade (incl. Changing Places)	Poor condition, moderate usage requiring complete upgrade with consideration for 'Changing Places' capability at White Hills Botanical Gardens and playspace, Review demand for this 2020-21	Medium Term
74	Waratah Road Reserve Huntly	Huntly	New	Provision of new facility for Huntly pending community consultation and needs analysis	Medium Term
13	Axedale Reserve	Axedale	Renewal	Upgrade of ageing stock	Long Term
15	Canterbury Gardens	Eaglehawk	Renewal	Upgrade of ageing stock	Long Term
44	Dick Turner Reserve	Golden Square	Upgrade	Poor condition, moderate usage requiring demolition and rebuild	Long Term

REF. NO.	TOILET NAME/ LOCATION	SUBURB	ACTION	COMMENT	PRIORITY
17	Dunlop Lane Kangaroo Flat	Kangaroo Flat	Renewal	Upgrade of ageing stock	Long Term
63	Eaglehawk West	Eaglehawk West	New	Provision of new facility for Eaglehawk West pending community consultation and future needs analysis. Land may need to be purchased in addition to these works	Long Term
18	Edward Street Multi Storey Carpark	Bendigo	Renewal	Upgrade of ageing stock	Long Term
65	Finn Street Recreation Reserve	White Hills	New	Replacement of poor condition facility to Public Toilet in consultation with site Masterplan	Long Term
20	Happy Jack Reserve	Lockwood South	Renewal	Upgrade of ageing stock	Long Term
21	Huntly Lions Park Reserve	Huntly	Renewal	Upgrade of ageing stock	Long Term
25	Maiden Gully	Maiden Gully	Renewal	Upgrade of ageing stock	Long Term
48	Mandurang Recreation Reserve	Mandurang	Renewal	Upgrade of ageing stock	Long Term
49	Mandurang South Recreation Reserve	Mandurang South	Renewal	Upgrade of ageing stock	Long Term
60	Marist College Sports Pavilion	Maiden Gully	Upgrade	Retrofit to allow Public Access to pavilion facilities	Long Term
69	Marita Drive Reserve Maiden Gully	Maiden Gully	New	Provision of new facility for Maiden Gully South pending community consultation and needs analysis	Long Term
9	North Central Goldfields Library	Bendigo	Renewal	Very high usage, very high profile requiring renewal	Long Term
28	Redesdale	Redesdale	Renewal	Upgrade of ageing stock	Long Term
53	South Bendigo Progress Association	Flora Hill	Upgrade	Poor condition, low usage requiring demolish and rebuild with timing consideration of Scout Hall renewal	Long Term
29	Spring Gully Recreation Reserve	Spring Gully	Renewal	Upgrade of ageing stock	Long Term
54	Strathfieldsaye Recreation Reserve	Strathfieldsaye	Renewal	Upgrade of ageing stock	Long Term
12	Albert Richardson Memorial Park	Ironbark	None	As new facility with no works required in the short-medium term	Long Term
40	Costerfield	Costerfield	None	Built by CoGB on DELWP land hand gifter to the community, As new facility with no works required in the short-medium term	Long Term
46	Kamarooka Public Hall	Kamarooka	None	As new facility with no works required in the short-medium term	Long Term
52	Sebastian Recreation Reserve	Sebastian	Renewal	Upgrade of ageing stock	Long Term

^{*}Refer to **Appendix D** for maps showing existing network and proposed capital works network coverage



POLICY SUMMARY

NAME	OVERVIEW	IMPLICATIONS FOR PTS 2017
Greater Bendigo Community Plan 201 -2021 (Draft)	Replaces the Council Plan 2013-2017 and sets out six key objectives relating to governance, wellness & equality, the economy, managing growth, environmental sustainability and culture. Sets out a vision for Bendigo to be the world's most liveable community.	Opportunities to reflect objectives and vision through recommendations of the Final Strategy. The Plan outlines a lists of relevant strategies currently in use.
Council Plan 2013 - 2017 (Year 4)	Sets a vision for Greater Bendigo and identifies strategic objectives, challenges and opportunities in reference to five themes: leadership and good governance, planning for growth, vibrancy, productivity and sustainability. Current Council Plan will be replaced with the Greater Bendigo Community Plan.	No direct reference to public toilets, however the Plan emphasises the importance of taking action to improve Greater Bendigo's liveability by improving the health and wellbeing of the community. This is intended to be achieved through a strong focus on accessible open space with direct links to important community facilities and services.
Greater Bendigo Public Space Plan Strategic Context & Issues Report	Provides an overview of the issues and challenges associated with public space in Bendigo. The Report explores a range of themes and influences that impact the delivery and operation of public space. The plan will eventually replace the existing Open Space Strategy.	There are a number of key information sources contained within the Report including the hierarchy of open spaces, play spaces and land ownership arrangements. Many of the issues effecting public space in Greater Bendigo also broadly influence public toilet provision.
Open Space Strategy 2005	Outlines the key strategies required to realise Council's 'open space vision', ensuring that open space within Bendigo continues to serve as a major contributor to the quality of life of residents.	The definition of open space within this document identifies good public toilet access as a necessary requirement for successful open spaces. Recommended actions for the development of a walking/cycling trail include making use of existing toilets in the area.
Community Access and Inclusion Plan 2015-2018	An action plan that aims to reduce barriers to any person with a disability from accessing goods, services, facilities and employment opportunities. Also aims to change attitudes and practices that can lead to discrimination against those with disabilities.	As part of the plan to reduce barriers to facilities, the document outlines a need to review the City's Public Toilet Strategy. This will include identifying accessibility issues and setting out a plan for the next 5 years to implement any required changes. The Plan also advocates for inclusion of accessible toilet information on the Bendigo regional maps and communications.
		Addresses the feasibility of purchasing accessible portable toilets for community events.
Positive Ageing Strategy 2011-2014	Outlines the actions that are required to address the needs of all elderly people within the municipality. This will be done by addressing social connection, health, housing and transport access.	Discusses the idea of a 'Travellers Aid' service at Bendigo Station that would include accessible public toilets.
Commercial Land and Activity Centre Strategy	Provides a framework for the planning and development of activity centres for the next two decades.	No direct mention of public toilets, however it prioritises in its outcomes a healthy and safe community with improved wellbeing.
Environment Strategy 2016-2021	Sets out a 20 year vision for the municipality that recognises the challenges and opportunities involved with environmental sustainability.	No direct mention of public toilets, however there is a strong focus on open space within the municipality.
Play Space Strategy 2009-2014	Outlines actions required to manage and improve 115 child friendly play spaces across the municipality.	Establishes a hierarchy of criteria for the City's play spaces. In particular regional level play spaces must contain a wide variety of amenities including public toilets. Also outlines the importance of supporting amenities including
		disabled toilets.
Public Health and Wellbeing Strategy	Sets goals for protecting and improving the health of people living within the municipality.	No direct mention of public toilets, however it does highlight the importance of well serviced public spaces when it comes to improving health in the community.
Municipal Early Years Plan 2015-2018	Focuses on the needs of children aged from birth to eight years by improving access to high quality and accessible services to their families and carers	Identifies the need for more parent rooms/family toilets around the municipality. Also identifies the need for visible toilets in playgrounds and play spaces.

OPEN SPACE HIERARCHY

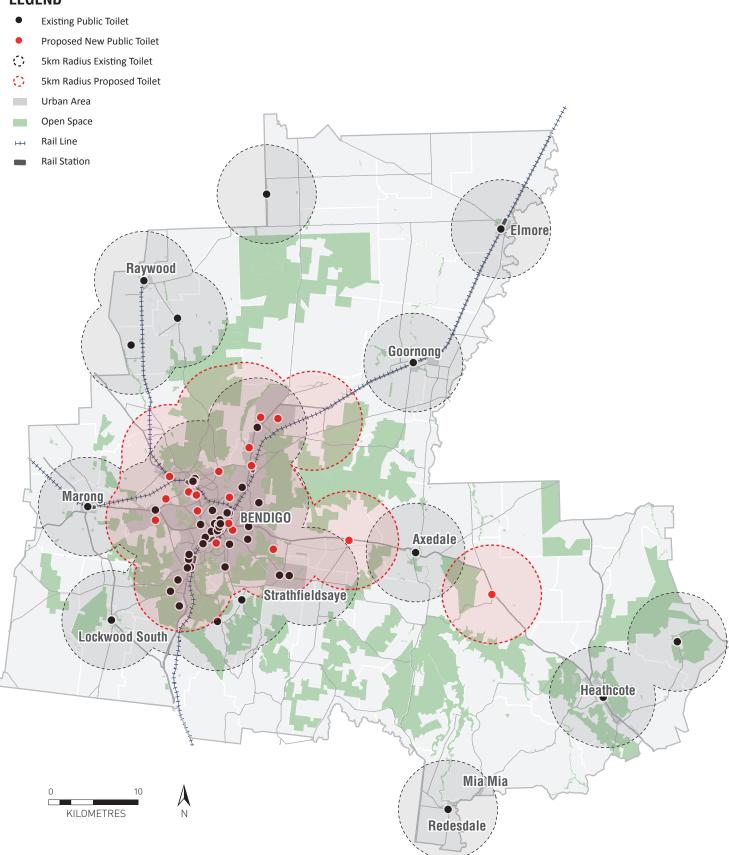
NAME	OVERVIEW
Local Open Space	Local open spaces predominantly or totally serve small rural localities, small townships, and neighbourhoods or suburbs within the urban areas of the City. They are classified as local because: They are generally small in size and thus have a little or no capacity to serve the whole Council or region; They provide opportunities which are similar to those available at a number of other locations and thus do not attract people from far away; and They have been designed and sited in a way, which ensures good access from nearby areas and possibly even, discourages access and use from wider areas. Playgrounds, ball sport kickabout areas, small reserves and neighbourhood pathways are common local open spaces.
Sub-municipal open spaces	Sub-municipal open spaces serve substantial and often geographically-defined sections of, but not the whole of, the municipality because of one or more of the following:
	Size: they are general larger than local venues, but are usually too small to meet all municipal needs;
	The more specialised uses made of them (and thus the larger service areas required);
	Their relative isolation from other similar assets; and
	Their less frequent provision due, generally, to larger land requirements to achieve viability, higher provision costs and for some types of opportunity, the size of catchment needed to ensure viability.
	Single or dual field sports grounds, larger playgrounds, linear trails, community halls, local pools, informal parks and bushland reserves are common sub-municipal open spaces.
Municipal open spaces	Municipal open spaces serve the total community living in the Council area. They are classified as municipal because:
	Depending on their nature, they are used by individuals, groups or teams, which are drawn from across the whole municipality;
	They are provided by Council or others for residents of that Council.
	Other Councils provide their own venues for their residents;
	They are often the only resource of their type in the municipality;
	The size of the land requirements, higher cost of provision and, for some types of use, the size of catchment needed to ensure viability, mean that no more than one or two venues can be provided by a Council; and
	They have been sited so as to be accessible to the whole Council community.
	Municipal level open spaces may include sports grounds, City/town centre reserves, botanic gardens, walking/cycling trails, airport and sewerage works land and undeveloped reserves retained to meet future municipal needs.
Regional open spaces	Regional open spaces serve the needs of the residents of a number of Councils. They are classified as regional for one or more of the following reasons:
	They are larger than other facilities of the same type and can accommodate a far larger number of visitors than municipal-only venues;
	They need a substantial market or service area to remain viable and they need to draw that market from the City and its surrounding region.
	The City in which they are based generally has greater drawing power than others in the area. That said, nature-based regional facilities are sited at the natural asset, not in the largest regional city;
	They support either a wide mix of uses or high specialisation of use;
	They are generally of high quality;
	They are generally costly to provide and/or maintain;
	They are often unique to the region;
	They have environmental, heritage, amenity or other special significance; and
	There is a low frequency of provision or natural occurrence.
	Regional open spaces frequently include golf courses, major sports grounds, long distance trails, and various types of heritage and nature reserves eg: forests, lakes, rivers, wetlands, waterfalls.
State open spaces	State level open spaces have characteristics similar to regional venues but serve the whole State because their characteristics are generally considered to be even more marked or significant than those of the regional venues.
	State level open space can occur in a particular part of the State because:
	A Council, the government or some other body has determined that that is the best or politically most astute location
	Because the provider desires to offer the asset at that location, and
	If it is a nature-based resource, because the location is unique, or is one of few occurrences or the best of that type of resource in the
	State.
	State level open spaces in the City of Greater Bendigo include sections of the Box-Ironbark forests, heritage mining sites and the Chinese museum and gardens.
National & International Open Spaces	National and international level open spaces have characteristics similar to State and regional venues but serve the whole country and can attract interstate and potentially, overseas visitors and or uses. This is because they are unique or because their characteristics are generally considered to be more marked or significant than those of the State and regional venues. The sites that would be listed as being of National or International importance would be limited to the Box- Ironbark forests and some former mining sites. Some of these sites are considered worthy of World Heritage listing

PLAY SPACE HIERARCHY

NAME	OVERVIEW				
Regional	· Largest sized play space				
	· Provides a broad range of play experiences for all ages and abilities				
	· Generally provides for visits of several hours				
	· Located in close proximity to open space suitable for ball games				
	· Retain natural features and incorporate into design				
	· Often designed by playground experts or landscape architects				
	· Contain a wide variety of amenities such as toilets, paths, seats, shade (trees and / or shade sails), bins, lighting, drinking fountains, picnic tables, shelter, BBQs, car parking and connections to cycling / walking paths				
	· May attract people from other towns				
	· Has a catchment of 10km or more				
District	· Medium sized play space				
	· Provide a number of play opportunities				
	· May contain several different items of play ground equipment for each age group				
	· Service a number of neighbourhood areas				
	· Generally located in close proximity to large open space areas suitable for ball games				
	· Generally contain a range of amenities including seating, shade, car parking, paths, bins, drinking fountains				
	· Has a catchment area of 500m-2km				
Local	· Smallest sized play space				
	· Situated close to residential areas				
	· Provides basic play opportunities				
	· May contain basic play ground equipment				
	· May contain basic amenities such as seating and shade trees				
	· Has a catchment of approximately 400m or 5 minutes walking (which equates to a 280m radial distance for spatial mapping purposes)				
Other	· Play spaces that are located on City of Greater Bendigo owned land but not accessible to the general public at all times, e.g. Aquatic				
	· Centre play space and play spaces located at pre-schools, kindergarten and childcare centres				

FUTURE PUBLIC TOILET NETWORK

LEGEND



COUNCIL STRATEGY MATRIX

The table below lists all relevant Council Strategies/Plans and identifies their relevance according to each theme within this Strategy.

MUNICIPAL PLANS	DISTRIBUTION	DESIGN	ACCESSIBILITY	MANAGEMENT
Greater Bendigo Community Plan (2017-2021)	O	O	O	O
Community Access & Inclusion Plan (2015-2018)	O	O	O	O
Community Engagement Strategy (2015)				O
Greater Bendigo Aquatic Facilities Strategy (2010)	O			
Greater Bendigo Walking and Cycling Strategy (2006)	•		•	
Greater Bendigo Environment Strategy (2016-2021)		O		
Greater Bendigo 2036 Community Plan (2011)				O
Municipal Public Health and Wellbeing Plan (2013-2017)	•	O	•	O
Cultural Diversity and Reconciliation Action Plan (2016)			•	O
Violence Prevention Plan (2012)				O
Play Space Strategy (2009-2014)	•			
Rural Communities Strategy (2016)	O			
Public Space Strategy (In Progress)	O			
Public Toilet Design Brief (2011)				
LOCALITY PLANS	DISTRIBUTION	DESIGN	ACCESSIBILITY	MANAGEMENT
LOCALITY PLANS Barrack (Reserve) Community Precinct Master Plan - Heathcote (2009)	DISTRIBUTION		ACCESSIBILITY	MANAGEMENT
Barrack (Reserve) Community Precinct Master Plan - Heathcote			ACCESSIBILITY	MANAGEMENT
Barrack (Reserve) Community Precinct Master Plan - Heathcote (2009)	•		ACCESSIBILITY	MANAGEMENT
Barrack (Reserve) Community Precinct Master Plan - Heathcote (2009) Bendigo Botanic Gardens, White Hills, Master Plan (2010)				MANAGEMENT
Barrack (Reserve) Community Precinct Master Plan - Heathcote (2009) Bendigo Botanic Gardens, White Hills, Master Plan (2010) Bendigo CBD Plan (2005)				MANAGEMENT
Barrack (Reserve) Community Precinct Master Plan - Heathcote (2009) Bendigo Botanic Gardens, White Hills, Master Plan (2010) Bendigo CBD Plan (2005) Dower Park Master Plan (2015) Eaglehawk Open Space Precinct Master Plan - Canterbury				MANAGEMENT
Barrack (Reserve) Community Precinct Master Plan - Heathcote (2009) Bendigo Botanic Gardens, White Hills, Master Plan (2010) Bendigo CBD Plan (2005) Dower Park Master Plan (2015) Eaglehawk Open Space Precinct Master Plan - Canterbury Gardens (2010)				MANAGEMENT
Barrack (Reserve) Community Precinct Master Plan - Heathcote (2009) Bendigo Botanic Gardens, White Hills, Master Plan (2010) Bendigo CBD Plan (2005) Dower Park Master Plan (2015) Eaglehawk Open Space Precinct Master Plan - Canterbury Gardens (2010) Eaglehawk Structure Plan (2013)				MANAGEMENT
Barrack (Reserve) Community Precinct Master Plan - Heathcote (2009) Bendigo Botanic Gardens, White Hills, Master Plan (2010) Bendigo CBD Plan (2005) Dower Park Master Plan (2015) Eaglehawk Open Space Precinct Master Plan - Canterbury Gardens (2010) Eaglehawk Structure Plan (2013) Epsom/Huntly Recreation Reserve Masterplan (2011) Gateway Reserve Master Plan (2011) Kennington Recreation Reserve Master Plan (Bendigo South)				MANAGEMENT
Barrack (Reserve) Community Precinct Master Plan - Heathcote (2009) Bendigo Botanic Gardens, White Hills, Master Plan (2010) Bendigo CBD Plan (2005) Dower Park Master Plan (2015) Eaglehawk Open Space Precinct Master Plan - Canterbury Gardens (2010) Eaglehawk Structure Plan (2013) Epsom/Huntly Recreation Reserve Masterplan (2011) Gateway Reserve Master Plan (2011)				MANAGEMENT
Barrack (Reserve) Community Precinct Master Plan - Heathcote (2009) Bendigo Botanic Gardens, White Hills, Master Plan (2010) Bendigo CBD Plan (2005) Dower Park Master Plan (2015) Eaglehawk Open Space Precinct Master Plan - Canterbury Gardens (2010) Eaglehawk Structure Plan (2013) Epsom/Huntly Recreation Reserve Masterplan (2011) Gateway Reserve Master Plan (2011) Kennington Recreation Reserve Master Plan (Bendigo South) (2009)				MANAGEMENT
Barrack (Reserve) Community Precinct Master Plan - Heathcote (2009) Bendigo Botanic Gardens, White Hills, Master Plan (2010) Bendigo CBD Plan (2005) Dower Park Master Plan (2015) Eaglehawk Open Space Precinct Master Plan - Canterbury Gardens (2010) Eaglehawk Structure Plan (2013) Epsom/Huntly Recreation Reserve Masterplan (2011) Gateway Reserve Master Plan (2011) Kennington Recreation Reserve Master Plan (Bendigo South) (2009) Lake Weeroona Precinct Master Plan (2011)				MANAGEMENT
Barrack (Reserve) Community Precinct Master Plan - Heathcote (2009) Bendigo Botanic Gardens, White Hills, Master Plan (2010) Bendigo CBD Plan (2005) Dower Park Master Plan (2015) Eaglehawk Open Space Precinct Master Plan - Canterbury Gardens (2010) Eaglehawk Structure Plan (2013) Epsom/Huntly Recreation Reserve Masterplan (2011) Gateway Reserve Master Plan (2011) Kennington Recreation Reserve Master Plan (Bendigo South) (2009) Lake Weeroona Precinct Master Plan (2011) Maiden Gully Structure Plan (2013)				MANAGEMENT